



## **EMN Ad-Hoc Query on Ad-hoc Query on systems of support persons for beneficiaries of international protection**

Requested by Barbara ORLOFF on 2nd February 2016

### **Integration**

Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Portugal, Slovak Republic, Slovenia, Sweden, United Kingdom, Norway (23 in total)

#### Disclaimer:

*The following responses have been provided primarily for the purpose of information exchange among EMN NCPs in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN NCPs' Member State.*


### **Background information:**


In Estonia there are two parallel systems of support persons for beneficiaries of international protection operated by two different NGOs. One system is based on volunteer work and the other is financed by EU funds. These systems are currently being improved and therefore it would be helpful to know how the support persons system works in other MS.



### **Questions**



1. **Has your MS created a system of support persons for beneficiaries of international protection?**
2. **If yes, is the support person service paid or based on volunteer work?**
3. **If yes, is it provided and/or coordinated by the state, NGOs or local governments?**
4. **If yes, what are the tasks of support persons provided for beneficiaries of international protection?**
5. **If yes, how is the service financed (state budgets, EU funds, donations etc.)?**

### **Responses**

	<b>Country</b>	<b>Wider Dissemination</b>	<b>Response</b>
	Austria	Yes	<p>1. No. However, there are several mentoring projects based on volunteer work, especially for unaccompanied minors. These are mostly undertaken by NGOs, e.g. by the associations Caritas Vorarlberg and Asylkoordination.</p> <p>2. N/A.</p> <p>3. N/A.</p> <p>4. N/A.</p> <p>5. N/A.</p>

	Belgium	Yes	<p><b>1.</b> Belgium foresees a transition period for recognized refugees and beneficiaries of subsidiary protection between material aid in the reception facilities and social integration and assistance by the Public Centers of Social Welfare in the municipalities. In practice, after being granted international protection, one has another 2 months to stay in the reception facility and to receive material aid. During these 2 months, the social workers of the reception facilities will help the resident to get the necessary documents and to find accommodation (looking for suitable housing on the internet, newspaper, ... and contacting the homeowners). The social workers provide access to internet and telephone and give tickets for public transport to search or visit accommodations. In some reception facilities the social workers are assisted by volunteers. Fedasil (Federal Agency for the Reception of Asylum Seekers) has also concluded 'contracts' with other reception partners or NGOs/non-profit organisations to help beneficiaries of international protection with their integration in Belgian society (this aid can run for a longer period of time).</p> <p><b>2.</b> Both. Staff of the reception facilities, NGOs/non-profit organisations and volunteers.</p> <p><b>3.</b> All of the above, there are also private initiatives from citizens.</p> <p><b>4.</b> Besides the staff of the reception facilities and volunteers who work in the reception facilities, several government departments and NGOs support newcomers in their settlement and integration in Belgium. This integration projects focus on different themes: find suitable housing, furniture and clothes, language lessons, access to employment, diploma equivalence, family reunification etc. The organisations that support refugees during this period are (not exhaustive): Vluchtelingenwerk Vlaanderen, Belgian Committee for Aid to Refugees, Caritas International Belgium, Convivial, ... They provide a range of services which enable beneficiaries of international protection to find housing: explanation on how to search for housing (on the internet, or by going walking around in a town, and note the phone numbers on the rental bills) and to make the calls to the homeowners for an initial contact, support to the most vulnerable in their search; informing refugees about the rights and obligations of the tenant and the owner (signing a lease, payment of rent and expenses), on how to maintain the accommodation, to make energy savings, ensure domestic security; act as a mediator in case of disputes between the tenant and the owner; provide transit accommodation for isolated beneficiaries and vulnerable families in an emergency situation for a short period, ... Caritas International also organizes “housing workshops” to enable people to inform themselves</p>
---	---------	-----	---

			<p>about the different ways to look for housing, and their rights and duties when renting a house: lease, rental deposit, administrative procedures. Once a week there are also sessions where beneficiaries have the opportunity to look for accommodation with the help of facilitators. They also organise workshops to find work. The non-profit organisation (and reception partner of Fedasil) Vluchtelingenwerk Vlaanderen started a pilot project concerning foster families. Seen it is very hard to find suitable and affordable housing during the 2 months of transition, this project offers temporary accommodation for beneficiaries of international protection with private families which will help to support the newcomers and use their own social network to find housing. Other tasks are: - global and specific social support (to vulnerable beneficiaries of international protection), - socio-professional (vocational) orientation, - information on life in Belgium, - informing society about refugees, - encouraging local solidarities and relationships between local residents and beneficiaries of international protection.</p> <p><b>5.</b> State budget (regions and communities and municipalities), AMIF (EU funding) and private financing (donations, foundations).</p>
	Bulgaria	Yes	<p><b>1.</b> No</p> <p><b>2.</b> N/A</p> <p><b>3.</b> N/A</p> <p><b>4.</b> N/A</p> <p><b>5.</b> N/A</p>
	Croatia	Yes	<p><b>1.</b> No. Benefits such as housing, education, employment, social welfare etc. are provided to beneficiaries of international protection on the same basis as Croatian citizens. Although there are NGOs which are providing a voluntary support in addition to the government.</p>

			<p><b>2.</b> Contributions made by the Red Cross, Centre for piece studies, Croatian Legal Aid and other volunteers are manly unpaid work.</p> <p><b>3.</b> The services provided to persons under international protection by the government bodies are coordinated by the by government. The support provided by NGOs is coordinated by NGOs.</p> <p><b>4.</b> Employees and volunteers of NGOs provide beneficiaries of international protection with: • legal counselling; • psychological counselling; • preparation for employment; • help with job search; • social and cultural orientation; • Croatian language lessons.</p> <p><b>5.</b> The services provided by the government are financed by the state with the funds from the state budget and the services provided by NGOs are funded from combination of sources: EU or other funding bodies and volunteer work.</p>
	Cyprus	Yes	<p><b>1.</b> No, Cyprus has not created a system of support persons. Other adjacent integration measures are being implemented, EU co-funded, like psychological care and civic orientation courses, but not a system of support persons.</p> <p><b>2.</b> N/A</p> <p><b>3.</b> N/A</p> <p><b>4.</b> N/A</p> <p><b>5.</b> N/A</p>
	Czech Republic	Yes	<p><b>1.</b> The field of integration of beneficiaries of international protection is based on the State Integration Programme. Since January 1, 2016 the Resolution of the Government of the Czech Republic (of November 20, 2015 No. 954) on the State integration programme for persons with granted international protection in 2016 and in subsequent years came into effect (SIP – State Integration Programme). According to the programme, integration measures are provided by the General provider of integration services. It is a legal person with the nationwide scope of authority</p>



whose task is to coordinate and also to offer integration services to beneficiaries of international protection in cooperation with others entities (concerned ministries, municipalities, non-governmental organisations, churches, volunteers, employers and others). The provider secures integration services on the basis of concluded multi-year general contract with the Ministry of the Interior. The provider may provide particular services through a third party in the form of subcontract. Subcontractor of integration services processes the individual integration plan and provides integration services. Activities of subcontractors are coordinated by general provider of integration services. It is possible to involve more than one subcontractor to provide the assistance with integration measures. Subcontractor may be represented by NGOs, churches, municipalities or any other legal persons. Caritas Czech Republic has been selected as a provider of integration services for the year 2016. Caritas Czech Republic is responsible for securing integration services in the area of accommodation, education, reducing language barriers, social area, healthcare area and other services – such as interpreting, legal and social counselling etc.


**2.** Regarding the support provided within the State Integration Programme, persons providing these services are paid.

**3.** The State Integration Programme is financed, managed and subsequently controlled by the Ministry of the Interior. There are also other entities involved in the implementation of the State Integration Programme, namely – the Ministry of Labour and Social Affairs, the Ministry of Education, Youth and Sports and also the Refugee Facilities Administration and others.


**4.** The general provider of integration services (or subcontractor) prepares an individual integration plan in cooperation with the beneficiary of international protection. It is the basic document describing the integration goals of the person and his/her process of integration. General provider or subcontractor then provides assistance in order to facilitate his/her integration into the society, especially in the field of housing, reducing language barriers and facilitating the access to the labour market depending on his/her individual needs.


**5.** The SIP is financed partly by the state budget, partly by AMIF.

	Estonia	Yes	<ol style="list-style-type: none"> <li>1. Yes.</li> <li>2. In Estonia there are two parallel systems of support persons for beneficiaries of international protection of which one is paid and the other is based on volunteer work.</li> <li>3. Both systems are coordinated by NGOs.</li> <li>4. Support persons help to solve every-day problems of beneficiaries of international protection, such as communication with local authorities, education institutions, family physicians, employers, etc.</li> <li>5. The services are financed by EU funds (partly the Ministry of the Interior) and donations.</li> </ol>
	Finland	Yes	<ol style="list-style-type: none"> <li>1. There are voluntary based systems of support person organized mainly by the third sector.</li> <li>2. It is based on volunteer work. Reasonable travel expenses may be reimbursed in some case.</li> <li>3. Support person activities are provided by NGOs, churches and foundations. The most active NGOs are for example Red Cross, Miessakit Association, Mannerheim League for Child Welfare, Helsinki Mission, The Finnish Association for Mental Health, Social Security Association, Center for Volunteer Work etc. Likewise different parishes and Helsinki Deaconess Institute, which is a public utility foundation, are very active. Also few municipalities, for example Helsinki, provide support person activities that are based on volunteer work.</li> <li>4. The organizations provide training courses ranging from couple of hours to couple of days. The tasks of support persons vary depending on the interest and skills of the person. Often the activities are just everyday chores: outdoor activities, a new common hobby, visiting a shop or a bank, accompanying to a health-care center or to a local authority, supporting language acquisition and helping the immigrant to get involved in the society. For example Red Cross offers the following multicultural activities: <ul style="list-style-type: none"> <li>• Friend visitor activities As a friend visitor you can act as an important source of advice and support for someone who has just moved to Finland while doing things you both enjoy.</li> <li>• Language clubs You can work as a volunteer at a language club that gives a flexible</li> </ul> </li> </ol>

			<p>opportunity to practice the language needed in everyday life. Language clubs supplement the courses provided by the authorities with focus on conversation. • Homework clubs As an instructor at a homework club you help schoolchildren with homework after school. The aim is to prevent marginalization and improve school motivation. • The International Club The International Club is open for everyone and provides a meeting place for people from various backgrounds. Its activities bring people together across language barriers and provide an opportunity to gain new experiences and learn in a pleasant environment. • Camps At multicultural family camps migrants can enjoy the Finnish nature and have fun together and of course practice their language skills. • Orientation service This aims to provide support in the first phase of the integration. As a volunteer you help newcomers settle in and get to know the people and services in their new neighbourhood. - See more at: <a href="https://www.redcross.fi/get-involved/join-multicultural-activities#sthash.EUWXbKfU.dpuf">https://www.redcross.fi/get-involved/join-multicultural-activities#sthash.EUWXbKfU.dpuf</a></p> <p><b>5.</b> The service is financed by the provider's budget. The Evangelical Lutheran Church and the Ortho-dox Church have power to levy taxes. In addition to the NGO's own fundraising they may apply financial support from for example the Ministry of Education and Culture, Finland's Slot Machine Association, municipalities and different foundations.</p>
	France	Yes	<p><b>1.</b> No, France has not created a specific system of support persons for beneficiaries of international protection. Several French NGOs (for example France terre d'asile, Forum Réfugiés – COSI or Cimade) strongly involve volunteers in their support activities (administrative support, orientation and language courses, organization of leisure activities, awareness raising initiatives etc.) for migrants - included beneficiaries of international protection. In addition, NGOs employ social workers but there are no such "support persons" who are specifically trained to help this group with everyday problems and who facilitate their integration.</p> <p><b>2.</b> NA</p> <p><b>3.</b> NA</p> <p><b>4.</b> NA</p>





			5. NA
	Germany	Yes	<p><b>1.</b> There is no specific integration program for beneficiaries of international protection. Beneficiaries are entitled to the regular integration measures (i.e. the integration course consisting of language training and cultural orientation, migration counselling, support of the employment agency etc.) like any other legal migrants. However, there are some changes concerning the admission to the above mentioned programs and concerning the procedures. They are now open (since November 2015) to asylum applicants with so-called “good perspective to stay” already during the ongoing asylum procedure. The “perspective to stay” is shaped by the overall protection quota (above 50%). There will also be a remodelling of procedure in order to create earlier contact between the employment agency and the asylum applicants with good perspective to stay in an early stage of the asylum procedure for screening of competences and very first counselling.</p> <p><b>2.</b> In Germany, there are several parallel systems of support persons for beneficiaries of international protection. First, the migration counselling service for adults and for young people financed by the government. Second, a system based on voluntary commitment occasionally supported by the state or German government.</p> <p><b>3.</b> The migration counselling service is provided by the government, administrated by the Federal Office for Migrations and Refugees and coordinated / operated by the official German charity organisations on state level and local level. The system of voluntary commitment acts on local level and is on occasion financially supported by the German government within certain projects.</p> <p><b>4.</b> Regarding the migration counselling service the following tasks are provided: Individual counselling and active support concerning orientation and approach within the new working and living environment. The migration counselling service is open to all migrants with the prospect of a longer stay in Germany (above one year). Regarding the system of voluntary commitment, overall there are no regular tasks agreed. These services range from support for administrative procedures and interpreting to house hunting and escort to doctors.</p> <p><b>5.</b> See answer to 2) and 3).</p>



	Hungary	Yes	<p><b>1. YES.</b> (Beneficiaries of international protection (refugees and beneficiaries of subsidiary protection) have the rights and obligation like Hungarian citizens except of a few limitations such as voting rights and holding public positions. They receive support on the basis of their beneficiary status in parallel with the support provided to citizens.)</p> <p><b>2.</b> The service is paid, according to the main path of practice. The support system is provided mainly by public servants. Apart from that, however, there are some occasions when projects/initiatives have been realized jointly through volunteer work. In these cases volunteers were involved actively in the realization of the programs. The promotion of the social integration of refugees and protected persons is guaranteed by the Office of Immigration and Nationality in cooperation with the family protection service competent over the residence of the refugee or the protected person (as of 1 January 2014). Art. 14 (Provisions provided on a contractual basis or through donations) of Government Decree 301/2007 (XI.9.) On the implementation of the Act on Asylum sets out that: (2) The refugee authority may contract in particular non-governmental organisations, local municipalities, legal entities of churches, foundations and their institutions, economic organizations or other legal entities (hereinafter referred to as service providers) to a) ensure conditions for the reception of persons seeking recognition; b) provide the provision refugees and beneficiaries of subsidiary or temporary protection are entitled to; c) provide social and mental health care to persons seeking recognition, refugees and beneficiaries of subsidiary or temporary protection; d) inform persons seeking recognition, refugees and beneficiaries of subsidiary or temporary protection of their rights and obligations, and e) provide Hungarian language training to beneficiaries of temporary protection. Service providers shall be selected through a call for tender. Additionally, Article 14/A lays down that the refugee authority (OIN) may also accept financial or in-kind donations from Hungarian and foreign legal and natural entities as well as organisations not being legal entities, in order to improve the conditions of its operation in terms of procedures aiming at a decision and reception conditions as well as for the sake of catering persons seeking recognition, refugees and beneficiaries of subsidiary and temporary protection.</p> <p><b>3.</b> The system is coordinated by the state - because part of the support is provided by the state and the main financial resource of the NGOs' work is the AMIF that is allocated by a governmental</p>
---	---------	-----	---


organisation, too. The NGOs tried to cooperate with state stakeholders and among themselves in order to avoid parallel services. Local governments are not really involved yet in services.



**4.** Art. 32/C and 32/D Chapter VI/A of Act LXXX of 2007 on Asylum lays down the rules relating to the facilitation of social integration of beneficiaries of international protection, as follows: (1) The social integration of refugees and beneficiaries of subsidiary protection shall be facilitated by the refugee authority in cooperation with the local municipality's family support service (hereinafter: family support centre) competent at the residence of the refugee or beneficiary of subsidiary protection, in the form of support and integration contract defined in this Act. The task can be implemented – partially or completely – by non-governmental organisations, in accordance with the provisions of this Chapter. The refugee authority shall examine whether the refugee or beneficiary of subsidiary protection is in need, and shall contact the family support centre responsible to develop a care plan prepared. According to Article 61/B (3), the family support centre shall carry out the tasks specified in the integration contract pursuant to Section 32/C of the Act and the provisions of the present Decree. The operator of the family support centre may involve, as per Section 32/C of the Act, a participating non-governmental organization, as specified in Section 32/C (1) of the Act, in carrying out the task. According to Article 61/K (1), “the family support centre shall assist in finding suitable accommodation for the refugee or the beneficiary of subsidiary protection at their request and after notifying the refugee authority...”. (3) “... the family support centre shall help the refugee or beneficiary of subsidiary protection in contacting the job center, other institutions, local governments, local communities, non-governmental organizations and churches if requested, and in finding job opportunities, identifying available education and language training and providing follow-up if necessary.” Beneficiaries of international protection can stay for 2 months following their recognition in reception centres and during that period services focus on helping to receive documents that are needed to settle in a city. Support persons also try to assist them in finding accommodation, education to children and job-seeking.

**5.** The service is generally financed from the state budget. (The budget of the OIN constitutes a separate section within the budget document of the Ministry of Interior.) There are examples, though, when the service is financed partly both from the state budgets and EU funds, especially AMIF. In this case the remaining 25% of the outgoings is financed by the state budget in order to help the financial situation of applicants and 75% financial resource is provided by the EU funds.

			There are some NGOs, church organisations, groups of volunteers who also provide support to asylum seekers, refugees, beneficiaries of subsidiary protection. They are financed by AMIF, European Social Fund, Norwegian Fund, and through donations of churches, and private individuals, especially in 2015.
	Ireland	No	
	Italy	Yes	<p><b>1.</b> No. In Italy, beneficiaries of international protection who exit the second-line reception system (SPRAR – System for the protection of asylum seekers and refugees) benefit from the same support and social care services guaranteed to Italian nationals within the so-called “welfare state” system. Likewise, support in terms of vocational training, job seeking, housing, and healthcare fall within social security and welfare measures provided for in Italian legislation on an equal footing with Italian nationals and legally residing foreigners (including beneficiaries of international protection).</p> <p><b>2.</b> Associations that carry out activities in favour of immigrants and refugees often undertake support actions in their favour, aimed at, for instance, vocational training, and job placement. These activities are carried out either on a voluntary work basis or, more often, through projects funded from public (state, regional or local) money. These funds are allocated to the associations through a call for proposals. In this case, the work performed by the staff is remunerated from the funds allocated for project implementation.</p> <p><b>3.</b> In the case of projects financed from public money, the financing entity (State, Regions or Local authorities) monitor project implementation (activities carried out, expenses incurred, and consistency between activities and expenses) during the project reporting phase. While activities are being carried out, instead, project coordination remains entrusted to the private entity that has obtained the funds.</p> <p><b>4.</b> See answers 1 and 2.</p> <p><b>5.</b> See answer 2.</p>


	Latvia	Yes	<p><b>1.</b> 1. Yes. In 2 December 2015 the Action Plan adopted by the government came into force. One of the objectives of the Action Plan is to provide support measures to the status granted persons. It is foreseen that status granted persons will have a possibility to get a support from the state by using newly developed social-economic integration programme. Social-economic integration programme includes following support to the beneficiaries of international protection: - support to find a job; - support to deal with housing issues; - social benefits from the state budget and local government budget (in case of need ); - education; - learning Latvian; - information and support in legal and social aspects.</p> <p><b>2.</b> It is not a volunteer work.</p> <p><b>3.</b> According to the above mentioned programme, support is coordinated by the responsible ministries (Ministry of Culture, Ministry of Education and Science, Ministry of Welfare and Ministry of Health) or local governments (where the person has registered place of residence). At the same time it is important to mention, that state institutions work in close cooperation with NGO. (So far in Latvia only one NGO has been supporting status granted persons).</p> <p><b>4.</b> Some of the state functions can be dealt by the NGO too, e.g., with support to find housing, learning Latvian or giving an information to support person in legal and social aspects.</p> <p><b>5.</b> Services provided by NGO are financed by EU funds. According to the Action Plan services provided by the state will be financed from the state budget and EU fund.</p>
	Lithuania	Yes	<p><b>1.</b> Yes.</p> <p><b>2.</b> The support person service is paid.</p> <p><b>3.</b> The service is provided by two NGOs - Vilnius Archdiocese Caritas and Lithuanian Red Cross Society. However, the service is coordinated by state funded Refugees Reception Center.</p> <p><b>4.</b> Supporting persons (tutors) help beneficiaries of international protection to get most necessary daily items, rent accommodation, disburse allowances, organize Lithuanian language lessons for</p>


			<p>foreigners, take care of questions related to sending children to kindergarten or school, consult foreigners on various questions, assist finding a job, help filling in documentation.</p> <p>5. The service is financed by the state with funds from the state budget.</p>
	Luxembourg	Yes	<p>1. No. Luxembourg has not created a specific system of support persons for beneficiaries of international protection. As soon as the applicants are granted international protection they are authorised to engage in employed or self-employed activities under the same conditions as Luxembourgish nationals, with the exception of civil servant jobs. This also applies for most of the support measures that aim to advance or enhance the access to employment, whether on the level of education, vocational training, language learning, recognition of diploma, counselling, social aid or access to housing. In each of those areas, the beneficiaries of international protection may in principle benefit from equivalent access as provided to other migrants, third-country nationals or Luxembourgish nationals. In particular, the beneficiaries of international protection are granted the same access to social assistance than the Luxembourgish nationals, as for instance to the minimum guaranteed income (RMG). As there is no specific support system in place, there is also no official counselling service which orients the beneficiaries of international protection regarding access to the labour market. This function is to a large extent provided by the NGOs that have been dealing with them as international protection applicants (i.e. Luxembourgish Red Cross, Caritas Luxembourg, ASTI or CLAE). There are several projects financed in the framework of the Asylum, Migration and Integration Fund (AMIF), but they do not solely address beneficiaries of international protections The non-governmental organisation CLAE asbl has set up a programme named “InSitu JOBS”, which targets third-country nationals and beneficiaries of international protection looking for employment and which offers a gateway towards professional insertion. The programme offers individual counselling for the development of a professional project, thematic group workshops and access to various professional networks. For more information: <a href="http://www.clae.lu/wp-content/uploads/2015/10/flyer-anglais-site.pdf">http://www.clae.lu/wp-content/uploads/2015/10/flyer-anglais-site.pdf</a> The non-governmental organisation ASTI asbl has launched a project called “Réussir sa migration”. This project notably foresees a personalised follow-up of beneficiaries of international protection in the framework of</p>


			<p>their integration process, administrative undertakings, search for employment, housing, language course, recreational activities, etc.</p> <p><b>2.</b> N/A.</p> <p><b>3.</b> N/A.</p> <p><b>4.</b> N/A.</p> <p><b>5.</b> N/A.</p>
	Netherlands	Yes	<p><b>1.</b> The Netherlands offers so-called societal support for asylum permit holders. Once asylum permit holders are housed in a Dutch municipality, the municipality makes sure they receive this support. All Dutch municipalities receive financing for this arrangement by the ministry of Social Affairs and Employment. The societal support consists of a volunteer who helps the asylum permit holder with practical issues (opening a bank account, paying rent and other bills, finding their way to the supermarket, police and GP), the start of their integration (finding a suitable integration course), and participation (going to sport clubs together, getting to know local organizations).</p> <p><b>2.</b> It is based on volunteer work. Municipalities do get financing to organize the societal support, which is mostly the costs of coordinating volunteers and overhead.</p> <p><b>3.</b> By local governments, although it is (mostly) paid for by the national government.</p> <p><b>4.</b> Please see under 1).</p> <p><b>5.</b> State budgets, transferred to local government.</p>
	Portugal	Yes	<p><b>1.</b> No. In Portugal, the beneficiaries of international protection benefit from the same support (provided by the State) as naturals.</p>


			<p>2. -</p> <p>3. -</p> <p>4. -</p> <p>5. -</p>
	Slovak Republic	Yes	<p>1. Support for beneficiaries of international protection in Slovakia is provided by NGOs through projects funded from the EU based on grant agreements between the Ministry of Interior of the Slovak Republic and respective NGOs. The Migration Office of the Ministry of Interior (Migration Office) acts as the coordinator and it methodologically guides and controls the quality of services provided within these integration projects. Currently, a State Integration Programme for beneficiaries of international protection is being prepared which would deal systematically with integration measures. Apart from this, an initiative “Who will help” (Kto pomôže) emerged as a reaction to the current migration situation. In Slovakia, it is a unique project and it aims at voluntary aid to refugees from Middle East. Originally, the initiative started as a petition and within couple of months it was signed by more than a thousand of volunteers. As of today, it has managed to collect more than 2100 signatures from people all over Slovakia who are willing to help this group of migrants. The Migration Office officially negotiates with coordinators of the initiative about the possible engagement of volunteers in terms of integration of beneficiaries of international protection. At the same time, coordinators of the initiative are currently conducting interviews with potential volunteers who offer various forms of help (at the moment mainly in relation to help for 150 Assyrian Christians from Iraq who were resettled to Slovakia in December 2015). The initiative is also preparing trainings and a system of support for volunteers, team-buildings as well as guidelines for volunteers. Services offered by volunteers through the initiative: • help with accommodation; • help with job search; • employment; • engaging beneficiaries of international protection with the community; • introducing them to local people and helping them to find friends and acquaintances; • free time activities; • help with learning Slovak language; • other kinds of help. Due to the preparation phase of the “Who will help” project as well as the preparation phase of the</p>



			<p>Integration Programme, following questions are answered only in relation to the existing system mentioned above (integration projects operated by NGOs).</p> <p><b>2.</b> NGOs' employees are paid from projects which are funded from the EU.</p> <p><b>3.</b> All integration activities are currently implemented within integration projects of NGOs which are based on grant agreements between the Ministry of Interior of the Slovak Republic and respective NGOs. The Migration Office acts as the coordinator and it methodologically guides and controls the quality of services provided within integration projects.</p> <p><b>4.</b> Employees of NGOs provide beneficiaries of international protection with: • legal counselling; • psychological counselling; • social counselling; • preparation for employment; • help with job search; • social and cultural orientation; • arrangement of Slovak language courses.</p> <p><b>5.</b> Integration measures are implemented through projects financed from the EU funds. Since 2004 until March 2015, these projects were implemented and financed from the ERF and since the end of 2015 these projects have been implemented through AMIF. During the transit period when there was no continuation of the projects, the integration of beneficiaries of international protection was funded from the state budget. Slovak Republic is currently preparing a State Integration Programme based on the Government Resolution from 21 October 2015 which assigns ministries and other subjects to adopt measures related to housing, employment and education in order to ensure successful and continuous integration of beneficiaries of international protection in the Slovak Republic. The integration programme will be funded solely from the state budget and it will be systematic.</p>
	Slovenia	Yes	<p><b>1.</b> Yes.</p> <p><b>2.</b> The support person service is paid to the organisation which is selected at the public tender for the implementation of the program according to the clear plan of expenditures and costs of the employed in the project. Among employed there are also volunteers, but that must be clearly</p>

			<p>expressed in the financial plan which is submitted by the organisation. There are also counsellors for persons with international protection that are employees/officials of the Ministry of Interior.</p> <p><b>3.</b> The provider is coordinated by the state.</p> <p><b>4.</b> Tasks of support provided depends on the content of public tender (help in employment, help in finding accommodation, psychosocial help, learning help, courses of Slovene language...). Tasks of counsellors are prepared base on individual integration plan and the implementation of the plan which describes all activities of integration support (courses, education plans, employment plans...).</p> <p><b>5.</b> Services are financed through EU funds, but the counsellors at the Ministry of Interior are paid as the officials of the Ministry.</p>
	Sweden	Yes	<p><b>1.</b> While the question does not specifically define the role or tasks of a support person it is safe to say there is no system of support persons per se in Sweden (national government-run programme for example). However, there are several examples of regional and local initiatives in the field. Support person activities are often provided by various actors in civil society – for example NGOs, churches and other religious communities.</p> <p><b>2.</b> It is generally unpaid and based on volunteer work.</p> <p><b>3.</b> Generally by regional/local governments and/or NGOs or other civil society actors. The municipality of Eskilstuna has received funding (from the County Administrative Board) for a project entitled “Flyktingguide/Språkvän” (Refugee guide/Language Buddy) with a view to support other municipalities and organisations in the country to introduce the methods used in the project (until 30 June 2016). Refugee guide/Language Buddy projects is currently ongoing in some 100 locations (for more information, see the following link; <a href="http://sprakvan.se/">http://sprakvan.se/</a> with some pages in English). Municipalities often carry information on their websites on volunteer work, some may offer training for volunteers as well. Among civil society the Swedish Red Cross and the Church of Sweden are examples of actors that coordinate volunteers who support beneficiaries of international protection through various activities.</p>

			<p><b>4.</b> Generally the purpose is to improve and speed up integration through various activities; social interaction, language training for instance (also in a more organized form at e.g. “Language cafés”), provide meeting places, platforms and opportunities for residents and newly arrived migrants to interact and meet. Support persons can form a link to Swedish society, increase mutual understanding, and give an introduction to the Swedish way of life in an informal way. The Swedish Red Cross for instance provides support to unaccompanied minors (for example support with home works, language training through social interaction) and a whole range of other support activities for children and adults alike.</p> <p><b>5.</b> These services would generally be financed by the providers’ budgets (and concerning civil society actors presumably allocated from various sources including donations, fundraising, financial support).</p>
	<p>United Kingdom</p>	<p>Yes</p>	<p><b>1.</b> In general the UK has no specific system of support persons for beneficiaries of international protection. However, each resettled individual under the Gateway Protection Programme (GPP) and Syrian Vulnerable Person Resettlement Scheme (VPRS) has a 12 month support programme to aid their orientation/integration. The support provided under each programme varies, as detailed below.</p> <p><b>2.</b> Caseworkers supporting individuals under both the GPP and VPRS are paid, however some of the providers do use a system of volunteers to enhance the formal support available.</p> <p><b>3.</b> The requirements of the 12 month support package are specified by central government. Casework support under the GPP is currently provided by three NGOs: Refugee Action, Refugee Council, and Horton Housing. Caseworkers support beneficiaries for the first 12 months. Caseworkers under the VPRS scheme are provided and coordinated by local authorities. Local authorities that volunteer to be part of the scheme are required to provide caseworker support for at least the first 12 months of individuals’ resettlement in the UK. They can subcontract this responsibility to NGOs or other organisations as they see fit.</p> <p><b>4.</b> Casework support provided under the GPP and VPRS schemes are very similar, with both designed to integrate and orientate resettled individuals. On arrival, caseworkers are required to ensure that beneficiaries are provided with a welcome pack of groceries, as well as a cash allowance</p>

			<p>to ensure that they have sufficient funds to live on while their claim for benefits is being processed. Additionally, caseworkers provide advice and assistance to individuals in registering for mainstream benefits and services. Examples of this assistance includes: assistance in registration for Biometric Residence Permits, GPs, schools and English language classes; attending local Job Centre Plus appointments with beneficiaries; advising on appropriate mental health services and other specialist provisions, and providing assistance with access to employment. Caseworkers under both schemes put in place a support plan for each family or individual for the 12 month period of support. Caseworkers work with the individual refugee to establish their background and aspirations and help them build a plan of how those hopes can be realised. Throughout the period of support, caseworkers will ensure that interpreting services are made available and that any special needs are met as quickly as possible through assessment and community care</p> <p><b>5.</b> The GPP receives funding from a mixture of the UK government and EU funds All integration support provided by local governments under the VPRS scheme, including support caseworkers, is fully funded by the central UK Government for the first 12 months of the resettled individual's arrival.</p>
	Norway	Yes	<p><b>1.</b> *Once having been settled in a Norwegian municipality, following resettlement or an application for protection, the responsibility for support to the beneficiary is that of the local authorities. Refugees and their families who have been granted a residence permit in Norway have the right to and are obliged to complete an introductory programme. All municipalities that settle refugees are obliged to offer this programme. The right and obligation to participate in Norwegian language training and social studies free of charge for at least 600 hours apply to foreign nationals between 16 and 55 years of age who have been granted protection pursuant to the Immigration Act. The introduction programme shall be designed for persons who need to obtain basic qualifications. Upon completion or interruption of a programme, a certificate of participation shall be issued. The aim of the programme is fast transition to work or education. The programme may run for up to two years, with additional periods for approved leaves of absence. When special reasons so warrant, the programme may run for up to three years. As soon as possible and within three months after a person is settled in a municipality or after a requirement of participation is presented, the municipality shall provide an introduction programme Refugees receive economical support whilst</p>

participating in the introductory programme. An individually adapted plan shall be drawn up for any person who is to participate in an introduction programme. It shall be formulated on the basis of an identification of the training needs of the person concerned and of the measures that may be useful to the person concerned. There is also a legal obligation to appoint a legal guardian for unaccompanied minors. In most municipalities there are one or more persons (a refugee consultant or programme adviser) who are responsible for supporting beneficiaries (refugees) of international protection. In most municipalities there is also a possibility to obtain a personal voluntary refugee guide from the Norwegian Red Cross, or participate in activities with other voluntary organisations, that will help integrate the refugee into the local community.

2. \*A support person from the municipality is an employee of that municipality and is paid. Personal voluntary refugee guides from the Norwegian Red Cross are not paid.

3. \*See the previous answers.

4. \*The objective of the Introduction Act (2003) is to strengthen the possibilities for persons who have been granted international protection in Norway, and their family members, in order to become economically self-sufficient and participate actively in Norwegian society and working life. The main tasks of support persons are to provide language training and work experience. For further information see also Chapter 9 in “Immigration and Immigrants 2014–2015: IMO Report for Norway” available on [https://www.regjeringen.no/contentassets/e26c772313ae479093c20fcd6be7e9c2/norway\\_imo-report-2014-2015.pdf](https://www.regjeringen.no/contentassets/e26c772313ae479093c20fcd6be7e9c2/norway_imo-report-2014-2015.pdf)

5. \*Following the settlement of a member of the target group in a municipality, that municipality will receive during the next 5 years a grant from the national government’s budget. In 2016 the integration grant payed to the municipality is 717 400 NOK over 5 years for each refugee settled (approximately 75 500 Euro). The size of the grant is determined for every fiscal year, on the basis of an examination of the typical costs for a municipality to provide the necessary support (wages as well as other expenses). There are special grants for persons with special needs and unaccompanied minors.

