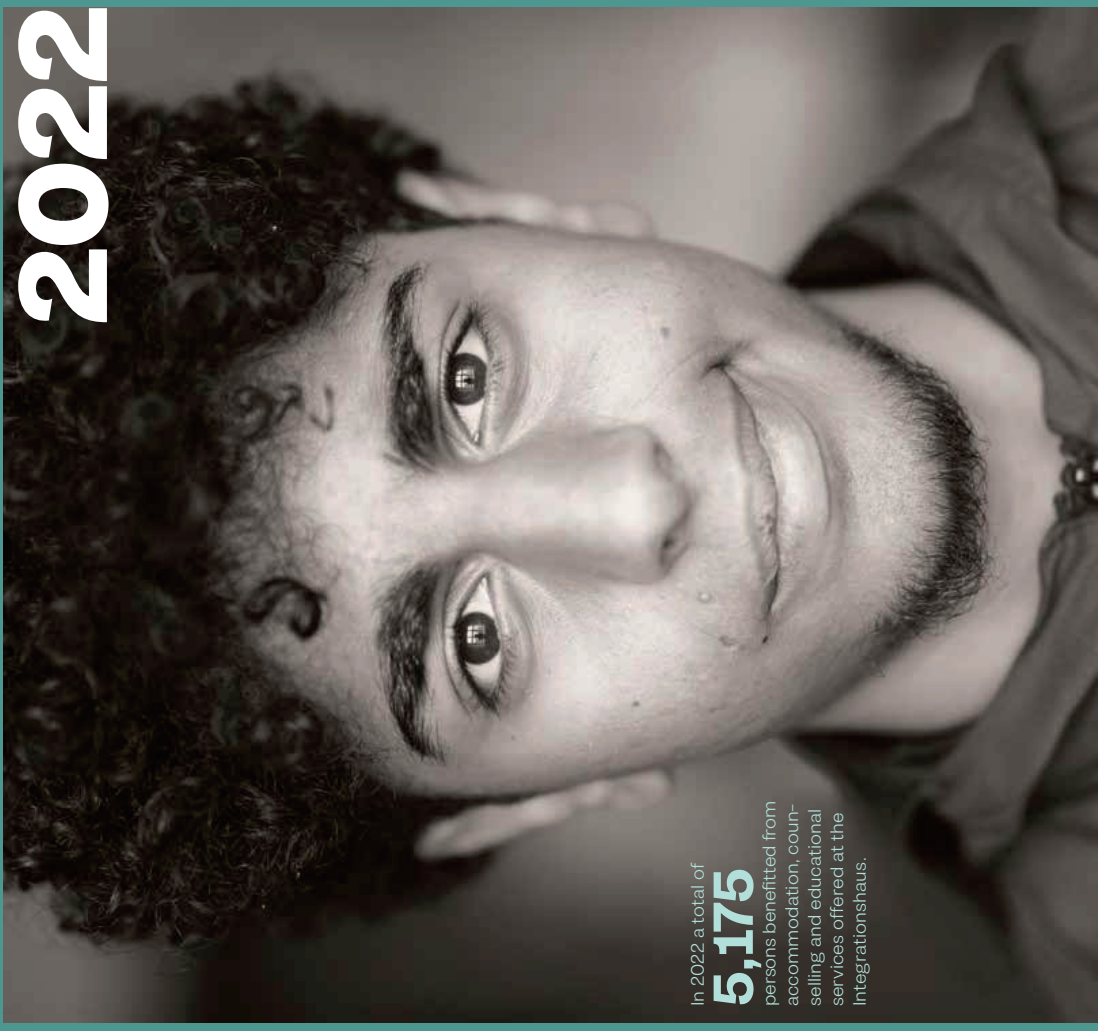


COMPETENCE CENTRE FOR THE RECEPTION AND INTEGRATION
OF REFUGEES AND MIGRANTS

ANNUAL REPORT 2022



In 2022 a total of
5,175
persons benefitted from
accommodation, coun-
selling and educational
services offered at the
Integrationshaus.

About us

The Integrationshaus in Vienna's Leopoldstadt is a recognised competence centre for the reception and integration of refugees and migrants whose services in the areas of housing and accommodation, psychosocial care, social educational care, support and counselling, education and labour market integration as well as training for volunteers have been provided for the past 28 years. The needs of people with increased care requirements, such as traumatised persons, single parents or unaccompanied and accompanied minors, as well as children and teenagers who cannot live with their families for various reasons, are of particular importance. With its expertise, the Integrationshaus stands for the protection of refugees, for solidarity and mutual respect, for multilingualism, diversity and human rights, and is a pioneer in the care of people seeking protection both nationally and internationally.

FOREWORD

by Katharina Stemberger, actress and long-time Executive Chairwoman of the Board

Refugees need a good dose of humanity and swift, professional help

The past year reminded us in a very drastic way that war is possible anywhere and at any time. The war in Ukraine broke out at a time when we thought that the COVID pandemic was finally under control. However, inflation and the global energy crisis ignited a chain reaction of crises that we all felt. The war led to thousands of people fleeing Ukraine to get themselves and their families to safety.

„Everyone has the right to humanitarian aid – we act quickly, professionally and comprehensively.“

At the Integrationshaus, displaced persons from Ukraine were supported with assisted living places, psychological support, language courses and help finding work. The main group of people who sought help during the year were women accompanied by children. To support this group in their new lives, one thing must not be overlooked: refugees have experienced trauma in their countries of origin and while fleeing. They often arrive here feeling powerless, intimidated, insecure and traumatised. Refugees need encouragement, stability and, in some cases, psychological support in order to be able to function on their own again. It doesn't matter where they come from.

The human right to humanitarian aid is our mission that we live for every day. Despite all crises, we remain fully convinced in what we do – but there is still a long way to go. Our support will continue for as long as it is needed!

EXECUTIVE BOARD OF INTEGRATIONSHAUS

Working for humanity and solidarity with refugees

The members of the board work on a voluntary basis and have all been committed to the Integrationshaus for many years. Some of the board members have been with the organisation since its foundation and tirelessly use their expertise and networks in solidarity with people seeking protection.

Chairpersons of the Board

- Wilhelm Resetarits, Honorary Chair, † April 2022
- Katharina Stemberger, Chair until November 2022
- Marko Szucsich, Chair since November 2022
- Georg Dimitz, Vice-Chair
- Sepp Stranig, Vice-Chair

Members of the Board

- Maximilian Ebert
- Andrea Eraslan-Weninger
- Daneta Memišević
- Beatrix Neundlinger
- Werner Rosinak
- Christian Schmaus
- Terezija Stoitsis

MANAGEMENT REPORT

Best possible accommodation, care, education and counselling for people seeking protection in a year of extraordinary challenges

The past year was marked not only by the Russian war of aggression in Ukraine and a politically induced management crisis in the basic care services provided by the Austrian federal and state governments, but also in particular by the sudden accidental death of Willi Resetarits, founding member and soul of the Integrationshaus.

The state of emergency has become normality

In 2022, the Integrationshaus continued doing what it does best: taking in people seeking protection and providing them with professional care and counselling so that they can build an independent life for themselves as quickly as possible. Additional living places for protection seekers with mobile care were created, the counselling centre strengthened its team to be able to support refugees in basic care with psychosocial counselling and legal counselling, and with the project "S.O.S. - Stabilisation without Language - Ukraine", psychological care for refugee children and adolescents as well as their parents was increased. This care offer has since then also been offered in other organisations on a mobile basis.

War is war and man is man

The terrible war in Ukraine shows that Europe and Austria can do it: we can facilitate safe escape routes and take in refugees quickly and without complications. This was achieved first and foremost with the support of civil society and the considerable number of volunteers who supported refugee organisations in providing rapid assistance. What Austrian politics unfortunately still can't do, is to see all people fleeing as human beings who are forced by a similar tragic development in their countries of origin to leave everything behind so as to escape with their lives.

In 2022, refugees who did not flee from Ukraine experienced a massive disadvantage: they were often forced to spend months in initial reception centres and were even accommodated in tents by the Federal Ministry of the Interior (BMI). Lack of cooperation between the Austrian federal government and the state governments in providing basic care services, as well as disregard for legal requirements led to a supply bottleneck in the provision of basic care services to the detriment of people seeking protection. Even today, the lack of acceptance by many of the states has left the federal government's basic accommodation filled above capacity. The entire basic care system is broken and urgently needs to be reformed.

Despite the higher inflation, funds provided to halfway cover the costs of basic care for aid organisations were not increased significantly. The Integrationshaus, together with other aid organisations, submitted a seven-point action plan to the Ministry of the Interior (BMI) to combat the management crisis in basic care. We did this because even aid organisations can only provide appropriate accommodation if the cost rates are adjusted realistically – especially when accommodating particularly vulnerable groups. Not only insufficient funding for care but also a particularly bad overall situation affects unaccompanied minor refugees (UMF). These youngsters often spend far too long in inadequate and age-inappropriate care in large government accommodation. For this reason, the Integrationshaus, together with other organisations, demanded suitable accommodation and care for children and adolescents from the day of their arrival in the campaign "Kind ist Kind" (a child is a child) and we continue to pursue this.

Inflation and energy crisis – will it all work out?

Together with many others, since the middle of 2022, the Integrationshaus faced the previously unforeseen challenge of continuing to ensure an affordable energy supply. This and the increase in inflation, which could not be precisely estimated, made financial planning difficult. With foresight, the management was very careful and economical, so that all services for the clients could continue to be offered in full. Beyond that the Vienna Social Fund (FSW) provided support through various funding channels. Despite this, not only the organisation, but also our residents felt the inflation, for example in the loss in value of the food allowance. It was therefore even more important that refugees also received at least one-time payments such as the climate and cost-of-living bonus. Once again, the city of Vienna and the Vienna Social Fund proved to be good and dependable partners in the crisis.

In the spirit of Willi Resetarits, we continue our fight

It upset everyone when Willi Resetarits, co-founder of the Integrationshaus, died in an accident the day after the Refugee Ball 2022. We continue to embody his idea of solidarity, of having one's own four walls with dignified care for refugees. A big thank you to all supporters whose help makes it possible for the Integrationshaus to do this!

Further developing the organisation – fit for the future

2022 served as the starting signal for new developments at the Integrationshaus to be able to offer the best possible care and counselling for refugees in the future as well. Digitalisation, sustainability,

improvement of guiding processes and workplace health promotion were the featured topics. All staff members participated in working groups, which was particularly challenging due to the unforeseeable events that the year 2022 brought. Special thanks are due to the entire team of the Integrationshaus! From the beginning of 2023, the first results and recommendations for action will be incorporated into our work.

COVID pandemic: a further challenge in 2022

Even though the COVID pandemic currently seems to be over, it still dominated our work at the beginning of the year 2022. Above all, the carers in the socio-educational residences were much challenged in keeping the 24-hour care running. This was only possible thanks to the great commitment of our colleagues. Thank you!

Change of leadership

Susanne Lettner took over the economic management of the Integrationshaus in April 2023. Together with Martin Wurzenrainer she will lead the Integrationshaus as CEOs through the current challenges into the future.

2022 NUMBERS AND FACTS

Political and social conditions are becoming increasingly challenging

Asylum applications in Austria

In 2022, the global movement of refugees reached a sad peak. For the first time, the United Nations Refugee Agency (UNHCR) reported an increase in forcibly displaced people to over 100 million worldwide. This figure includes refugees, asylum seekers, internally displaced persons and other people in need of protection.

Despite the increasingly merciless Austrian asylum policy, this trend was also strongly felt in Austria – first and foremost because of the displaced Ukrainians due to the Russian war of aggression.

In 2022, the Ministry of the Interior recorded a total of 108,781 refugees who applied for asylum. The year before, there were a total of 39,930 people. 43,000 processed applications were discontinued because the people had moved on. More than half of the refugees in 2022 came from the war-torn countries of Afghanistan and Syria. Refugees from Tunisia and India accounted for a total of 30%. 91% of the asylum seekers were male, 9% female and 21% were minors.

Asylum applications by refugee orphans also increased

The asylum applications of unaccompanied minor refugees (UMF) also increased significantly in 2022. A total of 13,276 minor refugees sought protection in Austria. In the previous year, the total was 5,605. Almost 99% of the refugee children and adolescents in 2022 were male and 290 were children under the age of 14. 11,613 of these children have since disappeared. Nobody knows what happened to them, nobody feels responsible for these children.

Ukrainians receive temporary right of residence

Forcibly displaced persons from Ukraine did not apply for asylum in 2022. Instead they were granted a "temporary right of residence". This enabled them to build up an independent life more quickly. For example, displaced persons from Ukraine were able to enter the labour market straight away. A total of 92,436 Ukrainians fled to Austria and found accommodation either in private or federal accommodation. 55,827 of them made use of the basic care system.

2022 – The basic care system under test

In 2022, a total of 92,929 refugees and displaced persons made use of the basic care system. Of these, 85,452 were cared for by the federal states and 7,477 were cared for by the federal government. 60% of the people in basic care came from Ukraine. In comparison, in 2021, the Ministry of the Interior (BMI) registered a total of 30,221 people seeking protection in basic care. At that time, 25,919 persons were provided care in the federal states and 4,302 were accommodated in the federal government facilities.

In Vienna, a total of 37,352 persons received the state's basic care service in December 2022. Vienna thus took in 17,408 more people than the federal quota provided for. With 23,513 persons, people from Ukraine accounted for the largest share of persons in basic care in Vienna. A total of 5,313 persons were living in federal facilities in December 2022.

2022 – AN OVERVIEW

The most interesting numbers to know

The Integrationshaus offers accommodation with psychosocial support, comprehensive counselling and educational projects for refugees and migrants. The organisation also offers a safe home for unaccompanied minor refugees and children and young people who cannot live with their families for various reasons.

A total of **5.175** people received advice, help and support across the various Integrationshaus projects in 2022.

Housing with psychosocial support – 330 people:

184 people in residential homes with psychosocial care

116 people in First Flat flats with mobile psychosocial care

30 children and young people in the socio-educational residences Caravan 1+2, einewelt-wg

Courses focusing on basic education, language acquisition and the labour market – 309 persons:

32 people in the BAJU course – basic education for adolescents and young adults

81 women in the MAMA LERNT DEUTSCH – F.U.T.U.R.E.–Train course

80 young people in the JAWANext course

37 women in the FAVORITin course

25 women in the Frauenstimmen project

14 participants in language mediation – enabling participation course

40 childcare places for course participants

Counselling – from youth coaching to psychosocial counselling and legal counselling –

4.316 persons:

2.439 people in m.o.v.e. on youth coaching

1.425 refugees and migrants in the psychosocial counselling centre

452 people in independent legal advice

220 volunteers supported the Integrationshaus in various projects

182 participated in volunteer training courses

167 employees bring the necessary expertise and commitment to Integrationshaus every day

139 employed staff

7 freelancers

9 employees on educational leave, parental leave or sabbatical

Additionally: 12 places for people doing community service

Allocation of funds 2022

FIELD	PERSONAL EXPENDITURE	MATERIAL EXPENDITURE	TOTAL IN €	%
I. Total expenditure on purposes defined in the by-laws				
Labour market, education, co-operation projects	906,244.93	202,237.75	1,108,482.68	10.29
Counselling Centre & independent legal advice	1,042,908.05	253,970.15	1,296,878.20	12.04
Training Guidance	1,602,621.64	228,158.29	1,830,779.93	17.00
Psychosocial care	1,430,537.21	1,040,004.93	2,470,542.14	22.94
Social Educational Care	1,768,833.34	482,760.30	2,251,593.64	20.91
Total expenditure on purposes defined in the by-laws			8,958,276.59	83.19
II. Fundraising				
Total Fundraising	30,645.38	11,319.27	41,964.66	0.39
III. Administrative expenditure				
General administration	223,241.64	201,248.79	424,490.42	3.94
Donation management	75,961.11	13,104.59	89,065.70	0.83
Organisation of charity events (Refugee's Ball, Lachen hilft)	31,669.35	93,303.83	124,973.18	1.16
Total administrative expenditure			638,529.30	5.93
IV. Unused, earmarked donations				
Allocations of earmarked donations not yet used in 2022			132,728.00	1.23
Unused, non-earmarked donations				
Allocations of non-earmarked donations not yet used in 2022			997,337.58	9.26
Total amount of donations not yet used			1,130,065.58	10.49
Total fund allocation			10,768,836.13	100.00

Sources of funds 2022

	TOTAL IN €	%
Donations		
Earmarked donations (These donations flow into the financing of specific projects, such as psychological child care or independent legal advice)	517,711.61	
Non-earmarked donations	1,860,101.37	
Total donations	2,377,812.98	22.08
Public subsidies and grants		
AMS	63,535.05	0.59
AK	139,627.50	1.30
BMSGPK	34,667.53	0.32
BMBWF	77,670.00	0.72
BKA Frauenangelegenheiten	21,440.00	0.20
BMI f. Zivildienst	53,209.27	0.49
ESF	194,540.00	1.81
FSW	3,080,873.77	28.61
MA II	2,001,413.11	18.59
MA 17	133,921.84	1.24
Sozialministeriumservice	1,776,966.39	16.50
waff	471,600.30	4.38
Total public subsidies and grants	8,049,484.77	74.75
Other income		
Charity events	177,965.89	1.65
Other income	163,572.49	1.52
Total other income	341,538.38	3.17
Release of donation reserves	0.00	0.00
Total sources of funds	10,768,836.13	100.00

Responsible for fundraising in 2022 were Mag.^a Alexandra Jachim, MAS (CEO) and Mag.^a Christina Pachter-Vukovic (Fundraising). Responsible for donation management were Mag.^a Alexandra Jachim, MAS, Mag. Martin Wurzenrainer (CEO) and Mag.^a Susanne Lettner as Vice-CEO. The persons responsible for data protection are Mag.^a Lisa Alluri and external data protection officer, Dr. Werner Pilgermaier.

PUBLIC RELATIONS AND FUNDRAISING

Publicly effective – for refugees, migrants and people seeking protection

The Integrationshaus sees itself as a mouthpiece for refugees, migrants and people seeking protection. We inform others about their situation, point out problems and offer solutions. This is done mainly through "Gute Zeitung" (the good newspaper), through benefit events and continuously through social media, newsletters and press work.

Donors help - thank you!

Private donations are a particularly important source of funding for the Integrationshaus. The willingness to donate was extraordinarily high in 2022 despite this being a time when most people had to tighten their belts. Due to the sudden death of Willi Resetarits, many showed solidarity with the Integrationshaus by donating.

Only together in a network of donors, volunteers, companies, sponsors, partner organisations and funding bodies can the Integrationshaus face the challenges ahead and ensure the professionalism and quality of its work.

Helping companies – Thank you!

The Integrationshaus continued to strengthen partnerships with businesses in 2022. This is because donations in kind and services help to reduce costs, which means that more resources can be used to fund our support services. The individual initiatives by companies were very diverse last year: they ranged from classic monetary donations to donations in kind, donations of time and know-how to long-term individual cooperations.

A special example was the partnership with IKEA Austria GmbH. Various measures were implemented and planned, with a total value of €186,000. In addition to the planning of the educational project "FAVORITIN Ukr – specialised language courses to prepare women for the labour market" starting in 2023, numerous donations in kind were received in 2022 and a flat of the First Flat project was completely renovated.

Many other companies also supported the Integrationshaus in 2022, such as Wiener Stadtzeitung FALTER, Weingut Helke & Gernot Heinrich with SPAR Austria, dm drogerie markt, Rotary Club Wien Stephansplatz, RD Foundation, Rehab Zentrum Dornbach, BILLA, Observer GmbH, Hutchison DREI Austria GmbH, and Seeseiten Buchhandlung OG.

"We would like to thank all the companies that supported us in 2022 and are especially excited about those partners who set a strong example for integration with their commitment and who pursue a sincere sustainability strategy."

Christine Riegler, Corporate Cooperations

Gute Zeitung – the tabloid for a worthy cause for over 28 years

From its first issue, the Gute Zeitung (the good newspaper) has reported life stories of refugees and migrants at the Integrationshaus. Donors receive regular insights into various projects and issues.

In 2022, the Gute Zeitung ran headlines on family reunions, refugees from Ukraine and women's projects in the Integrationshaus. With the headline "Difficult times. Let's look after each other!", the traditional Christmas edition was published with a circulation of 11 million copies, which were delivered to all households in the urban area and in Eastern Austria. Many helping hands make the regular production of the Gute Zeitung possible with great social and solidarity commitment – we say THANK YOU!

Charity events: Events full of solidarity and commitment

From the very beginning, benefit events have contributed significantly to the financing of projects at the Integrationshaus. We thank all artists, organisers and the many helping hands who make these events possible!

On 23rd April 2022, the traditional Refugee Ball took place in Vienna's City Hall. While there was exuberant partying and dancing at the ball, the next day the news of Willi Resetarits' fatal accident shocked the audience. To mark the occasion, the Integrationshaus organised the tribute concert "BE A MENSCH" at the Arena Wien on 9th June 2022.

Other events included the cabaret evenings Lachen hilft (Laughing helps!) at the Wiener Stadtsaal and Lesen hilft! (Reading helps!) at the Prater and the wine auction, which was held both live and online.

THE INTEGRATIONSHAUS'S AREAS OF FOCUS

PSYCHOSOCIAL CARE

Rapid increase in residential places and development of new projects

The Integrationshaus offers two housing projects for asylum seekers, persons granted asylum and beneficiaries of subsidiary protection in basic care in Vienna. The residential home in Engerthstraße has places for 110 people, primarily adults and families. It specialises in housing and psychosocial care for people with increased care needs due to mental or chronic illnesses. The First Flat project consists of 12 flats spread throughout Vienna with a total of 68 places for young adults and families. The residents receive mobile psychosocial care.

2022 was marked by the outbreak of war in Ukraine. At the beginning of March, the first Ukrainian displaced persons moved in. In consultation with the Vienna Social Fund, the mobile assisted living First Flat was quickly increased by another 20 places in two large flats in Atzgersdorf/Vienna. Mobile assisted living has also been extended from the previous target group of young adults (up to 35 years) to families as well. To be able to support the residents in crises and with everyday personal and social problems, the multilingual team was expanded.

For young unaccompanied refugees who have just turned 18, the care situation in 2022 was difficult. This is because when minors reach the age of 18, they must leave the facility for unaccompanied minors and move into adult accommodation with significantly fewer care resources. Young adults, however, need closer support with a fixed contact person who supports them legally and emotionally, as well as with language acquisition, school and education. For this group, the Vienna Social Fund therefore created the offer of 'intensive aftercare'. The Integrationshaus participated in 2022 with a total of 17 places in the First Flat project and in the residential home and was able to contribute its experience with the target group of young adults very well.

Another project in spring 2022 was 'S.O.S. Stabilisation without Language – Ukraine'. Due to many years of expertise in psychological work with refugee children and young people at the Integrationshaus, this offer was not only offered to the new families in First Flat Atzgersdorf, but also to other external residential facilities, such as Caritas and the Tralalobe association. The project started in May 2022 and offers outreach, low-threshold psychological care to children and young people from Ukraine and their guardians at three locations. It has been shown that early interventions are particularly crucial for traumatised children and adolescents in order to prevent negative long-term consequences.

For a long time, working with mentally and/or chronically ill people with increased care needs has been a focus in the residential home. These include, for example, traumatised or deaf persons. Furthermore, the Integrationshaus offers places for people with serious mental illnesses, such as acute suicide risk. In addition to multilingual counsellors, clinical and health psychologists are also available to the residents in order to ensure high-quality psychosocial care. The offer of these places with intensive care was also offered in First Flat for the first time in 2022. These measures will continue in 2023.

Sponsored by: Fonds Soziales Wien
Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz
Bundeskanzleramt
Arbeiterkammer Wien

The Accomplishments of Psychosocial Care in 2022

184 Residents 86 female, 98 male 81 children 32 Residents in mobile assisted living care (15 men, 16 men, 1 child)	23% Asylum-seeking persons	16 Employees +3 persons on community service	116 Residents 40 female, 76 male	19% Asylum-seeking persons	5 Employees +1 person on community service
15% Persons with subsidiary protec- tion status	27% Approved for asylum	15 Languages spoken by the team	8 Countries of origin	2% Approved for asylum	10 Languages spoken by the team
16 Countries of origin	4% Red-White-Red- Card Plus	16 Persons with subsidiary protec- tion status	3 Most frequent countries of origin: Ukraine, Afghanis- tan, Somalia	21% Persons with subsidiary protec- tion status	58% Persons with temporary right of residence (Ukraine)
4 Most frequent countries of origin: Syria, Russian Federation, Afghanistan, Ukraine	16% Persons with temporary right of residence (Ukraine)	15% Others	15% Others		

SOCIAL EDUCATIONAL CARE
A safe haven to grow

Unaccompanied minors as well as children and adolescents who cannot live with their families for various reasons can all find a new home in the socio-educational residences. A total of 26 children and young people aged 3 to 18 can be accommodated and cared for. They are accommodated within the education framework on behalf of the Vienna Child and Youth Welfare Services and the Vienna Social Fund. For four young people from the shared flats, 2022 meant the start of an independent life. They were able to move into a less supervised form of housing or into their own flats. The farewells were not always easy, even for longstanding staff members, as the young people are often cared for in the shared flats for several years and are at home there. Contact with the young people usually continues for a long time after they have moved out, and they often ask for advice in the flat-sharing community. For us this is a sign of how much the young people have benefited from the care and work we have put in by building trust and creating a safe place.

Last year, a newly developed concept of aftercare was implemented for the first time. A counsellor was given the opportunity to accompany a young adult for several months after he had moved out and to support him, for example, in dealing with authorities or making various applications. As a confidant, the counsellor was able to facilitate the transition to independence for the young adult and give him the necessary security as well as confidence for his further path in life.

After the removal of all COVID measures, a cherished tradition was revived: every Sunday, all residents once again met for lunch together. Many then talk in a relaxed atmosphere about their life in the shared apartment, the challenges and how they overcome them. They often become role models for the younger ones. After the difficult pandemic period, the shared flats thus became a place of exchange and encounter again. In the summer of 2022, the children and young people were again able to spend a few days on holiday together with their carers. The residents of Caravan 2, for example, were again drawn to Zell am See to the Kitzsteinhorn Youth Club, where they were able to take advantage of guided mountain tours and other leisure activities on site. These experiences leave deep impressions on the young people and create a feeling of freedom and light-heartedness. In addition to the holidays, the summer programme also included numerous other offers, such as swimming courses, experience days and learning or holiday camps.

Sponsored by: MA 11 – Wiener Kinder- und Jugendhilfe
Fonds Soziales Wien
Arbeiterkammer Wien

The Accomplishments of Social Educational Care in 2022

21 Residents 19 boys, 2 girls	6 Countries of origin	21 Employees +2 persons on community service	9 Residents 5 boys, 4 girls	4 Countries of origin	10 Employees +1 person on community service
7 – 18 Age of residents	3 Most frequent countries of origin: Afghanistan, Syria, Austria	17 Languages spoken by the team	5 – 18 Age of residents	3 Most frequent countries of origin: Nigeria, Iraq, Austria	5 Languages spoken by the team

**CARAVAN RESIDENTIAL
COMMUNITIES 1 AND 2**

**EINEWELT-WG
RESIDENTIAL COMMUNITY**

COUNSELLING

From advice on everyday issues to help in the legal jungle

Asylum seekers, migrants and displaced persons in basic care in Vienna can find advice and help on the following topics at the psychosocial counselling centre and the associated independent legal counselling: livelihood security, mental health, employment and education, as well as topics specific to women, adolescents and young adults and the asylum procedure and right of residence. Our goal here is to educate about the Austrian social system and provide autonomy.

A development from 2021 continued in the counselling centre: many clients who were granted asylum then moved to Vienna from other federal states and could only take advantage of basic care services in order to organise their new lives for four months after their asylum was granted. This presented the counsellors with the challenge of conveying complex counselling content to many people with minimal knowledge of the system in a short period of time.

Due to the war of aggression in Ukraine, additional capacities had to be created for a new large group of clients. The legal status of displaced persons caused many questions for the people concerned and initial confusion for the counsellors. However, in close coordination with the Vienna Social Fund, capacity was gradually increased and thanks to intensive networking with other organisations, knowledge was pooled, shared and kept up to date.

The counselling centre offers clients a wide range of services to clarify individual perspectives. A large proportion of counselling is offered in the clients' first language, in other cases we work with language mediators.

Sponsored by: Fonds Soziales Wien

Independent legal advice: The aim of independent legal advice is to help all people in need of protection to obtain their rights, regardless of whether they are asylum seekers, displaced persons, convention refugees, beneficiaries of subsidiary protection or other persons seeking protection.

The war of aggression on Ukraine also posed special challenges regarding legal advice. The legal situation was regulated by the Regulation for Displaced Persons. However, the regulations were not applicable to many clients, as they had not been in Ukraine on the cut-off date. There was also a great need for counselling due to the war for many existing clients from the Russian Federation (Chechnya and Dagestan). For one thing because of their own open processes and for another due to their young male relatives who were threatened with conscription into Kadyrov's army.

Due to the Taliban takeover, there was also a great need for counselling for Afghan clients. They were supported in filing new asylum applications and represented in their first-instance asylum procedures, which were not covered by the services offered by the Federal Agency for Reception and Support Services (BBU).

Legal counselling also included support in drafting renewal applications and statements for beneficiaries of subsidiary protection. In addition to legal support in first-instance asylum procedures, another large area of responsibility was the support of other clients with legally binding negative decisions from countries such as Iraq or Somalia, who were assisted in filing applications for special protection (humanitarian applications) and tolerated status cards.

The Independent Legal Advice is financed by donations and the RD Foundation Vienna.

The Accomplishments of Counselling in 2022

COUNSELLING CENTRE	FOCUS OF COUNSELLING	INDEPENDENT LEGAL ADVICE FOR REFUGEES
1,425 clients 412 women 994 undetermined	2,661 General social counselling and clarification of perspectives	452 Clients
15 Employees +2 persons on community service	1,152 Counselling related to accommodation	1,108 Accomplishments
10,938 Counselling contacts	680 Counselling related to young people and young adults	2 Employees
15 Languages spoken by the team	5,101 Counselling related to government and administration	147 women 305 men 326 family members (children)
	663 Counselling related to employment, education and training	
	802 Counselling related to mental and other health problems	

EDUCATION

Appreciation continues to have an effect

Our focus is on measures for youths, young adults and women in the areas of labour market integration and basic education. In particular we concentrate on supporting the learning of German. In addition, specific goals are also pursued individually, such as learning basic skills, labour market-related technical language and other job-specific skills.

War, dramatic escape routes and social isolation over a lengthy period of time characterise many of the participants. Language teaching plays a vital role in all the programmes and the participants receive support in finding a job or organising training. Above all, however, trainers and counsellors encourage the participants to follow their interests and to get to know their personal resources. In this way, they can find their own sustainable way into the host society.

A crucial factor in the educational offers was the willingness of all staff members to continue to develop each project. In 2022, for example, 80 people took part in JAWA^{Next} for the first time. This was made possible by a combination of hours of presence in small groups and hours to be completed autonomously in which counselling, mentoring, etc. took place and there was the possibility for participants to increase their knowledge in individual fields in distance learning or in a study room.

In all projects, the sustainable successes for former participants often only become apparent after some time has passed, for example when a lecturer reveals that she is a former JAWA participant, or when former participants accompany their friends to the registration desk and tell them about their training and careers as forwarding agents, confectioners or home helpers.

Sponsored by: Arbeiterkammer Wien
Digitalisierungsfonds Arbeit 4.0 der AK Wien
Kofinanziert aus Mitteln der Europäischen Union
Europäischer Sozialfonds
Fonds Soziales Wien
MA 17 – Stadt Wien, Integration und Diversität
Rotary Club Stephansplatz
Wiener Arbeitnehmer*innen Förderungsfonds
Bundesministerium für Bildung, Wissenschaft und Forschung

The Accomplishments of Education in 2022

BAJU – BASIC EDUCATION FOR YOUNG PEOPLE AND YOUNG ADULTS WITH A MIGRATION BACKGROUND	JAWA ^{Next} – PREPARATORY COURSE FOR APPRENTICESHIP	COMMUNICATE LANGUAGE – ENABLE PARTICIPATION
32 Participants 17 women, 15 men	80 Participants 43 women, 37 men	14 Participants 12 women, 2 men
16–24 Age of participants	16–21 Age range of participants	3–57 Age range of participants
3 Employees	Results: 203 completed internships, 49 apprenticeships; 4 jobs, 16 people in advanced training/college	2 Employees
MAMA LERNT DEUTSCH / MOM LEARNS GERMAN – F.U.T.U.R.E. TRAIN	8 Employees + 1 person on community service, 6 interns	4 Most frequent countries of origin in all the education courses: Afghanistan, Iraq, Nigeria and Somalia
81 participants (women)	FAVORITIN – PROFESSIONAL TERMINOLOGY WITH LABOUR MARKET PREPARATION FOR WOMEN	
29–64 Age of participants	37 participants (women)	
40 Children of course participants in child care	23–52 Age range of participants	
6 Employees	3 Employees	

COOPERATIVE PROJECTS AND PROJECTS TO IMPROVE DIDACTIC COMPETENCES

Frauenstimmen – Women's voices

Frauenstimmen is a project that focuses on the self-empowerment of participants and is conducted in cooperation with the association Piramidops/Frauentreff.

In the first half of 2022, the project "Frauenstimmen-Podcast/Capacity Building" took place. In a podcast workshop, everyone was able to try out many ways of participating. In both organisations, they were taught about infrastructure and learned about the process of podcast production. The project was then replaced by "Frauenstimmen-Podcast" from July 2022. Until the end of 2023, editorial workshops will convey the content-related and technical development of podcasts, which are published and distributed under a common label. The participants not only produce podcasts, but also expand their digital skills, make their voices and multilingualism heard, and are strengthened in their self-confidence. The first podcast went on air in December 2022. Positive effects for the participants are already observable, for example in admission procedures for training or in contact with their children's schools, where the participants can assert themselves more successfully.

Sponsored by: Arbeiterkammer Wien
Digitalisierungsfonds Arbeit 4.0 der AK Wien

The Accomplishments of the project Frauenstimmen in 2022

25	Participants	23 – 43	Age range of participants	3	Employees
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digitdazu

Teaching digital skills in the world of work, linked with German as a second language, is the ethos behind the digitdazu learning platform. In multimedia learning scenarios, learners are immersed directly in the everyday life of specific professions. The structure is designed in such a way that even people who have little experience with German as a written language can find their way around. The materials are suitable for teaching in groups but also for self-study – the answers to the interactive exercises can be checked independently. In 2022, digitdazu was expanded to include the learning scenarios "In the pharmacy", "In the shop" and "In the office", which were assessed internally and externally. In addition, further explanatory films and materials are now available for a training workshop. Feedback shows that the materials can also be used well in counselling processes because they clarify which requirements for digital competences are specifically important in everyday work.

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Countering discrimination

In the project "Making human dignity, social justice and equality tangible", the guide "Countering discrimination" was developed and is offered for political education in basic education teaching contexts. Under the auspices of the Klagsverband, the Integrationshaus collected actual case stories and prepared them for teaching together with suggested solutions and legal information. The LEFO association produced visual materials on human rights. The project made it possible to reflect on one's own work practice and supports the appropriate and concrete communication of the topics of human rights and anti-discrimination in adult education for migrants and refugees. The project was carried out together with Klagsverband and LEFO association.

Sponsored by: Arbeiterkammer Wien

ImmPowerC

This project includes the development and implementation of a training course for coaches supporting refugees and migrants in their search for better qualified jobs. Refugees and migrants thus gain access to tailor-made coaching to strengthen their potential and increase their chances of finding permanent and qualified employment. After the development of the curriculum, the first pilot course started in autumn 2022 at the Zentrale Einrichtung für Weiterbildung (Centre for Continuing Education) at the Leibniz University in Hannover. The organisations Integrationshaus, Orientexpress, and bibef were brought in as project partners due to their expertise.

Sponsored by: Kofinanziert aus Mitteln der Europäischen Union / Erasmus+

TRAINING GUIDANCE, M.O.V.E. ON YOUTH COACHING

Individual help through a wide range of youth coaching services

m.o.v.e. on youth coaching is part of the Network for Vocational Assistance (Netzwerk Berufliche Assistentz) and supports young people aged 15 to 19 with professional counselling during the transition from school to the world of work. If certain conditions are met, young adults up to the age of 24 are also accompanied. Counselling is provided directly at public compulsory schools and at selected High School locations in Vienna's districts 1, 2, 3 and 20. Young people not enrolled in school receive support at our counselling centres.

From autumn 2022, youth coaching was rolled out at two new secondary school locations in the 2nd and 20th district. These additional school locations and the increasing number of out-of-school participants led to an increase in the number of participants in 2022.

The outbreak of the war in Ukraine meant that many refugee children and young people were taken in at the school locations. Although an increase in youth coaching services was expected, the number of Ukrainian young people taking up the offer remained manageable. For the young people who spoke German or English, counselling could be offered quickly, whereby initially it was mainly about the different education systems. The young people who had already completed higher education in Ukraine were supported in their search for suitable school places. Others were provided with information relevant to education.

The funding body reacted to the increase in psychological stress among many young people due to the COVID pandemic and initiated the psychological counselling service #change. From March 2022, it was available to youth coaching as a valuable resource and enabled participants to access psychological counselling free of charge. Through the targeted support, it was possible, for example, to prevent participants from dropping out of training.

The lack of confidence and fears of the participants required more intensive support from the youth coaching than before and prolonged many counselling processes. Particularly noticeable was the partly unrealistic self-assessment of pupils and sometimes also of their parents regarding school performance. This made it difficult to work out realistic training prospects.

The counsellors provided important support in the organisation of work experience days. At some schools, they were changed to "individual work experience days" in which pupils had to find internships on their own. Whereas in the past, applications by phone were usually sufficient, now written application documents were requested more often. Thanks to the intensive support of the youth coaching, many participants managed to make the leap into an apprenticeship.

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Sponsored by: Sozialministeriumservice

The Accomplishments of m.o.v.e. on youth coaching in 2022

2,439	Clients	14–23	Age range of clients	3	Most frequent countries of origin: Austria, Syria, Afghanistan	28	Employees	15	Languages spoken by the team
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VOLUNTEERING

Volunteering – meaningful and enriching

Volunteers for the work at Integrationshaus are supported by training, professional guidance and reflection groups; by a central coordination office and by many employees in the projects for which they work. In 2022, five different training courses were offered throughout the year in the projects psychosocial care, JAWA^{west} and BAJU, as well as collectively for other areas, and they were provided targeted preparation for diverse groups of people and tasks. In addition, expert-led reflection rounds and themed evenings with opportunities for reflection were held to increase the volunteers' knowledge of the special challenges and to promote their networking with each other. Numerous individual counselling sessions were held both in the various projects and by the volunteer coordinator.

Since the foundation of the Integrationshaus, volunteers have been available to individual refugees and migrants as buddies, sponsors, mentors, education partners and learning helpers, providing support at events and/or implementing their own ideas in Atelier VIA.

Sponsored by:

Arbeiterkammer Wien
 Wiener Arbeitnehmer*innen Förderungsfonds
 MA 17 – Stadt Wien, Integration und Diversität
 Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz
 Bundesministerium für Bildung, Wissenschaft und Forschung
 Europäischer Sozialfonds

The Accomplishments of volunteering in 2022

220 Volunteers	18-80 Age range of volunteers	86 Information and training events	43 Languages spoken by the volunteers team
176 women, 44 men	95 Clearing talks with volunteers	182 Participants at information and training events	
72 New volunteers in 2022			

