

# TOGETHER

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Work programme for the integration  
mission statement "WE ARE ALL GRAZ"



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GRAZ



THE INTEGRATION  
UNIT SEES ITSELF AS A  
BRIDGE BUILDER AND  
CENTRAL HUB WITH THE  
AIM OF ENABLING ALL  
PEOPLE LIVING IN GRAZ  
TO PARTICIPATE.

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# URBAN DIVERSITY NEEDS DESIGN.

Graz should be a good home for all people living here.

They should not only be able to shape their lives here free from discrimination and exclusion, but also find the opportunity for comprehensive social participation in their city on the basis of individual and social recognition.

To this end, the city of Graz is actively implementing measures in the fields of action that are described in more detail below. These fields of action were defined based on the results of the participatory process described in the mission statement and carried out with the involvement of experts, network partners and the population of Graz.

# WE ARE ALL GRAZ

The fields of action are formulated according to the motto of the integration mission statement “**WE ARE ALL GRAZ**” and assigned to overarching areas. We would like to:

## COME TOGETHER

and initiate measures for orientation in Graz and to promote mutual understanding and dialogue,

## WORK TOGETHER

and in cooperation with other municipal departments and our partners to support people with a history of migration in shaping their everyday lives in terms of housing, health, work, environmental and climate protection,

## LEARN TOGETHER

and provide children, adults and families with language-learning opportunities, educational counselling and educational support,

## STAND TOGETHER

and work together preventively and actively against violence, racism and discrimination.

In each **field of action**, goals are defined on the basis of the **current situation** and, building on this, **bundles of measures** are put together to realise these **goals**. When implementing all measures, the focus is on cooperation and joint effectiveness with other responsible bodies in order to take account of integration as an interdisciplinary issue. This is carried out in strict compliance with the existing business organisation and the designated responsibilities of the municipal departments.

All measures will be based on human rights in accordance with the **premises of the integration mission statement**, include the historical perspective, serve the goals of sustainable development and also show appreciation for cultural and religious diversity.

The methods chosen to implement the measures are realised according to the resources available. They should correspond to the **overarching approaches** of the integration mission statement, i. e., promote participation, enable participation, be based on cooperation with actors from the field and raise public awareness of migration processes.

# COMING TOGETHER

Here is a list of the fields of action that relate to the direct move to Graz, coming together and dialogue in Graz.

## Welcome to Graz

From 2002 to 2018, Graz recorded the strongest population growth of all Austrian cities. This trend is set to continue, making Graz the second fastest-growing city in Austria by 2040. People move to Graz from different regions and for different reasons. What they all have in common is that they are making Graz their new centre of life. The city of Graz would like to offer all newcomers orientation, information and support so that they can find their way around, feel at home in Graz and enter into dialogue with each other from the outset.

### Goals

- ▶ Support for newcomers to Graz with orientation
- ▶ Accessible information on services provided by the city of Graz
- ▶ Contribution to a positive start in Graz

### Implementation

- ▶ Update and revision of the welcome pack for new arrivals to Graz
- ▶ Provision of information on offers and services of the city of Graz in different languages and in easy-to-understand language
- ▶ Implementation of open information events about offers and services of the city of Graz
- ▶ Organisation of free city tours

## Promoting dialogue between cultures and religions, making diversity visible

The city of Graz is a city of diversity. Giving expression to this diversity and promoting dialogue between people of different cultures and religions creates a sense of identity, facilitates contact and encounters and strengthens the feeling of togetherness and belonging. The city of Graz supports and promotes a wide variety of formats for coming together and togetherness, spanning the most diverse areas of art, culture — especially everyday culture such as cuisine and exercise — religion and education.

### Goals

- ▶ Enabling encounters between different people and groups
- ▶ Strengthening intercultural and interreligious dialogue
- ▶ Visualising diversity

### Implementation

- ▶ Furthering of dialogue-promoting and interreligious educational programmes
- ▶ Exchange and networking with the Coordination Office for Interreligious Dialogue and with local cultural and religious associations
- ▶ Promotion of intercultural and inter-religious events and festivals
- ▶ Public relations work to visualise cultural and religious diversity in Graz

## Promoting dialogue between the generations

People in Graz not only have different biographies of origin, but also belong to different generations that bring different perspectives and experiences with them. Promoting an understanding of each other's perspectives and the associated needs is essential for peaceful urban living that includes all ages and backgrounds.

### Goals

- ▶ Thematic knowledge development within the Integration Unit
- ▶ Sensitisation with regard to the experiences of different generations
- ▶ Addressing the different needs and life realities of different generations, such as the 1st and 2nd generations of Graz residents with a history of migration

### Implementation

- ▶ Exchange with experts from the field
- ▶ Cooperative development and creation of small-scale dialogue and meeting formats
- ▶ Promotion of small-scale pilot projects



# WORKING TOGETHER

This lists those fields of action that concern the organisation of the basic aspects of life in Graz and can be linked to particular challenges in the context of migration. Taking into account the municipal responsibilities and core tasks of the respective departments, the Integration Unit sees itself as an exchange partner in joint endeavours and provides complementary measures and impetus within this framework.

## Housing

Affordable housing in Graz is in short supply. Like the whole of Austria, Graz is confronted with an overheated property market. People with a history of migration in particular also experience discrimination, prejudice and marginalisation in their search for suitable housing. All of this, combined with social precarity, often leads to poor quality housing in frequently densely built-up areas and often also within ethnic groups. In addition, the complexity of tenancy law and the bureaucratic and formal procedures involved in renting a flat present hurdles on the path to needs-based housing.

### Goals

- ▶ Knowledge building in the Integration Unit on current challenges in practice through dialogue with stakeholders and other responsible bodies
- ▶ Provision of information on the topic of “Living in Graz” especially for people with migration experience
- ▶ Raising awareness and addressing specific challenges regarding the housing situation of Graz residents with a history of migration
- ▶ Raising awareness of the ban on discrimination in the housing market

### Implementation

- ▶ Networking with local key players inside and outside Graz, in particular with the city of Graz’s housing information and arbitration centre
- ▶ Creation of barrier-free multilingual information material on the topic of “Housing in Graz”
- ▶ Development of a dialogue format on the topics of “Migration & Housing” and “Prohibition of discrimination on the housing market” to provide impetus among stakeholders

## Health

The city of Graz wants to create a framework for a health-conscious and healthy life in the long term for all people living here. Access to health information and the utilisation of preventive services, health-promoting and awareness-raising measures are essential for this. People with a history of migration are often confronted with linguistic, cultural or structural barriers when accessing healthcare services. This is particularly serious when migration experiences, such as flight, cause additional physical and psychological stress. The city of Graz focuses on low-threshold and easily understandable health information and education that includes everyone and, as a member of the Global Active City network, is committed to promoting health through exercise.

### Goals

- ▶ Preparation of accessible information on healthcare and prevention
- ▶ Promotion of awareness raising in the area of health, especially for people with a history of migration
- ▶ Strengthening the resilience of people with a history of migration
- ▶ Strengthening the health literacy of people with a history of migration

### Implementation

- ▶ Preparation of easy-to-understand information on family, holistic healthcare and care for people with a history of migration
- ▶ Supporting the establishment of an accessible, low-threshold, multilingual health hub in coordination with the relevant municipal departments
- ▶ Promotion of discussion groups on health topics in German and other first languages
- ▶ Promoting activities to strengthen the mental health and active mobility of people with a history of migration
- ▶ Promotion of educational programmes to develop health and exercise skills

## Environmental and climate protection

The effects of climate change can also be felt in Graz. Since 2001, an increase in the average air temperature of 1.4 °C has been measured in Graz. This means that climate change is having a greater impact in Graz than the global average. The number of tropical days on which the daily maximum temperature reaches or exceeds 30 °C and tropical nights on which the air temperature does not fall below 20 °C is also steadily increasing in Graz. Extreme weather events such as heavy rain or dry spells occur more frequently and are more intense. Graz recognises the major challenge of climate change and its consequences as a mandate for action. In the interests of sustainable development and to safeguard the quality of life of future generations, all departments of the city of Graz – including the Integration Unit – are taking comprehensive and continuous measures to protect our environment.

### Goals

- ▶ Building up expertise in the Integration Unit
- ▶ Raising awareness of environmental and climate protection among migrants in Graz
- ▶ Information and knowledge transfer in the field of environmental and climate protection in communities of Graz residents with a history of migration

### Implementation

- ▶ Further training for employees of the Integration Unit on the topic of environmental and climate protection
- ▶ Promotion of integration projects with an environmental and climate focus
- ▶ Promoting the development of knowledge networks in communities of Graz residents with a history of migration in the form of peer-to-peer initiatives

## Working

Gainful employment not only provides a livelihood, it is meaningful, self-empowering and is essential in building an independent life in the new place of residence. Many migrants enrich businesses in Graz with their skills or run successful companies themselves. However, it is not uncommon for migrants not to work in professions that correspond to their training. This may be due to a lack of recognition of qualifications acquired abroad or because they are unable to make the leap from a low-skilled entry-level job to an occupation that matches their training. This leaves a lot of potential unutilised, which is urgently needed in Graz, especially in times of an acute shortage of skilled workers. The city of Graz supports businesses in Graz that want to make positive use of the diverse expertise, knowledge, skills and abilities of migrants. In doing so, the city of Graz endeavours to act as a role model within the scope of its legal possibilities.

### Goals

- ▶ Strengthening businesses in Graz in dealing with diversity
- ▶ Promotion of vocational education and training for people with a history of migration
- ▶ Research into deskilling processes
- ▶ Strengthening diversity within the workforce of the city of Graz

### Implementation

- ▶ Development and implementation of advisory formats and coaching for companies and recognised refugees
- ▶ Exchange with stakeholders and internal municipal partners in existing networks
- ▶ Organising and advising on extra-occupational German courses for companies within Graz
- ▶ Implementation of low-threshold information services at local level on career information

### Implementation

- ▶ Increased treatment of the issue of “deskilling” and associated processes whereby people with a history of migration work below their educational level
- ▶ Clarification and support of employment opportunities for third-country nationals in the city of Graz

# LEARNING TOGETHER

Here is a list of those fields of action that promote educational and development processes in the context of migration biographies and prepare different sources of knowledge.

## Education, learning and orientation for children and young people

Educational success is closely linked to socio-economic status and parental education. These sometimes very unequal starting conditions for children should not represent a disadvantage that has a decisive effect on their entire educational biography. In its integration work, the city of Graz focuses on facilitating learning and support programmes in combination with leisure and sports activities for children and young people with and without a history of migration. They should be supported in developing freely in their educational process and receive good guidance and counselling in their orientation towards career and training paths.

### Goals

- ▶ Promotion of equal educational opportunities regardless of migration history and socio-economic status
- ▶ Cushioning learning deficits
- ▶ Strengthening German language skills
- ▶ Measures for political education in the context of migration in schools
- ▶ Support for educational and career guidance with a focus on young people with a history of migration

### Implementation

- ▶ Networking and coordination with relevant specialist centres
- ▶ Promotion of established learning and German support formats and programmes for children and young people
- ▶ Promotion of socially integrative projects focusing on exercise and sport
- ▶ Promotion of school projects and school-related programmes and activities on the topics of diversity, identity, origin, democracy and anti-racism
- ▶ Promotion of mentoring programmes as well as individual and group offers for career guidance with a focus on young people with a migration background

## Language support

The linguistic diversity in Graz represents a cultural treasure that opens international doors and new cultural perspectives. The more languages people can speak, the more diverse multilingualism can be lived, which is the basis for togetherness and social cohesion in an increasingly diverse society. At the same time, proficiency in the German language in Graz is a prerequisite for many training and further education courses, successful entry into the labour market and comprehensive social participation. The city of Graz therefore promotes low-threshold and certifiable opportunities to learn German as well as interpreting services. In addition, the city of Graz supports the learning of first languages other than German from an early age in order to preserve the cultural treasure of multilingualism and to support a good starting point for learning German as a second language.

### Goals

- ▶ Promotion and expansion of barrier-free and free low-threshold programmes to learn German
- ▶ Quality assurance of existing and innovative programmes to learn German
- ▶ Continuation of networking with other funding agencies and development of funding gaps
- ▶ Recognising, appreciating and promoting linguistic diversity
- ▶ Promotion of demand-specific interpreting services

### Implementation

- ▶ Provision of target group-specific courses and different formats to promote German
- ▶ Provision of free fun German language courses for children and young people during the summer holidays
- ▶ Complementing the didactics by creating learning materials with a connection to Graz
- ▶ Networking with other funding organisations, stakeholders and German course institutes

### Implementation

- ▶ Helping to shape the city of Graz as a city of languages through the Graz Language Network and the Language Festival working group
- ▶ Needs-orientated, subject-specific support for first-language lessons for children where existing offers are not effective
- ▶ Continuation and needs-based expansion of the interpreting pool
- ▶ Continuation of language support in the ABI service

## Support for programmes that promote women

Women continue to experience discrimination and unequal living conditions worldwide. In the context of migration, these factors of inequality not only have a double effect, but also a special one. For example, gender-specific disadvantages can make it even more difficult for women with a history of migration to arrive in and participate in the host society. The double and triple burden of being a mother and any caring responsibilities are further stressful factors. Women with a history of migration can experience social discrimination mechanisms as women and as migrants. It is therefore particularly important to support them in shaping their lives according to their own ideas. This is why the city of Graz consciously focuses on specific programmes and measures for girls and women with a history of migration.

### Goals

- ▶ Promoting and strengthening confidence-building and needs-orientated opportunities for girls, women and mothers to meet and interact
- ▶ Empowerment by promoting the development of skills and knowledge of women with a history of migration in the areas of language, digitalisation and system knowledge
- ▶ Empowering young women and girls with a history of migration in their education and training programmes
- ▶ Reflection and awareness raising on the role of women in society and related issues and topics

### Implementation

- ▶ Support in the creation of meeting and reflection spaces as well as joint activities for girls, women and mothers with a history of migration
- ▶ Promotion of low-threshold courses and training programmes to build knowledge and skills with a local connection
- ▶ Promotion of projects to strengthen German and digital skills, especially for women
- ▶ Promotion of meeting and learning opportunities especially for girls and young women
- ▶ Strengthening counselling services for women and girls

## Academia and research

The city of Graz is aware that feeding academically sound findings into the migration and integration discourse contributes to a constructive and peaceful social debate. The promotion of research, the comprehensible presentation of facts and the continuous transfer of the latest academic findings internally within the city of Graz and to the general public are necessary for this.

### Goals

- ▶ Implementation of integration work on the basis of the latest, academically sound findings
- ▶ Promotion of a democratic and science-based discourse and culture of discussion
- ▶ Strengthening intercultural competence in Graz

### Implementation

- ▶ Cooperation with educational institutions and support for studies and research work
- ▶ Promoting the national and international exchange of knowledge
- ▶ Survey of options for reviewing the effectiveness of measures to promote integration
- ▶ Science-to-public activities such as exhibitions
- ▶ Organising internal training courses on diversity, integration, migration and flight at Haus Graz

## Education and counselling for adults and families

People with a history of migration are often confronted with obstacles when trying to obtain information or counselling services. Discrimination, language barriers and a lack of knowledge about existing services make it difficult to organise the support they need in everyday life. Factors such as special needs and socio-economic marginalisation can make this even more difficult. The Integration Unit is therefore implementing measures to help people obtain all relevant information and services (e. g., on parenting, education, services for children with special needs, the school system, the healthcare system and leisure activities). Low-threshold and outreach approaches and the strengthening of services that work directly in communities are being pursued.

### Goals

- ▶ Multilingual dissemination of information on existing offers and services
- ▶ Imparting system knowledge to people with a history of migration
- ▶ Support and counselling in questions of daily (family) life
- ▶ Supporting parents in the educational guidance of their children

### Implementation

- ▶ Networking with internal municipal departments on current topics and challenges
- ▶ Low-threshold and outreach multilingual information services specifically for marginalised people and people with special needs with a history of migration
- ▶ Promotion of combined programmes of German language support and knowledge transfer about the school system

### Implementation

- ▶ Promotion of multilingual, low-threshold educational and counselling services for families and parents with a history of migration
- ▶ Continuation of the “Education Coordinators” project
- ▶ Support for the creation of low-threshold counselling and communication spaces
- ▶ Promotion of outreach counselling and community work

# STANDING TOGETHER

Here is a list of the fields of action that relate to respecting, safeguarding and promoting the protection of human rights in Graz.

## Anti-discrimination – Anti-racism – Anti-fundamentalism

Human rights are not something abstract, but are expressed in everyday encounters in our city. As Europe's first human rights city and a member of the Coalition of Cities against Racism, the city of Graz actively works to protect and uphold human rights. It promotes networking and professional exchange on the topic and offers counselling and legal protection for all Graz residents who feel affected by discrimination. The city of Graz opposes all forms of hatred, group-based misanthropy and fundamentalism and is committed to strengthening social cohesion, democracy, solidarity and civic courage.

### Goals

- ▶ Helping to provide independent counselling and support for people who feel discriminated against
- ▶ Prevention of extremism and racism
- ▶ Strengthening of civic courage
- ▶ Support for the provision of monitoring on the topic of discrimination in Graz

### Implementation

- ▶ Exchange and networking with specialist centres
- ▶ Promotion of specialist, contact, advice and monitoring centres on anti-discrimination, anti-racism and anti-fundamentalism
- ▶ Promotion of projects, workshops and activities to strengthen civic courage, anti-racism and democratic awareness
- ▶ Publicising and disseminating the "BanHate" app as a reporting system against hate crimes and hate online



## Protection and prevention of violence

The city of Graz is committed to protecting girls and women in accordance with the Istanbul Convention<sup>1</sup>, the Council of Europe Convention on preventing and combating violence against women and domestic violence. Various approaches and comprehensive programmes are needed to counteract gender-based violence and femicide. For women with a history of migration who are threatened or affected by violence, traditional forms of violence can be compounded by additional risk factors such as a lack of knowledge about support systems, a lack of social networks, a lack of language skills or a lack of trust in support systems. In addition to direct support measures for women, the city of Graz also focuses on low-threshold education and relationship and trust work. Prevention work is also of particular importance, addressing women and girls and men and boys equally and providing space for reflection on gender-specific concepts and role models.

### Goals

- ▶ Helping to protect and support girls and women affected by violence
- ▶ Raising awareness of gender-specific role models with a focus on work with men and boys
- ▶ Prevention and reflection work, especially with children and young people

### Implementation

- ▶ Funding for the creation of topic-specific multilingual information on protection against violence
- ▶ Support for counselling centres for women affected by violence
- ▶ Promotion of low-threshold, preventative on-site information and counselling services for girls and women

### Implementation

- ▶ Promotion of local intercultural work with men and boys
- ▶ Strengthening school-specific programmes for identity and reflection work for children and young people
- ▶ Promoting projects to build relationships and trust, for example through mentoring or buddy formats

<sup>1</sup> See urgent motion adopted by majority vote in the municipal council on 17 February 2022: [https://www.graz.at/cms/dokumente/10386318\\_10696015/37eb7e83/DA7\\_SPÖ.pdf](https://www.graz.at/cms/dokumente/10386318_10696015/37eb7e83/DA7_SPÖ.pdf) and [https://www.graz.at/cms/dokumente/10386114\\_7768145/7fo66407/220217\\_dringliche.pdf](https://www.graz.at/cms/dokumente/10386114_7768145/7fo66407/220217_dringliche.pdf)

## Flight and asylum

In June 2022, the United Nations High Commissioner for Refugees reported 100 million people displaced due to persecution, conflict, violence or human rights violations for the first time since records began. The number of people who have fled and been displaced has therefore more than doubled in the last ten years. The war in Ukraine is just one example of many current crises that are forcing people to flee their homes. Global refugee movements have an impact at local level. On the one hand, the legal responsibility for refugees seeking asylum in Austria lies with the federal or state level. On the other hand, refugees live in municipalities and cities such as Graz. It is therefore in the interests of our city to support refugees in finding their way around. We should also work together on mutual understanding, also with regard to the prevention of racism and xenophobia.

### Goals

- ▶ Promotion of multilingual orientation and support opportunities for refugees in Graz
- ▶ Establishment and expansion of a transparent flow of information and network between stakeholders in the city of Graz
- ▶ Supporting asylum seekers and refugees in learning the German language

### Implementation

- ▶ Promotion of specialised and advisory work on the laws relating to aliens for the dissemination of information on such laws for associations, NGOs and affected persons
- ▶ Demand-orientated expansion of the existing remuneration projects in Haus Graz
- ▶ The Integration Unit acts as an information interface for the municipality of Graz and network partners from the field

### Implementation

- ▶ Regular networking with the Federal Office for Immigration and Asylum and the province of Styria
- ▶ Collaboration in the “Ukraine” crisis team of the city of Graz to ensure a coordinated approach in dealing with current issues and topics of displaced persons living in Graz
- ▶ Promotion of German courses for asylum seekers and refugees

## Support for voluntary work

The city of Graz supports volunteer Graz residents who contribute to the promotion of quality of life, social peace and cohesion in the city of Graz. In doing so, the city of Graz focuses on networking, dialogue and jointly developed support options. Volunteering is an important building block for successful coexistence and enriches society. It should be noted that voluntary work is not a matter of course and cannot cover services for which government agencies are generally responsible. There is no doubt that both volunteers and the common good benefit from the wide range of voluntary activities in Graz.

### Goals

- ▶ Promotion of dialogue and networking between volunteers and the city of Graz
- ▶ Establishment and expansion of support structures and services for volunteers
- ▶ Appreciation of voluntary work in Graz

### Implementation

- ▶ Continuation of a central contact point in the city of Graz for volunteers in Graz
- ▶ Organisation of exchange and networking formats for volunteer initiatives and volunteers in Graz as part of the “Graz develops volunteering” initiative
- ▶ Continuation of the city of Graz’s “fee” volunteer exchange and the “fee” award
- ▶ Continuation and expansion of free services and support programmes for volunteers in Graz (legal advice, office infrastructure, supervision services)

# THE INTEGRATION UNIT IS A SERVICE CENTRE FOR VOLUNTARY COMMITMENT IN GRAZ.

### Implementation

- ▶ Information on services provided by the city of Graz for volunteers at small events in Graz districts
- ▶ Insurance for volunteers in Graz as subsidiary cover
- ▶ Implementation of topic-related structural support for volunteer initiatives as a pilot project
- ▶ Events for the visualisation and appreciation of voluntary work in Graz

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"WE ARE ALL GRAZ"**

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