

Austria

Start Vienna

Level of implementation	Local
Name(s) of implementing institutions: Partners/Supporters:	Vienna Municipal Department 17 for Integration and Diversity in Cooperation with Vienna Municipal Department 35 for Immigration and Citizenship, Vienna Employment Promotion Fund, Public Employment Service Vienna, adult education centre Vienna (lead partner), abz*austria, Institute of vocational pedagogics at the Austrian youth worker movement, Caritas, Diakonie refugee services, Equalizent, Integrationshaus Vienna, Interface Vienna, WUK – Association for the development of open culture and workshop houses.
Main idea behind it, initial situation (why?)	Integration is a two-fold process, which includes the immigrants and the host society. The first two years of stay are most important for the integration prospects. Each immigrant has individual needs (related to country of origin, educational level, age, etc.)
Objective (what for?)	quick orientation and sharing of important information; sharing of information in the target group's mother tongues; support in accessing German language courses and counselling on the first important steps in Vienna according to the individual needs; counteracting de-qualification on the labour market
Description of practice (what?)	Start coaching – getting a head start in Vienna Start coaching is a service offered by Municipal Department 17 - Integration and Diversity (MA 17) for all new inhabitants of Vienna who receive their first-time permission (Erstniederlassungsbewilligung) or a registration for the purpose of family member (Familienangehörige/-r) to stay in Austria for the last two years. Employees of MA 17 who speak the persons' native language or another language they feel comfortable with assist them in finding their way around Vienna. At the start coaching appointment they will receive their Vienna education booklet. This is a booklet where all the language courses, information events, counselling services, and education and further training programmes that they attend are recorded. The education booklet contains vouchers from the City of Vienna for German Integration Courses worth € 300. It also allows persons to attend information events on various useful topics. At the start coaching they will receive the Vienna education booklet and the Vienna language vouchers worth € 300, get comprehensive information about the Integration Agreement, discuss what their next steps should be, get help with finding a suitable German Integration Course, learn how the voucher system works and what the information modules are, get recommendations for counselling centres (finding a job, getting your qualifications recognised, etc.) discuss basic questions (registering children for school, compulsory schooling,

	etc.) receive information on a variety of other relevant topics.
Managed/driven by	Government
Time-frame (start/end/ongoing)	Start: 1.10.2008 Ongoing
Stand-alone initiative or incorporated into other initiatives?	Incorporated into other initiatives within the framework of close cooperation with the named partner institutions
Main target group (nationals, non-nationals - types)	EU nationals Third country nationals Asylum seekers/international protection status holders
Promotion	oral, printed, online languages: Albanian, Arab, French, BKS, Bulgarian, Hindi, Farsi, Pashto, Punjabi, Polish, Romanian, Russian, Spanish, Slovak, Turkish, Spanish, Czech, Hungarian, Ukrainian
Information provided on legal, practical and procedural aspects of protection against racism/hatred and discrimination	Yes
Methods of language/content teaching	lectures in different languages, with lecturers mainly migrants or refugees too; workshops with interactive elements, inputs and discussions, strong inclusion of participants
Accessibility:	Costs: none Obligatory: (N) Eligibility criteria: newcomers in Vienna (third country nationals, EU/EEA citizens, persons in need of international protection)
Budget, sources of financing	City of Vienna

Sources and references (hyperlink(s))	www.integration.wien.at (Website of Municipal Department for Integration and Diversity) www.startwien.at (Project Website in different languages) http://www.fluechtlinge.wien/bildung/ (Homepage of the Social Fund Vienna) http://www.wienfuervienerinnen.at/pages/de/InstitutionDetail.do?it_1=2100291 (Website of the Municipal Department for Women) www.refugees.wien
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Impact Assessment foreseen?	Yes
How often? By whom? Is the target group involved into the evaluation/impact assessment? If yes: how, Methods of impact assessment Indicator based? If yes: please name some indicators	<p>An evaluation of the service was carried out half a year after implementation, based on interviews with staff members, service users and lecturers. For the evaluation, the City of Vienna commissioned an external institute, which had previously done a needs assessment for the development of START Vienna, based on multilingual interviews with the target group. They were asked about their needs and their opinion about the planned services. The evaluation was not indicator based, but included detailed questions about all services offered: the usefulness of services for the users' daily lives, their motivation to attend a German language course, their German language skills and their satisfaction with the content of the information/ social orientation modules offered, including the understandability of the content and presentation techniques.</p> <p>In 2012/2013, another survey was carried out by a Municipal Department of Vienna, different from the one implementing the programme, on the satisfaction of users with the services provided with multilingual questionnaires developed and disseminated among the target group..</p> <p>More than 1,000 multilingual feedback questionnaires were distributed among the users over three months in 2015. Main issues were: gender, age, mother tongue of the target group, sources of information about the services (85% of all respondents received information about the services via their friends and acquaintances), assessment of content of modules (importance for daily life) and lecturers (respectful treatment, answering questions), recommendations to improve the services. Questionnaires and their evaluation were done internally.</p> <p>There are also quantitative impact criteria, such as the share of START Vienna users among those obliged to attend social orientation courses, who are part of a database. It contains information about those, who are referred to START Vienna by the Vienna Municipal Department 35 for Immigration and Citizenship and how many actually made use of START Vienna services.</p>
Which actors of host communities are included?	<p>The service providers belong to the host community. The teachers and lecturers are mostly migrants or Austrians with a migratory background due to the need to offer mother tongue services to the target group. Excursions and visits in institutions of the host society are foreseen for course lecturers and trainers in the frame of further training constantly received to inform them about Austrian society.</p> <p>Excursions to equal treatment services are planned in the frame of workshops</p>

	<p>on specific issues, such as racism and xenophobia. Furthermore, in the modules on “living together” the target group has the opportunity to tell about conflicts in their neighborhoods or misunderstandings due to cultural differences on which explanations are also given, including information on their rights and what to do in cases of racism.</p>
Degree of inclusion	Some services are voluntary, others are insititutionalised.
How can racism and xenophobia be countered through this activity?	START Vienna constitutes an offer of the host society to the newcomers in their mother tongues - an important welcoming signal that the majority society wants to contribute to newcomers’ wellbeing in Austria and offers them information and access to services fast upon arrival.
How can the impact of this practice be measured/made measurable?	<p>Issues of racism, xenophobia and discrimination occur in several modules, but mainly in modules on living together and human rights. The feedback survey among service users indicated the information needs on these issues and contained 10 additional topic suggestions to be rated by the respondents. The findings and stories told by the users strongly indicate the presence of this issue in the newcomers’ daily lives. Thus, a separate workshop on racism and discrimination is currently planned to include what to do in case of racism or xenophobia and information about the legal framework. Moreover, practical examples will be discussed. The workshops will start in autumn 2018 and then be offered every third month or every half year.</p> <p>Based on this information, the following indicators of impact can be suggested:</p> <ul style="list-style-type: none"> Percentage of newly arrived immigrants, who make use of the services; Share of attendants and those, who complete the modules out of those, who register for them; Service users who would recommend the services to their friends; Reputation of the service in migrant communities; Satisfaction of service users. <p>80% of service users say that the teaching content is very useful for their daily life, 15% say it depends and 5% perceive it as not useful. Issues like housing, waste management, asylum procedures, education system or social affairs play a stronger role for the daily life of the target group than issues like Austrian history or democracy. The target group perceives the latter as interesting, but not that relevant for their daily life.</p>
Elements of sustainability	<p>Early after their arrival in Vienna newcomers receive in their mother tongue important information on the registration procedure, on what to do to renew a residence permit or on the education system, saving them time and energy. All newcomers are obliged to register at the Vienna Municipal Department for Immigration and Citizenship, which refers them to START Vienna. START Vienna closely cooperates with several counselling centres in Vienna, whose feedback indicates that START Vienna makes their work easier, because it provides initial information. Thus, counselling centres may focus on more</p>

	<p>specific questions and issues of their clients. Furthermore, START Vienna provides vouchers for language courses and support in accessing them, which constitutes an important incentive to learn German.</p>
<p>Elements of transferability</p>	<p>The principles of these services - two-sided process of integration involving both immigrants and the host society, the importance of the first two years of stay for the integration process and the individual needs of target group members, according to country of origin, level of education, age, etc. - are transferable as newcomers are in similar situations in every host society. Offering a programme of mother tongue information modules is useful in every larger city with a certain number of newly arrived migrants sharing a language. Smaller cities might put more emphasis on the service desk and translation services available when needed.</p>