



**VOLUNTEERING
AMONG IMMIGRANTS**

Action Plan

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1. Introduction

Human displacement has always been one of the major challenges in terms of urban planning policies of social cohesion and equity. In the largest wave since World War II, today, cities and local authorities have an increasingly proactive role in the area of policies that promote Third Countries' Nationals (TCNs) integration, as the majority of this population resides in densely populated urban areas or in towns. Nevertheless, the increased refugee crossings of 2015-16, even though Greece has been facing important immigration pressures since 2007, turned to be an unexpected phenomenon for both the government and the resident population.

Since then and due to the resulting humanitarian crisis that found the central and local governments unprepared, the European cities are focusing now on long term possibilities and plans according to the EU Agenda on Migration, if not to achieve the perplexing goal of integration, to minimize at least the effects of social exclusion and empower the multicultural urban environment of future cities.

Piraeus, the largest port of the country, is an intermediate stopover for the Middle East refugees travelling to Europe. Since September 2015, more than 1,000,000 refugees have transited through the city. When the borders of the Western Balkans were closed, the port of Piraeus became an informal makeshift camp for over 6,000 people.

Back then, the Municipality of Piraeus, faced with lack of central coordination, has volunteered its services both in human resources, by mobilizing citizens, volunteers, local businesses, NGOs and local churches, as well as by providing vehicles for transportation. Today, the local government of Piraeus has formulated a plan not only to respond to a future crisis, but also to optimize the corresponding infrastructure and services in order to become an inclusive city.

Therefore, the Municipality of Piraeus has prioritized its cooperation with the Greek Asylum Service, the UN Refugee Agency, volunteer schemes, associations and NGO's, to support a series of integration activities. The *Immigrants' Integration Council (SEMP)* and since 2018 the *Immigrants' Integration Centre (KEM)* of Piraeus have further developed a network for gathering data, building platforms of joints interventions and sharing best practices. The Municipality also participates in the Cities Network together with the most innovative cities in Greece.

The Municipality of Piraeus, acknowledging that volunteering is as potential indicator of social and economic integration, has prepared the present plan in order to establish and facilitate good practices in the field of volunteering among TCNs. The herein Action Plan following from the Valletta Action Plan, the EU-Turkey Statement of 18 March 2016 and the new EU Partnership Framework on foreign migration policy, and is grounded on the EU Agenda on Migration, the Action Plan for the Integration of TCNs and the EU's New Skills' Agenda with measures responding to the integration needs of TCNs.

The objective of this Action Plan is to build on the project VAI's central hypothesis, according to which volunteering among immigrants can be both an instrument and an indicator of integration.



Refugees' temporary settlement. Port of Piraeus, 2016.

2. TCNs' Integration Framework

Academic and policy debates on immigrant and refugee integration, or more recently inclusion, have raged over the years. Even so, TCNs' integration, as European policies define it, can be generally understood as the process of becoming an accepted part of the host society, which presupposes the acquisition of legal and political rights while also acquiring a sense of belonging to it by maintaining their cultural and social identities (Anagnostou, 2016).

While the conceptual debate still remains about the framework of social policies, an integration policy index has been formulated according the following variables (MIPEX, 2015):

GREECE

Rank: 27 out of 38

MIPEX Score: 44

KEY FINDINGS

Labour Market Mobility:	55
Family Reunion:	55
Education:	36
Health:	27
Political Participation:	30
Permanent Residence:	54
Access To Nationality:	34
Anti-discrimination:	60



Notwithstanding the fundamental economic, legal and social differences of human mobility (immigrants and asylum seekers) between EU member states, TCN's integration in Europe has been regulated by a EU policy framework through the latest Action Plan on the Integration of Third Country Nationals (2016) to support national policies and describe concrete measures for implementation.¹

As it becomes evident, integration policy-making in Greece as in many EU countries is largely a responsibility of the national government rather than of local government and municipalities. However, municipalities have an array of competencies that directly and indirectly affect the status of TCNs. Furthermore, they have in effect and over time acquired an increasing role in this area, either by implementing national policies on immigrants' integration, and/or in the frame of providing services to the local community, including TCNs, in all areas of integration/inclusion (Labour Market Mobility, Education, Health, Political Participation, Residence, Antidiscrimination), constituting a primary governmental entity for the implementation of the aforementioned policies.

¹ For a more detailed review on the Greek context see the VAI National Report for Greece (D1.1).

3. Local Government and TCNs' Integration in Piraeus

The Municipality of Piraeus has a long history of immigrants' reception for more than 100 years. While during the past century the city has been a primary destination for emigrants from all over the country, the exodus of the Greek Orthodox population of Asia Minor was actually the culmination of the flow of Greek refugees from different regions in the country. This had already begun in 1910 and came to be accelerated right after World War I.

The Russian Revolution of 1917 had resulted in the arrival of a large number of Greeks from southern Russia during 1917/1918, followed by a population exchange with Bulgaria (1919) and especially one with Turkey following the Treaty of Lausanne (1923). Population growth had been extraordinary, especially in Athens and Piraeus, where almost half (48%) of the urban refugee population was settled (Georgakopoulou, 2002).



Since then and while building strong multicultural characteristics along the different neighbourhoods of the city, the Municipality of Piraeus recorded the largest number of inhabitants compared to other central areas of Athens (193,000) in 1928 which it maintained with slight fluctuations to date (Maloutas, 2017),

Photo: 1923 Refugee family's house in Nikea

Nevertheless, during the influx of immigrants primarily from Eastern Europe and the Balkans, and to lesser extend from Asia and Africa during 1991-2001 there was an increase of the population (5,3%). The majority of the immigrants resided in the

industrial zones of Piraeus and near the port (Maloutas, 2017), as well as in the adjacent municipalities where old refugees were first settled in the 1920s, but also where new urban structures and routes emanated and transformed the urban space, constituting a point of reference and geographical expression of social relationships and inclusion in the host country, even though the central Greek policy focused primarily on controlling immigration (Gkemi, 2018).

The Multi-Annual Programme of the European Integration Fund (2007-2013) and a series of EU Directives and Principles for the Social Integration of TCNs made possible the entry of the issue of migrants' social integration into the political agenda, yet undermining the possibility for municipalities to have an active role.

The recent fiscal crisis in Greece and the armed conflict in the Middle East (especially since 2011) called for an immediate planning and implementation of central and local policies to deal with the humanitarian crisis of over a million refugees that entered the Greek borders during 2015 and early 2016, the vast majority of whom back then headed towards Northern European countries. Since then and because of the fact that significant numbers reside today in the big cities of Greece, strategic actions are required from the local governments to address social exclusion where national governments are politically constrained.

4. Census and Local Demographic Data

This section presents a comparative profile of immigrants residing in Piraeus before the so-called “refugee crisis”. It builds on the latest socio-demographic data available by the Hellenic Statistical Authority (El. Stat. 2011 Census)². Key features and trends are illustrated in a series of comparative tables and figures for the distribution, growth, trends and change of the population, and a number of social indicators such education, employment and housing in Piraeus and the Attica Region.³

Table 1. Population Trends in Attica & Piraeus, 1991-2011

DESCRIPTION	Population, 2011			Foreign nationals % of population			% population change 1991-2001		% population change 2001-11	
	Total	Non-nationals	Non-nationals % distribution*	1991	2001	2011	total	Non-nationals	total	Non-nationals
Athens Municipality	664046	151660	37,4	3,1	17,3	22,8	-3,9	430,6	-16,7	9,7
CENTRAL ATHENS (remaining)	365474	31132	7,7	1,7	7,2	8,5	1,9	342,4	-7,6	9,5
NORTHERN ATHENS	592490	35372	8,7	2,3	6,5	6,0	15,3	230,2	0,0	-8,3
WESTERN ATHENS	489675	33712	8,3	1,1	6,1	6,9	5,5	472,8	-3,2	9,1
SOUTHERN ATHENS	529826	42529	10,5	3,3	7,4	8,0	10,1	143,4	-3,5	5,1
EASTERN ATTICA	502348	49919	12,3	2,7	10,9	9,9	38,8	469,2	29,1	18,0
WESTERN ATTICA	160927	14913	3,7	1,6	8,1	9,3	22,2	526,2	6,8	21,8
ISLANDS	74651	6726	1,7	1,1	8,0	9,0	12,6	704,1	4,5	18,3
PIREAU RU	448997	39868	9,8 (100)	1,3	7,2	8,9	2,3	474,4	-7,8	13,0
<i>Piraeus Municipality</i>	163688	16750	42,0	1,5	8,5	10,2	-3,8	434,5	-10,9	7,6
<i>Keratsini-Drapetsona</i>	91045	5884	14,8	0,8	5,5	6,5	5,5	614,5	-1,9	15,7
<i>Korydallos</i>	63445	5736	14,4	1,8	6,6	9,0	8,0	309,8	-11,0	21,1
<i>Nikaia-Aghios Ioannis Rentis</i>	105430	10123	25,4	1,1	7,4	9,6	6,2	593,0	-6,1	21,3
<i>Perama</i>	25389	1375	3,4	0,6	5,7	5,4	6,6	879,7	-5,8	-11,2
ATTICA REGION TOTAL	382843	405831	100	2,3	9,4	10,6	7,8	351,5	-2,8	9,1

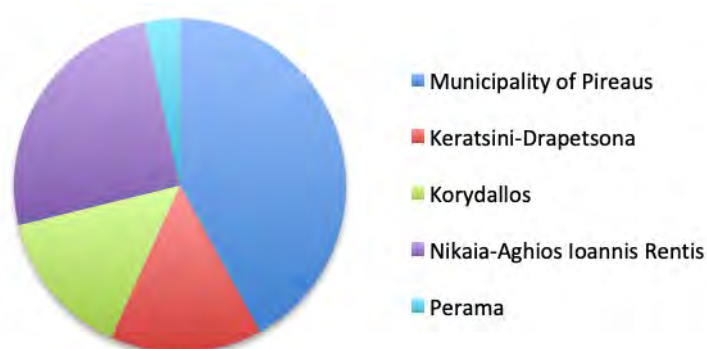
Source: El.Stat. (Hellenic Statistical Authority): ¹, Population & Housing Census, 1991, 2001, 2011Notes: [IN CAPITAL LETTERS] = Regional Units, [small letters]= Municipalities * red colour: distribution in Attica; Black-italics: distribution in the Municipalities of Piraeus RU

² <http://www.statistics.gr/en/home/>. Apart from Table 1 and Figures 1-3, Census data derived from the online database of the Panorama of Greek Census Data 1991-2011 (<https://panorama.statistics.gr/en/>).

³ This chapter was drafted with contribution from the VAI project Coordinator Panos Arion Hatziprokiou .

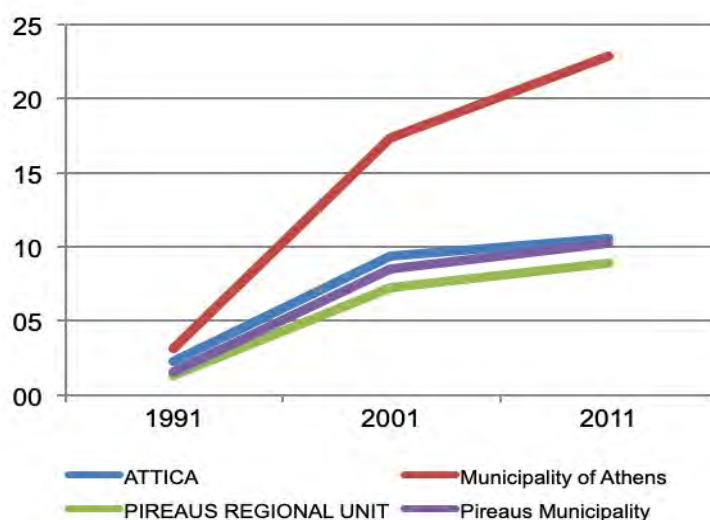
Of the more than 405,000 foreign nationals registered in Attica in the 2011 Census, almost half resided in the Athens Central Regional Unit, over one third in the Municipality of Athens. Nearly 10% lived in the Regional Unit of Piraeus, whereby the majority is similarly centralized, with 42% in Piraeus Municipality itself (see Figure 1).

Figure 1. *Distribution of foreign nationals in the Piraeus Regional Unit Municipalities*



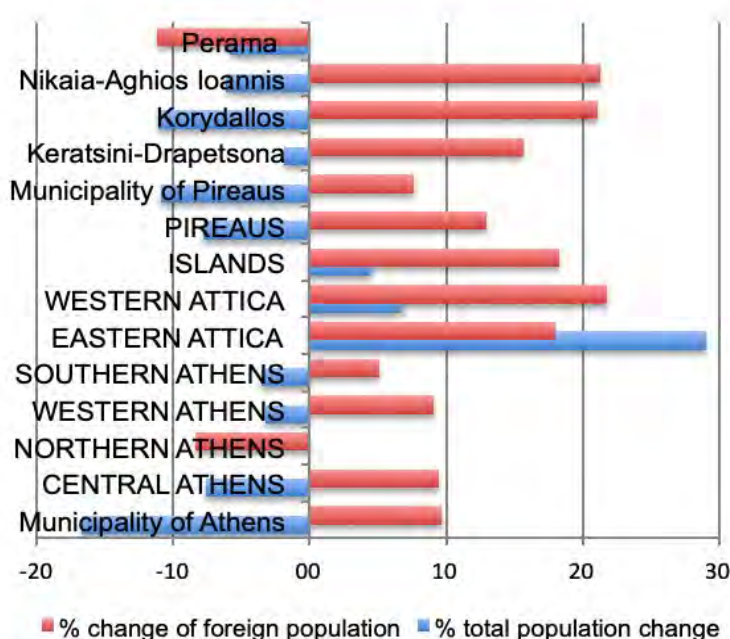
The shares of migrants among the local population have grown considerably in the past decades, especially in central Athens whereby nearly one fourth of inhabitants are foreign nationals. **Piraeus** comes second yet at a distance, as about one out of ten of the residents in the Municipality are migrants (see Figure 2).

Figure 2. *Comparative percentage growth of foreign nationals in Attica, 1991-2011*



The overall increase of Attica's population by 5% during 1991-2011 has been geographically unbalanced, reflecting overall trends of suburbanization and sprawl alongside a decline of inner city areas. Almost all districts have seen their population growing over this period, despite latest trends of minor losses (in Western and Southern Athens). The two exceptions are Central Athens, whose population declined by more 15%, and **Piraeus** with more than 5.5% decrease. Population decline is most evident in inner cities: the Municipality of Piraeus lost more than 14% of its population during the same period. Yet, all Municipalities in Piraeus Regional Unit experience ongoing population decreases (see Figure 3 for 2001-11).

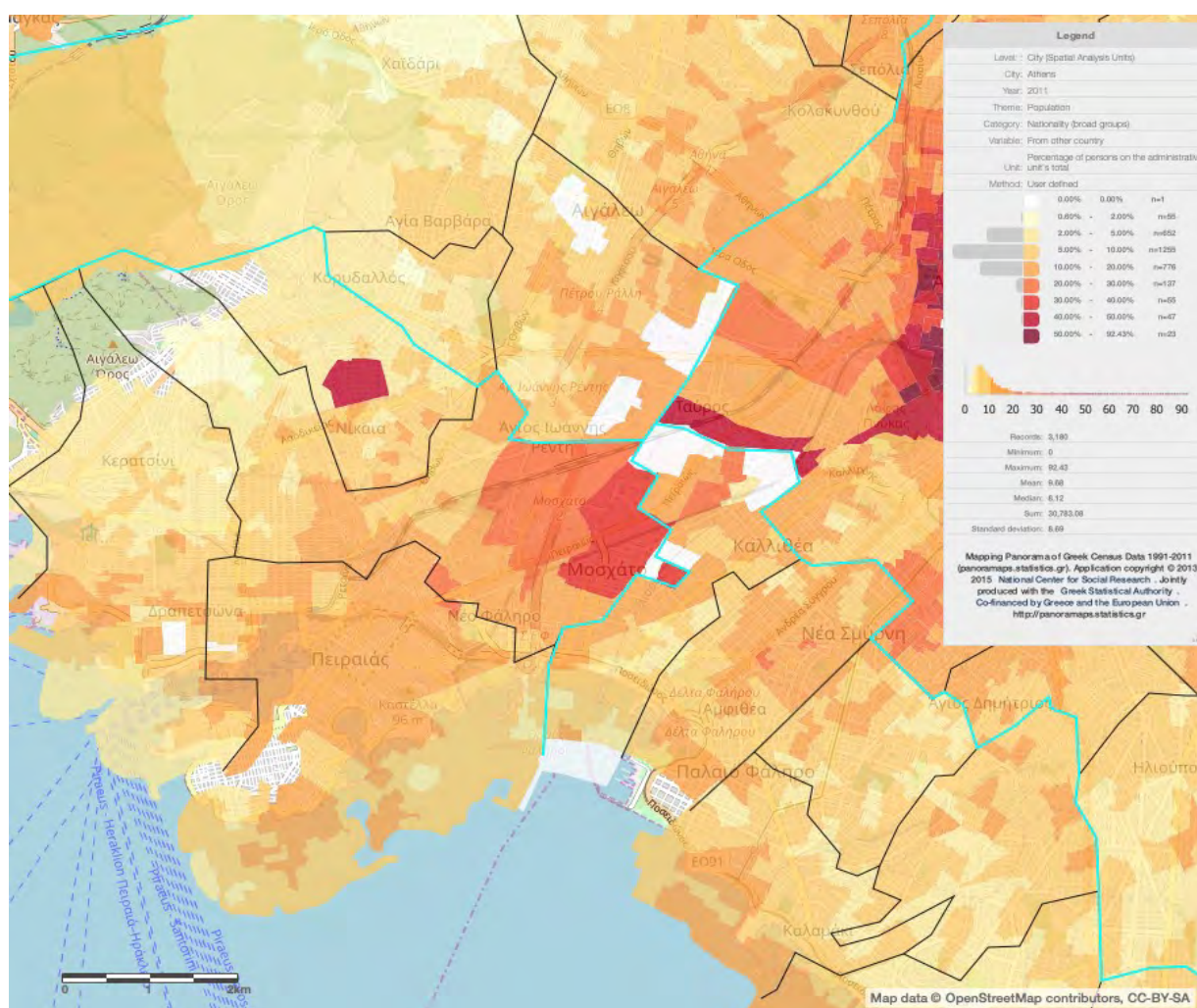
Figure 3. Comparative population change (total & migrants) in Attica, 2001-2011



The picture is almost reverse as far as the immigrant population is concerned; during the very same period, especially during the 1990s, the immigrant population increases disproportionately across Attica, with percentage growth during 1991-2011 exceeding 500% in Eastern and Western Attica, the islands and **Piraeus**, in the latter case particularly in the Municipalities of Keratsini- Drapetsona and Nikaia – Aghios Ioannis

Rentis. With the exception of Perama, one of the few cases where the exodus of the Greek population is followed by the migrants, in all other Municipalities the growth of immigrant residents partly compensates for the overall population losses.

Figure 4. Immigrants' residential geographies in Piraeus, 2011



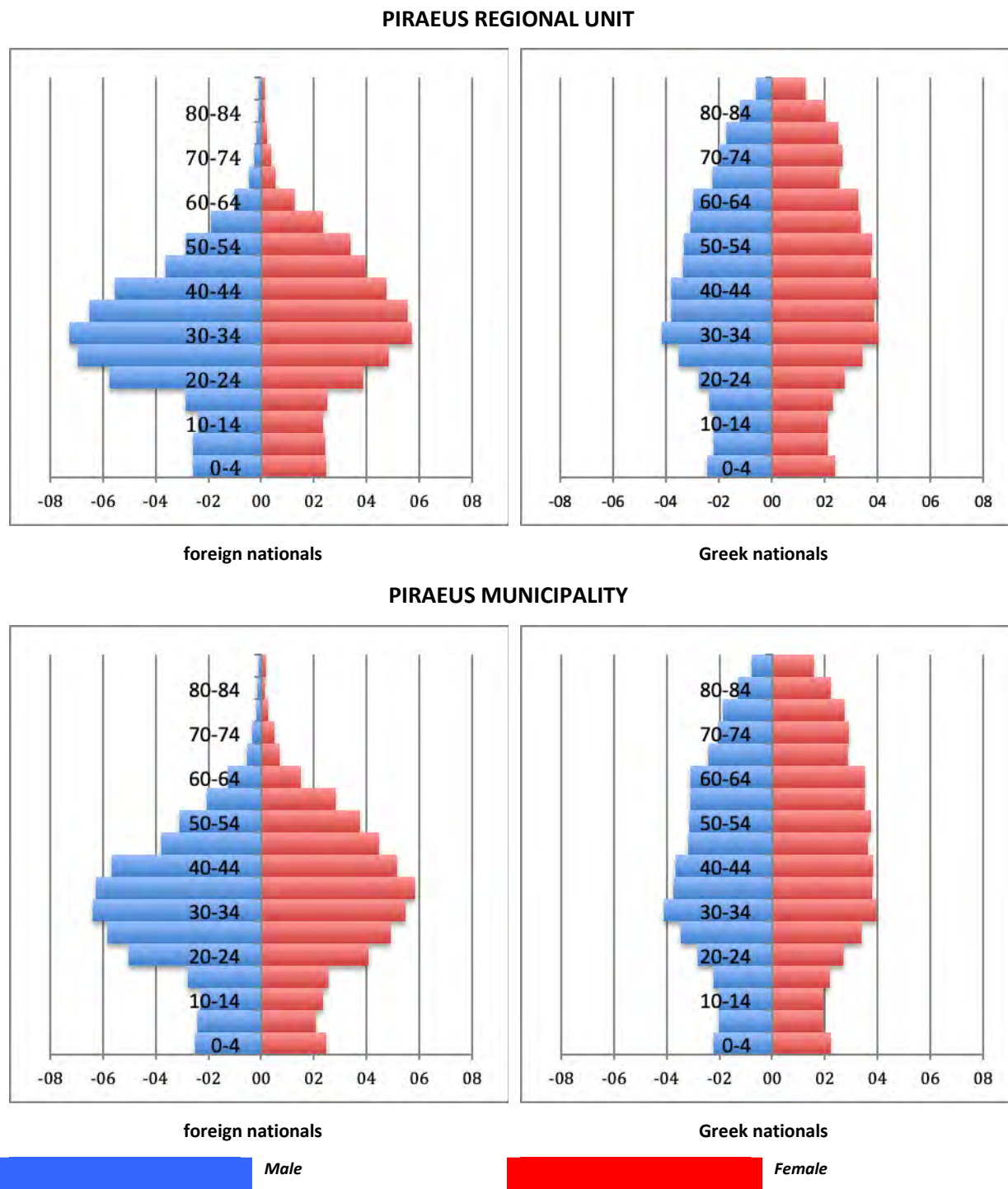
According to the 2011 Census, the share of immigrants among residents across Piraeus Regional Unit are close to the average of one out of ten, as shown on the map above - with few exceptions. Higher concentrations are observed in Nikaia – Aghios Ioannis Rentis, where in some areas immigrants make up about 23% or even 33% of the population, and in a small cluster of Korydallos where almost half of inhabitants are of migrant background. In The Municipality of Piraeus itself, immigrants tend to be more

concentrated in central and traditionally working class neighbourhoods (e.g. Kaminia, Maniatika, Kokkinia).

Immigrants experience significant disadvantage in their housing conditions as compared to the native population. Indicative examples are given below for Piraeus Municipality (2011 Census). Housing tenure rates are almost reverse: migrants were overwhelmingly renting (77%) with just one out of five being a homeowner, while over 71% of Greeks were owner-occupiers and just 23% were tenants. In addition, while the majority of both groups lived in buildings constructed in the 1970s, immigrants tended to occupy older buildings and just over one fifth of them lived in accommodation built after 1980 as compared to more than 40% among Greeks. In those buildings, immigrants tended to occupy the lower floors: over 30% lived in the ground floor or basement (compared to 14.5% of Greeks), and only 10.7% in the fourth or higher levels (compared to 22.5% among Greeks). Housing inequalities are also reflected in the more overcrowded living conditions among immigrants: more than half (about 54%) had in a housing space of up to 20 sq.m. per person, which was the case of less than 20% among Greek residents.

The demographic structure of the immigrant population, as in the rest of the country, differs substantially from that of nationals. As evident in the population pyramids below, local Greeks are ageing while migrants are younger, with the largest shares at working age. On the other hand, men are over-represented among immigrants, especially in the Regional Unit, whilst the gender composition among Greeks is balanced.

Figure 5. Population pyramids (Greeks & migrants) in Piraeus, 2011



Source: Housing & Population Census 2011, retrieved from Panorama of Greek Census Data, panorama.statistics.gr

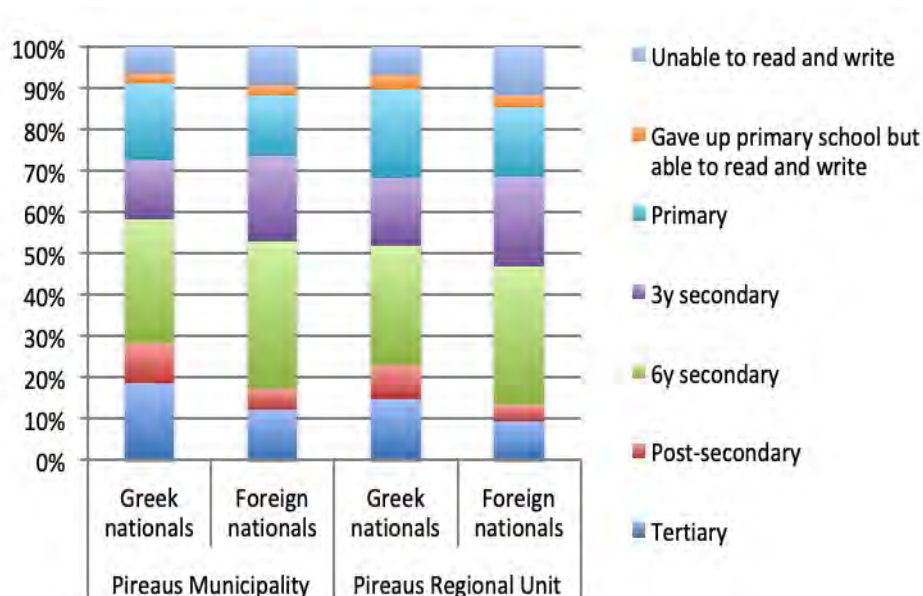
Table 2. Immigrant population by country of citizenship (top-10 nationalities) in Piraeus, 2011

Country of Citizenship	Municipality of Piraeus	Piraeus Regional Unit	Country of Citizenship	Attica
Albania	53,3	55,0	Albania	47,7
Pakistan	7,3	8,3	Pakistan	5,8
Romania	4,7	5,1	Romania	4,8
Bulgaria	3,7	3,6	Bulgaria	4,6
Egypt	4,7	2,9	Georgia	3,0
Armenia	1,7	2,3	Poland	2,6
Ukraine	2,3	2,2	Ukraine	2,6
Georgia	2,1	1,9	Philippines	2,1
Russian Federation	1,7	1,8	Bangladesh	2,1
Poland	1,8	1,6	Cyprus	1,9
other countries	16,1	14,5	other countries	22,1
Stateless, unresolved or not stated nationality	0,5	0,9	Stateless, unresolved or not stated nationality	0,7
Total foreign nationals	16750	39868	Total foreign nationals	405831

Source: Housing & Population Census 2011, retrieved from Panorama of Greek Census Data, panorama.statistics.gr

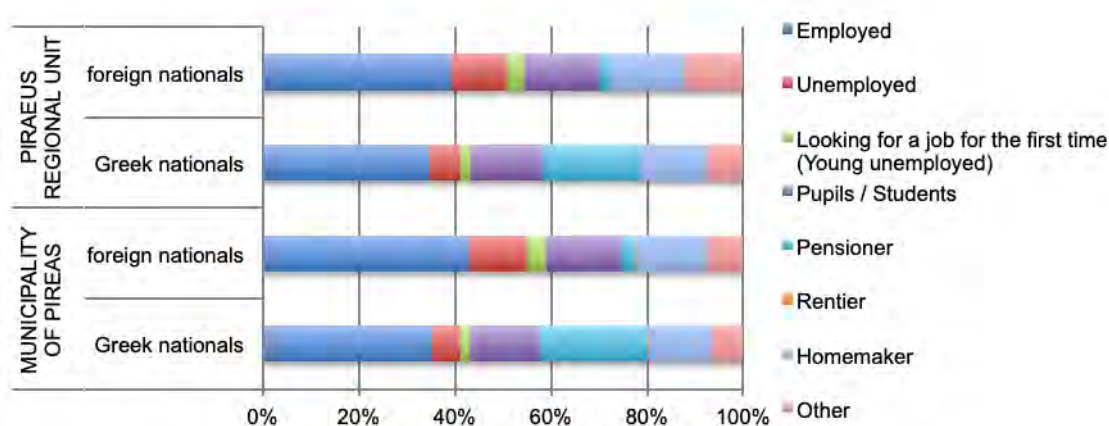
The national composition of the migrant population in Piraeus appears to be less diverse as compared to that in Attica region as a whole. More than half of immigrants in Piraeus originate from Albania, whilst significant is the presence of Pakistanis, Romanians, Bulgarians and Egyptians.

Figure 6. Comparative education (Greeks & migrants) in Piraeus, 2011



The educational level of migrants is generally lower than that of the native population with lower shares having University degrees yet higher shares with secondary education. Residents of the Municipality of Piraeus, whether migrants or natives, appear to be better educated than those in the rest of the Regional Unit.

Figure 7. *Comparative main activity (Greeks & migrants) in Piraeus, 2011*

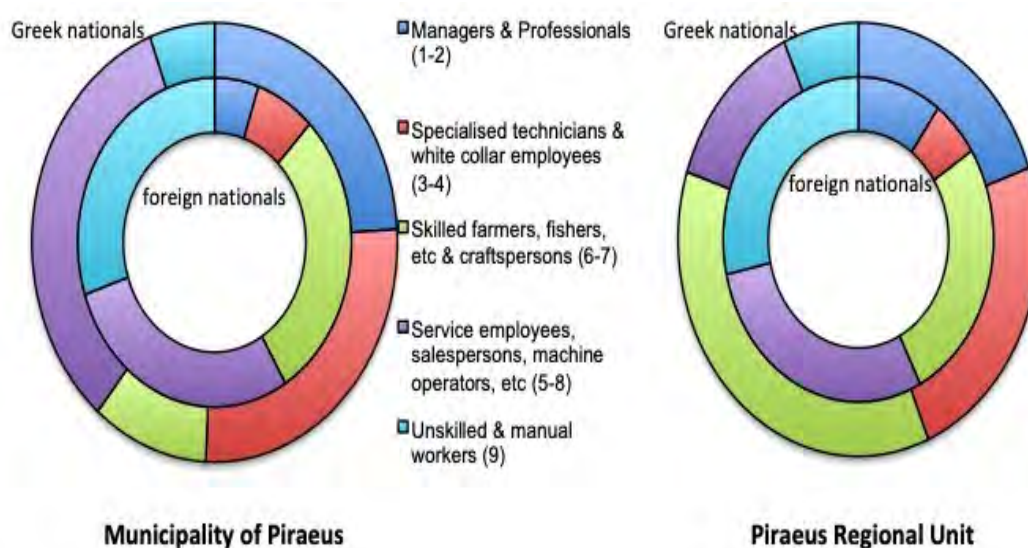


Immigrants' participation in employment is generally higher than that of the Greeks, especially in the Municipality of Piraeus, partly reflecting the age structure of the two groups as described above as pensioners form nearly one fifth of Greek residents. With the impact of the crisis just started being evident at the time of the Census, however, the unemployment shares were higher among migrants.

In the Municipality of Piraeus, immigrants were mostly employed in semi-skilled and unskilled services and manual jobs, as compared to half Greeks working as managers and professionals or in specialized technical and office jobs. The picture only slightly differs in the rest of Piraeus Regional Unit, reflecting local production and employment structures. Indicatively, the key sectors of immigrants' employment were construction (over 21%), trade and vehicle repair (17,3-19%), manufacturing (13.1-14.7%) and private services to households (11-9%), while most Greeks worked in trade and repair (20.5-22.5%), transportation and storage (over 12%), public administration (over 10%) and manufacturing (9.4-11.5%). Migrants are disproportionally waged employees (over 85%)

as compared to Greeks (less than 80%), larger shares of whom are employers (nearly 6%, about 2% among migrants) and self-employed (over 13%, around 11.5% among migrants).

Figure 8. *Comparative employment by occupational groups (Greeks & migrants) in Piraeus, 2011*



5. Volunteering in local social policies

Within this national and local context of immigrants demographic data and presence in the local community of Piraeus and Attica, the United Nations Assembly states that "Opening opportunities for volunteerism is increasingly seen as a means to promoting social integration, and also "Volunteerism has contributed to developing social capital for social groups, including those that have traditionally found themselves marginalized from mainstream participation in development activities"⁴.

The European Commission also considers volunteering as a creator of human and social capital, a pathway to integration and a key factor for improving social cohesion (EU /COM/2011/0568 final)⁵.

Furthermore, local governments, and in the Greek case municipalities, through volunteering may create urban networks for more cohesive communities. Volunteering in the local level encourages people to be more active citizens, and supports educational, health, environmental and cultural participation, while it also increases the volunteers' self-esteem, social and professional skills and capacities, and promotes physical and mental health.

Nevertheless, volunteering by TCNs generates has been subject of debate about the cultural characteristics of these groups (Malik, 2015), whereas notions such as community engagement are usually distinct from those of Formal Voluntary work, common in the European societies. Especially due to the transient nature of

⁴ UN General Assembly Resolution (70/129). "Integrating volunteering into peace and development: the plan of action for the next decade and beyond". https://www.un.org/en/ga/search/view_doc.asp?symbol=A/RES/70/129

⁵ (CEC, 2011). "Communication on EU Policies and Volunteering: Recognising and Promoting Cross-border Voluntary Activities in the EU /* COM/2011/0568 final */". <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=COM:2011:0568:FIN>

contemporary urban communities, which, despite high population densities, are characterised by social isolation (Rochester et al., 2010).

Since 2012, the Municipality of Piraeus has established a Volunteering Office within its Public- Benefit Enterprise (KODEP), located next to the Town Hall, with permanent programmes for health, education, environment, culture, sports and tourism that also provide support to various municipal social entities (Municipal Health Clinics, Nursery Stations, and Centres for Open Elderly Protection). There, professionals volunteer more than 10.000 hours per year specifically in the field of Social Care, including among other things, health care, feeding and dressing stations for deprived and homeless people, informing the public on health prevention, as well as the general implementation of policies and actions aimed at the care for and support to vulnerable social groups.

The VAI project proposes that the effective and inclusive public engagement is an important contributor to stronger communities and more effective local governance. Therefore, volunteering framed in local community policies provides a more constructive way for enhancing social connections between the host communities and foreign residents and provide better conditions for their labour market integration.

To that end, the TCNs integration plan through volunteering aims to:

- a. Identify issues that immigrants care about (citizenship, health, education, transport etc.).
- b. Overcome language and other barriers (provide cultural mediators, translation etc.).
- c. Use effective media and outreach strategies (social and community media, workshops, pamphlets, audiovisual material etc.).
- d. Make public engagement accessible, enjoyable and rewarding (volunteering promotion, acknowledgement, reward).
- e. Plan collaboratively, think long term and learn as you go (planning, monitoring, evaluation).



5. Establishing volunteering opportunities for TCNs in the host community: An urban plan for the future.

An urban strategy for long-term inclusion of a city's population is a fundamental component to address the current lack of efficiency in management and disruption of the municipal and humanitarian agencies. Therefore, local migration and integration policies should be considered as a permanent feature of urban planning processes in order to overcome the interdependency from the central administration and consolidate the human resources and infrastructure needed to address the multiple challenges of the changing urban structures and landscape.

The Municipality of Piraeus endorses the importance of volunteering for the local community's cohesion and seeks through international cooperation to foster initiatives that promote volunteering interventions, focused on the city's population of TCNs in pursuance of a long term plan to minimize social exclusion for its residents.

The VAI project's objectives to promote and strengthen networks, initiatives and knowledge in the field of migrant and refugee volunteering provides an ideal framework for capacity building and exchange of knowhow for all the participant institutions but also the municipal agencies of Piraeus.

To this purpose, the Municipality of Piraeus participates in Work Package 3 as a Leader Organization with the objective to encourage good practice and support immigrants in volunteering in a long-term commitment to personal and community development.

Specifically, the Municipality's Action Plan has the following objectives:

- Assess programme needs and match them with appropriate volunteer roles and skills.
- Research likely sources of potential volunteers.
- Prepare and utilize a “volunteer marketing strategy or plan”.
- Pilot methods that Stakeholders can use to identify evidence-based actions.

With regard to the above objectives, the Municipality of Piraeus has undertaken the following activities:

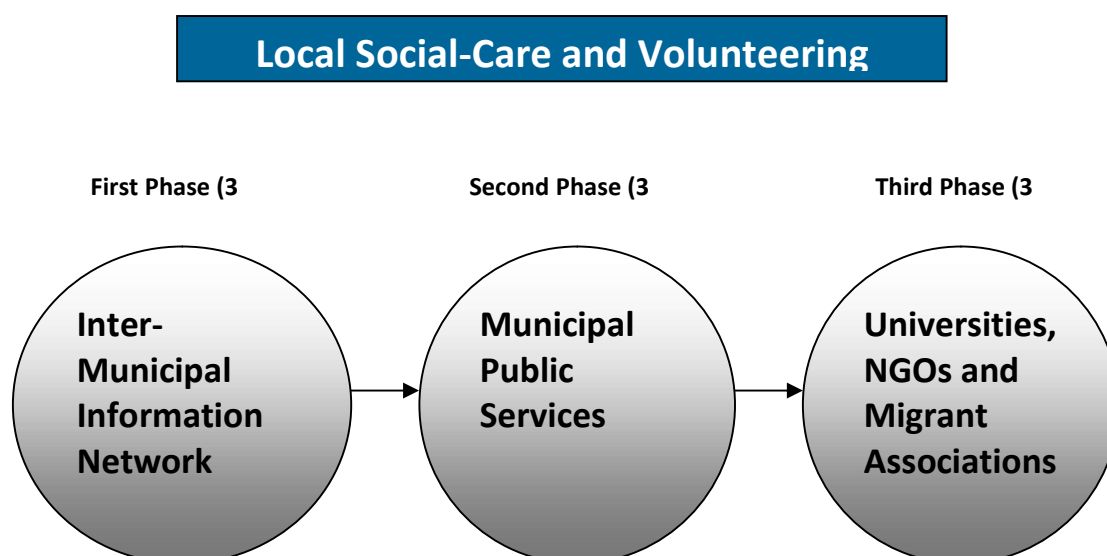
1. ***Establishing a network of relevant Stakeholders***, based on value creation in order to ensure long term sustainability and to address possible challenges.
2. ***Developing a plan for Involving Immigrants in Voluntary work opportunities*** as described herein, defining a roadmap and building up a common vision for the awareness raising campaigns included in Pilot Actions.
3. ***Developing a platform for voluntary schemes*** to stimulate cooperation and networking and facilitate the promotion and expansion of voluntary activities and capacity building of the actors involved.

7. Local Social-Care and Volunteering Network (LSCVN)

The above consists of the deployment of a Local Social-Care and Volunteering Network to promote the long-term commitment of the TCNs and the Stakeholders participating in the aforementioned Local Social Care & Volunteering Network (LSCVN).

The Network targets governmental authorities at all levels, academic and research Institutions, TCNs, volunteers, migrants' organizations and NGOs to promote joint interventions and the creation of a forum to address the needs among network members and carry out the Action Plan for Voluntary Work Opportunities. Additionally, a Platform for Voluntary Schemes will serve as a tool for facilitating voluntary work positions and innovation programmes. The total number of people, who will directly and indirectly benefit is estimated at approximately 200.000 people, in their majority temporary or permanent residents of the city and its surroundings.

The estimated timeframe of the Action Plan's implementation entails 4 months of networking and network building (1-month preparation and 3 months for each phase), as well as 2 months of preparing results and conclusions, and includes:



First Phase: Implementation of an Inter-Municipal Information Network. Training of the appointed officers.

Second Phase: Extension of the network to Public Services within the geographical boundaries of our Municipality or in direct engagement with it. Training of the appointed officers.

Third Phase: Expansion of the network to Universities, NGOs and Migrant Associations for further consolidation and cooperation.

The overall objective of the Network's sustainability will be addressed by:

1. *Establishing the Local Social Care and Volunteering Network Principles* on volunteering among Immigrants.
2. *Appointing Public Officers* for the coordination of actions and information of volunteers and other Employees at every Municipal Department of Piraeus.
3. *Providing Training* for the appointed Officers on immigrant / refugee / asylum seeker topics carried out by the UNHCR in cooperation with the Immigrants' Integration Centre (KEM) and the Immigrants' Integration Council (SEMP) of the Municipality of Piraeus. Training should also include a seminar module on volunteering carried out by VAI partner Hellenic Red Cross.

The supervision of the network will be held by *the Immigrant Integration Centre (KEM)* and in cooperation with *the Immigrant Integration Council (SEMP)* of the Municipality of Piraeus and in close cooperation with the *United Nations High Commissioner for Refugees (UNHCR)* in Greece. The implementation of the aforementioned plan is expected to result in promoting local community building through volunteering activities, empowering both TCNs and local communities for embracing diversity to increase TCNs engagement and integration in local societies according to the aims of the project VAI.

7.1 Local Social Care and Volunteering Network's Guideline

The *United Nations Human Rights Office of the High Commissioner* and the *Global Migration Group* issued a set of Principles and Guidelines (2018) on the human rights protection of migrants in vulnerable situations ((A/HRC/37/34 and A/HRC/37/34/Add.1)⁶. The legal Framework provides that Human Rights are universal, inalienable, indivisible and interdependent, yet it also foresees a role for local authorities:









"The international human rights framework makes clear that, to give effect to these rights and uphold the fundamental principle of non-discrimination, duty bearers must consider the unique and individual circumstances of each person. By becoming parties to international human rights treaties, States assume obligations under international law and undertake to establish domestic measures and legislation reflecting those obligations. As a result, there may also be practical consequences for municipal authorities and local governments. States may also be responsible for the human rights consequences of actions, or failures to act, by private actors, including corporations, members of civil society and private security contractors. They have a duty to take appropriate steps to prevent human rights abuses that they are in a position to be aware of, to investigate and punish such abuses, and provide effective remedies and reparation."

In this concept, the principles included in the Global Migration Group's Principles and Guidelines are drawn directly from international human rights law and related standards, including international labour law, as well as from international refugee law, criminal law, humanitarian law and the law of the sea, and are enshrined in treaty law, customary international law and general principles of law.

⁶ UN General Assembly Resolution A/HRC/37/34/Add.1 (2018). *"Principles and practical guidance on the protection of the human rights of migrants in vulnerable situations - Report of the United Nations High Commissioner for Human Rights – Addendum"*.

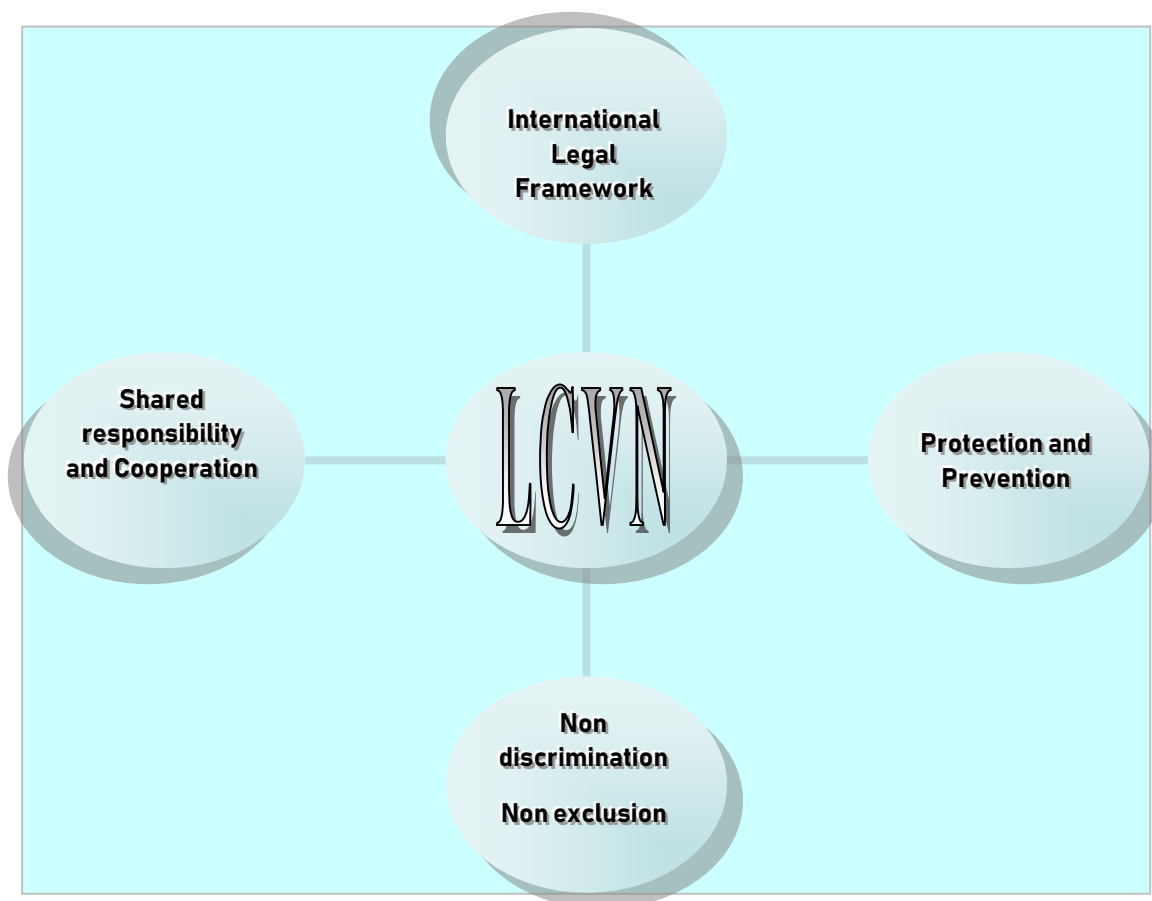
Global Migration Group Principles and Guidelines 2018

<p>Principle 1</p>  <p>Ensure that human rights are at the centre of efforts to address migration in all its phases, including responses to large and mixed movements.</p>	<p>Principle 6</p>  <p>Ensure that all returns fully respect the human rights of migrants and comply with international law.</p>
<p>Principle 2</p>  <p>Counter all forms of discrimination against migrants.</p>	<p>Principle 7</p>  <p>Protect migrants from torture and all forms of violence and exploitation, whether inflicted by State or private actors.</p>
<p>Principle 3</p>  <p>Ensure that migrants have access to justice.</p>	<p>Principle 8</p>  <p>Uphold the right of migrants to liberty and protect them from all forms of arbitrary detention. Make targeted efforts to end unlawful or arbitrary immigration detention of migrants. Never detain children because of their migration status or that of their parents.</p>
<p>Principle 4</p>  <p>Protect the lives and safety of migrants and ensure that all migrants facing risks to life or safety are rescued and offered immediate assistance.</p>	<p>Principle 9</p>  <p>Ensure the widest protection of the family unity of migrants; facilitate family reunification; prevent arbitrary or unlawful interference in the right of migrants to enjoy private and family life.</p>
<p>Principle 5</p>  <p>Ensure that all border governance measures protect human rights.</p>	<p>Principle 10</p>  <p>Guarantee the human rights of all children in the context of migration, and ensure that migrant children are treated as children first and foremost.</p>

<p>Principle 11</p>  <p><i>Protect the human rights of migrant women and girls.</i></p>	<p>Principle 16</p>  <p><i>Uphold migrants' right to information.</i></p>
<p>Principle 12</p>  <p><i>Ensure that all migrants enjoy the highest attainable standard of physical and mental health.</i></p>	<p>Principle 17</p>  <p><i>Ensure that all responses to migration, including large or mixed movements, are monitored and accountable.</i></p>
<p>Principle 13</p>  <p><i>Safeguard the right of migrants to an adequate standard of living.</i></p>	<p>Principle 18</p>  <p><i>Respect and support the activities of human rights defenders who promote and protect the human rights of migrants.</i></p>
<p>Principle 14</p>  <p><i>Guarantee the right of migrants to work, in just and favourable conditions.</i></p>	<p>Principle 19</p>  <p><i>Improve the collection of disaggregated data on the human rights situation of migrants while protecting personal data and their right to privacy.</i></p>
<p>Principle 15</p>  <p><i>Protect the right of migrants to education.</i></p>	<p>Principle 20</p>  <p><i>Ensure human rights-based and gender-responsive migration governance.</i></p>

On the other hand, the International Federation of Red Cross and Red Crescent Societies places the economic and social value of volunteering at the heart of community-building as it is driven by individual commitment and devotion to humanitarian purpose through services rendered to the community (ICRC, 1996). Principles such as humanity, impartiality, unity, universality etc. are considered fundamental for the consolidation of community practices.

The *Local Social Care and Volunteering Network* ethics is thus based on the aforementioned UNHCR principles on TCNs' legal rights and the ICRC's community-driven volunteering, in order to plan, coordinate and materialize the volunteering actions and schemes, as well as to train and produce material on TCNs volunteers in the geographical area of Piraeus.



The LSCVNetwork provides a set of methods and analysis to identify local and global patterns on TCN volunteers, locate influential entities and stakeholders, examine relative dynamics on the field and distribute tasks towards the TCNs integration through volunteering. The mission of the network can only be achieved through a strong and coherent engagement with stakeholder communities, able to mobilise an adequate level of resources.

With this common goal, the LSCVNetwork establishes the following networking framework principles to achieve sustainability and optimum services:

1. Raise awareness of migrants volunteering benefits to all Network participants and the wider local community.
2. Work towards ensuring that volunteering schemes and actions are targeting the specific needs and capacities of TCNs in the host community.
3. Empower users through tools, means, infrastructure, human capital and technology.
4. Prioritize the proactive character of the Network using relevant printed and electronic material and targeted actions.
5. Build strong connections among users and Stakeholders through a long term approach.
6. Make networking approachable through the use of online media and tools as well as geographical reference points for contact.
7. Create safe and trustful space of interaction, with a focus on sharing resources and best practices towards its mission.

7.2 Training Local Government Professionals

The LSCVNetwork foments cooperation and development of good practices by designing a training programme for municipal service providers, engaging approximately 80 people, with the aim of building both competence and commitment of municipal officers on migrants' socio-economic inclusion and volunteering services.

For this purpose, the Municipality of Piraeus in cooperation with the **United Nations High Commissioner for Refugees (UNHCR)** has designed a series of training seminars for the reporting officials of the Network's stakeholders on refugee integration issues and asylum and in particular in support of the newly created Community Centre and the corresponding Immigrant Integration Centre of Piraeus with the establishment of a Protection Desk for the facilitation of the employees.

These seminars of 24h total duration aim to the cognitive enhancement and skills development of staff working with asylum seekers and refugees, the familiarity with the asylum procedure and the associated legal framework, the provision of the appropriate means to identify cases requiring protection and the inclusion of asylum seekers and refugees in the services provided at community centres and other referral mechanisms.

Additionally, a six-hour training session will be held by the **Hellenic Red Cross** aiming to teach officers about the value of volunteering for community building and labour market integration, as well as more practical issues on volunteer recruitment and management.

LSCNetwork's Training Seminars for Municipal Officers Modules and Calendar (in Greek)

«Immigration and Volunteering»

DAY 1 – First Session

8 April / 9:00 – 15:00 **UNHCR**

1. General principles

Participants build a more clear understanding of the legal status of different groups such as asylum seekers, recognized refugees and beneficiaries of subsidiary protection etc.

2. Legal Literacy and Legislative Updates

Participants are informed about the legislative framework and the different types of documentation certifying the legal status of asylum seekers and beneficiaries of international protection (police notes, decisions imposing geographical restrictions, asylum seeker cards, residence permits etc.). In this framework, reference on some related specific issues such as the birth registration will be included.

3. Stateless asylum seekers

This topic aims at clarifying the meaning of statelessness and raise awareness regarding the main challenges dealt by stateless asylum seekers and beneficiaries of international protection.

DAY 2 – Second Session

9 April / 9:00 – 15:00 **UNHCR**

1. Reception conditions and services

Participants become familiar with the legal obligations of the State under the Reception Conditions Directive and relevant Greek legislation as well as with Services currently available to asylum seekers and refugees.

2. Vulnerable Groups

Participants become familiar with the protection needs of vulnerable groups with particular focus to Children, Survivors of Sexual and Gender based violence and People with Specific Needs.

DAY 3 – Third Session

10 April / 9:00 – 15:00 **UNHCR**

1. Durable solutions

Participants become aware of integration challenges and opportunities for recognized beneficiaries of international protection as well as the legislative framework dealing with the social rights of the aforementioned population.

2. Communication with Communities

This theme aims at raising awareness of participants about specific challenges and opportunities that exist in working with persons from different cultural and linguistic background.

DAY 4 – Fourth Session

11 April / 9:00 – 15:00 **UNHCR**

1. Victims of trafficking

This topic aims to present the relevant legislation and basic issues. Moreover, it will focus on existing protection mechanisms and referral pathways.

2. Hate crimes (Racist and Xenophobic attacks against refugees)

This theme aims at raising awareness among participants, concerning relevant legislation and the work of the Racist Violence Recording Network.

DAY 5 – Fifth Session

12 April / 9:00 – 15:00 **HRC**

1. Principles of community building and voluntary services.

2. The recruitment, motivation and challenges for the volunteers.

Logistical details

- ❖ The Seminars will take place in a venue that will meet the required technical needs (spatial capacity, screen or projector, etc.) and will be provided by the Municipality of Piraeus.
- ❖ Coffee, refreshments and snacks will be available throughout the Seminars and a light lunch will also be provided.
- ❖ Certificates of Attendance will be provided to all participants.



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ΔΗΜΟΣ ΠΕΙΡΑΙΑ

Διεύθυνση Δημόσιας Υγείας και Κοινωνικών Υπηρεσιών
Τμήμα Κοινωνικών Δραστηριοτήτων



Εκπαιδευτικά Σεμινάρια Κατάρτισης Δημοτικών Υπαλλήλων «Μετανάστευση και Εθελοντισμός»

08-12/04/2019



Ιατρικός Σύλλογος Πειραιά,
Αγίου Κωνσταντίνου 5, 7^{ος} όροφος

Στοιχεία Επικοινωνίας: 213-2022442

Email: skassidi@pireasnet.gr

Εκπαιδευτικά Σεμινάρια στο πλαίσιο γνωσιακής ενδυνάμωσης Δημοτικών Υπαλλήλων

8/04/2019/ ΥΠΑΤΗ ΑΡΜΟΣΤΕΙΑ ΤΟΥ ΟΗΕ ΓΙΑ ΤΟΥΣ ΠΡΟΣΦΥΓΕΣ.

9:00-9:15 π.μ. Προσέλευση & Εγγραφή Συμμετεχόντων. Σύντομη παρουσίαση προγράμματος VAI

8/04/2019/ ΥΠΑΤΗ ΑΡΜΟΣΤΕΙΑ ΤΟΥ ΟΗΕ ΓΙΑ ΤΟΥΣ ΠΡΟΣΦΥΓΕΣ.

9:15-11:15 π.μ. Γενικές Αρχές
ΕΙΣΗΓΗΤΕΣ: Βασίλειος Χριστογιώργος UNHCR - Αθηνά Χαντζάρα UNHCR

11:15-11:30 π.μ. Διάλειμμα

11:30 π.μ.-13:00 μ.μ. Νομικός Αλφαριθμητισμός και Νομοθετική Ενημέρωση
ΕΙΣΗΓΗΤΕΣ: Βασίλειος Χριστογιώργος UNHCR - Αθηνά Χαντζάρα UNHCR

13:00-13:30 μ.μ. Ελαφρύ Γεύμα

13:30-15:00 μ.μ. Ανιθαγενείς Αιτούντες Άσυλο
ΕΙΣΗΓΗΤΗΣ: Πέτρος Μάστακας UNHCR

9/04/2019/ ΥΠΑΤΗ ΑΡΜΟΣΤΕΙΑ ΤΟΥ ΟΗΕ ΓΙΑ ΤΟΥΣ ΠΡΟΣΦΥΓΕΣ.

9:00-9:15 π.μ. Προσέλευση & Εγγραφή Συμμετεχόντων

9:15-11:15 π.μ. Συνθήκες Υποδοχής και Υπηρεσίες
ΕΙΣΗΓΗΤΗΣ: Βασιλική Γκέκα UNHCR

11:15-11:30 π.μ. Διάλειμμα

11:30 π.μ.-13:00 μ.μ. Ευάλωτες Ομάδες
ΕΙΣΗΓΗΤΕΣ: Βασιλική Σταμπολίδου UNHCR - Χαρά Τσαντίλη UNHCR

13:00-13:30 μ.μ. Ελαφρύ Γεύμα

13:30-15:00 μ.μ. Ευάλωτες Ομάδες
ΕΙΣΗΓΗΤΕΣ: Βασιλική Σταμπολίδου UNHCR - Χαρά Τσαντίλη UNHCR

10/04/2019/ ΥΠΑΤΗ ΑΡΜΟΣΤΕΙΑ ΤΟΥ ΟΗΕ ΓΙΑ ΤΟΥΣ ΠΡΟΣΦΥΓΕΣ.

9:00-9:15 π.μ. Προσέλευση & Εγγραφή Συμμετεχόντων

9:15-11:45 π.μ. Βιώσιμες Λύσεις
ΕΙΣΗΓΗΤΗΣ: Πέτρος Μάστακας UNHCR

11:45-12:00 π.μ. Διάλειμμα

12:00 π.μ. -13:00 μ.μ. Επικοινωνία με τις Κοινότητες
ΕΙΣΗΓΗΤΕΣ: Αθηνά Κουτσοχέρα UNHCR - Μαρία Δημητρίου UNHCR

13:00-13:30 μ.μ. Ελαφρύ Γεύμα

13:30-15:00 μ.μ. Επικοινωνία με τις Κοινότητες:
ΕΙΣΗΓΗΤΕΣ: Αθηνά Κουτσοχέρα UNHCR - Μαρία Δημητρίου UNHCR

11/04/2019/ ΥΠΑΤΗ ΑΡΜΟΣΤΕΙΑ ΤΟΥ ΟΗΕ ΓΙΑ ΤΟΥΣ ΠΡΟΣΦΥΓΕΣ

9:00-9:15 π.μ. Προσέλευση & Εγγραφή Συμμετεχόντων

9:15-11:45 π.μ. Θύματα εμπορίας Ανθρώπων
ΕΙΣΗΓΗΤΕΣ: Κορίνα Χατζηνικολάου Γ.ΕΘ.ΕΙΣ. – Αγγελική Σεραφείμ Ε.Κ.Κ.Α.

11:45-12:00 π.μ. Διάλειμμα

12:00 π.μ.-13:00 μ.μ. Εγκλήματα Μίσους (ρατσιστικές και ξενοφοβικές επιθέσεις εναντίον προσφύγων)
ΕΙΣΗΓΗΤΗΣ: Σταματία Σταυρινάκη UNHCR

13:00-13:30 μ.μ. Ελαφρύ Γεύμα

13:30-15:00 μ.μ. Εγκλήματα Μίσους (ρατσιστικές και ξενοφοβικές επιθέσεις εναντίον προσφύγων):
ΕΙΣΗΓΗΤΗΣ: Σταματία Σταυρινάκη UNHCR

Κοινοτική Ανάπτυξη & Εθελοντισμός

12/04/2019/ ΕΛΛΗΝΙΚΟΣ ΕΡΥΘΡΟΣ ΣΤΑΥΡΟΣ/ ΠΑΡΑΡΤΗΜΑ ΠΕΙΡΑΙΑ

ΕΙΣΗΓΗΤΗΣ: Σουζάνα Κουμτζή/ Προϊστάμενη Κοινωνικής Υπηρεσίας Περιφερειακού Τμήματος Πειραιά, ΕΛΛΗΝΙΚΟΥ ΕΡΥΘΡΟΥ ΣΤΑΥΡΟΥ

9:00-9:15 π.μ. Προσέλευση & Εγγραφή Συμμετεχόντων

9:15-12:15 π.μ. Εθελοντισμός και Κοινοτική Ανάπτυξη

12:15-12:30 π.μ. Διάλειμμα

12:30 π.μ. -14:00 μ.μ. Παρουσίαση VAI
ΕΙΣΗΓΗΤΗΣ: Παναγιώτης Χατζηπροκοπίου ΑΠΘ



ΔΗΜΟΣ ΠΕΙΡΑΙΑ

Διεύθυνση Δημόσιας Υγείας και Κοινωνικών Υπηρεσιών
Τμήμα Κοινωνικών Δραστηριοτήτων



8. LSCVNetwork's Stakeholders

Stakeholders cover a complex groundwork, with **Phase I** Municipal Reporting officials from different Departments to be the first to be trained and appointed as coordinators of voluntary schemes and actions for their Agencies. During **Phase II** Governmental Agencies and Health Institutions are included due to the services addressing TCNs, meanwhile **Phase III** opens up the Network to the local civil society of Piraeus as well as Academic Institutions (Table 3).

From the herein list, is worth mentioning the following entities that will also be responsible for the coordination and implementation of the Network's voluntary actions and opportunities:

Stakeholders Supervision and Coordination of the Network



Immigrants Integration Centre (KEM). KEM is part of the Community Centre of Piraeus since 2018 and the first point of contact of the residents of Piraeus with the social services of the Municipality. KEM's aim is to develop strategies in order to address the needs of immigrant population of Piraeus.

In particular, KEM focuses on profiling, guiding, referral and welcoming immigrants. KEM will be the Coordinator of the LSCVNetwork and the point of reference for all agencies and volunteers and also will be responsible for the management of the online platform after the completion of VAI project.



Immigrants Integration Council (SEMP). Founded in 2016, it consists of (10) regular members, (5) members of the municipal council and (5) representatives of immigrant communities. SEMP, aims to identifying issues immigrants are faced with, prompting relationships between local and public authorities, raising awareness by planning events, combating racism and xenophobia. For the LSCVNetwork, SEMP will coordinate the training seminars with the International Organization for Migration (IOM) for the public officers of the Municipality. SEMP will also be an active agent of the Network by organizing information events and cultural activities (workshops, history recordings etc.) for the TCNs, while it will also prepare a registry for all the NGOs and TCNs Associations in Piraeus and a Forum for Women Immigrants in Piraeus.



KO.DEP. This Public-Benefit enterprise of Piraeus is a private legal entity, established in 2011. KO.DEP. focuses on providing social care and health services. At the moment is cooperating with UNCHR by implementing the ESTIA programme providing housing and services to asylum seekers and beneficiaries of international protection in the Municipality of Piraeus

Also, KO.DEP promotes volunteering by holding a volunteer's registry of Piraeus and coordinating various actions that avail the community of Piraeus. For the LSCVNetwork, KO.DEP will create a Registry for TCN volunteers in Piraeus and will be in charge to coordinate the Municipal Agencies for the reception and coordination of Network's voluntary schemes



Municipality of Piraeus

Table 3: LCVNetwork's Stakeholders List Details

a/a	ORGANISATION NAME	TYPE	URL / SOCIAL MEDIA
1	Central Town hall Departments	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
2	Directorate of Public Health and Social Services	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
3	Directorate of Education and Lifelong Learning	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
4	Directorate of Programming and Development	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
5	Directorate of Culture	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
6	Directorate of Human Resources and Training	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
7	Community Centre of Piraeus-Immigrants Integration Centre (KEM)	Policy actor	http://socialattica.gr/domi/dieyrymeno-kentro-koinotitas-dimoy-peiraia-kentriki-domi-kai-parartima-kem
8	Immigrants Integration Council of Piraeus (SEMP)	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
9	Piraeus Public Benefit Company (KODEP)	Policy actor	http://www.kodep.gr/
9	Organization for Culture, Sport and Youth (OPAN)	Policy actor	https://www.opanpireas.gr/
10	Citizen Service Centres (KEP)	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
11	Medical Association of Piraeus	Other	https://www.iatrikospeiraia.gr/

12	Municipal Health Clinics	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
13	Nursery Stations	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
14	Centre for Open Elderly Protection (KAPI)	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
15	Municipal Radio Station, Kanali Ena 90, 4	Other	https://kanaliena.gr/
16	General Secretariat for Migration Policy	Policy actor	http://www.immigration.gov.gr
17	Greek Asylum Service	Policy actor	http://asylo.gov.gr
18	Refugee Hosting Centre of Schisto	Policy actor	https://www.aftodioikisi.gr/tag/kentro-filoxenias-prosfigon-sxisto/
19	National Centre of Social Solidarity	Policy actor	http://www.ekka.org.gr/
20	Regional Directorate of Primary education	Policy actor	http://dipe-peiraia.att.sch.gr
21	Regional Directorate of Secondary Education	Policy actor	http://dide-peiraia.att.sch.gr/
22	Manpower Employment Organization	Policy actor	http://www.oaed.gr/epas-peiraia
23	Tzaneio Hospital	Policy actor	http://www.tzaneio.gr
24	Metaxa Hospital	Policy actor	http://www.metaxa-hospital.gr
25	Nursery Stations	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
26	Centre for Open Elderly Protection (KAPI)	Policy actor	http://piraeus.gov.gr/home/ https://www.facebook.com/Pireas.Piraeus/
27	Municipal Radio Station, Kanali Ena 90, 5	Other	https://kanaliena.gr/
28	General Secretariat for Migration Policy	Policy actor	http://www.immigration.gov.gr
29	Greek Asylum Service	Policy actor	http://asylo.gov.gr
30	Refugee Hosting Centre of Schisto	Policy actor	https://www.aftodioikisi.gr/tag/kentro-filoxenias-prosfigon-sxisto/
31	National Centre of Social Solidarity	Policy actor	http://www.ekka.org.gr/

32	UN Refugee Agency Greece	Policy actor	https://www.unhcr.org/
33	Hellenic Open University	Other	http://daissy.eap.gr
34	University Of Piraeus	Other	http://www.unipi.gr
35	Hellenic Red Cross Regional Department of Piraeus	Civil Society	http://www.redcross.gr/https://el-gr.facebook.com/rcpireas/
36	Greek Forum of Immigrants	Civil Society	https://www.migrant.gr
37	Greek Forum of Refugees	Civil Society	https://refugees.gr
38	Greek Council for Refugees	Civil Society	https://www.gcr.gr
39	Piraeus Open School of Immigrants	Other	http://asmpeiraia.blogspot.com/
40	Praxis	Civil Society	https://www.praxis.gr
41	Club for Unesco of Pireus and Islands	Civil Society	http://www.unescopireas.gr
42	Caritas	Civil Society	https://caritas.gr/
43	Arsis	Civil Society	http://www.arsis.gr/
44	Solidarity Now	Civil Society	http://www.solidaritynow.org/
45	Nostos	Civil Society	http://www.nostos.org.gr
46	Metadrasi	Civil Society	https://metadrasi.org/
47	Diogenis	Civil Society	http://www.shedia.gr/

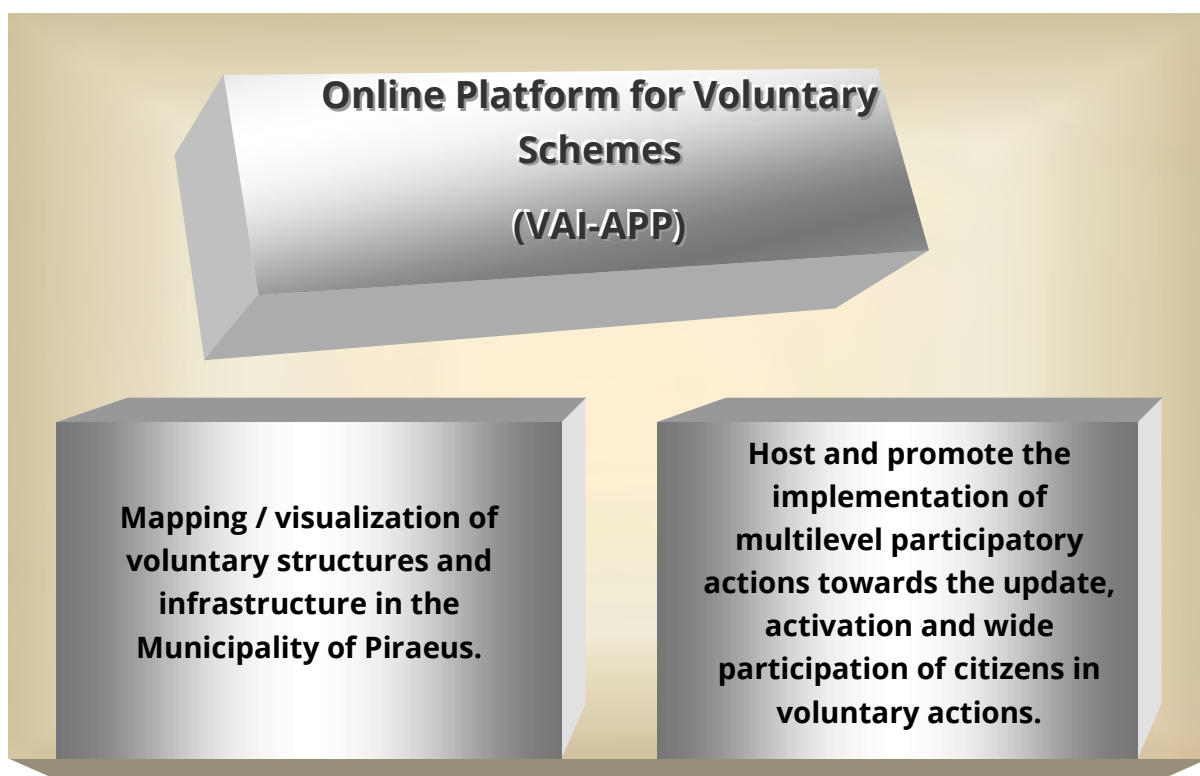
9. Online Platform for Voluntary Schemes (VAI-APP)

The Online Platform VOLUNTEERING APPLICATION (VAI-APP) aims at the promotion of participatory community intervention, enhancing the participation of organizations, citizens and associations in the co-formulation and implementation of voluntary programmes in the municipality of Piraeus for the promotion of social cohesion and local development. Also, as a virtual tool, it is designed to support and promote the European network of national contacts and the new initiatives in the field of migrant volunteering, allowing increased transnational dialogue between stakeholders.

General Objectives:

- To stimulate co-operation and networking between immigrants, local stakeholders & voluntary organisations.
- To provide a consultative forum that can effectively address issues related to the Voluntary Sector.
- To provide a platform from which to develop co-operation between volunteers, voluntary organisations and Government.
- To promote and encourage a culture of volunteering and the participation in volunteer activities among immigrants, especially youths and women, as an aspect of personal and social development.
- To foster co-operation in the volunteer sector with local and international bodies, entities or other persons for the encouragement and promotion of the development of volunteering programmes, initiatives and activities.

- To encourage, in furtherance of the principle of subsidiary, non-governmental bodies and private entities or persons and local councils to contribute to the promotion of volunteering in Greece, Italy, Germany and Austria.



Social media are known as a primary field of internet applications in which user-participation, content-sharing and social networking infrastructures is central, and they are particularly useful for people that live geographically dispersed but require transnational networks to remain connected (Dekker and Engbersen, 2012). Due to that, communication is fundamentally linked with immigration.

According to various studies, immigrants tend to develop social, economic and communication bonds between home and host countries. This association is underlined by the transport and communication technologies that facilitate immigrants'

connections with their country of origin. Hence, they use social media to communicate both locally and globally (Levitt and Jaworky, 2007). According to Charmarkeh, (2013) social media are frequently used in their trajectory “in order to find a place of compliance and a safe refuge through which conventional stories are challenged” (p. 45). In addition, their use of social media can be influenced by a variety of factors, for example:

- Their proficiency of the language of the host country.
- Their previous familiarity with technology, mobile and computer literacy.
- Their social-economic background.
- Access to technological means (internet, mobile phone, social media accounts).

Furthermore, social media can play a key role in addressing the need of multi-cultural communities. Individuals overcome differences and myriad of shared narratives are brought together through this effective process. Social media can be used for:

- Educational purposes.
- To empower immigrants.
- To foster social capital within ethnic enclaves.

For that social media are considered a strategic means for campaigns and networking providing a user-friendly medium of easy access and dissemination and a central tool for the networking and sharing through the VAI-APP online platform and its updated newsletter containing all current volunteering opportunities, actions, material and networking. The VAI-APP is designed to use social media as the basic tool for dissemination and networking in order to facilitate the access and continuity of its use, and protect the users under the GDPR Regulation for the Protection of Personal Data that prevent any unnecessary data storage.

Online Platform Main Design:

- Online Tool in the Municipality of Piraeus or Migrant Integration Centre's webpage in EN, GR, Arabic and basic info in DE, IT, hosting more 60 voluntary schemes users (15 per country).
- The platform will be available via a free App easy to be used and dedicated to connect TCNs and voluntary organisations, newcomers with welcomers, immigrants with mainstream voluntary stakeholders, refugees, migrants and immigrants with hosting societies' opportunities to volunteer.
- VAI's partners and Leaders of voluntary schemes should have access to upload information and interchange new forms of cooperation, while the LSCVN will use mass social media and a full featured and updated newsletter for the dissemination of volunteering opportunities, actions and material.

9.1 VAI-APP

The VAI-APP platform is a collection of software installed on a cloud server and is accessible from any web browser equipped device (pcs, smartphones, tablets etc.).

VAI-APP will be a link between the bodies offering Volunteer Opportunities (Local stakeholders, Voluntary Organizations etc.) and the immigrants themselves.

Entities that offer Volunteer Opportunities (PVO) will register themselves in the platform and they will be able to showcase their needs. The registration process can be automatic or manual (through personal contact).

On the other hand, after the registration process (as above), immigrants will have all the information they need in order to start participating in the society.

VAI-APP, will take advantage of the newest software practices in order to be appealing and to "invite" as many new volunteers as possible.

9.2 Technical characteristics

The Platform will be comprised of:

- ♦ An SQL Server which will run the database
- ♦ An application Server which will serve the program.

Open source technologies will be used in every stage of the design and development process:

Process	Weeks												
DB design	■	■	■	■	■	■	■	■	■				
UI Design			■	■	■	■	■	■	■	■	■		
Program Logic		■	■	■	■	■	■	■	■	■	■	■	
Testing						■			■		■	■	■

Technologies (Software, Tools) to be used:

- ♦ HTML5
- ♦ Javascript
- ♦ PHP
- ♦ SQL
- ♦ Java
- ♦ NetBeans IDE
- ♦ Google Firebase

The Database that will be used is MariaDB for its popularity, ease of use and maintenance. The DB structure will be created with the appropriate tables and views following the needs of the VAI project.

Apache http server will back the application and the programming language of choice is PHP 7. For the client side HTML5, Bootstrap or some other Open Source Framework will be used along with the necessary and needed JavaScript libraries.

If needed, an open source CMS will be used to provide stability and ease of maintenance.

All stored personal data will be encrypted.

9.3 Operation

a. For the Partners that offer Volunteer Opportunities (PVO)

PVOs will provide the pool of information which the VAI-APP will promote to immigrants in order to take action.

PVOs will hold a profile for their organization and provide all the detailed information they need for the volunteers they are seeking.

Needs for Volunteers will be filled as classifieds in a calendar-like element in the platform, where they will fill in all the details for the events, actions, initiatives, etc they need volunteers for and will be responsible for processing the applications. The VAI-APP, upon application for volunteering by an immigrant to a PVO, will forward the application to the corresponding partner who will be responsible for the rest of the process.

The VAI-APP will register, store and monitor each application sent from an immigrant to a PVO. When the event, action or initiative for which the PVO needs volunteers

concludes, the PVOs will be responsible for notifying the platform administrator of the outcome.

b. For Immigrants (potential volunteers)

The VAI-APP platform will be accessible from the majority of devices and will be focused on mobile use. It will be based on current web technology; will be elegant, appealing and easy to use by design.

To better serve its purpose, VAI-APP application must be:

1. Easy to get.
2. Easy to use.
3. Elegant and light designed.
4. Fast and responsive.
5. Easy to share.
6. Multilingual/accessible

b.1 Easy to get

The VAI-APP platform will be designed in a "mobile first" approach. Using the most modern technologies in software, it will be responsive and fast on any modern device supporting html5. This way, there is no need for the interested end-user (the immigrant) to download and install yet another application. It will be publicly available and easy for anyone to create just a shortcut for the app on the Home Screen to have instant access to the pool of volunteer opportunities.

b.2 Easy to use

The platform will provide the end user with the offers most current and suitable for him/her. The end-user will provide details about his/hers interests, skills and abilities and the platform will show a list of volunteering possibilities ordered by those interests/abilities and without excluding any offer. To further simplify and increase the

app's functionality of, there will be no registration process and each request will be processed by the PVO's representative, responsible for the action or event.

b.3 Elegant and light designed

Simplicity and clarity will be the key characteristics of the design. The aim is the resulting application to be pleasant and comfortable for the eyes, but at the same time to preserve its functionality.

b.4 Easy to share

One of the many features that will make VAI-APP to stand out will be the ability to pass-the-app from person to person without extra technical knowledge. A simple QR scan, or an email, or a short URL will be enough for someone to share the app with friends.

b.5 Multilingual and accessible

VAI-APP will be translated in many languages by native speakers and will comply with the Web Content Accessibility Guidelines.

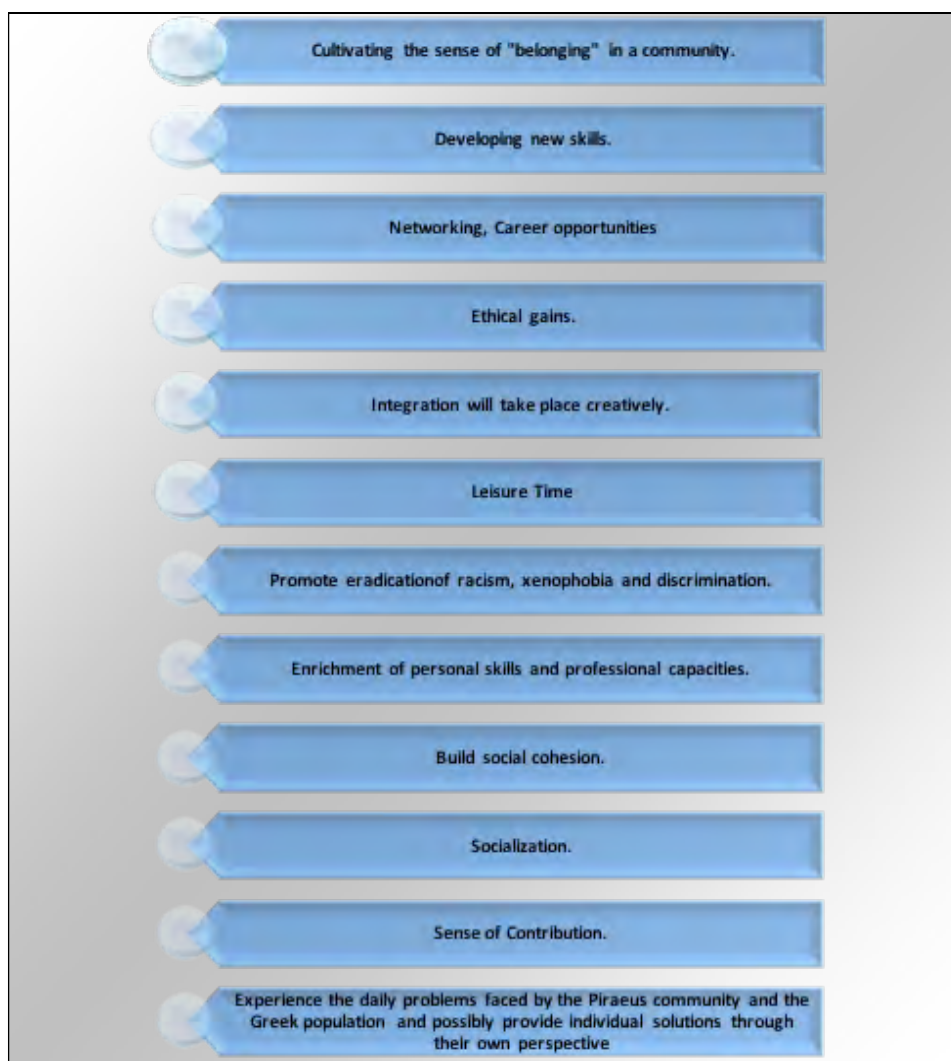
10. Pilot Actions

Pilot Actions as described in VAI Project are focused on identifying Voluntary Work Opportunities and promote Best Practices of Volunteering of and for TCNs by,

- ◆ Promoting voluntary work positions
- ◆ Promoting opening and coordination of innovation programmes
- ◆ Training of immigrants on voluntary work
- ◆ Help national and regional NGOs by promoting the establishment of objectives and cooperation agendas to involve immigrants on voluntary work.

Although for the *Work Package 3* several partners will organize and implement Pilot Actions such as training, round tables, radio shows, the Municipality of Piraeus, besides the training of immigrants and the open positions for volunteering that will be proposed and held by the LSCVNetwork, has additionally designed the following Awareness Raise Campaigns: Radio shows, a Film Festival and an International Conference, aiming to research, strengthen and communicate routes to gaining work-related skills and experience for Third Country Nationals.

The aforementioned actions also aim to provide recognition, support and advocacy for volunteering, not only within the LSCVNetwork, but also as important assets and community value. For this, **VAI Core Volunteer Scheme** will be created with 6-10 immigrant volunteers that will actively participate in the organization of the aforementioned pilot actions. In order to facilitate and promote their active participation, it is important, as stated also in *Work Package 2*, to orient our actions towards potential motives for TCN volunteers such as:



All the above, directly related to their integration conditions and skills, should also be provided during the Pilot Actions along with a safe environment and for this, the VAI Core Volunteers will be registered in the Municipality's Volunteers Registry under the supervision of the Directorate of Public Health and Social Services, and as a team will be responsible to organize and disseminate the actions to their network and potentially new volunteers. Participants in the core volunteer scheme will be given a questionnaire in order to locate their necessities, obstacles and motives for their participation as volunteers of LSCVNetwork and will also be provided with the VAI Manual for Volunteers (D2.1&D2.2).

VAI CORE VOLUNTEERS					
1. Personal Information of applicant					
Name _____	_____				
Phone _____	Email _____				
Address _____	Residence in Greece (years) _____				
2) What volunteering means?					
<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>					
3. Have you ever done volunteer work? Where? If yes.					
	<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th style="padding: 5px;">Yes</th> <th style="padding: 5px;">No</th> </tr> </thead> <tbody> <tr> <td style="height: 30px;"></td> <td style="height: 30px;"></td> </tr> </tbody> </table>	Yes	No		
Yes	No				
4. If yes, what difficulties have you faced?					
<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>					
5. What can you contribute?					
<div style="border: 1px solid black; padding: 5px;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> 1) Secretarial support 2) Interpretation/translation </div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> 3) Creative work 4) Environmental problems 5) Emergency situation 6) Event-planning 7) Other </div> </div>					
6. What are your skills?					
<div style="border: 1px solid black; padding: 5px;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> 1) Foreign languages 2) Communication skills 3) Organizational skills 5) Computer skills 6) Other </div> </div>					

7. What do you like doing in your spare time?

1) Photography

2) Cinema

3) Recreational sports

4) Music

5) Art

6) Other

8. Do you prefer working alone or as a part of a team?

9. Do you prefer being behind the scenes or having a more visible role?

Availability

10. What days are you available to volunteer?

Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday
--------	--	---------	--	-----------	--	----------	--	--------	--	----------	--	--------

How many times per week you could volunteer?

Morning or afternoon shifts?

Morning	Afternoon
---------	-----------

Signature

Date

10.1 Local Radio Shows “Volunteering in Piraeus”

Media Campaigns are awareness raising tools meant to influence the community. Radio in particular is attributed as an intimate medium that allows speaking directly to the listener. As the central aim is to spread information and raise awareness, radio campaigns also reach a wider audience. Also, as a group activity, it encourages discussions and group participation.

Media Campaign “Volunteering in Piraeus”

1. Definition of Audience:

Community of Piraeus and adjacent municipalities

2. Objectives:

- ◆ Raise awareness on TCNs integration
- ◆ Promotion of volunteering and social inclusion for TCNS;
- ◆ Communicate routes to gaining work-related skills and experience for third country nationals
- ◆ Inform on volunteering schemes or opportunities available in Piraeus

3. Media: *KANALI ENA* (90, 4 FM) is the municipal radio station of Piraeus with a local dissemination since 1987. As a radio channel, KANALI sets the priority of informing Piraeus and the islands of the Argosaronic Gulf.

4. Implementation: Radio Spots and Talk Shows about TCNs integration and volunteering opportunities in the Community of Piraeus.

10.2 Film Festival “Cross paths on the move”

The “**CROSS PATHS ON THE MOVE**” festival will be an open-audience daily event for the community of Piraeus with free entrance. Overall, it will include documentary screening, photography exhibition and speeches. “CROSS PATHS ON THE MOVE” aims to demonstrate the importance of immigrants’ social inclusion by promoting volunteering and networking in the host community by creating an open and safe space for discussion and interaction on human mobility through the art form of film as a tool for understanding and building up social bonds in the local community.

Thus the following are also expected:

- Communication and cooperation between the immigrant population of Piraeus and the local community will be promoted.
- Awareness of the audience will be raised, and immigrants will be empowered.
- “Cross paths on the move” festival could contribute to motivate active participation of all residents of Piraeus and promote volunteering opportunities in the community.

Festival’s Schedule

- 17:30-18:00 FESTIVAL OPENING AND WELCOME SPEECH.
- 18:00-19:30 DOCUMENTARY SCREENING.
- 19:30-20:00 INTERMISSION.
- 20:00-21:00 OPEN DISCUSSION WITH THE FILM DIRECTOR.



10.3 International Conference “Best Practices on TCN’s Social Inclusion and Volunteering”

Cities are often the main ports of entry and transit for migration and most prominently the location where Third Countries Nationals reside. It is also an important groundwork for local community policies of integration and volunteering. The International Conference with the theme “Best Practices on TCNs’ Social Inclusion and Volunteering” turns attention to *the urban policies for TCNs’ integration in Europe* and will take place in Piraeus, on 05 and 06 December of 2019.

The Conference aims at bringing together local and international agents on migration, policymakers, scholars and volunteers to discuss best practices and innovative actions in regard to the integration of TCNs within the Member States of the European Union, as well as proposals for the existing challenges to, needs of and opportunities for immigrants’ volunteering throughout Europe. These topics will be discussed in a comparative manner by sharing experiences, knowledge and research findings, to promote the understanding of the role of volunteering to the integration of Third Country Nationals, as well as to support evidence-based policy making in this field.

The two-day event will take place in the Municipal Art Gallery of Piraeus and is structured on 4 thematic lines, as described in the Programme of Sessions below, with an estimated participation of about 100 persons. The International Conference will also conclude the group work of VAI project’s partners, with a final meeting of the entire Consortium taking place prior to the Conference, whereby the presentation of research, actions and conclusions will be held, guidelines for reporting will be given, and policy recommendations, results exploitation and future actions will be discussed.

VAI International Conference Programme of Sessions

<i>First Day Sessions</i>	<i>09:00-17:00</i>
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Session 1: Migration, Cities and Urban Governance

Thematic Lines: Multilevel Governance and Immigration/ Refugees Policies on Integration, Cities and Displacement.

Session 2: Policy Dialogues on Migration and Integration in Europe

Thematic Lines: Migrant Integration Information research and evidence-based migration policies, innovative approaches and good practices throughout EU.

<i>Second Day Sessions</i>	<i>09:00-17:00</i>
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Session 1: Volunteering for Resilient Communities

Thematic Lines: Volunteering Opportunities, Challenges and Networking, Immigrant Volunteering, Empowerment and Social Cohesion.

Session 2: The VAI project

Thematic Lines: AMIF projects in Greece, Best Practices and Policy Recommendations.

11. Conclusions

The Municipality of Piraeus is the fourth largest municipality in Greece and the port of Piraeus is the chief port of the country and one of the biggest ports of Europe. As a main point of entry and transit, and the main port connecting the mainland to the Aegean Islands, the Municipality of Piraeus had to respond and meet the urgent demands during the massive migration movements since 2015.

Hundreds of people, native and resident TCNs, volunteered daily to provide for basic needs and organize access to medical care and social support. Since then and under central coordination, policies for the regularization, settlement and integration of TCNs, have been increasingly planned, revealing the need for local coordination of governmental agencies that provide services to TCNs residents of Piraeus.

In this setting, the Municipality of Piraeus participates as a lead partner in the VAI project, promoting local policies of integration by establishing volunteering opportunities for TCNs in the local society. In order to achieve that, the Directorate of Public Health and Social Services has formulated this Action Plan with three principal axes: the establishment of the Local Social Care and Volunteering Network of local and governmental agencies, the creation of an Online Platform for the Stakeholders of the VAI Network and the initiation of awareness raising campaigns in the local community of Piraeus and adjacent areas.

This Action Plan is based on the importance of volunteering in TCNs integration policies in local communities that can promote and sustain resilient cities by addressing human mobility as a major urban challenge for European countries.

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