



VAI

VOLUNTEERING AMONG IMMIGRANTS

Report on Pilot Actions

Deliverable D3.4



Project Information

Project Acronym:	VAI
Project Title:	Volunteering Among Immigrants
Grant Agreement Number:	776149 – VAI – AMIF – 2016 – AG – INTE
European Commission:	Directorate General for Migration and Home Affairs
Project Website:	http://vai-project.eu
Authoring Partner:	Aristotle University of Thessaloniki (AUTH)
Document Version:	3.0
Date of Preparation:	02.12.2019 – 26.06.2020



ARISTOTLE
UNIVERSITY
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Document History			
Date	Version	Author	Description
02.12.2019	1.0	Panos Hatziprokopiou, Yannis Frangopoulos, Dimitris Kourkouridis AUTH	Initial Draft
10.12.2020 - 05.06.2020	2.0	Consortium	Contributions by partners
26.06.2020	3.0	AUTH	Final Document

“The VAI project has been funded with support from the European Commission, AMIF (Asylum, Migration and Integration Fund) Union Actions Programme. The content of the Action Plan represents the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein”.



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Summary

In the frame of the VAI Project, a series of pilot actions were locally organised by project partners. Four types of such pilot actions were planned, including: Promoting voluntary work positions; Promoting the opening and coordination of innovation programmes; Training of immigrants on voluntary work; and help national and regional NGOs by promoting the establishment of objectives and cooperation agendas to involve immigrants on voluntary work. These types of actions could take different forms in their actual development and implementation: organising roundtables and workshops to promote innovation programmes in the field, training volunteer trainers as well as migrant volunteers, involving immigrant volunteers in activities, giving voice to migrant volunteers by giving them space to set up their own radio show, organising awareness raising events and a film project to promote immigrants integration in/through volunteering. This document reports on the Pilot Actions implemented: their rationale and context, their timing and setting, the numbers of participants and/or attendants, their activities and process, as well as their outcomes and results. A reference to the final project conference is made in the end, where actions were presented and discussed, while some general concluding remarks are finally drawn.



Introduction

Under the VAI project's 3rd Work Package *Establishing Volunteer Opportunities in the Host Community*, a series of actions were foreseen to be organised locally by project partners, with the overall aim to pilot methods and tools that stakeholders can potentially use to identify evidence-based and/or innovative actions for involving immigrants as volunteers. Four types of such pilot actions were planned, including: Promoting voluntary work positions; Promoting the opening and coordination of innovation programmes; Training of immigrants on voluntary work; and help national and regional NGOs by promoting the establishment of objectives and cooperation agendas to involve Immigrants on voluntary work

These types of actions could take different forms in their actual development and implementation: organising roundtables and workshops to promote innovation programmes in the field, training volunteer trainers as well as migrant volunteers, involving immigrant volunteers in activities, giving voice to migrant volunteers by giving them space to set up their own radio show, organising awareness raising events and a film project to promote immigrants integration in/through volunteering.

The VAI partners developed these actions based on their roles within the project, but also on their broader expertise, knowhow and experience, in several cases building on their networks, partly enriched through their networking activities and outreach in the context of the project, and in some cases extending and enlarging these networks. Nine Pilot Actions were developed in the four VAI partner countries between Spring and Winter 2019, yet in some cases preparations had started already since 2018. Apart from achieving their core aims, in most cases these served to further disseminate the project's activities and outcomes.

As originally planned, the three Universities involved in the project – Aristotle University of Thessaloniki, University of Calabria and Leibniz University Hannover - have organised Roundtables, workshops and related events in Thessaloniki/Greece, Consenza/Italy and Hannover/Germany to promote the opening and coordination of innovation programmes. Two VAI partners, the migrant association Verein Multikulturell based in Innsbruck/Austria, and the Greek non-profit educational organisation Four Elements in Athens have organised training sessions for both immigrant volunteers and members of voluntary organisations involved in volunteers' training, using the material produced in the framework of the project. Another two VAI partners, the Italian NGO Cidis Onlus and the humanitarian organization Hellenic Red Cross in Greece have ran volunteer training sessions addressed to Third Country nationals in Athens, Perugia and Terni, involving them later in their Corps, or engaging migrant volunteers in local activities and



supporting NGOs in developing inclusive and culturally-sensitive voluntary projects, employing the capacity framework developed in the context of the project. The Innsbruck-based (Austria) community radio FREIRAD focused on establishing volunteering opportunities for women with or without migrant background and held a storytelling and radio workshop to provide the means and resources enabling participants to set up and maintain their own radio show. Initiative Minderheiten in Tirol/Austria developed a local film project examining issues of social participation and the way art and cultural work can contribute to enable inclusion, involving a migrant volunteer in the film production as an example of good practice.

This document reports on the Pilot Actions implemented: their rationale and context, their timing and setting, the numbers of participants and/or attendants, their activities and process, as well as their outcomes and results. It follows the actions of each partner, structured along the four core types of Pilot Actions: promoting innovation in the field of (migrant) volunteering; promoting volunteers' training; promoting immigrants' social engagement as volunteers; and promoting integration through volunteerism in the media and the arts. Some general concluding remarks are drawn in the end, with reference to the VAI closing conference whereby Pilot Actions were presented and discussed among partners and the audience.



A. Roundtables & Workshops: facing challenges, promoting best practice, exploring innovation

The three Universities involved in the project have organised Roundtables, workshops and related events to promote the opening and coordination of innovation programmes.

1. Aristotle University of Thessaloniki

The Aristotle University's Pilot Actions consisted of two events that took place in the Summer and Autumn 2019 and altogether gathered nearly 180 attendants. Both events aimed at exploring facets of migrants', asylum seekers' and refugees' (experiences of, pathways and obstacles to) volunteering, focusing on post-2015 developments including changes in EU and domestic Greek policies but also shifts within the Greek and local civil society. They have both built on the results of the VAI study conducted in Summer 2018 (WP1), as well as on the stakeholders mapping and networking activities ongoing since then (WP3). The first event took the form of a networking workshop involving local civil society and voluntary organisations. Its highlights results fed the structure and topics of the second event, which took the form of an one-day conference comprising a diverse series of sessions (presentations, screenings, roundtables, exhibition), attracting an equally diverse audience (civil society actors, NGO workers, activists and volunteers, immigrants and refugees, local authorities, the academic community).

1.1. Networking Workshop of civil society organisations in Thessaloniki

On 10 July 2019, the Aristotle University team organized a networking event among civil society organisations in Thessaloniki entitled: «Refugees, migrants and volunteering: on the road to inclusion». 40 representatives and members of local civil society organisations came together in LAB29A of the NGO SolidarityNow. The workshop began with a presentation of the project and the key findings of the VAI study in Greece. Reflecting on some of the issues highlighted in the study, the general secretary of Caritas Thessaloniki presented the organisation and its activities focused on two issues affecting voluntary engagement of migrants and refugees: limited knowledge of the Greek language, and the role of Greece as a transit country which hinders long-term commitment. He additionally pointed to administrative and bureaucratic problems, the

problematic function of project-based funding, the coexistence of professionals often with the same roles as volunteers.

The floor then opened to other participants highlighting issues coming through their own experience from the field. Initially, the distinction touched upon the distinction between solidarity and volunteering as well as the difference between a solidarity activist or volunteer and an organization's salaried employee. In the latter case, the participation of a migrant / refugee in voluntary action may be problematic in the sense that it entails unequal status and therefore immigrants' volunteering starts from a different starting point and is differently perceived.

The discussion then focused on the legal and institutional framework of volunteering in Greece. This was an issue of concern to all participant organizations, as the almost inexistent and extremely fragmented such framework has caused many and serious problems for organizations. Some of these problems related to the legal grey zone not allowing for a clear-cut distinction between volunteers and informal workers within an organisation. In this frame, different types of organisation being approached in different ways by competent authorities: on the one hand, large established organizations which systematically employ many volunteers do not usually face problems with the authorities, while, on the other, small organizations with few volunteers are often subject to labour inspections which may result in unfounded – yet highly problematic - charges for undeclared work. In this context, voluntary participation of immigrants / refugees becomes even more precarious, and for some organizations impossible.

Nevertheless, the boundaries between volunteering and unpaid work are often unclear, especially when volunteers cover stable and lasting needs of organizations. Many choose volunteering to gain work experience, hence volunteering may be conflated with apprenticeship, whilst many young people see volunteering as another "tick-box in the CV". So a question was raised beyond the problematic legal framework of volunteering in the Greek context: where does volunteering begin and end? In relation to this, as far as migrants are concerned, participants referred to practices where the organisations' beneficiaries were "obliged" to provide voluntary work, e.g. to cover emergency interpretation needs.

Then the discussion came to the issue of the ideological basis of volunteering and the need for it. Criticism has focused on the fact that today the organizations themselves do not always promote an ideological background of volunteering; rather, they simply cover their needs. It is, however, the organizations' responsibility to cultivate the ideological background of volunteering. As stated, also in relation to the institutional framework: "the point is to create a legislative framework and organizations to be clear about their goals and their work".



Finally, it has been stressed that, beyond the ongoing humanitarian crisis in the city, in relation to the refugee "emergency", there are many second and third generation immigrants who are active citizens, and this should not be ignored.

The floor was then given to the representative of local NGO Symbiosis, who painted the broader picture of immigration and asylum pointing out that a number of issues remain open following recent (as of 7 July) government change, relating, for instance to the future of open refugee accommodation sites versus detention centres, the way they operate and their impact on life prospects and integration in the long run.

The discussion then opened to explore the possibilities for collaboration between civil society organisations and the role of Academia and the University.

The issue of establishing a solid institutional framework has re-emerged as it is clear that institutional issues block all processes. Since 2014, a relevant legal framework has been in the process of consultation. It has even been argued that even "bad" legislation that would however protect volunteering is better than not having a legal framework at all. At this point some participants shared their experience and knowledge on the institutional framework of volunteering in other European countries and relevant EU legislation. In any case, political will is important, and even in countries where there is a tradition of volunteering and long-established institutional frameworks, this can be circumvented (as is the case in Italy with the recent attacks on civil society and solidarity to migrants).

Focusing on refugee / migrant volunteering, representatives of organizations have shared experiences in this regard. Some positive experiences were reported, and it was argued that, in this process, it is the organization's responsibility to make sure that migrants / refugees who contribute voluntarily are properly included and not dissociated. There has been a consensus that organizations should integrate them also into their operation and decision-making procedures, so that they feel they have something to offer and a say in how things are done. Of course, also in the case of immigrant volunteers, participation may also aim at enriching their CVs, or possibly strengthen their asylum claims. Finally, it is worth noting the experience of refugee who was present at the event and described his personal experience as a volunteer, emphasizing the importance of solidarity and the liberation one feels through volunteering.

1.2. Event promoting best practices and innovation programmes

The first workshop closed with the promise to come back to some of the highlighted issues in a second and larger meeting aiming at more participants and a wider and more



varied audience. This was materialised as a full-day event on 31 October 2019 at the premises of the University (Amphitheatre III, KEDEA), under the title “Refugees-migrants, solidarity and volunteering: obstacles and challenges for civil society”. The event gathered 138 attendants, among others from local civil society organisations, the academic community (including students), migrants and refugees, who came together in four sessions, including academic presentations, roundtables, documentary screenings and an art exhibition. It began with a presentation of VAI and the comparative results of the study in the four countries taking part in the project.

It then focused on the issues highlighted at the July workshop, aiming to respond to some of the questions raised with respect to the legal framework and the grey zones between volunteerism and professionalism through a series of academic presentations.

Professor K. Tsitselikis (Department of Balkan, Slavic and Oriental Studies, University of Macedonia) focused on the juxtaposition between voluntarism vs professionalism. Based on the Greek experience of the last few years, he highlighted the difficulties and contradictions of transitioning and shifting from one condition to the other, or even combining the two. He concluded by emphasizing that it is wrong to idealize the former while demonizing the latter.

Assistant Professor G. Aggelopoulos (Department of History and Archaeology, Aristotle University) overviewed the experience of organizing refugee education during 2015-16, exploring the utilization of the “knowhow” of activism and volunteering. He emphasized that the latter have been taken into consideration by the previous government while recruiting “coordinators of refugee education”, for the first time in the Greek public sector (by adding voluntary experience in the job specification for that role). In assessing that experience, however, he highlighted the distinction between state and voluntarism, since the latter stops where the former begins.

Lawyer Ms Githkopoulou talked about the almost non-existent, unclear and fragmented legal framework of volunteering in Greece, trying to approach the legal distinction of volunteering from dependent employment. She expressed some basic considerations of applicable law on the subject, noting that the current legislative characterization of volunteering based on specific quantitative criteria is problematic. She then overviewed the legal pathways to safeguard voluntary engagement in organisations, including e.g.: specific proof of evidence of voluntary participation; evidence for distinguishing remuneration for paid employment from grants expenses coverage for volunteers; tax and accounting treatment of volunteer expenses and grants; provisions for volunteers’ insurance coverage in case of an accident.

Doctoral researcher Mr Ch. Baliktsioglou (School of Spatial Planning and Development, Aristotle University) focused on the contradictions of the relationship between civil



society and volunteering. These contradictions and the evolution of volunteering, he noted, are related to a broader socio-political transformation occurring in the 1980s and 1990s in the USA and UK. This transformation relates to the consolidation of a neoliberal political order and the reshaping of the social field, where a key element is the promotion of the virtues of volunteering and the consequent change in the relationship of the citizen with the state. In this view, there is an ideotypical transformation of the citizen into a volunteer, which is presented as social liberation, while in fact it is a form of alienation that separates state welfare and its structures from the political body of citizens who are turned into a body of volunteers.

These talks were followed by a roundtable of good practices in policies and projects implemented locally in Thessaloniki. Ms V. Politi, former head of the Social Policy and Gender Equality Department of the Municipality of Thessaloniki, presented the local authorities' projects aiming at the reception and social inclusion of migrants and refugees, and the challenges they have faced in implementing them. Specifically, she presented four relevant projects: "Arrival Cities", the Shelter for Asylum Seekers, the REACT housing project and the Immigrants Integration Centre.

Ms M. Topalidou, a nurse and co-founder of voluntary association Albatros, presentation her organisation's activities and experiences of intervening in refugee camps. Based on the motto that "all people are equal, without any exception", the association is active in: covering basic needs, offering legal advice, psychological support, language training, painting and music classes, referring refugees and other vulnerable groups to relevant services and organisations, promoting communication between refugees and local communities, organizing recreation events, etc.

Ms S. Athanasiou, Solidarity Center Manager in the NGO SolidarityNow, presented the Employment and Job Counseling Service developed and provided at the Thessaloniki Solidarity Center and the SolidarityNow Refugee Support Center in Thessaloniki. Ms Athanasiou referred to the challenges relating to the risk of long-term unemployment. Alongside the overall lack of descent jobs for recently arrived refugees, she pointed to the beneficiaries' lack of Greek language knowledge and their lack of required skills (or the non-recognition of qualifications/degrees or work experience, when they do have such skills), the continuous changes in their living conditions, poor access to unemployed support services (including limited vocational training opportunities), restrictions due to legal and administrative barriers, as well as discrimination and intercultural differences. To counteract these challenges, the services provided by Solidarity and Refugee Support Centers in Thessaloniki include: social service, employment counseling, psychological support, legal service, accounting support service, creative activities and expression, and education.

Ms Siafaka, Cultural Manager and language mediator, presented two EU-AMIF-funded projects implemented by the NGO United Societies of the Balkans (USB): a) EU VOICE, which supports the integration of third-country nationals and promotes the exchange between them and their host countries through cultural volunteering experiences, and b) BRIDGES: Promoting inclusive communities across Europe, which brings together four cities in five European countries to tackle issues such as xenophobia, cultural barriers and social divisions through sports, cultural and community services.

An active and lively discussion followed up, whereby various other participants from local civil society organisations (PRAKSIS, ARSIS) as well as volunteers stepped in to speak about their experiences. Next came a second Roundtable in which voice was given to recently arrived refugees and asylum seekers who shared their stories of migration as well as encounters with volunteering: Richard, a Congolese artist, painter and musician, who lives in Greece in the last three years and is now a recognised refugee; Mansoor, a civil engineer from Afghanistan, who has arrived with his family a year ago and has claimed asylum; and Habib, a Ghanaian kindergarten teacher also seeking asylum in Greece having arrived last year. An alternative creative perspective of volunteering involving community and refugee participation through the arts was then presented by V. Tsartsanis, artist and Mastermind behind the Asklepeion team: a video showing this work was screened during his talk, while photos and paintings were exhibited in the outside space over the day. The session closed with the projection of two short movies:

- A fiction film entitled "Bitte warten" (Please wait) on the topic of waiting during the asylum processes in Austria and its impact on people's life, written, produced and directed by VAI partner Carolin Vonbank (FREIRAD) and Emad Husso. Both creators have kindly intervened via skype to talk about the movie.
- The documentary "Escape from Syria: Rania's odyssey", telling the story of the trip of Rania Mustafa Ali and her friend Ayman from war-ridden Kobane in Syria to Austria. Filmed with a hands-on camera by Rania herself, the film was directed and produced by journalist Anders Hammer who kindly cleared the movie so as to be specifically screened at the event.

In conclusion, the event that started as a follow-up to the July 2019 workshop, achieved far more than originally planned. It attracted a large and diverse audience, giving the opportunity to network and bring together different perspectives (academic, policy, civil society, arts) on assessing past experiences and reflecting on recent developments. It voiced the views of volunteers and activists themselves, including migrants, asylum seekers and refugees, highlighting the benefits but also the limits of volunteering. It finally opened up new networking possibilities, and a floor to essentially explore innovative pathways in solidarity and voluntary practice in the fields of migration and the integration of migrants and refugees, especially in the local context.

2. University of Calabria

The University of Calabria's Pilot Actions consisted of four events that took place in the Spring and Autumn 2019 and altogether gathered more than 170 participants from the academic community, the public sector and civil society, including individual activists and volunteers as well as migrants and refugees. All events embarked from the results of the VAI study, designed and led by the team at the University of Calabria. The first took the form of a Roundtable on the pathways to migrants' participation, solidarity and cooperation. This was followed by a series of three consecutive workshops focusing on different yet interrelated themes: the prospects of (cooperation on) migrants' volunteering in diffusing innovation to regional development, the opportunities and challenges for cooperation and solidarity, and the possibilities of new cooperations to counter the criminalisation of migrants and solidarity.

2.1. Round table promoting networking on volunteering and migration in Calabria

The first event was organized as a half-day round table on 15 March 2019 at the University of Calabria, with the title "Volunteering and migration. What paths to encourage participation, solidarity and cooperation?" (*Volontariato e migrazioni. Quali percorsi per favorire la partecipazione, la solidarietà e la cooperazione?*). It was a networking event among civil society organisations at a regional level in order to have a collective confrontation on the issue of volunteering, in an informal way, and to identify relevant aspects and issues to be addressed in subsequent events.

The event gathered 23 attendants, among others from local civil society organisations (11), public bodies, citizens and migrants. The event was opened with a presentation of VAI and the results of the study at national and regional level, highlighting some critical aspects.

2.2. Workshops on best practices and innovation programmes for sustainable territorial development

The second event was organized as a half-day event on 11 November 2019 at the University of Calabria, with the title "Migration and volunteering: cooperation and innovation for territorial development" (*Migrazioni e volontariato: cooperazione e innovazione per lo sviluppo territoriale*). It focused on the processes of inclusion and participation of migrants and refugees, and on the opportunities for social innovation

and sustainable development of the territories, as new forms of cooperation and business, which can also involve local communities and institutions.

The event gathered 68 attendants, among others from local civil society organisations, the academic community (including researchers and students). The event was opened with a presentation of VAI and the results of the study at national and regional level, and was then organized in two sessions, in which four different experiences and case studies of volunteering and cooperation involving migrants and refugees together with the local community, in internal or marginal areas (nationally distributed), were presented. The case studies were commented by expert discussants.

Alberto Mossino as president of PIAM Onlus (Migrants Reception Integration Project) presented the association that deals with the reception and integration of migrants. Established in Asti in 1999 to support migrant women victims of trafficking and exploitation, PIAM has created reception centers to welcome migrant women by guaranteeing them, through the implementation of activities aimed at building practical and linguistic skills, the activation of work placements, training courses and meetings organized with the collaboration of local authorities, economic and social integration. Since 2011 it has also promoted the SPRAR project for refugees and asylum seekers, through which it has experimented with innovative forms of widespread reception. PIAM has promoted several projects for social inclusion, converting migrants' reception into a "resource" for territories in marginal areas suffering degradation and depopulation. In 2014 PIAM and the COALA Consortium set up a project for the restoration and conservation of Piedmontese agri-food productions. An ancient building granted on free loan for use by the oblates of San Giuseppe, Villa Quagliana, was recovered and converted into a refugee reception center. By the involvement of the hosted migrants, six hectares of land until then abandoned were recovered and cultivated again. The activation of training courses and job placement programs provided the skills to the migrants involved who were employed, in collaboration with a local farm, in the production of octophilic maize, a local high quality variety. In 2016, a project was launched to recover an ancient vineyard and for the production of Modibò wine and, in February 2019, by the collaboration with the Agricultural Institute of Asti, the migrants hosted at Villa Quagliana were involved in viticulture training courses. Since 2016 PIAM has also been the managing body of the SPRAR "Agape" project, involving 6 municipalities and coordinated by the Municipality of Chiusano d'Asti. The project permitted the employment of several migrants hosted, previously selected and trained, in safety and maintenance interventions in the local territory. In 2017 the "Terre di Monale" project was started, involving in particular African women victims of trafficking, which participated in theoretical and practical training courses on manual modeling and artisan techniques for working with ceramics, aimed at creating high quality crockery of



the local tradition. In 2019 PIAM, in collaboration with various associations and local administrations initiated the "8 Basso Monferrato project for the recovery and enhancement of rural trails for the valorization of the local natural and cultural heritage. The migrant beneficiaries of the SPRAR project have been involved and employed in the maintenance and cleaning activities. Finally, PIAM has set up socialization workshops that involved migrants and Alzheimer's patients. A body percussion workshop was held in Villa Quaglia and created opportunities for meeting, knowing and breaking down stereotypes and prejudices. According to Mossino, "we cannot ask people who come here to escape hunger and war to volunteer or work for free. Asylum seekers must not volunteer in a return logic. Then you can ask people to get them involved, but not in ways to save money or as a form of blackmail. If we make these guys working for free we are getting them used to servitude".

Giulia Galera, researcher at the Euricse Research Institute on Cooperative and Social Enterprises, presented 3 distinct reception and integration models, according to the involvement of different actors and patterns of reception and integration at local level: the one promoted by the K-Pax cooperative in the Valle Camonica, the Cadore cooperative in Cadore, and the public one promoted by CINFORMI (operating arm of the province which, however, relies heavily on local social enterprises) in Trentino. These 3 reception models share some characteristics: they were able to transform the expenditure for the reception into investment in human capital, that favored in part the economic and social integration of some people; they were able to set the reception according to a vision of territorial development concerning all the inhabitants, both the locals and the migrants, as well as resources; all 3 are characterized by a strong public-private network logic, with the involvement of both profit and non-profit organizations; they have a very strong attitude to experiment with new services, new forms of living, new tools to bring out and analyze the skills of asylum seekers, new strategies of cooperation between public and private actors. Giulia Galera is also among the promoters of Miledù (that in the Togo language means "being together"), a social enterprise established in 2019 in Como with the aim of facilitating the job and social inclusion of people at risk of social and work exclusion, respecting the environment and traditional knowledge. Miledù started from some experiences initiated by different organizations in the Como area in 2017-2018, with the aim of promoting a common path of entrepreneurial and cultural development in three economic sectors: cultivation of edible flowers, restoration of dry stone walls and cleaning of trails, and beekeeping. These projects have pursued the objective of contrasting abandonment and degradation and improving the usability of public areas, activating a community care of the territory through shared management of spaces, enhancing local environmental and social resources. The "Apicoltura Solidale" ("Solidarity beekeeping") project, promoted by Auser-Como together with numerous Como organizations, provided training courses for



those wishing to undertake the activity of beekeeper, involving migrants, local beekeepers and civil society, and built a beekeeping plant on the Garzola hill and of an urban beekeeping in the Rebbio district. The voluntary work of the migrants allowed the recovery of abandoned terraces for agriculture. Miledù will organize the production of honey and beeswax, and the cultivation of an aromatic garden, with aromatic herbs and edible flowers, also to create opportunities for interaction between asylum seekers and the local community. Finally, it will continue with the maintenance of the green areas and the trails. The legal form of social enterprise permits to combine the entrepreneurial dimension with the social and inclusive dimensions. The form of the social enterprise was in fact designed to support and accompany asylum seekers and refugees towards autonomy and job integration. The objective is to balance business with social and no-profit aims, weighing paid work and voluntary work.

Professor Domenico Cersosimo (University of Calabria) commented on the two experiences by identifying four key-words. Resources: without expenditure of economic resources there is no development. In these cases, there are some resources that come through channels that are not for development, and there is the subjectivity or the political ability of the local groups to see in that resources the possibility of activating another thing, with results very different from those initially thought. Network: There is a network, the population, those who remain, those who leave, new citizens; and there also are leaders, facilitators, a group of people who pull. Experimentation: there are no recipes, local development is by definition the opposite of extravert development, and development from above. Precisely because it is local, development is rooted, it feeds on those feelings, places, passions, local opportunities that it is impossible to be able to enclose in a model. There is a need for experimentation, to try and try again. Local development is fueled by patience. Local development is not done everywhere, it is done where whoever wants it activates it, but it is not a recipe that can be given anywhere. Unlike the more structured and managerial models, it also has a lot to do with people, with feelings, with the desire to question and experiment, to build, you want the future and you build it and don't wait someone build it for you. Local development presupposes protagonists, not "the protagonist", it is complicated. Local development is by definition open and connected to something else. It is not just localism, self-representation, self-containment, autarky, psychic and localistic sovereignty; of course the editor is local, the need is local, the design is local and whoever assembles it is local, but it does not mean that there must be no external contributions, rare and sophisticated skills from outside. Autonomy, not closure. Development can be built on the needs of people. Starting from needs we can build work. The prospect is to structure relationships on work and wages, on the identity that work builds. Often in fragile places there is no sector, there is no initiative, but it is necessary to build a network of initiatives, multifunctionality and multisectoriality, and



all this works by stratification. There are skills that evolve with people and needs. Local development is to connect the needs of new arrivals with the needs of the locals. There is particular attention to nature care and people care. Through the care of nature, very interesting things can arise for life and everyday life. A double cure, caring for people is like caring for a forest, caring for a wood is like caring for people.

Angelo Moretti president of the Consortium "Sale della Terra" (Salt of the Earth), opened the second session. The Consortium is made up of about 15 organizations - cooperatives, associations, social enterprises, community cooperatives (5) and the Caritas of Benevento with a leading role. Established in 2016, the Consortium promoted a micro ecosystem of civil economy to generate income and employment opportunities in the touristic, agricultural and handicraft sectors. In 2017, the Consortium adopted the "Manifesto for a network of small Welcome Municipalities", which commits the 26 municipalities, located in inner areas in 3 regions, to be involved in welcome activities, supportive and open. The Manifesto has the purpose of creating a municipal welfare, in which citizens, local institutions and third sector subjects create inclusive forms of reception, creating opportunities for the regeneration and redevelopment of the territories. The activity of the Consortium is also the guarantor of correct and integrated management of resources, through the use of existing local development tools to promote social cohesion. The organizations participating in the Consortium are engaged in activities with and for migrants benefiting from the SPRAR projects. They have created a model that "grasps" and "welcomes": seizing the opportunities to develop solidarity economy activities to cope with the crisis, by welcoming, integrating, hosting migrants and refugees. New community cooperatives and collective projects based on solidarity and mutualism and were created in towns located in inner areas (Petruro Irpino and Roccabascerana) involving locals and migrants to contrast depopulation and abandonment processes and revitalize the local territory. The migrants and locals involved recovered uncultivated lands donated by some inhabitants; organically grown products (frescoditerra.it) are distributed within the network of the consortium and by a local retailer. The recovery of buildings has allowed the creation of diffuse hotels for experiential tourism routes. The presence of migrants has also led to the activation of specific services, i.e. a bus service, which are enjoyed by both migrants and natives. A short video was played.

Rosario Zurzolo, president of the Eurocoop-Jungi Mundu cooperative, presented the widespread reception SPRAR project managed in the Camini town since 2010. The presence of migrants allowed the reactivation of basic services suppressed following the depopulation that affected the area, as the post office, the school, the bus line, and the opening of a bar and commercial activities, the establishment of a toy library, an educational farm and a baby parking service. The migrants, together with the locals,



have recovered and renovated the abandoned houses, now used as Albergo Diffuso. Through the "Camini Ivory" project, created with the involvement of Ivorian migrants, over 1,000 liters of extra virgin olive oil have been produced, recovering abandoned land and using organic and sustainable farming practices. The promotion of local products, and the recovery of ancient crafts and ancient processing techniques, have also been enhanced through the activation of specific artisan educational workshops including cooking workshops, wood, painting, tailoring, wrought iron, ceramic and soap - using the oil produced on site. Camini welcomes volunteers in the historic center and hosts them in houses renovated by the community. Eurocoop Camini "Jungi Mundu" participate in the European Solidarity Corps program. The project "Camini Corps: Chance - Creativity - Community for Solidarity Actions" focuses on youth participation and empowering minors and young people, within comprehensive social inclusion projects for the hospitality and integration of migrants and refugees. The main development objective is to improve the living conditions and the social inclusion of the most disadvantaged people (young people with disabilities, children at risk, displaced persons, those with health or economic challenges, other vulnerable categories, etc) and to respond to wider challenges. A video presenting the transnational mobility project #GOOD4YOUth coordinated by Eurocoop Camini "Jungi Mundu", bringing together over 50 young people and youth workers from 8 European countries (Spain, Romania, Italy, Greece, Germany, Luxembourg, the Netherlands and Malta) followed.

Chiara Davoli is a member of the UNHCR team "integration". The team operates in three regions, Calabria, Piedmont, Emilia Romagna, and in Rome, with the aim of promoting the active participation of refugees and asylum seekers in public life, access to public services (education, health, financial services) and job inclusion, i.e. the Welcome program provides an interregional mobility, especially for refugees with high skills; social inclusion, i.e. with the national civil service, that is like an internship paid and is used to experiment in the labour market, especially in the no-profit sector. UNHCR supports refugee volunteering with two kind programs, addressing the volunteering of people in reception, or with migrants' associations where there are people who have reached a certain autonomy and felt the need to organize locally, also to provide basic services. To stimulate the for the active participation of refugees and territories, UNHCR has been funding the program "PartecAzione" for 2 years; UNIRE has been created as the first national association that brings together all the refugee associations. ARCI Djiguiya is a member of UNIRE based in Crotona (Crotona). A short video was showed. Another program managed in collaboration with ARCI collects and shows on an interactive map all the services available to refugees in Italy; many of them are provided by refugee associations (in Cosenza there is DAAWA). Finally, concerning inner areas, in Calabria a regional law of 2009 addresses the issue of the reception of asylum seekers and



refugees together with the social, economic and cultural development of the local communities. UNHCR is monitoring the projects approved under the law.

2.3. Workshop on best practices and innovation programmes of volunteering and solidarity

The third event was organized as a half-day workshop on 21 November 2019 at the University of Calabria, with the title "Migration and volunteering: which opportunities and challenges for cooperation and solidarity?" (Migrazioni e volontariato: quali opportunità e sfide per la cooperazione e la solidarietà?). In the light of the analysis of different experiences and territorial contexts, the third event focused on the transformation processes related to the actors, the motivations and the forms of volunteering and solidarity in relation to migration, and on the implications arising, especially in terms of inclusion, response to needs and social cohesion.

The event gathered 32 attendants, among others from local civil society organisations, the academic community (including researchers and students). The event was opened with a presentation of VAI and the results of the study at national and regional level.

Professor Maurizio Ambrosini, University of Milan, after having pointed out how the public discourse on immigration is heavily polluted by a series of representations that are no longer questioned and presented some data that contradict these representations, presented by him coordinated "foreign citizens and volunteering in Italy". The research was carried out by the Centro Studi Medi (Migrazioni nel Mediterraneo) on behalf of CSVnet, the national network of Service Centres for Volunteering. The provocative idea is that immigrants, often thought of as threats or victims, passive subjects or harmful to the host community, are instead active subjects capable of making a contribution from the point of view of work but also in the field of civil action and all those actions that promote cohabitation, support the integration of weak subjects, identify shared objectives. The concept of active citizenship includes participation in voluntary work. Volunteering is a form of civic participation and integration from below. Participation in volunteering is part of citizenship acts. Acts of citizenship are intentional behaviours, often also formalised. Volunteering is a space where immigrants, refugees and second generations exercise forms of citizenship from below. Volunteering is an opportunity for training and consolidation of social ties, development of skills (e.g. linguistic and pre-professional), and integration into local societies. Through the support of CSV, 658 questionnaires were completed online, in 163 Italian cities, from migrants from 80 different countries. The volunteer of immigrant origin is predominantly female. There appears to be a connection between the degree of integration and participation in volunteering. Migrant volunteers have lived in Italy for

15 years and 50% are now Italian citizens. The volunteers of immigrant origin are predominantly female. There appears to be a connection between the degree of integration and participation in volunteering. Migrant volunteers have lived in Italy for 15 years and 50% are now Italian citizens, 80% have medium-high educational qualifications. Six out of 10 work. There are various forms of volunteering: more than 50% are continuous, but also occasional and experienced in the past. Cultural, educational, recreational or socializing activities and social assistance services are the main sectors of volunteering. Volunteering is good for the migrants themselves.

Filippo Sestito, ARCI, told about the experience of voluntary organizations and social cooperation in the territory of Crotona since the 90s and the arrival of the first refugees from Kosovo. Their initiative led to the creation of what later became the largest Reception Centre for Asylum Seekers (CARA) in Europe, in Isola Capo Rizzuto. Many cooperatives and organizations have worked for the second reception, many others also for the first reception. They have been very good at welcoming, at dealing with the economic-housing aspects, also at developing solidarity actions, but they have been too short-sighted in building a long-term perspective and in dealing with political issues and to an effective inclusion of migrants in local communities. Over the years, there has been an increase in non-profit and voluntary organizations that deal with migration and offer services, but the direct representation of migrants' rights, i.e. the anti-racist movement, has collapsed. The reform of the no profit sector according to an economic and entrepreneurial conception goes in the opposite direction to that of building forms of active citizenship and building rights, effectively eliminating what are the founding principles of volunteering, gratuitousness and real civil commitment. Arci has tried to build forms of associationism directly managed by migrants, but it is important to build together with the migrants forms of protagonism and not to attribute responsibility exclusively to them.

Francesco Perri, ARCI, told about the association of migrants supported in Crotona. ARCI offered a space as headquarters of the association that gives support and information to migrants, organizes social initiatives and represents a place of gathering. This experience is valued as very important in a context very problematic from the social and economic point of view.

Gaetano Fazzari, a student of the MA in Cooperation and Development, presented the experience of the association of volunteering EOS Arcigay of which he is a founder member in Cosenza. The association initiated the project MigrAzioni Cosenza, to offer legal assistance, cultural mediation but also a space of socialization for those people who are discriminated in their country of origin because of their sexual orientation, where migrants can come and tell their experiences or even simply become familiar with

the idea of sexual orientation or gender identity, concepts that they have never come to terms with in their native contexts.

Ibrahima Diop, ASeCo-Associazione Senegalesi di Cosenza, told about the experience of the association of Senegalese in the province of Cosenza. To promote the rapprochement and adherence of more Senegalese migrants committed itself to helping Senegalese or Africans arriving in the city, it was not an easy thing at first by organizing so many activities and services so that everyone could see the goodness of this type of voluntary practice, e.g. offering support for translations e.g. finding a home, a job, doing some administrative work. The association has thus built its own credibility, becoming a reference for the Senegalese community but also for local institutions, such as the police headquarters of Cosenza or the municipality of Rende. As a result of this, Ibrahima was also offered to stand for election as municipal councillor. This is an example of citizenship building. In collaboration with Dawa the Moroccan Association and other Italian citizens, ASECO has promoted the first group of fans of the city's football team. They are called to participate in protest, political and cultural movements at local level on a daily basis.

Professor Giorgio Marcello, University of Calabria, criticised the reform of the third sector because this reform risks penalising community associationism to a great extent, does not go in the direction of a feeding of this way of living participation, but goes in the opposite direction. He carried out research on the representations of the reform by members of the no profit sector in Calabria. Some of the results of this research have been surprising because it resulted in a certain devaluation of organised volunteering which is presented as a less developed form of organised solidarity, a less competent form. Some important exponents also of the no profit sector presented the world of organized volunteering as composed of people and activists who do that because they can't do anything else. For Marcello, it is important to put organized volunteering back at the center, to do research on this world and to enhance the specificity of this way of thinking about organized solidarity and acting on the territory. He then questioned the contribution made over the years by organized solidarity with the maturation of a widespread popular political awareness of the migration issue. He represented this world to a kind of magmatic environment in which it is difficult to orient oneself, and the representations on the question of migration within this world suffer from the same magmatic and sometimes poorly decipherable character. For example, the more you move from casual volunteers to militant volunteers, the greater is the electoral preference for an extreme right-wing party with an anti-immigration discourse like the league, by almost 50%. In addition the risk these actors run in the southern contexts is that of slipping into elitist forms of action so becoming implicit partners of a resigning welfare state. For Marcello, it is important to build narratives that go against the

mainstream. As researchers, we should be able to commit ourselves more to bringing the results of the research we do to the territory with the idea of actively involving organizations. Probably the activation of a circuit of political consciousness feeding within these organizations could be favoured by a work intentionally oriented to retrace the practices in which these organizations are engaged from a reflexive point of view. Another fundamental thing is the direct personal encounter with experiences and good practices.

2.4. Workshops on best practices and innovation programmes against the criminalization of solidarity and migrations

The fourth event was organized as a two-day workshop with the title “Against the criminalization of migrants and solidarity: for a new cooperation” (contro la criminalizzazione dei migranti e della solidarietà: per una nuova cooperazione) on 21-22 November 2019, before in the afternoon, at the University of Calabria (Rende) and then in the headquarters of the association La Terra di Piero, (Cosenza). The event focused on the processes of criminalization of solidarity and migration, the forms of social and non-governmental cooperation that emerged to cope with the security regulation of migration, the political rhetoric of reactionary populism in the current control regime, and on the prospects of alternative constructions.

The first part of the event at the University of Calabria gathered 17 attendants, among others from local civil society organisations, the academic community (including researchers and students). The event was opened with a short introduction by Mariafrancesca D'Agostino, University of Calabria.

Border restrictions by states are opening up more and more space for untapped actors. Where military vessels do not intervene to help migrants, there are NGOs; this also happens on land. Human rights that are no longer adequately protected by the public authorities are defended and protected by private actors. The relationship, the dialectic between volunteerism and militancy is an ancient theme. Today, in times of radicalization and political polarization, those who expose themselves by going to conduct even simple humanitarian activities in the border areas of the centers for asylum seekers become a politically active subject, whether they want to or not, whether they declare it or not. The simple humanitarian act becomes a political affirmation, political disobedience, challenge at the borders to feed the hungry becomes an act full of political implications. Declaring oneself non-politicised can also be a tactic to better support and welcome asylum seekers. We have the social movements that today organize the Italian schools, perhaps in the occupied buildings, bureaucratic assistance,

medical assistance. They prefer to speak not of voluntary work, but of direct social action.

Alessandra Sciorba, University of Palermo, told about the experience of *Mediterranea Saving Humans*, a platform of associations that has put a ship at sea and for this reason we are talking about ships of civil society in the Mediterranean. These ships have tried to defend, to protect the international law of the sea of human rights, paradoxically against European governments. The charges are serious: aiding and abetting illegal immigration with sentences of up to twenty years, the violation of orders given by warships. We have spoken of moral disobedience to the climate of fears and identity closures, of racism sold as a solution to the legitimate malaise of the peoples of Europe, but of an action of civil obedience to international law, which is hierarchically superior to national law, according to Article 80 of the Italian Constitution. The law of the sea was the main weapon of defense, because it has a fundamental priority which is to help people in the face of everything. At sea the safety of humans is above all else. That is why it is a right that meets, merges with the right of human rights, especially in the notion of a safe harbour, the one where every shipwrecked person must be landed, as quickly as possible, in accordance with international conventions. A safe harbour is one in which not only is one sheltered from the weather, from storms, but in which fundamental rights are all effectively protected. The ships of civil society have done no more than this: never shirk the legal and moral obligation to save lives at sea at all times and take them to the nearest safe harbour. The safety decrees were a direct response to our action at sea. The limitations of criminal law as an instrument of government were evident. At that point the “security decree bis” was thought to be a radical shift from criminal law to administrative law. The crime of aiding and abetting illegal immigration had been dismantled with the transparency of what we were doing. Therefore, the non-inoffensive passage of ships was indicated, using an article of the Sars Convention on Search and Rescue at Sea, which says that entry into territorial waters can only be denied in extreme cases for public safety when there is a non-inoffensive passage of a ship, i.e. the reference is to enemies and warships. Therefore, ships that save lives at sea are automatically considered to be enemy ships, which made a non-inoffensive passage. This provision has consequences in terms of financial penalties for people, which have precedents only in measures taken against organised mafias. This is disturbing when the offence committed is that of saving human lives by obeying international law. In the strong political polarisation in Italy these ships become a very powerful symbol. Sciorba is also the promoter of the legal clinic, operating inside the Faculty of Law in Palermo, with a free legal desk open once a week to offer legal support to migrants and refugees by involving students and researchers.



Alessandro Metz, Mediterranea Saving Humans, explained how the criminalization of solidarity is associated with the criminalization of foreign people, of migrants, deriving from the Turkish-Napolitan law of 1998, during the centre-left government, and from the institution of the Cpt, the centres of temporary stay, a sort of special prisons for those who have not committed any kind of crime, if not living the condition of being a foreigner. The imaginary evokes the danger of the foreigner and then the invasion from which one must defend oneself. This criminalization once again finds its precipitate in a centre-left government, the Gentiloni government, with Interior Minister Marco Minniti. Together with the pact with Libya, a code of conduct for the ngos is issued, at the same time the opposition begins to speak of taxi drivers of the sea, deputy boatmen. The desertification of the Mediterranean has ache to do with having no witnesses, who can tell what happens, with a free look, not controllable. At the same time, a popular criminalization is produced, which creeps into people, and to which one must have the ability to give different answers. Mediterranea is not an NGO, but an ANG, non-governmental action, something that can be reproduced, shared, moved together. It created a sea crew and a land crew. Mediterranea is there symbolically but also materially. It aims to tell what happens, personal stories, replace names with numbers in order to restore empathy and dreams. They sought to develop a form of strategic necessary empathy.

Ferdinando Gentile, Comitato PrendoCasa Cosenza, presented the movement founded in 2010 to promote the right to housing, against clientelism and real estate speculation, involving Italians and foreigners in the occupation of homes. The movement also made sure that the municipality set up a "reception street" as a fictitious address to allow the registration of homeless people, including migrants. Several associations supporting migrants criticised the occupation practices, which are also under judicial investigation.

The second part of the event, in the afternoon, gathered a public of local civil society organisations, citizens and migrants (30-40 people). The event was opened by Sergio Crocco of the association La Terra di Piero, and Mariafrancesca D'Agostino, DISPeS-Unical.

Alessandro Metz presented again the experience and the objectives of Mediterranea Saving Humans highlighting the importance to mobilize collectively, to oppose the criminalization of solidarity and to claim for changes in migration policies.

The doctor Valerio Formisani, presented the Ambulatorio "Senza Confini - A. Grandinetti" (Medical Outpatient Clinic "Without Borders - A. Grandinetti). The project was born in 2010 from the initiative of the AUSER, the non-profit association for social promotion and active aging of the SPI-CGIL Retired Persons' Union, founded on a voluntary basis. It aims to provide basic and specialized health care to migrant people, especially those



excluded from the right to enrolment in the national health system, because undocumented. The service is based on voluntary work, on what the operators of the Outpatient Clinic define as "active militancy", to ensure migrants with a right constitutionally established and progressively undermined by national migration laws. In 2012, the Outpatient Clinic signed a Memorandum of Understanding with the Provincial Health Authority of Cosenza and the Province of Cosenza and works - in collaboration with other voluntary organizations in the area - as a reference point for the activities of the Multidisciplinary Team for the emergence, diagnosis and care of applicants and holders of international protection as victims of torture.

Vittoria Morrone, Fem-In Collettive, told about her volunteering experience in the City Plaza hotel in Athens (Greece), occupied by refugee people and volunteers, and then in Cosenza (Italy). In Athens she arrived for an interest in Greek political movements and to know more about the impact of migration processes. She struggled to call herself a volunteer. Her life there took place with rhythms marked by the shifts of the kitchen, cleaning, everything to run an occupied hotel. There was the cohabitation, the festive evenings, the exchanges and the stories of the people. The experience dates back to the period when Greece, led by Tsipras, was strongly affected by the crisis and refugees and migrants suffered situations of racism. During her stay in Lesbo island to work as a psychologist for women in a NGO, she was also visiting the camp of Moria, built for 2000 but hosting 13000 refugees in dramatic conditions. She explained the meaning of her experience as a volunteer, which is to support those struggles of migrants, their protagonism.

3. Leibniz University of Hannover

The Pilot Action developed by the Leibniz University of Hannover comprised four consecutive Roundtables that took place in Hannover between Summer 2019 and early Spring 2020 and altogether gathered 46 participants. It built on the University's contribution to the VAI study (WP1) and its involvement in capacity building activities through focus groups and the co-production of a relevant orientation manual, a guide to migrant volunteers, and (migrant) volunteers' training guidelines and toolkit (WP2).

3.1. Roundtable No.1: Establishing volunteering structures

1) Purpose: Establishing volunteering structures

During the first Work-Package of the VAI-project, it became clear that many immigrants who are already involved in voluntary actions do have the feeling, that the organization that they are volunteering for does not have established structures for evaluating their



“volunteering experience”. Meant by that is, that even if many organizations provide opportunities to volunteer, only a few have developed a structure of feedback (involving members of the organisation on all hierarchic levels), an evaluation system to evaluate problems volunteers might face during volunteering nor a system for rewarding their hard work and contribution to the organization.

With that knowledge in mind the first roundtable was set up with the purpose to bring volunteers together and let them exchange their experience with volunteering. By involving ideas for all the manual (created in WP 2) into the discussion, ideas how volunteers can evaluate their own experience considering mental and physical well-being and the structures in their organization for verbalizing problems and fears, critique and anger were presented and discussed. The first workshop was designed to empower volunteers to sensitize their organization for the need of a feedback culture.

2) Context

The first roundtable took place on 1 August 2019 at the meeting room at the Institute for Didactics of Democracy at the Leibniz University in Hanover.

We had 10 participants that were all involved in volunteering at the time of the meeting; eight of the volunteers had an immigrant (and refugee) background.

3) Organization

The meeting did not involve many materials, nor a presentation. First all volunteers were asked to think about their level of happiness in their organization. Most of the volunteers reported that they feel at least “80%” happy. Two volunteers reported that they feel constantly overwhelmed by all the work that they need to do next to their “actual” jobs. After presenting some ideas for the Manuals that the VAI Team developed in the framework of the 2nd Work-package volunteers started a discussion on what kind of advice are important to give to volunteers who just picked up a voluntary task.

All volunteers agreed that all Manuals are very helpful to create a common sense between organizations and volunteers on the needs, the responsibilities and rights on both sides.

The round up was made by asking volunteers for their vision of “an utopic volunteering environment”. One vision that was provided by one female volunteer who works in refugee aid work was quite simple, but also a task that is not targeted by many organizations:

“I would like to have some space in my daily work to have dialogues with other volunteers and the employees. I love the work I do, but the lack of communication with others and enough space to think about problems and solutions makes me sometimes not feel valued.”

3.2. Roundtable No.2: Best practice

1) Purpose: Promotion of best practices

The purpose of the second roundtable was to promote best practices of organizational cultures that we came across our research. Some organizations that we visited within the project showed a very high level of evaluation and monitoring structures in the field of employee- volunteer communication. Organizations that were involved were still in search for such structures and looking for some ideas.

2) Context

The second roundtable was organized at the Institute for Didactics of Democracy on the 02 September 2019 as well. Seven participants did participate in that workshop. All participants were employees or leaders of organizations and responsible for the volunteers management within their organization. Two volunteers had an immigrant background.

3) Organization

The organization of the roundtable was structured in three parts:

a) Presentation of the VAI-Project:

The German VAI-Team provided an overview on the research question of VAI, the results of the international survey and the next steps of the VAI project.

b) Presentation of the VAI-Manuals for Volunteering:

All participants got all three manuals that were created within the framework of WP2. After a short break to leave some time to go through the manuals carefully, a discussion on their opinion on the manuals was led by the German VAI team.

c) Discussion: "Which part could be applicable for my organisation?"

After discussing, the manuals the participants were addressed directly by asking which parts of the manual they think could be applicable for the work of their organisation. Especially the "monitoring" tools were of great interest and all participants agreed that the manuals provide simple guidelines that can enhance the satisfaction of volunteers and employees when speaking about their voluntary experience.

3.3. Roundtable No.3: Brown bag session

1) Purpose: Promotion of best practices

The purpose of the third roundtable followed the goal to promote best practices of organizational cultures that we came across in our research. Some organizations that we

visited within the project showed a very high level of evaluation and monitoring structures in the field of employee- volunteer communication. Organizations that were involved were still in search for such structures and looking for some ideas.

2) Context

The third roundtable was organized at the Institute for Didactics of Democracy on the 19th of December in 2019. Within the framework of a brown bag session the VAI project was promoted in a framework that allowed the team and the participants to come together in small working groups, have small group assignments and a chat in a nice atmosphere with some food and drinks.

Eleven participants did participate in that workshop. All participants were employees or leaders of organizations and responsible for the volunteer's management within their organization.

3) Organization

The organization of the roundtable was structured in three parts:

a) Presentation of the VAI-Project:

The German VAI-Team provided an overview on the research question of VAI, the results of the international survey and the next steps of the VAI project.

b) Presentation of the VAI-Manuals:

All participants got all three manuals that were created within the framework of WP2. After a short break to leave some time to go through the manuals carefully, a discussion on their opinion on the manuals was led by the German VAI team.

c) Working group: "How can I help you?"

Participants from the same organization were split up in four groups and mixed with members of other organization groups. All groups were advised to follow the following instructions:

1. One participant starts to describe a problem that his/her organization experiences.
2. All participants go through the VAI manuals and look for a solution that might help (e.g. monitoring tools, evaluation tools, ...)
3. Each participant explains one concrete solution that might help the participant with his/her problem.

4. After a short reflection round the group discuss the suggestion and notes down three main points that the employee of the organisation will try to implement within the next year.

d) Final discussion round with all participants

In a final discussion all participants presented their group results.

3.4. Roundtable No.4: Meeting at the Local Green Party

The last roundtable took place on the 3rd of March of 2020. The German VAI team was invited to a meeting of the local Green party of Hannover in order to introduce their materials. The purpose of the meeting was to disseminate the VAI materials (focus on the VAI Manuals). In total, 18 participants from the local Green party of Hannover participated in the meeting.

After a short presentation of the VAI project and the VAI Manuals the participants were invited to provide feedback on the materials and share their experience in the field of volunteers' management.

B. Building capacity: Training migrant volunteers and volunteers' trainers

Two VAI partners, a migrant association based in Innsbruck, Austria, and a Greek non-profit educational organisation have organised training sessions for members of voluntary organisations involved in the training of (migrant) volunteers, using the material produced in the framework of the project.

4. Verein Multikulturell

Verein Multikulturell's Pilot Action has built on its long experience of working with migrants in Innsbruck, as well as of involving volunteers and provide appropriate, effective and culturally sensitive training. It capitalized on its contribution to the VAI study (WP1) and especially on its involvement in capacity building activities through focus groups and the co-production of a relevant orientation manual, a guide to migrant volunteers, and (migrant) volunteers' training guidelines and toolkit (WP2).

4.1. Pilot Action face A: Training Volunteers' Trainers

In the training process carried out by Verein Multikulturell, 8 trainers were involved in the training in order to adopt a methodology for effective training process with volunteers. As regard to the trainers' background, they had experience of working in the social field and most of them had immigrant background. So, it was easy to create an awareness for the trainers with immigrant background on the needs of volunteers with disadvantaged background.

The focus of the training of trainers was to provide understanding on cultural awareness and diversity on needs and expectations of the volunteers with immigrant background. (In order to create better understanding on needs and expectations of volunteers with immigrant background in the national and regional areas, the results of national field & desk research and also best practices, good tools and approaches were very helpful.)

The main fields of these trainings consist of these titles, planning, recruiting/ matching the volunteers with volunteering opportunities, support to the volunteers, managing and evaluating the volunteering process.

Trainers were informed about the definition of a volunteer and the types of volunteers, the needs and problems of volunteers (especially the needs and problems arising from qualifications of the location, Tyrol region). As another issue, the trainers got

information on developing their professional needs to respond to the volunteers' needs effectively. On this point, the trainers learnt the ways to motivate the volunteers to continue their volunteering and learning process and received information to provide necessary support and different tools to the volunteers (considering the volunteer's need and motivation level).

Moreover, trainers received information to be able to cooperate with other actors (facilitators, trainers and translator) who could join the volunteering process

Finally, the trainers were informed about effective monitoring/evaluation of the volunteering process. In order to ensure effective monitoring process, trainers were informed about problems and conflicts that could be observed within the training such as problems arising from different cultural issues, psychological, social and educational background.

4.2. Pilot Action face B: Training immigrant volunteers

In total, 21 volunteers with immigrant background were involved in the training process.

Before the training, volunteers were asked to share their point of views on current needs and expectations from the training process, that ensured perfect matching between the volunteers and the job opportunities. The main focus on the selection process was to include the volunteers who had motivation to have new skills and were planning to create a bridge between the skills coming from volunteering process and labor market and wanted to have new contact with people in the society and other volunteers or staff in the organizations.

As the next step, volunteers were informed about all points related to training such as place of training, the methodology to be used, general volunteering definition for the volunteers, responsibilities during the training process, actors in the training process, objectives of the training.

During the volunteering process, volunteers received the opportunity to develop their skills and competence that they could use them in the future (such as to be able to work in a team or individually, take responsibility, effective communication, linguistic competences, active participation, creating new contacts and keep in touch with them for future opportunities, better understanding on the local society and needs in the labor market, etc.). So, they could learn the ways to create & follow opportunities in the local and regional area that they could be equal with their peers. Moreover, During the training process, they received necessary and further support in order to make the process effective as much as possible.

In order to check the effectiveness of the process, there has been regular assessment and observation to take notice their efforts and progress.

Moreover, volunteers were asked to share their feedback about the volunteering process (the place of training, communication with staff and other volunteers in the organization, the content of volunteering activities, etc.), that was a way to evaluate the training process and identify problems and respond to them. And finally, volunteers were informed about how they could use skills coming from this training in the future (vocational, social and education fields).

Finally, it was hard to define volunteering program for them and match these volunteers with opportunities. As a solution, more assessment tools were used and more supportive approach was applied by the facilitators to identify their interest and enabled them to recognize their needs and expectations.

As a result, we have received positive feedback from trainers, volunteers and also other actors who were in the process. VAI project brought new definition on volunteering in Tyrol region and helped us to increase involvement and inclusion of youngsters with immigrant background by using volunteering. Beyond positive outcomes for the target groups, these training process made contribution to Verein to have new tools on volunteering to be able to use in our organisation in the future and get new contact from local and regional fields. We are going to keep using VAI methodology in the future and support cooperation among the stakeholders working in the volunteering and youth to increase the impact of the project in the future.

5. Four Elements

Four Element's Pilot Action has capitalized on its long experience in the field of education and vocational training. It has been largely based on its experience of organizing and leading the project's capacity building activities through a review of international best practices and the carrying out of focus groups, as well as the authoring of a relevant orientation manual, a guide to migrant volunteers, and (migrant) volunteers' training guidelines and toolkit (WP2).

On *14 December 2019*, Four Elements, with the valuable contribution of the VAI partner Hellenic Red Cross, implemented the trainings of volunteers' trainers and immigrant volunteers. The trainings were conducted at the premises of "Impact Hub Athens", a multifunctional open space in the center of the city, with the participation of more than 32 participants in total. The Hellenic Red Cross significantly contributed by directly contacting potential participants for both trainings.

The schedule of the day was planned in a way that could bring together trainers and immigrant volunteers, at least at some point of the process. As so, the day started with the training of the volunteers' trainers, then a common session and light lunch of trainers and immigrant volunteers followed, with the training of the volunteers concluding the day. Before the start of each training, the staff of Four Elements presented the VAI Project, its objectives, outputs and results to participants, who also received printed copies of dissemination material and the Guides developed under WP2.

5.1. Pilot Action face A: Training Volunteers' Trainers

The training of the trainers of volunteers lasted for three hours, including two short breaks, and involving 10 participants. It consisted of three main parts, following the structure of the *Guide for Training Immigrants-Volunteers* and utilizing the tools provided in the *Toolkit for Training Immigrants-Volunteers*.

The first part started with some ice breaking activities, including self-introduction of participants and setting hopes and expectations for the training. Then, the trainer continued with an introduction on the training of volunteers, focusing on the training on immigrants and refugees. Participants shared their experiences on training diverse groups of volunteers and then were randomly divided into groups to study specific cases of training volunteers. The case studies, provided by the trainer, included cases of training volunteers belonging in vulnerable groups, dealing with personal or other problems, facing linguistic barriers, etc. Participants were asked to provide solutions on specific issues arising from the specificities of the training's target group and then present their work and discuss their ideas with the other groups.

The second part of the training focused on the design and delivery of training to immigrant volunteers. Taking into consideration the results of the group activity that preceded, each group was given fifteen minutes to draw a draft training programme for immigrant volunteers. Then, the trainer elaborated on some basic methodologies and tools that can be used in such a context, as well as on potential components of the training, covering the phases before, during, and after the delivery of the training. The work groups presented their draft training programmes and, following a common brainstorming session, all participants contributed to the development of one, common training programme for immigrant volunteers.

The final part of the trainers' training was devoted in training and learning assessment, as a diagnostic, formative, and summative tool. Participants were introduced in different aspects of the assessment process, including learner assessment, training assessment, and self-assessment of trainers and trainees. Using the templates provided in the Toolkit, the trainer and the participants carried out a pilot assessment process for the

current training, and then discussed on the methodology and tools used, highlighting its functionality and discussing on their application in practice.

After the conclusion of the trainers' training and before the start of immigrants volunteers' training, a common session for both groups was organized. During this short session and under the coordination of the trainer, both volunteer trainers and volunteers were encouraged to share their own experience, focusing especially on what motivated them to get involved with volunteering, either as a trainer or as a volunteer. At the beginning, participants, especially immigrant volunteers, were quite hesitant to talk about themselves but following the first inspiring stories shared, more people opened-up and facilitated a wide conversation on the true meaning of volunteering and its benefits not only for the society, but for individuals too. A common light lunch followed this session.

5.2. Pilot Action face B: Training immigrant volunteers

The training of immigrant volunteers that followed lasted, also, for three hours including two short breaks, and involving 22 participants. It was based on the contents of the *Guide for Immigrants-Volunteers* developed in the framework of the Project.

The training started with some get-to-know-each other activities, where participants had the opportunity to introduce themselves, and if wished so, share their personal story of migration, focusing on how it affected their motives to seek for a volunteering position. At this point, the motivating stories of immigrant volunteers that are included in the Guide were presented as a trigger.

Since all participants of the training were already active volunteers, the parts related to how someone can find a volunteer position were only briefly mentioned. More focus was put on the different fields of volunteering and different volunteering roles that someone can assume. A personalized questionnaire was shared with participants who by responding to simple questions could explore their interests and availability and identify the right opportunity for themselves. Then, a list of potential organizations that provide volunteering opportunities was presented and participants discussed on the right matching between their preferences and the open positions of these organizations.

The next part of the training aimed to familiarize immigrant volunteers with some main aspects of the Greek working/volunteering environment and its particularities of which a third country national might be unaware. The point of this session was not to "teach" or "train" migrants on how to behave in the context of an organization in Greece, but rather to identify methods to efficiently incorporate diverse ways of thinking and working to a common structure that can successfully function and deliver the foreseen results.

The last part of the training introduced participants to the concepts of training and mentoring, as well as support and supervision. The importance of continuous training was highlighted by providing concrete examples on why and how training can substantially contribute to the improvement of not only the “volunteering skills” of an individual, but also on a personal level. Moreover, participants discussed on the benefits of mentoring, sharing their experience and recommending ways that this training strategy could become more effective. Given the fact that volunteers assume significant roles and being efficient is both their own and the organizations’ desire, a concrete support and supervision structure should be present. Through interactive activities, participants got acquainted with the idea of a supervisor not as someone who is there to judge or criticize them, but rather as someone to guide them and discuss with them ways to implement the assigned tasks.

C. Promoting voluntarism: addressing and involving migrant volunteers

Another couple of VAI partners, an Italian NGO and a humanitarian organisation in Greece have involved Third Country Nationals as volunteers in their Corps, employing the capacity framework developed in the context of the project.

6. CIDIS Onlus

Building on its lasting experience of working with migrants but also on its involvement in the VAI capacity building activities (WP2), Cidis Onlus decided to implement its Pilot Action with the double objective of promoting the volunteering sector among the local and migrant population and supporting local NGOs in re-shaping themselves as more inclusive and non discriminatory environment. It started being prepared since June 2019, unfolded over Autumn 2019 through a total of eight meetings that involved 20 organisations/associations and gathered 86 participants, included the training of 10 volunteers, was further disseminated and embedded in the association's practice during fall 2019 – early 2020 (even though several activities had to stop after the COVID-19 outbreak), while a follow up activity to assess its impact is planned for 2021. The pilot action took place in Perugia and Terni where the association is carrying out numerous activities and has permanent established offices. The context is that of small sized cities in which volunteering activities are wide and spread, reaching out to the local population in the form of solidarity or with round the year outdoors cultural, gastronomic, environment protection and sports events. Nevertheless, the network of small local associations actively recruiting volunteers is, as a whole, stranger to an intercultural approach and to any practice that could directly favour migrants' social integration.

6.1. Target & Methodology

The context is that of small sized cities in which volunteering activities are wide and spread, reaching out to the local population in the form of solidarity or with round the year outdoors cultural, gastronomic, environment protection and sports events. Nevertheless, the network of small local associations actively recruiting volunteers is, as a whole, stranger to an intercultural approach and to any practice that could directly favour migrants' social integration. TCNs involved were men and women, asylum seekers, short term and long-term migrants based in the two cities. A diversified country-of-origin base of attendees with all too common feature: little free time

available to engage in volunteering opportunities due to pressing economic needs that in most cases act as obstacles in joining volunteering activities.

NGOs involved in the Pilot Action were branches of big organizations, as Emergency Italia and Oxfam Italia, with a clear international approach and an established practice of volunteers helping in the implementation of activities and fundraising events and local organizations in which most of the volunteering experience is dealt with as an informal process. These small local organisations were targeted by the Action as the ones more in the need of streamlining the intercultural approach into their practices, but lesson learned is that every association, no matter the experience, can improve its practice if actively involved in an innovative action. Cidis its self has exploited the Pilot Action as an opportunity to advance in its practice.

Cidis developed its Action Plan on a three-dimension approach: systemic, intercultural, community action based.

As always when supporting migrants' integration and social inclusion, Cidis relied on a systemic approach that involved public services, umbrella organisations, migrant communities, community mobilizers and locals. Each one of them plays a role in the promotion of volunteering and as such was a stakeholder of the Action. Moreover, central to any activity is the intercultural approach that was always applied to any training and promoted as pillar to any integration practice. Finally, the Pilot Action was true to the volunteering core-belief of *community action* by promoting inclusive and open to all initiatives.

The action Plan was structured into a three-phase process (start up, in itinere and ex post) with activities that required constant monitoring and readjustments. The Action started off in June 2019 and reached its conclusion in June 2020, actively using the project 6 months extension period to expand its goals.

6.2. Start up phase

After an initial phase of assessment of migrants' attitude towards volunteering, done through questionnaires, Cidis started building up the network of NGOs active in volunteering and willing to participate in the Action. NGOs were presented with the project and its tools and were asked to apply the intercultural approach when promoting their activity. Recruitment of TCNs was carried out through contact with migrant communities, community mobilizers and the Regional Agency of Cultural Mediation. On-the-ground promotion exploited the numerous immigration counters that Cidis implements weekly both in urban and rural areas.



The meetings, opened to both locals and migrants, were presented as social gatherings more than training sessions, encouraging open and flexible attendance, were promoted since August/September 2019 at a local level through online posts, posters and articles published on migration and integration websites.

The agreed meeting structure: from the “What does volunteering mean to you?” icebreaking activity, Presentation of the Action and of the VAI tools, Introduction by representative of the Ngo, narrative of first-hand experience of volunteering and feedback from the participants. After a first meeting of introduction to the VAI project and its Pilot Action, local NGOs active in different fields (health, development cooperation, human rights, environment, social cohesion, cultural, time exchange, etc) presented their activities and interacted with participants supported by the VAI staff.

6.3. In itinere Phase in Perugia

The pilot action in Perugia was structured in 6 meetings and involved and reached out 11 organizations / associations and 54 individuals among which immigrants, asylum seekers and recent or long-term residents living in Perugia, with a good knowledge of the Italian language.

The first meeting was held on Friday 13th September 2019 and it was an introduction to the VAI Project and presentation of Cidis. Nine people participated to the meeting and gave their feedback on volunteering as a mean to identify and develop innovative forms of social interaction.

The second meeting was held on Wednesday 18th September 2019, the nine participants were presented with Tamat Ngo’s work and volunteering opportunities, notably, the Orto urbano an allotment in Perugia, supported with EU funds and always in the need of volunteers.

The third meeting was held Wednesday 25th September 2019 and presented Pedibus and Avis’ work. Six new attendees shown up to learn more about volunteering opportunities. Pedibus gave a presentation of its activity and stressed out how the narrative that accompanies the long walks around town is a great opportunity for migrants to tell their own story. Avis opted for a short presentation of its activities and valued the meeting as an opportunity to discuss intercultural differences in the perception of health/body with the participants.

The fourth meeting was planned for Wednesday 2nd October 2019 with Cesvol the local umbrella association for volunteering.

The fifth meeting took place Wednesday 9th October with Amnesty International and Emergency. Eleven people took part. Amnesty introduced in a dynamic and engaging way its history and the different causes on which is actively fighting at a local and global level. Emergency chose the same approach, retracing the founding reasons, the aims it pursues and possible actions to support its activities in war zones and poverty-stricken regions.

The sixth meeting was held Wednesday 16th October 2019 with Legambiente and Oxfam representatives presenting the work carried out by each organisation.

The seventh meeting was held Wednesday 23rd October 2019 by Ovus which illustrated its philosophy, training and its activities to six people interested in learning more about volunteering opportunities.

Participants at all meetings were all included in a mailing list to circulate materials and encourage active participation in a new and collective volunteering project, but the action had to be reoriented towards individual training and volunteering projects.

6.4. In itinere Phase in Terni

The pilot action in Terni was instead structured in two meetings creating getting-together moments between associations engaged in volunteer social activities and people interested in active citizenship.

Meetings were held at Cidis office with a total of 9 associations and 32 Italian and TCNs taking part. The first meeting was held on September 27th 2019 and was widely participated, an opportunity to present the project and its tools and volunteering as a mean of integration and exchange between locals and migrants. Associations involved were: Help Us To Live Ngo dealing with temporary therapeutic reception and in which voluntary work varies from pre-post school service, back office activities. Io Rifiuto, grassroots organisation for the regeneration of green areas and /or neglected neighbourhoods. The Years In Tasca / Blob Practices Of Evasion, association managing a community centre and the "The silver thread" project to promote the inclusion of elderly people in community activities. Red Cross Terni, Areas of intervention ranging from first aid activities, prevention activities on health-related issues to support activities for people with health problems. Il Pettiroso association working in the social sector offering cultural projects in the area and in the need of volunteers for promotion and implementation of cultural events. Arci Civil Service with the Civil Service "2019 Integration Community" project helping asylum seekers and refugees in the area in which volunteers can support educators in the Ferentillo community for minors.

The Second meeting was held on October 4th 2019 with representatives of the Social Cooperative La Speranza (Conf.Cooperative) active in the field of disability through the management of welfare, socio-health and educational services and in which volunteers are asked to carry out creative activities and workshops for the guests of the residential structures. Arci with its "Summer in the Field" a project aimed at carrying out training activities to promote the culture of legality, knowledge, participation and active citizenship.

The action developed into a second phase of support to a group of participants for a community voluntary project. A group of volunteers was trained and together with the MI RIFIUTO! Group, organised an awareness-raising event. On the 8th November 2019 the group, involving fifteen participants, did some street cleaning activity in Terni and celebrated with an "ethnic" refreshment. The group was given further support to organise events before having to stop gathering due to Covid 19.

6.5. Dissemination, outcomes, follow ups and impact of the Action

VAI Info Day

Mainly promoted within the network of NGOs established thanks to the VAI project, participants since the invitation stage were presented with a list of open questions and asked to participate to the day to give feedback on useful tools, methods and practice in the advancement of intercultural practise in social work.

The meeting was held on the 22nd of November 2019 at the Casa dell'Associazionismo (House of Associations) in Perugia. Cidis introduced, to an audience of 30 people, its commitment to strengthen the integration processes and the VAI Project. The event proved to be the best opportunity to distribute, present and illustrate VAI working tools, notably the manual Guide for Associations for which a in-depth presentation was shown. A Workshop in Intercultural work with Microrelations (the construction of an action model based on the experience of individuals) followed before an open discussion and feedback among practitioners. VAI Info Day was established as a chance to open up new spaces of cooperation among those who have taken on the commitment of a more inclusive society.

From the October/November set of events, Cidis Pilot action took different directions.

TCNs Individual training and guidance

Feedbacks from migrants and NGOs lead Cidis to work on individual projects from the very end of November 2019 up to February 2020. 10 TCNs were individually trained and guided in exploring volunteering projects. Training covering: VAI Manual, overview of

volunteering local sector, assessment of individual soft skills and where and how to become an informed and responsible social volunteer. Covid 19 has unfortunately put on hold most of the activities of local NGOs, thus preventing any direct engagement of TCNs and further supporting action from the side of Cidis.

TCNs general information and orientation

To streamline volunteering, Cidis has between December 2019 and June 2020 included orientation to volunteering as a service provided in the access to services offered at the Perugia Immigration counter. Sensitization on the issue and support on how to access volunteering were provided when offering individual consulting on other integration needs (work, housing, education, covid safety measures etc.). During the Covid 19 crisis, Cidis has converted its information and orientation services from in person to online, as documented on its website. Preserving and further implementing this communication channel with the migrant community proved highly effective in facing the uncertainty of the time. Consulting on volunteering was shaped into informing and encouraging TCNs to actively support the numerous spontaneous social volunteering initiatives.

NGOs' Change of practice

Cidis has reached other organisations and encourage social change. CSC Credito Senza Confini, one of the organizations that had taken part in the focus group and meetings in Perugia, agreed to improve its own practice by requiring a training session on the VAI Manual for associations and guidance on intercultural issues to become more inclusive.

Following all the work done with the VAI project and based on the questionnaire submitted in the ex ante phase, Cidis itself has introduced a new practise enclosing the volunteering perspective in its First-contact Individual form, a central tool part of the Quality System that the association is abiding to. This will have multiplying effects, reaching out to any social operators working in Cidis immigration counters throughout the Central South of Italy and actively enhancing volunteering as dimension of the integration process to be monitored and tackled.

Ex-post

Cidis is planning a follow up activity in 2021 to evaluate the impact of its actions. The follow up will be carried out in Perugia and Terni and will collect feedbacks of TCNs and NGOs involved in the Pilot Action and report back on the results of the VAI project.

In a field of social action mainly acting on urgent basic needs, volunteering is often overlooked as a powerful tool of integration and inclusion.

Cidis' Pilot Action was an opportunity to encourage volunteering among migrants, support associations in embracing diversity and enrich the conversation on community action. Its legacy will be:



- an increased awareness of migrant local communities and community mobilizers on volunteering and tools to be used to access the volunteering sector;
- an informal network of local NGOs actively cooperating to promote and support volunteering as a integration tool;
- volunteering introduced as a dimension of the integration process in Cidis' national practice.

7. Hellenic Red Cross

The Hellenic Red Cross' Pilot Action has built on its long experience of working with volunteers and providing appropriate and effective training. To support migrants living in urban centers to meet their needs related to social inclusion and integration, core services are offered through the Hellenic Red Cross' Multifunction Centers (MFCs) in Athens and Thessaloniki, functioning as integration centers. The MFCs work with a holistic approach that aims to build resilience and empower migrants to regain autonomy in everyday living. The MFCs also aim to help people to create new networks with people in similar situations which provide the users with a sense of community, which may otherwise be difficult to obtain in an urban setting. They enable migrants and refugees to stay safe, connected and informed and to facilitate integration in the Greek society. The focus of these social centers is to deliver a wide range of services to support people to effectively integrate into Greek society. One of the main services delivered by the social workers in the center involves providing information about migrants' rights and entitlements, as well as the mainstream social services that are available.

One of the core psychosocial services provided by the MFC is the training and deployment of migrant (community) volunteers was originally incorporated in the Center's activities in June 2017 and since then has been a core psychosocial service provided by the MFC. The center took the initiative to involve beneficiaries as supporters of the services, following a rough pattern of the official recruitment and engagement of HRC Social Welfare volunteers and incorporating elements of the newly introduced (back then) Fast Track Training, which was introduced by the HRC during the migration crisis in Greece. The HRC's VAI Pilot Action has capitalized on that experience and knowhow, which was subsequently shaped and strongly informed by its contribution to the project's capacity building activities and the production of relevant manual, guides and toolkit offering orientation, guidelines to (migrant volunteers, voluntary organisations and volunteers' trainers (WP2)

7.1. Pilot Action: Volunteer migrants' training and deployment

Rationale, profile & recruitment of volunteers

As a pilot action, staff and volunteers of the Center in Athens took part in the creation of the VAI Guide & the Orientation Manual for Volunteers, which were applied in the management system of the Center, after the completion of the respective deliverables. These tools were very useful and needed, since they were missing from the community and the management system of the Center. Based on this material, two volunteer programs ran at the Athens MFC during January – October 2019:

- Community Volunteers programme for adults - over 18 years old
- Trainee Volunteers ("Supporters") programme - below 18 years old

The program was addressed to adults who wished to help, learn and be actively involved around the Multifunctional Center of the Hellenic Red Cross. The team consisted of people of any nationality, cultural and educational background, regardless of their experience on voluntary service. This means that anyone who is interested to help, can apply for the program.

The people who expressed their interest in volunteering, filled in the relevant form and hand it in to the MFC Reception. Those interested were contacted to join the training whenever this was scheduled.

Training & training Methodology

The core training lasted 6 hours (in total) and included the following topics: The History of the Red Cross; The emblem of the RC and its meaning; The Principles of the Movement; Structure and activities of the Hellenic Red Cross; The role of the volunteer; The services of the MFC. The training was delivered through presentations and was enhanced with audiovisual aids, discussion, role plays and exercises. The core training described above, is complemented by optional extra trainings on a variety of related topics such as First Aid, Conflict Management, Communication with Communities, Child Protection, Psychosocial support and others.

The training is in compliance to the Active Learning Techniques while the technique of the Enhanced topic presentation is implemented depending on the content (e.g. for History of the Red Cross) following the Adult Teaching methods and practices. Audiovisual aids are also used to complement the trainings. Building on the above yet also on the VAI manual, volunteers' guide and training guidelines and toolkit, the designing of each session has been based on:

- The profile analysis of the target group,
- The estimated training needs (as they come up through the experience of the Center in the refugee context),
- The profile of the organization,
- The framework of the training (volunteers' training),
- The feedback that is provided by the trained groups.

Internship & Engagement

Right after the completion of the theoretical part, the volunteers could choose between:

A) specializing in a specific activity

B) general occupation at the center

The specialization (A) is "attributed" upon completion of a maximum of *90 hours of voluntary support in the specific post*. After the attribution of the specialization the volunteers are considered eligible to provide the service in autonomy with the staff to maintain the supervisory and guiding role whenever needed so.

The Volunteers' specialization options are:

- Interpreter
- Volunteer of accompaniment of beneficiaries in public services
- Reception and information volunteer
- Volunteer supporter of children activities

As far as the general enrollment is concerned the minimum of 90 hours in any service/ activity is considered.

The volunteers were engaged in any activity of the center in which they wished to be involved, depending on their interests, skills and background knowledge during and after their internship. They were directly supported by the staff and were assigned specific tasks which is considered a major skills' booster and a key factor towards self-improvement, autonomy and integration. It is estimated that around *22 community volunteers* have attended the Community Volunteer's training of the MFC in the context of the HRC's VAI Pilot Action, while *18 community trainee volunteers* have been engaged as active volunteers supporting all the MFC activities and events during the above mentioned period.

On the occasion of the *World Refugee Day on Thursday 20th of June 2019* the Multi-functional Refugee Center of the Hellenic Red Cross in Athens hosted activities to celebrate this day. The MFC Volunteers prepared presentations, fact files, posters and



landmarks of their countries of origin, in order to present them for the event of the day in the center. Students attending Greek and English courses as well as visitors to the Center were able to share their stories and express their thoughts on their refugee experience through audiovisual and interactive material that was shown on site.

What has been noticed through the regular group discussions and individual satisfaction interviews regularly conducted between the volunteers and the MFC volunteers' coordinator, is that the community volunteers who were engaged, showed tremendous increase of self-awareness and life planning ability, notably improved hard and soft skills while their mood and psychology steadily improved.

SUPPORTERS PROGRAM (Blooming Volunteers in action).

As a complementary program for volunteers, since *15th of April 2019*, the Center engages teenage volunteers in the so-called Supporters program. The idea was born after a team of Farsi speaker teenagers who used to regularly access the social area of the MFC, expressed their willingness to become actively involved and support others. The new program follows more or less the format of training, engagement and organization of the one for the volunteers. (training, shifts, regular meetings, feedback channels, structure of team, security policy). Slight changes in the training material and the internal organization procedures have been made to make the program more proper for the age, the needs, the skills and the psychosocial profile of the teenage participants.

At the same time, the team attends recreational and sports activities, to release stress, make good use of their energy, explore talents and find new interests. In this frame, a *football match* and an *excursion* was organized in *Agios Kosmas Athletic Center in Attica on 26 May 2019* and another one with the *football team of the HRC Samaritans Volunteers on 24 July 2019*

What is important to note is that in the supporters' program *the role modeling system* is being implemented. The young volunteers are guided by the volunteers of the center, which has three main aims:

- To assigning an extra role (the one of *the behavior model*) to the volunteers in order to initiate more soft skills (such as responsibility, trust and reliability)
- To offer the supporters detailed guidance on the procedures and a complete first hand description of the duties they are asked to carry out as part of their role
- To smoothly and practically induct the supporters in the RC volunteers' responsibilities and social role

Complementary Trainings



- August 2019 – *3 community volunteers* trained
- November 2019 – *3 community volunteers* trained
- October 2019 – *5 community trainee volunteers (supporters)* trained
- An extra training for the active volunteers (August 2019) on “Organizing and planning: skills training for volunteers and trainee volunteers” – *10 of our active volunteers and trainee volunteers participated*

Our Goals

- To continue community volunteers training (aim to include 30 more volunteers and trainee volunteers in 2020)
- To run a fully peer-to-peer training for community volunteers (whole training course to be delivered by experienced volunteers. Currently only second part delivered)
- To provide more extra trainings for volunteers and community volunteers on important topics (distributions, crowd management, PSS etc.)
- Disseminate and pilot community volunteering involvement in more HRC activities and other programmes

7.2. Pilot Action follow ups & Info Days

As part of the project’s dissemination and networking activities closely associated with ist Pilot Action, HRC volunteers took part in open events and carried out an Info Day advocating for volunteering and promoting the VAI Manual and Guides.

On *Wednesday, June 5th, 2019*, “We voted for Volunteering!” The Movement of Volunteer Organizations, invited the Hellenic Red Cross to take part in the initiative with all its Voluntary Bodies. The Social Welfare Volunteers offered handmade crafts to the MFC care space juniors coming across accompanied by the MFC migrant Volunteers, in order to communicate the idea of volunteerism, plus the 7 Fundamental Red Cross Principles. They also played with them attracting other children coming by the HRC stand. Hundreds of volunteers and visitors of all ages celebrated offer and solidarity at the *16th Pan-Hellenic Volunteer Festival* held in Syntagma Square between 10:00-19:00. Visitors met through the open exhibition, the work of volunteer organizations and talked to volunteers about volunteering in practice. In addition, they participated in the open actions of the Festival and filled with volunteer action the center of Athens!

On *21st of December 2019*, the Social Welfare Division organized a formal Awards & Certificates Ceremony for HRC SWD Volunteers and Supporters at the University of Athens, to recognize the volunteers’ significant role in the organization and the priceless

value of volunteering through the generations, in order to support all those who are in need. It was an opportunity to appreciate, individually and collectively, the work of volunteers and its impact. HRC volunteers from all SWD Programmes and Services, including the community-migrant volunteers of the MFC, took part in the event, where they have been awarded certificates as members of the HRC Volunteers, by the President of HRC, members of the HRC Board, the VAI project Coordinator, representatives of the State and many others. The participants of the event reached almost 300 people and the idea to invite also our community-migrant volunteers (12 community vols + 12 trainee vols) was to *express the sense of unity among HRC volunteers, where migrants stand equally beside their volunteer mates*. Also, a video was produced beforehand, with the involvement of volunteers from all the programmes, who had the chance to present their voluntary contribution within the HRC family. Our community volunteers attended the ceremony with enthusiasm, taking pictures with the HRC President, plus other colleagues and volunteers at the end. The VAI coordinator presented the project and the HRC's valuable contribution, while project leaflets and training material were disseminated.



D. Migrants' integration through the media & arts: giving voice, unleashing creativity

8. FREIRAD

The Innsbruck-based community radio FREIRAD (Austria) organised a radio show giving space and voice to the migrant women volunteers. Under the name *SOW - Stories of Women*, a storytelling- and radio workshop was held as a pilot action.

FREIRAD is a Free Radio with Open Access. We invite as many people as possible to bring their themes and content on air themselves. This appeal is directed particularly at individuals and groups that are largely ignored by established media. In this way we aim to counteract social marginalization. We currently have over 100 broadcasts that are sent regularly. 47 of these are in German and another language or only in another language. In total, there are currently 16 different languages represented at FREIRAD. Many programs are already being designed by volunteers with a migration and / or refugee background. FREIRAD sees the designing and conceiving of a radio show as a means of getting involved in a society, to make oneself heard and to participate in it. Since our system of broadcasting evolves around volunteers with lots of different backgrounds, we see FREIRAD as a best practice for successfully involving the potential of TCNs into our local community.

As a pilot action for the VAI-project, FREIRAD decided to focus on establishing volunteering opportunities for one particular marginalized group – women* with and without migrant background. One of the specific objectives of the VAI-project is to put a special focus on women, young migrants and asylum seekers to ensure that they are aware of the benefits of volunteering and the choices available, offering appropriate opportunities and enabling them to overcome issues such as social exclusion. Apart from this, men take up a higher percentage as volunteers at the community radio than women. Therefore FREIRAD chose to especially focus on this group for the pilot action.

8.1. Context and purpose of the Pilot Action

When: 20.6. – 21.6.2019 (2 Days)

Where: Freies Radio Innsbruck, Egger-Lienz-Straße 20, 6020 Innsbruck

What: The "Stories of Women-Workshop" aimed at reflecting and developing an empowering way to make their own story and voice heard. Together as a group, an atmosphere was created that was comfortable to all participants, where everybody was

invited to tell, but nobody was forced to speak. The participants learned how to use audio as a tool and how to create their own radio show as a volunteer for community media while interacting and reflecting with a diverse group of people.

Who: 4 women* with diverse backgrounds (refugee, migrant and Austrian national)

Why and How:

- Learn how to structure a powerful story and learn how to be heard.
- Practice active listening skills and peer-coach others in sharing their stories.
- Gain confidence presenting your story to an audience.
- Connect deeply with others through their stories.
- Find **similarities** instead of differences within the group.
- Co-create a **1 hour radio show** and learn how to use radio/audio as a tool.
- Learn about how to create your own radio show as a **volunteer for community media**.
- Interact with a diverse group of people.

Purpose: Establishing new volunteering opportunities for women* with and without migrant background and giving them the tools to create their own radio show as a volunteer for community radio.

Listen: <https://cba.fro.at/417135>

8.2. Organization and Method

Schedule:

The workshop was held for two days and was divided into 'Being heard' and 'Having voice'.

Day 1: Being heard – was about getting to know each other and the radio station and its purpose, reflecting on experiences as a woman* and personal growth.

Day 2: Having voice – was focused on using our stories in a powerful way that supports and empowers us and other women*. It was about creating a full hour of radio content with the tools learned on the first day.

Being Heard – Day 1

- Icebreaker: First Impression (30-40 min)

Every participant is invited directly into the studio, one by one, and is asked to answer the following questions using the microphone to record the answers (recording done by facilitator).

- Who are you?
- Why are you participating in this workshop?
- What are you looking forward to during those 2 days?

After this first experience in the studio, the participants meet for the first time as a group in the conference room. Without knowing each other, they are asked to ask the name of the person on the left and on the right of them and to write it on a post-it alongside a first impression they had of this person. When finished, they exchanged the post-its.

After sharing our first impression of an unknown person, we are listening to the recordings and trying to identify the voices of each other.

- Workshops-schedule and guidelines (10 min)
- Explaining the idea of community media and FREIRAD itself (15-20 min)
How do you use media? Do you listen to radio yourself?
- BREAK (15 min.)
- Icebreaker: detecting 'super-powers' (10 min)

Throwing a ball in a circle and every one has to name one 'super-power' when catching the ball. The Facilitator writes the 'super-powers' on a post-it and creates a flipchart-poster with all the resources available in the group.

- Female Empowerment: Tree of life (45-50 min)

Each participant gets a piece of paper. Firstly the participants will think about their past life as a woman*. Which were the key moments? Who was supporting/inspiring me? What did I achieve? What would I like to achieve next? What is bothering me as a woman in 2019? Each participant will try to answer these questions drawing their life as a tree. The more creative, the better.

Participants will come back to the plenary and, on a voluntary base, present their trees of life.

- BREAK (1H)
- Create Buddy-Teams (10 min)

Find at least 3 things that you have in common with your buddy.

- Introduction to audio-recording
Explaining of audio-recording – working in buddy teams
Buddy teams are free to use all the rooms that are available and interview each other on various topics.
 - analysis of the interviews
 - handout: writing/speaking for listening + interview techniques
 - audio examples of what can be broadcasted
- Visiting the studio

Having voice – Day 2

- Reflection of day 1
- Energizer: Glance into the future (15 min)
You travel 20 years into the future to research about women’s rights and gender equality. Write down 3 things you wish for the future to happen concerning this topic. Write it on a post it – pin it to a poster.
- Activity: Chain of Stories (20 min)
The facilitator starts with one sentence and the next person in line had to pick up one element of the sentence and continue the story with her own sentence. For example, one player can say: “One time, I accidentally locked myself out of the house. So then I spent the entire day at a coffee shop.” - the next person can say, “I am a total coffee addict. Every day I drink 3 cups of coffee and it sometimes prevents me from being able to sleep at night.”
- Introduction to Storytelling from the facilitator + Brainstorming (30-40 min)
What is a story? Why and when do we use storytelling? What shapes our reality?
- BREAK
- How to structure a radio show for community radio (1h)
radio-clock, presentation, moderation, content
 - Brainstorming for radio content
- Creating content for the radio show in buddy teams and with the group (2h)
 - who says what?
 - what music do we play?
 - how do we structure the topics, the content

- LIVE Radio Show – 1 hour
- Feedback, evaluation, outlook (how to do your own radio show for community media)

8.3. Conclusion and Results of the Pilot Action

Throughout the time span of the VAI-project, FREIRAD puts its focus on the matter of how the already existing volunteers can be more included in the whole work of FREIRAD as an association itself and how we can also directly approach communities that are not represented yet in order to gain them as volunteer broadcasters at the radio station. The Pilot Action helped us set our focus on how to directly target specific marginalized groups such as women with refugee-/migrant-experience, learn about their needs and how to approach them. Since its implementation in 2002, one of FREIRADs main objectives was to give space and voice to those who are rarely represented in mainstream media. Our program consists of a very diverse pool of broadcasters with a variety of languages spoken on air. Still not all local communities are represented on air. Through the VAI-project FREIRAD started to set actions on directly targeting groups, communities or languages that are not part of our association yet in order to constantly work on a broader spectrum of our program.

Apart from the Pilot Action with focus on women* with and without refugee-/migrant-experience, we set our focus also on the local Roma community. We are currently discussing with members of the community the idea of a radio show produced directly at the 'Waldhüttl', which is a community center for people in need where some of the local Roma community lives. The idea was created to make it as accessible as possible for people to bring their content on air themselves because we realized that the mobility can be a factor that makes it more difficult for people to do their own shows.

The mentioned examples on how FREIRAD is taking action in involving volunteers with refugee-/migrant-experience are exemplary for a constant process that will continue even after the end of the VAI-project. We are aware of the potential and input of TCN's and will continuously work on acting as a best practice example for volunteering among immigrants.

9. Initiative Minderheiten Tirol

Initiative Minderheiten was founded by activists in 1991, and is a non-profit organization with offices in Vienna and Innsbruck. The organization develops and implements socio-political projects and considers itself as a platform and a network for minorities in

Austria. The notion of „minority“ that is used by the Initiative is to be understood in a wider sense and is defined not by quantity, but by forms of exclusion from social participation. Initiative Minderheiten Tirol has a focus on cultural work. It pursues a cross minority approach and supports the collective political action of members of both minority and majority groups in so-called „minority alliances“. This joining of forces aims to draw attention to different, and sometimes interacting, forms of discrimination in order to work together against oppressive structures, such as sexism, racism, homo- and transphobia, ableism, antiziganism, anti-semitism etc. In Innsbruck, these goals are mainly implemented through events and actions that show the artistic and creative work of members of various minorities and thus raise awareness within the majority population.

Initiative Minderheiten's contribution to the VAI Pilot Actions concerns a local film project which involved a migrant volunteer in the process of the production, as an example of good practice. The filmmaker himself was open to the idea of migrant volunteering and furthermore willing to let one of the main roles be taken by a female refugee volunteer, that was supported by the Initiative Minderheiten throughout the process. The filmmaker himself, Kibidoué Eric Bayala, is a Third-Country-National that has lived in Austria since 2003. The documentary is produced by a migrant association, Verein Sahel Tirol, that has already done various film projects.

The topic of the documentary concerns the potential of cultural work and art to provide answers for social issues such as inclusion and social cohesion. For this, the IM volunteer has held conversations with different artists, musicians, comedians etc. about the way art and cultural work can contribute to and enable inclusion. Throughout the film production the volunteer interviewer has been supported by the head of *Initiative Minderheiten Tirol*. The process of the migrant volunteer involved in the film production has furthermore been documented by behind the scenes recordings, reflections on the experience, motivations etc., that have led to the production of a short video supplementary to the documentary itself. In this way, both the project's topic has been met by engaging migrant volunteers, but also the topic of the film itself which is about questions of social participation.

9.1. About the partners in the Pilot Action

Initiative Minderheiten supported and supervised the film project with the working title „ZeitdreherInnen“ by director Eric Bayala and the association Verein Sahel Tirol. Eric Bayala is musician, poet, passionate screenwriter and director of four documentaries with a focus on interculturality, most recently *Widerklang der Seele* (AT 2017, 86 min). Born in Burkina Faso, home to the African Film Festival, he lives with his family in Igls



since 2003, in 2006 he founded the association Verein Sahel Tirol, of which he is currently chairman. The association Verein Sahel Tirol strives to enable the cultural, economic and social exchange between the Sahel region and Tyrol, Austria. The main goal of the association is to support the intercultural dialogue between different actors from various social, economic and cultural backgrounds.

Verein Sahel Tirol is also active in the promotion and fundraising for development and educational projects as well as integrational projects in general and has already initiated and organized numerous projects.

Michael Haupt, manager of the Initiative Minderheiten Tirol, was supporting the volunteer during the film project. He has a rich experience in journalism as he worked as radio journalist for years and has also contributed to several film productions as director, actor and producer.

9.2. About the film project “Zeitdreherinnen”

The film asks artists of Tyrolean origin on their ideas about integration and how these ideas are represented in their work. As pilot action within the VAI – Volunteering Among Immigrants project the Initiative Minderheiten introduced and supported a volunteer working together with the film team. The volunteer Sofiya Darsaniya, originally from Abkhazia, Georgia, had to flee from her home country when she was seven years old because of the separation of Abkhazia from Georgia and the war that went along with that. Sofiya fled to Ukraine where she grew up and finally worked as a journalist. She worked for a magazine and wrote about corruption in Ukraine. Therefore she got in troubles and had to flee again, this time to Austria, where she now lives for a few years.

Since four years Sofiya Darsaniya is volunteering in the local community radio FREIRAD (another partner in the VAI project) where she hosts a monthly radio show. The radio show, entitled „Thinking out loud“, covers various aspects of different cultures, music and topics like integration. She was also part of the volunteer editorial staff of the radio show “Voice of peace” at FREIRAD, that was formed by refugee journalists from different countries and held its programme in Arabic, English, Persian and German. That’s what they say themselves about their programme: “Hear about the problems of refugees in Austria and discuss ways to find solutions. Interviews about their experiences in their country and their new home here in Austria. We want to increase the chances of integration between the Austrian society and refugees by raising the level of awareness among the refugees about asylum laws and public life in Austria. The program wants to give a voice to those, who don’t have one yet and to give them a platform, where they can share their stories.”

We mention that experience of Sofiya because it's important to know about her skills and what she brought into the film project. Summarized we can say that Sofiya had a rich experience in journalism and was therefore also an enrichment for the film project. Specially the circumstance that a refugee journalist asks the artists about their ideas of integration was very interesting and had a deep impact for the results and answers. On the other hand Sofiya learned a lot of making films and specially how a documentary film is done. As part of the pilot action the Initiative Minderheiten did an interview with Sofiya Darsaniya about her experiences in the film project. The interview can be seen on YouTube here: <https://www.youtube.com/watch?v=FygMNWcGx8A>.

9.3. Detailed actions within the pilot action

The first works began in April 2018 with a research on interesting artists that could contribute to the film with their work. The first meeting with Sofiy Darsaniya, the volunteer, and director Eric Bayala was held on 9th of May 2018 and was a first talk about the topic and aims of the film.

Already two weeks after, on 25th May the film team met Alois Schild for a briefing. Alois Schild is an in Tyrol well known sculptor who studied under Bruno Gironcoli in the late 1980s in Vienna. He's working mostly with metal and since more than 25 years hold his own sculpture park in Kramsach, Tyrol. His work is always about social questions, often touching the topic of migration and flight. Together with his wife, he founded the cultural association "Kunstforum Kramsach" and is active in the association "Verein Karibu" which is engaged in bringing together people of different countries of origin.

On 28th May a meeting with Professor Anton Christian followed, a painter from Innsbruck, also known for his experiments with putrescent materials. In this meeting it came clear that Anton Christian has not a specialized focus on the topic of migration or integration, therefore he was not selected as protagonist.

Only two days after, on 30th May, the film team met with Gunter Schneider and Barbara Romen. The couple is not only in Austria very famous in contemporary improvised music and runs for example a small ensemble "Free Music St. Johann" dedicated to improvised music and bringing instruments and instrumentalists of different countries (for example: an Yezidi Kurdish musician with his Saz) together. For the film "ZeitdreherInnen" they will improvise the music over the finished film.

On 4th June a meeting with Annemarie Regensburger took place. Annemarie Regensburger is a poet writing in Tyrolean dialect. Apart from her own poems she translated for instance "The little prince" from Antoine de Saint-Exupéry into Tyrolean

dialect. Her poems are dealing with the topics of being-a-stranger, migration and flight and she holds writing-workshops with pupils about these topics.

On 5th June we met with Markus Koschuh, a cabaret artist and poetry slammer, that criticizes the Tyrolean society and government in his programme, always emphasizing the importance of solidarity and living together in a diverse society. Privately he supports refugees and engages himself for example in the dinner club, an initiative that brings people together twice a week with changing cooks and dinners from different countries.

Another meeting was held that week on 7th June with Christof Heinz, an actor, theatre director and theatre educator (political theatre), based in Innsbruck. He works as theatre educator with refugees in a home for asylum seekers. For example, he did a production of theatre play with refugees from Afghanistan about the Afghan fairy tale "The Chinese goat".

On 15th June a first interview and briefing with "Haki" Hans Kirchmair took place in Jenbach. His works are often done in wood and are placed frequently as land art in the landscape reacting on the nature around. The content of his art is mostly about mankind and nature but also about questions on society and again solidarity between people. He too has established a cultural association in Buch, a small village near Jenbach, called "Kultur am Land". This association has been doing cultural work for over 30 years now and very early started to organize so called multicultural events in the small village.

During the summer 2018 there was a meeting with director Eric Bayala on 13th August about general things and preparing the first shooting in autumn 2018. On 24th and 28th September meetings with Eric Bayala about financial and general topics followed.

The first shooting with Markus Koschuh, the cabaret artist, took place during a show he gave at the Treibhaus Innsbruck on 15th October 2019.

On 14th November there was a meeting with Jakob Pfaundler und Annemarie Regensburger in Imst. Jakob Pfaundler is photographer and film maker and works as a supporter of refugees. He did a serial work in photography about places of refugees. Later he was not participating in the film documentary due to private issues.

The next meeting and briefing with Christof Heinz, the theatre educator, took place on 5th December and was followed by the first shooting and interview with him on 20th January 2019 during a rehearsal with three refugee actors. The play was about waiting on asylum and being deported by Austrian authorities.

On 9th January 2019 a meeting of the film team was held where the upcoming shootings and the interview questions of the documentary film project were discussed.



On 10th February 2019 there was a long journey to Lienz, where we attended and filmed the opening of an exhibition of Margarethe Oberdorfer, followed by an interview with the artist and a young Syrian woman who used to live in Margarethe's house. Margarethe is an artist in ceramics and owns a small bed and breakfast that she turned into a home for asylum seekers in 2015. As an artistic work within the area of migration and flight she produced for example a group of sculptures representing refugees on the flight.

On 13th and 19th March 2019 there were internal meetings with the director Eric Bayala, discussing which protagonists to cover and add in the documentary.

One of these new protagonists, Nicole Weniger, was met on 25th March 2019 for a first interview and to see if she would fit into the documentary's main topic.

The first shooting with Alois Schild was done on 5th April 2019 in Kramsach at his homeplace and the local sculpture park.

On 14th May 2019 we visited the Museum of the country of Tyrol „Tiroler Landesmuseum, Ferdinandeum“ for location scouting because two days later on 16th May Annemarie Regensburger held a workshop with pupils there, discussing the topics of migration and flight.

Alois Schild, the sculptor, did a sculpture about Trump's wall between the USA and Mexico, raising questions on exclusion and inclusion. He did this sculpture for the International Filmfestival Innsbruck, IFFI. The film team accompanied the journey on 27th May 2019 from Kramsach to Innsbruck and the installation in Innsbruck in front of the Cinema.

On 28th June 2019 the film team went to Gerlos to visit, film and interview “Haki” Hans Kirchmair. For many years he maintains a walking trail along the river in Gerlos. On this trail many of his sculptures and those of befriended artists are exhibited.

Nicole Weniger, the performance artist, was interviewed on 2nd July 2019 at her studio in an old textile factory in Innsbruck.

The next day, on 3rd July 2019 again “Haki” Hans Kirchmair was interviewed, this time at his studio in Jenbach, followed by a visit at the cultural centre “Kultur am Land”, which was mentioned before. There another interview was held with his son, Armin, who now leads this centre.

On 18th July 2019 another interview was held with Alois Schild and his wife Brigitte Schild in Kramsach.

After the photographer Jakob Pfandner had declined his participation we had to look for another artist. With Ludwig Thalheimer we found an excellent alternative. Based in

Bozen/Bolzano in South Tyrol he did a project with refugees back in 2016 with the title “Here I am”. In this project he showed asylum seekers in short workshops how to use a camera to express themselves visually and then supported them in the selection of the pictures and focussing on special topics or themes. On 13th August 2019 we visited Ludwig Thalheimer in Bozen and conducted a first interview.

On 10th September 2019 the film team was in Imst at the house of Annemarie Regensburger and interviewed her and a young man with Turkish origin, whom she supported in school and dedicated a poem to.

The same week on 13th and 14th September 2019 the film team went again to Bozen/Bolzano for two days to interview and film Ludwig Thalheimer and two participants of his project “Here I am”, who now have found asylum and work places in Italy.

On 19th September 2019 a performance of Markus Koschuh and his programme was filmed at the cultural centre “Treibhaus” in Innsbruck.

On 1st October 2019 an interview with Markus Koschuh followed at the “Theater Praesent” in Innsbruck.

Nicole Weniger was filmed and interviewed again on 14th October 2019 preparing a performance in her studio in Innsbruck.

The following day, 15th October 2019, Annemarie Regensburger had a reading in Imst. The film team accompanied her and used the afternoon to do some shootings and interviews at a little lake, a favourite place of hers.

The last shooting for the film “ZeitdreherInnen” was done on 8th November 2019 at another cultural centre “Die Bäckerei”, where a performance of Nicole Weniger took place.

9.4. Conclusion

It can be noticed that the work with Sofiya Darsaniya on the film project was a good experience for both sides. Her participation enriched the film by adding a special perspective on the topic. Because Sofiya had already worked as a journalist she could bring in her journalistic skills and was a full member of the team. On the other hand Sofiya learned a lot about documentaries and how film work is done. But to close this report we let speak Sofiya herself:

“It was a great pleasure for me to hear from you that I can be a part of this project. During these shootings I’ve learned lot of things from you. What is necessary to find really interesting people for this project and all those people were important for us

because they're doing very important job. They are trying with their performances to bring into Tyrolian society tolerant things. That is very necessary in 21st century. For me to work with you and to see everything what we are doing for this project was a big experience and I will use it in future. And I will try to use this knowledge that I got during this shooting with you."



Concluding remarks

The VAI Pilot Actions were developed largely independently by different partners at different countries and localities. This is largely reflected on the reports presented in this document, whereby different rationales and formats may be observed even for actions of the same type. This may have been partly due to a rather loose design at a first place, certainly relates to the different types of partners and kinds of actions planned, yet it also owes to loose communication and coordination at this stage of the project. Nevertheless, rather than a weakness, it proved to be an advantage adding value and diversity to the project, as well as the potential for ongoing relevant activities after it comes to an end. This is because a wealth of perspectives and approaches in developing similar actions was brought forward, building on each partners' area of expertise and experience, but also on their role within VAI and the project's past outcomes and results, creatively employed to develop and implement the Pilot Actions.

Partners had the chance to not only learn about each other's Pilot Actions, but also learn from each them and expose them to "outsiders" who brought novel insights from their own activities, at the VAI closing Conference that took place at Piraeus, Greece, on 4-5 December 2020. This conference was co-organised by the Municipality of Piraeus and the Aristotle University, and was kindly hosted at the premises of the Piraeus Medical Association. It gathered 20 participants from the Consortium partners, together with a small audience of about 20 participants and attendants. In a series of sessions over two days, each partner presented their Pilot Actions, exchanging experiences and views, comparing outcomes, exploring potential for synergies and exploitation. Additional sessions opened the floor to the work, views and experiences of others. One where a refugee community association (the Greek Forum of Refugees) and two NGOs working with migrants and refugees on the island of Lesbos (Better Days, One Happy Family) reflected on the VAI Pilot Actions and presented their work and their experience and approach of engaging migrant volunteers. Another giving voice to volunteers of refugee background (from the HRC/MFC VAI-trained Community volunteers, the Greek Forum of Refugees, One Happy Family) to talk about their motives and experience. Another giving space to four AMIF-funded projects whose coordinators are based in Greece, notably: *LION* (Local Alliance for Integration) promoting the active participation of TCNs in the local community; *ArtsTogether* developing a curriculum based on artistic activities and collaborative approaches, *WEMIN* (Migrant Women Empowerment & Integration) aiming to implement an integration model for migrant/refugee women; and *MIVA* (Migrants Integration through Volunteering Activities).

The Conference also hosted an academic research presentation and a photographic book launch and discussion, both related to the topic of the project, i.e. voluntarism and solidarity for and by migrants, yet linked to the context of the so-called “refugee crisis” as experienced in Greece back in 2016. The former reflected on the ambivalences but also the socialities of volunteering in the port of Piraeus; the latter was based on the work of an amateur photographer volunteering at the makeshift camp of Idomeni.

Overall, as it became evident to the Consortium during the Conference, the VAI Pilot Actions achieved their goals beyond our expectations and reached out to large numbers of participants and attendants, thus functioning also as dissemination events for other project activities and products. The Universities’ Actions in Germany, Italy and Greece, comprising 10 roundtables and workshops (in some cases combined with parallel events such as art exhibitions, film screenings, an info day, etc), reached a total audience of nearly 300 people in three European cities. The training sessions organised in Austria and Greece were addressed to 18 volunteer trainers and 43 volunteers of migrant background. The Actions promoting voluntarism and engaging volunteers in Italy and Greece comprised several meetings, activities and events, with over 85 participants and more than 30 volunteers receiving trainings, most of whom were then given orientation to, or actively engaged in, voluntary activities. The media action empowered four women in Innsbruck to tell their (and others’) stories and trained them to set up their own radio show, which was then broadcasted. The volunteer’s engagement in the making of the film project not only passed through a series of preparatory meetings with at least 14 participants, but also resulted in a “behind the scenes” video promoting active participation through the arts.

Implementing the Pilot Actions proved not to be a clear-cut, straightforward process, and often different types, themes or objectives were in practice merged. For instance, roundtables with a large audience, as well as the radio show broadcasting and the “behind the scenes” video project went beyond their initial goal of respectively exploring innovative actions or empowering migrants, also functioning as awareness raising events for the reality and potential of migrant volunteering and social participation. Engaging migrant volunteers came only after either reaching out to stakeholders and the local community, while organisations needed relevant support and volunteers themselves had to be trained. Training both volunteers and volunteers’ trainers not simply gave migrants the necessary skills and competencies but also enhanced the capacity and broadened the vision of voluntary organisations towards more inclusive and intercultural practices. And they all provided a space for reflection upon the learning, rewarding, creative and social potential of being involved with others and giving a hand where needed.

As a whole, the VAI Project has undoubtedly been an important opportunity to research and reflect on the concepts and practice of solidarity, altruism, helping out, offering. But it did not stay there; it also supported both voluntary organisations and migrant volunteers, by bringing together experiences and knowledge in a structured and planned manner, with the design of useful practical tools such as manuals and guides. Even more so, it gave an opportunity to partners to strengthen and expand their networks of people and organisations in a constructive and mutually beneficial way, and then to involve them in order to test in practice some of the knowledge produced and the capacity built through the Pilot Actions hereby described. This has been an important added value of the project, since Pilot Actions in some cases appear to have their own outcomes. They further helped to enrich and refine recommendations for policy in the field of (immigrants') volunteering and civic participation. They redirected the perspectives of some partners, their codes of practice, and types of activities as well as their prospects for collaborations. Hence the viability and lasting effect of some the actions, with relevant ongoing or follow up activities, or new collaborations that have been born through the activities of the project. At the same time, they managed to actively engage diverse groups of people - volunteers, NGO/humanitarian workers, migrants, refugees and asylum seekers, public servants, students, etc - and to "spread the word" to significant audiences. This has a potential for a lasting societal impact, at least in the local communities where the actions took place.

Although in essence the development of Pilot Actions stayed in line with their original aims, these were to large extent enriched, producing additional, interesting and essentially useful outcomes. First, by reflecting on the experience of voluntary organisations and other stakeholders of different types, sizes, and range of activities. Secondly, by highlighting best practices, but also challenges in involving migrant volunteers and exploring innovative possibilities for better outreach and cooperation. Thirdly, by bringing to the fore the perspectives of migrant volunteers themselves, their motives but also capabilities and needs. And finally, by promoting voluntarism and solidarity as a social context bringing together migrants and natives under a common frame and on equal terms. In that sense, the VAI partners' Pilot Actions promoted useful and innovative ways of thinking about and acting for migrant integration through participation.