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**ICL YOUTH
WORKERS
COMPETENCIES
WORKING WITH
REFUGEES**

EXECUTIVE SUMMARY

This report observes the situation of youth work in the pro-gram countries of the Erasmus+ Programme. While it cannot offer a complete picture of all youth work, it will give an idea of what kind of youth work exists, how diverse the situations for youth work are in the program countries and what is possible and recommendable for new initiatives and projects.

By observing methods, best practices, and challenges of current work with refugee youth, this report tries to inspire further activities and by offering experiences and knowledge, to encourage youth workers and volunteers to become active.

Findings are that a great variety of projects and initiatives exists, fitting to different needs of refugee youth, but also offering activists of different competencies to find chances for support and solidarity. Also, a great variety of experiences can be used from experienced workers and projects, as well as foundations and umbrella organisations.

Challenges are more to be expected in legal restrictions as well as the lack of resources and networks for the work with refugee youth, than in the background of refugee youth. General principles like focusing on the well-being and interests of the youth, apply all the same, additional care needs to be taken for language difficulties, traumatic experiences, as well as attitudes towards each other on multiple sides, refugee youth, youth workers, and host society.

Information for this report was retrieved in two phases. Initially, experts were identified and interviewed to develop an overall understanding of the field. Based on this information, organisations, projects and initiatives were approached requesting interviews either via email or Skype/telephone. For both methods open questions and a semi-structured qualitative approach were used.

This information is completed by literature and project review, although focusing on the practitioner experiences more than on theories of youth and social work. Challenges of the study posed the point of time of research. Of the 187 organisations and experts contacted, only roughly twenty of them found the time and saw themselves fit to contribute to the purpose of this report. In many cases, organisations contacted stated, that yes, they would work with youth, but not with refugee youth, or that in the case of working with refugee youth, they often would answer that they just lack the time to contribute to this report.

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INTRODUCTION

The world has always been in movement, and Erasmus+ Programme (as the Youth and Youth in Action Programmes before it) have for decades focused on facilitating not only this movement, but exchange and multilateral learning for young people in Europe and the South Mediterranean countries . The readiness of exchange and multilateral learning seems to be more necessary now than ever before. For a couple of years already, the violent conflicts in Syria led many people to flee their homes, moving many times to neighbouring regions (Internally Displaced People, IDPs) or countries, but also to Europe and Turkey, leading to an increased number of arrivals of refugees and asylum seekers. This is paralleled by an increased number of refugee youth arriving in Europe and Turkey, both with and without parents or legal guardian, increasing the need of youth work and to add to already existing projects or initiatives. At least in part curbed by media, the complexity of procedures of obtaining a status promising protection and support as well as rapid changes in asylum legislation all over Europe and Turkey have led to great insecurities, sometimes resulting in xenophobia and racist actions and speech, but often in the lack of ideas for engagement, affecting all areas of life, including youth work.

This report will first try to give an overall impression of the situation of migration and flight globally and regionally, followed by a short theoretical input on concepts of youth work. It will then observe existing youth work initiatives, projects, institutions and materials to offer experiences and advice for youth workers, staffed or volunteers, to start new initiatives/projects/organisations. Here it will focus on the meaning of youth work in

practice, key competencies of youth workers working with refugee youth, as well as the importance of intercultural learning and other concepts. It will conclude with an enumeration of practical activities for youth work with refugee youth and recommendations for interested, engaged, but slightly clueless people. In addition, the report will provide examples of Best Practices in youth work with refugee youth.

Youth in this report will be observed following a very soft understanding of this phase, especially given the high number of varying definitions.¹ When reading about youth it must be kept in mind that the status of majority can differ in countries and connected rights and obligations can change with becoming an adult. But who counts as refugee youth in this report? There are numerous words used for describing people who experienced displacement, such as refugees, asylum seekers (see text box), internally displaced persons (IDPs), unaccompanied minors (URMs, see text box), even migrants, while UNHCR uses as well people in refugee-like conditions. In this report on youth who experienced displacement and moved to Turkey or Europe, refugee youth or new(ly) arrived/new arrivals will be used to describe youth, regardless of being accompanied or not.

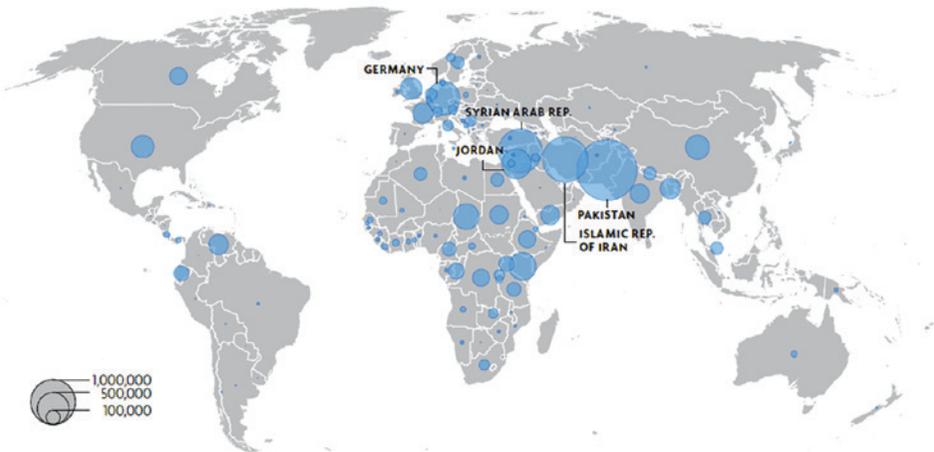
¹The UN defines the age of 15 to 24 years as youth, the Convention on the Rights of the Child understands becoming 18 as the end of protection under this convention; see Hurrelmann (2004) for a discussion of the status of youth related not necessarily to age but to dependency and economic situation.

1

MIGRATION NOW

With roughly 58 million refugees around the world² in the mid of 2015, displacement is a very global topic, and the UNHCR expects this number to increase (Regional Refugee and Migrant Response Plan for Europe, 2015; UNHCR 2015 Mid-Year Trends report, 2015). The majority of displaced persons stay either inside their home country (IDPs) or move to the closest neighbouring country: of 14 million displaced people in 2014, only 714.000 became asylum seekers in European countries (see also Figures 1 and 2).

Figure 1: Distribution of refugees over the world by end of 2010



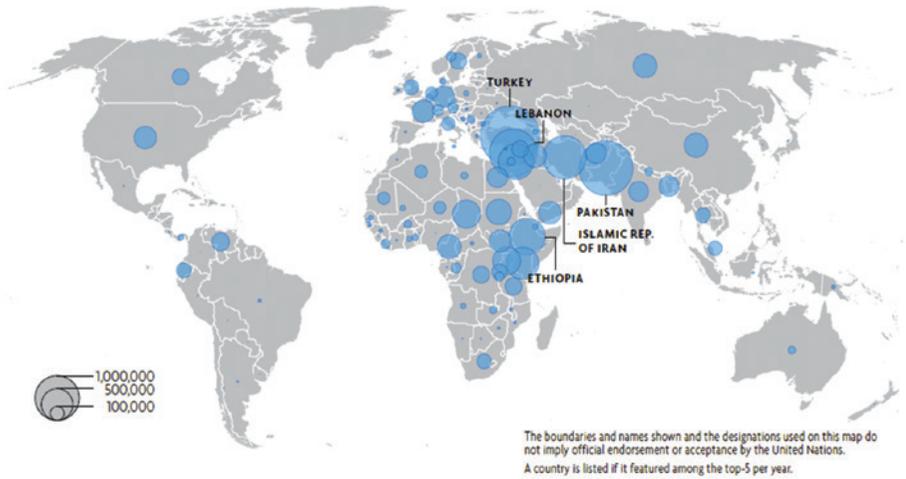
Source: UNHCR 2015 Mid-Year Trends report

Note: the five countries with the highest number of refugees per capita are named.



² Differing numbers can be found. This seems understandable, given the situation people are in and chaotic structures.

Figure 2: Distribution of refugees world-wide by mid of 2015



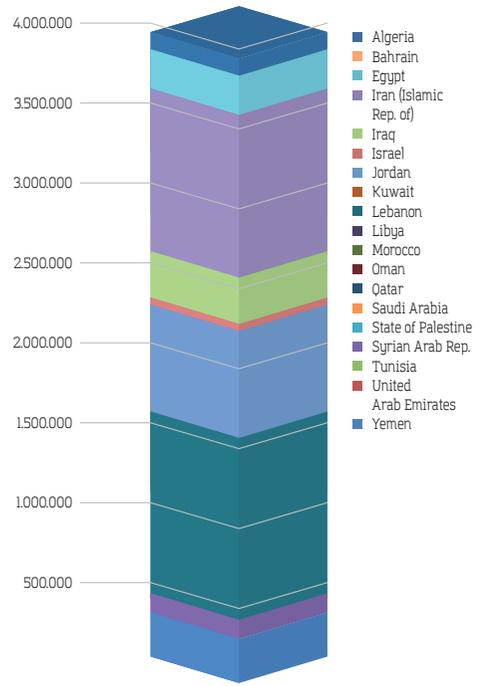
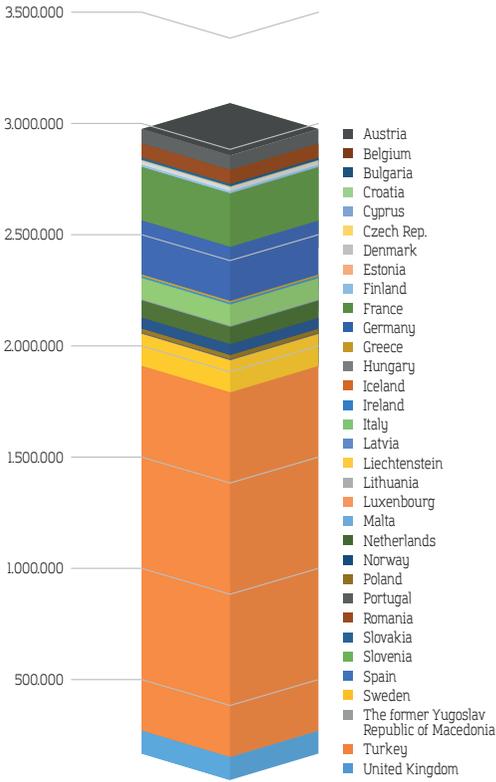
Source: UNHCR 2015 Mid-Year Trends report

Note: the five countries with the highest number of refugees per capita are named.

In most cases, where high numbers of refugees exist, the common procedure is the provision with structural and basic support. Often people live in camps without perspective of either moving to a new location or going back to some place familiar. According to the RSC, more than half of the world's refugees find themselves in so-called protracted refugee situations, with an average of 17 years of life in exile (RSC, Oct 2015).

Structural support can look very different, too. In the case of the Syrian refugees, Turkey supported vulnerable refugees in refugee camps, but apart from that encouraged self-settlement. Lebanon refused set up of camps through international humanitarian aid and Jordan only after year allowed refugees in, combined with the demand of United Nations for setting up facilities (RSC, Dec 2015). But there are not only people fleeing from Syria. For over 30 years, Afghani people fled conflict and crises in their country. With currently 2.6 million refugees, they make up the largest number, 95% of them living in Pakistan and Iran. Around 2 million people fled from Somalia, half of them living in neighbouring countries, e.g. Kenia (UNHCR 2015 Mid-Year Trends report).

Countries taking in the highest number of refugees are Turkey, Pakistan, Lebanon, Iran, and Ethiopia. In proportion, only a small number of refugees moves on to Europe. So even if people in Europe are under the impression, that a very high number of refugees are arriving in Europe, it is considerably small compared to the global situation, and also considerably smaller compared to 2010 (see Figure 3 and Figure 4).



Source: UNHCR 2015 Mid-Year Trend report

Note: details on the exact date of information retrieved per country in Appendix A.

Arrival in Europe does not necessarily offer the much sought protection and support. Although foreseeable, most countries in Europe neglected preparations for the influx of a higher number of refugees. In addition to unilateral actions of some countries, such as closing borders, or limiting access to a country, which should not be closed or limited according to EU law refugees are often find themselves confronted with or structural discrimination (FCJ, 2014). There is also dissent as to how to implement the resettlement program, often keeping refugees in a limbo. The situation of refugees is further worsened by the use of the dysfunctional Dublin system (Guild et al., Sept. 2015).

In addition, it seems near to impossible to stay up-to-date with all legislation changes on national levels, in Europe as well as Turkey. Recent agreements between EU and Turkey have further complicated the situation for refugees on their way to Europe and to

rightful protection according to the 1951 Convention and its 1967 Protocol. These new changes add to the chances of adding more Human Rights violations to the already numerous. Joint organizations working in the interest of refugees have combined their efforts to make their discontent with the current procedures of refugee reception in Europe heard (ECRE, Jan 2016).

Some refugees are more vulnerable than others, and minors especially without guardian or parents accompanying them (URMs, see text box), need to receive special attention and by child protection law are entitled to specific support in regard to education and care. Until now, there is no consistent documentation on URMs and numbers are hard to come by, but since Sweden received over 32,000 asylum applications from unaccompanied minors, this group of refugees should receive more attention (Acaps MapAction, 2015).

Given our initial definition of youth, refugee youth can be categorized as minors, unaccompanied minors and refugee youth of adult age. For refugee youth of adult age there is a considerably smaller offer of support and activities. Although there is the chance to receive extended treatment as minor, becoming an adult or being estimated as an adult upon arrival in the host society more often means being on one's own than it does for minors. Available support structures strongly vary by country of origin and destination, region and even locality and can be either quite open, welcoming and supportive or in case of racism and structural discrimination scarce and hard to access, despite legal obligations (see text box).

Other high risk groups (also) in refugee youth are for example transgender youth or youth with sexual orientation contradicting the predominant heteronormativity. For these youth of course the same support and protection structures are available. There is however a considerable lack of recognition of their special situation. Also the number of initiatives and organisations working for and with LGBTQ+ people is quite small (The Local, 23/2/2016).

Unorchestrated actions, late planning, as well as instrumentalisation of the situation of refugees have in many places caused the growth of xenophobic attitudes, which in some cases lead to violent eruptions. The UNHCR has allocated additional money for protection and plans to develop an orchestrated strategy of not only administering the influx, but also for states to “fulfil their international and European human rights and refugee legal obligations.” It also plans to allocate resources for service provision, capacity building and technical support, as well as child-sensitive and child-rights focused training and tools for relevant personnel (police, coast guards and border agents, social workers, volunteers). Ongoing changes to



refugee and asylum legislation in different countries make it impossible to describe a situation for overall Europe and Turkey, but regardless of current discords in actions of European countries and Turkey, action of youth work should focus on the newly arriving people, of whom there is expected to be more (Regional Refugee and Migrant Response Plan for Europe, 2015). There are then differences of how refugees are received, depending much on the country of choice.

While there has been work with refugee youth before the start of the Syrian conflicts, and also refugees and refugee youth have been active in Turkey and European countries before, racist attitudes in many countries have been visible and in some countries these increase now (Aikins & Bendix, 2016). The utilisation of the refugee situation for political purposes is much easier when people in the host countries consider themselves already unfortunate and in disadvantage.

NGOs and volunteer initiatives play an important role in intercepting the lack of infrastructure and openness in the host society. In many countries youth workers and experts identified a lack of structured procedures. The overall impression was that national and local policies needed to be adapted to fit the current and future situation. Resources necessary for the protection and support of refugee youth would have to be easier accessible, making language classes, education in general, as well as health service and psychological support available to all refugee youth. But not only resources, policies were also to be adapted to grant refugee youth active participation and thus empowerment. Also there was a considerable lack of guidance of volunteers in some occasions and countries. Here, an idea was to hire more professional people to offer this guidance to volunteers, as a responsibility of the governments.

Lack of infrastructure, badly trained personnel, as well as missing legislative procedures affect more often than not those of the vulnerable who have the least chance to stand up for their rights – children and youth. In many countries children do not get the chance to visit school, sometimes resulting in a couple of years outside school, especially when living in refugee camps lacking the infrastructure (FCJ, 2014).

2 THEORETICAL APPROACHES TO WORKING WITH REFUGEE YOUTH

The great vulnerability of refugee youth shows in a very prominent phase, the orientation of oneself in adolescence. This phase is made even more complicated through lack of language competencies. In this phase, youth are open to various impressions and ideas, and their movements can be affected by various impressions, making it even more important that youth work offers them support and protection (Vervliet et al., 2015).

It is clear that many refugee youth have experienced various possibly traumatic situations, e.g. mass murder, or extreme deprivation, to only name a few. In addition URM's have been separated from their parents/relatives/safe-guards. This often results in various psychological effects, among them Posttraumatic stress disorder and depression. The treatment of traumas takes specialized education, unfortunately the number of such therapists is quite low and not every refugee youth receives the chance to be treated.

Psychotherapy research much focuses on trauma and their procession with refugee youth and especially unaccompanied minors (URMs). Often the findings show that resilience factors play a vital role in coping with traumatic experiences (Carlson, Cacciatore, & Klimek, 2012; Elklit et al. 2012). Despite lacking the specialization, youth workers have the chance to add to resilience factors and thus support refugee youth in handling their situation. Apart from individual protective factors, such as good coping strategies, youth work can offer refugee youth a chance to practice ones religion, which has been identified as offering strength to a person. Also the possibility of distraction in form of leisure activities should not be



underestimated in handling traumatic experiences and finding strength (Carlson et al., 2012). Also, supporting youth in school and giving them the chance of positive results strengthen youth affected by trauma. In addition, specific physical activities have been known to reduce stress symptoms affecting the body. This shows that despite crossing disciplinary borders, youth work can profit from different fields of research.

Essential for projects working with youth is the concept. For example *Zweikampfverhalten* (see text box) employ different theoretical concepts, among others the socio-cognitive learning theory of Albert Bandura, about unlearning aggressive behavior by following the example of a positive role model, confrontational pedagogy, anti-aggression and coolness-training. In addition, workers here are educated in conflict-solving strategies and offer them in their sessions, and while sport, one of their core elements has the potential of breaking boundaries and nurturing relationships, it needs a concept to become socially supportive (*Zweikampfverhalten*).



Rules are few and simple at "Kicking Newcomers", also to avoid language problems and ensure everyone is informed



Communication happens in the group at "Kicking Newcomers"



Everybody gets to play at "Kicking Newcomers"



Shared rituals at the end and the beginning of activities strengthen the group feeling

Zweikampfverhalten,

organizer of Kicking Newcomers, combines sport with social work/pedagogical approaches to increase competencies, participation, and prevention of violence by at the same time fostering mutual learning through



the composition of heterogeneous groups.

Central principles of the work of *Zweikampfverhalten* are the display of positive role models, as well as the integration of former participants into the structure of educators.

The elementary approaches had also been content of *Kicking Newcomers*, a project in one of the reception centers, where youth would once a week participated in a soccer training. This training facilitated mutual understanding, and reduced prejudices, towards gender, and also towards different nationalities or backgrounds. *Kicking Newcomers* reached out to the host community with barbecues or soccer matches. Interested youth from *Kicking Newcomers* were then introduced to sport clubs.

Sport is a central element of *Zweikampfverhalten*, offering the chance of learning also through very limited need of language.

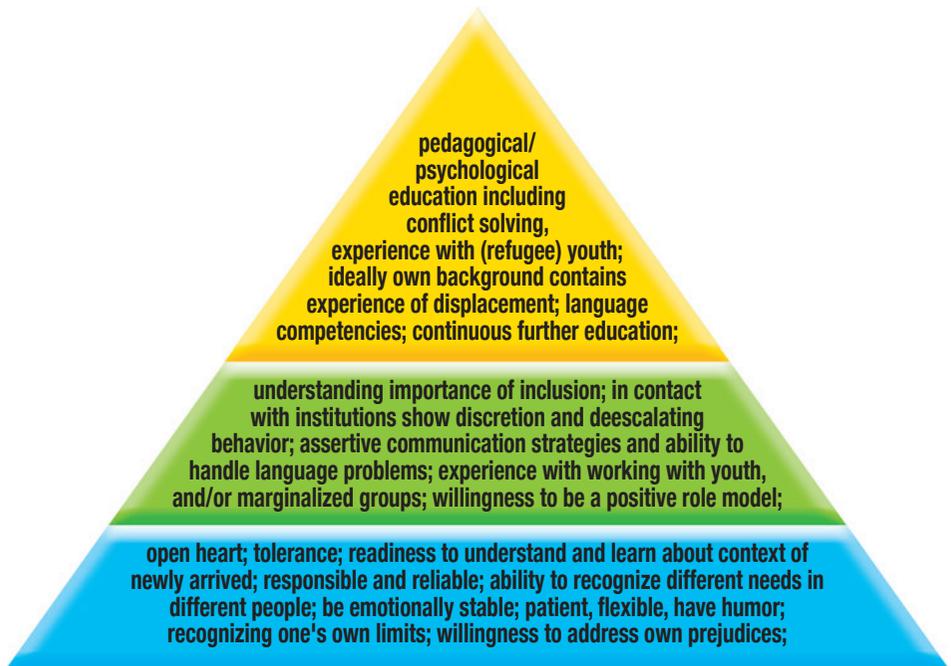
With focus on more refugee children and youth *Zweikampfverhalten* developed additional projects, one *Flirt* training, but also using youtube as a platform to present coolness tips in various languages to Kids to know how to have their way around in the host society.

During the interviews with youth workers and experts it became obvious, that there are general differences in the approach of newly arrived. Here the question is whether one aims at their adaptation to the host society, integration in the society or inclusion in the host society, which is also exemplary for different understandings of power relations and equality. In some youth work there is critical thinking and awareness of structuring of society and imbalances. For example, the risk of reproducing inequality is recognized in the procedure of estimating the age of URMs, applied for youth and children without papers and without (knowledge of) birthdate. Here, a physically demanding life often leaves youth and children with older looks, leading again to estimation of a higher age for those children and youth who are already in the situation with less advantages than others. Also remarkable was the importance of participation of refugee youth in many of the projects and initiative.

3 KEY COMPETENCIES OF YOUTH WORKERS – MERGING THEORY AND PRACTICE

One of the questions contained in the interviews was to name the key competencies of youth workers working with refugee youth. Here, similar to the examples of practical activities there are differences in qualifications and requirements. Attributes differ much depending on the complexity of the work, resembled by the pyramid in Figure 5.

Figure 5: Qualities of a youth worker working with refugee youth



Basic qualities of a person were seen in the attitude and character. Being open was a central quality for a youth worker, in addition to other character attributes (seen in the lowest level of the pyramid). Depending on the work, cooperation with institutions or the grasp of concepts like inclusion were mentioned as valuable competencies of youth workers (seen in the middle part of the pyramid). Some of the qualities mentioned highlighted that there exist different understandings of the principles of (refugee) youth work. Some of the interviewed named meeting on equal footing with refugee youth as essential for qualitatively high youth work, as well as the wish and interest to learn about the backgrounds and the meaning of culture for refugee youth (e.g. Artemisszió Foundation; Taste of Home).

The Artemisszió Foundation

has been operating since 1998 as a non-profit organization of public interest. The founders were young anthropologists who wanted to apply their theoretical knowledge and the results of their scientific research to foster social and personal development and open-minded thinking. The Artemisszió Foundation is aiming to achieve its objectives through the research, promotion and use of the theory and practice of intercultural communication. Since 2011 the foundation has worked with refugees, but mostly adults. Parallel, they have been working with disadvantaged youth, Roma. In April they will combine their experiences and start a project applying the method "Tree of Life" in a refugee shelter for unaccompanied minor asylum seekers. People at Artemisszió Foundation understand intercultural learning as core principles for their work. They educate themselves through training each other, inviting external experts, or information exchange within staff.

Being good listeners and showing empathy was central for both youth workers and people with own experience as refugee. In situations where there would be dialogue between refugee youth, youth workers, and institutions, youth workers should be able to be discreet, show deescalating behaviour and avoid provocations (SCI; Taste of Home).

Additional education in pedagogical and/or psychological field can ensure provision of high quality youth work to refugee youth. However, underlying ethics are seen as fundamental base for this work that should be empowering for refugee youth (Taste of

Taste of Home is a space of personal and group exchange based on culinary and language skills while creating supportive environment among its' members. Even though it was not primarily thought as a project for youth it has definitely developed in that direction mostly gathering young people in their twenties.

A Taste of Home is a culinary-cultural-research project that introduces the culture, customs and societies of origin of the refugees in Croatia by recording their memories of home, smells and tastes of their cuisine. This is an experiment in sharing life stories and culinary skills of refugees and people from Croatia.

The project started several years ago with organizing crash language courses, presentations of culinary specialties and cultures of different countries. The project aims at economic emancipation of refugees, but also at sensitizing Croatian public to refugees' needs and combating prejudice followed with opening social hospitality process through culinary, language and cultural exchange.

Home). This along with other specializations are contained in the top part of the pyramid.

Given the increasing complexity of work with refugee youth shown in the pyramid growing from bottom to top, somewhere in the middle on the way to the top we need to include competencies regarding the histories of refugee youth. It was stated as important, that refugee youth primarily are youth as any other youth and careful attention should be paid to create differences and borders between youth in the host communities and refugee youth (Amadeu Antonio Stiftung; Zweikampfverhalten). Their histories at times may demand additional qualifications. Many of the youth who experienced displacement also experienced dramatic events, many of them traumatizing. In the work with refugee youth it is helpful to have education on traumas and how to handle them, as well as education on methods useful for working with refugee youth (Cucula; Artemisszió Foundation).



4 IMPORTANCE OF YOUTH WORK

The importance of youth work for youth who experienced displacement was clear to all interviewees. The lack of resources was one of the most profound issues for most organisations. Reception centres for youth are being set up quickly to account for the higher number of refugees. Such centres for youth (URMs) often find themselves not only in the process of formation and recognition, in addition the number of youth staying is often much larger than the number of available youth workers can provide for. This leads to accumulation of working hours as well as an atmosphere of doing as best as possible. Much of the lack of people is filled through engaged and motivated volunteers and makes work possible at all (Refugee Project; VCOS). Also problematic is the movement of youth, which is not always clearly communicated, with either the youth passing through the country and its institutions or staying to start a new life.

The Refugee Project is the main organisation working with young refugees in the camps. Part of its sustenance is their volunteer approach. All work, including media presence is done by volunteers, who receive a 2 day training before starting their work. More than 60 volunteers deliver lessons and activities, and have been continuously delivering activities in the refugee camps in Sofia for more than 5 years. Lessons and activities comprise of English, Bulgarian and computer lessons, and art, music and sport activities for young people living in the refugee reception centres in Sofia.

There is still a gap in terms of supporting refugees who have gained status and live in their own addresses.

Paralleling the work are trainings to cover any needs of the volunteers.

The greater need of funding is being addressed by different institutions or foundations (regional/international level), also in the form of smaller amounts of money being easier accessible for so-called micro-projects (JUNG, GEFLÜCHTET, SELBSTBESTIMMT; LJR).

Professionals for the work with refugee youth in countries and regions with a relatively high number of arrivals now need to work quickly with new arrivals. Only part of them has been working with refugee youth before, this situation creating a vacuum of information. There are, however, many materials available and foundations accompany events by developing hand outs for youth institutions, specialists develop methods with less language required, adapted for the use with refugee youth still learning the language of the host society. In addition, especially umbrella organisations or foundations adapt their repertoire of further training to fit the interest in working with refugee youth (Amadeu Antonio Stiftung (AAS); Kanuuna Network; Landesjugendring Berlin (LJR)).

Refugee youth are entitled to offers for leisure activities and advocacy - this project funded by the LJR Berlin supports those involved in youth work to carry out projects for and with children and young people with a refugee background.

Whether summer camp, sports week or art projects: Berlin youth organizations, youth training centers and migrant-self-organisations as civil society actors can now easily develop recreational activities with young refugees.

Education of people is necessary and recognized as important for workers, voluntary or staffed. Here again the lack of resources often leads to a delay of the necessary educational measures as well as the implementation of regular team meetings or supervisions. There is the awareness in organisations to educate their workers and to develop plans for their further education (Kanuuna Network; SCI; VCOS). Some organisations can actually show quite an elaborate plan of education of their workers, including training of trainers, regular team meetings with practical inputs, as well as supervisions to ensure well-being of workers (Artemisszió Foundation; Estonian Refugee Council; The Refugee Project; YUVA; Zweikampfverhalten).

Looking at the situation of people and especially youth experiencing displacement often leaves a feeling of wanting to change as much as

possible. But there are limits, as far as own resources and energy go, as well as for corresponding the needs of the new arrivals (Cucula). Participatory approaches also mean that direction and contents of projects can change. They offer the benefits of creating interculturally open structures inside the organisation, especially when former participants take over responsibilities in the project. These former participants can then become positive role models for the next “generation” of participants and contribute their knowledge and experiences to the program (YUVA, Zweikampfverhalten).

The sudden increase of necessary initiatives and institutions working with refugee youth also led to an increased need of networking. While organisations with a long history of working with refugee youth often have established quite a functioning network of professionals to support their work, new institutions lack these networks. Furthermore, the greater demand is recognizable in the lower availability of people. For example, it is not that easy to find medical personal with time and language skills fitting the needs of the youth or interpreters being equipped with knowledge of traumatic experiences during flight and the special situation of refugee youth (Reception Center for URM).

The legal situation for refugee youth changes rapidly in some countries. Most of the time specialists are necessary to keep youth workers up to date. Also the regulations and their interpretation can differ on regional level or even from locality to locality. This can either ease work with refugee youth or hinder it. Especially getting access to schools, language classes, sport facilities, or vocational training can pose hurdles for the youth worker to overcome (Cucula; IOM; Prof. Dr. Ayhan Kaya; FCJ 2014).

Many of the interviewees describe that some parts of society confront refugee youth negatively, reactions range from demands to adapt to society to physical violence. Racism and xenophobia are found in society as well as institutions (FCJ 2014; Kanuuna Network; YUVA). Here it is important to act. Xenophobic and racist speech and action of workers are confronted by educational measures or dismissal (Kanuuna Network; YUVA). For the education of refugee youth in this regard there are different methods available, some are being developed right now (Amadeu Antonio Stiftung; Zweikampfverhalten). Organisations/projects/institutions recognize the necessity of reaching out, increasing understanding, and deconstructing stereotypes in different ways. Talking to people at the school, inviting neighbours, initiating barbeques or games of refugee youth and youth from the host society are available mechanisms. Projects aiming at educating society can contain global learning approaches, collective workshops of members of host societies and refugees, such as handicraft courses, or in this regard heterogeneous groups in every activity (CulTrain; Estonian Refugee Council; Mobility Friends; YUVA; Zweikampfverhalten).

5 INTERCULTURAL LEARNING AND WORK WITH NEWLY ARRIVED YOUTH

Youth workers and experts interviewed showed a variety of opinions on the topic of intercultural learning. Mainly, it was seen as elementary for the work with newly arrived youth, especially given their very diverse origins (IOM; Come on!). Some interviewees valued explicitly the mutual effect of learning in an intercultural frame (Mobility Friends).

Zweikampfverhalten, organizer of Kicking Newcomers, combines sport with social work/pedagogical approaches to increase competencies, participation, and prevention of violence by at the same time fostering mutual learning through the composition of heterogeneous groups.

Central principles of the work of Zweikampfverhalten are the display of positive role models, as well as the integration of former participants into the structure of educators.

The elementary approaches had also been content of Kicking Newcomers, a project in one of the reception centers, where youth would once a week participated in a soccer training. This training facilitated mutual understanding, and reduced prejudices, towards gender, and also towards different nationalities or backgrounds. Kicking Newcomers reached out to the host community with barbecues or soccer matches. Interested youth from Kicking Newcomers were then introduced to sport clubs.

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With focus on more refugee children and youth Zweikampfverhalten developed additional projects, one Flirt training, but also using youtube as a platform to present coolness tips in various languages to Kids to know how to have their way around in the host society.

Intercultural learning is seen as useful on multiple levels. While it can be used to familiarize hosting community and newly arrived with one another, it also makes sense for trainings and activities within groups of refugees, e.g. in clubs or reception centers (Refugees welcome to Slovenia; ISC). Considering the number of countries people are fleeing from it becomes obvious that refugee youth is not a homogenous group, and youth who experienced displacement have very diverse backgrounds.

CUCULA is an association, workshop and school program. Young refugees are active here constructing and selling furniture after modern design concepts. Focus is here on working together, becoming again more than a refugee and on structural level acquiring vocational training outside the excluding system.

CUCULA started out as wanting to offer a substitute support network, as well as an association with participatory approaches and basic democratic decision-making. It changed into a more result oriented decision-making, due to specialist knowledge in some places, and lack of interest in discussion in other places. While people at CUCULA still support each other, emotionally as well as finding access to structure and resources, in the duration of the project workers have recognized their personal limits. Newly arrived at CUCULA often come from West Africa, a group of refugees currently receiving even less attention and support than before.

Sometimes lack of resources and type of work make it seem unnecessary to apply principles of intercultural learning and to educate workers and/or volunteers thus. This is predominantly the case in places with high fluctuation of people, and where the focus lies on provision of necessary material and information, e.g. in reception centres. However, also there workers need to be sensitive to the criteria mentioned in chapter 3, especially when offering assistance in the search for missing relatives or conveying medical support (VCOS).

Volunteers work in transit centers, offering humanitarian aid, resources, food, clothing, information. They refer refugees and youth to medical support and offer assistance in the search of missed relatives.

Training for volunteers is very basic and focuses on technical matters. The initially high number of volunteers has much decreased, leaving now 40 long-term volunteers at the center. Their work has been funded by an international organisation.

Intercultural learning also is the main content in some projects designed for refugee youth to increase inclusion in host society as well as ease the orientation of refugee youth in their new surrounding (CulTrain).

The approach of intercultural learning also is used inside organisations, as guiding principles for professionals, with workers being educated applying intercultural learning concepts in the framework of capacity building (YUVA).

For some, intercultural learning has its boundaries, too. Criticized was the understanding of culture as a closed unit, which can be assigned to people, regardless of their individuality and diverse backgrounds. Another critical aspect was the lack of recognition of influential factors as gender or socio-economic background for one's position in society and the world. Again others added the necessity of observing power relations, or rather using the concept of transculturality (AAS; LJR; YUVA).



There are simple but effective actions as just being there, listening to the people and showing empathy, giving them the feeling of not being alone in a strange country, confronted with a strange language and feeling lost, especially in the case of URMs. This was also the most important aspect for a person who experienced flight as unaccompanied minor and who now works with refugee youth in Denmark.

Since 2012, the IOM Country Office for Austria has been implementing the project CulTrain – Cultural Orientation Trainings for Young Refugees. These trainings are designed as a post-arrival integration measure and offer comprehensive information regarding Austria and its people. Follow-up workshops or excursions introduce refugee youth into the host society. All workshops take place in cooperation with Austrian youth centers, aiming at common activities of youth from host society and newly arrived.

Critical is the restricted access: participation is only possible for youth with basic knowledge of German and a recognized status.

More practical approaches involved giving language classes or support in finding structures, such as doctors, schools or vocational training. Ice-breaking games were successfully used to reduce tensions in a group and also to get to know each other on a more fun level. Art events, theatre plays, all kinds of team sport activities to involve as many people as possible, photo rallies or rallies through the neighbourhoods, film clubs, handwork, wood work, cooking together or any activity done in a group were very successful in the work with refugee youth, also to let people from the host communities and refugee youth come together. Accounting for the special background and very diverse histories of refugee youth, some activities were oriented at getting to know the new surrounding, for example through going hopping, and visiting youth clubs, neighbours or sports clubs.

Intercultural Association Mobility Friends has been working in mobility programmes since May 2012. The Intercultural Association Mobility Friends is the largest hosting organisation for international mobility projects in Portugal. Their aim is to increase mobility across borders, but also in one society through facilitating access to resources, such as internships. They have recently started projects working with refugee youth.

People at IAMF educate themselves on an everyday basis, through working together. Youth work is combined with the approach of intercultural learning and both is seen as allowing to break boundaries and bring people together.

Their histories were approached by specialized people through biographic theatre or a method to talk about a traumatic experience without actually risking to relive the trauma (Tree of Life approach, see material). In heterogeneous groups it worked well to use role plays addressing prejudices in a playful way. Inviting the families to events was also very effective in getting to know each other and creating a positive atmosphere between youth work and parents/legal guardians and host community and newly arrived people.

YUVA's Syrian Refugees Support Program since April 2013 aims at empowering the Syrian community and the local people through non-formal adult education, to develop and implement psychosocial support programs especially for Syrians' emotional and cognitive well-being, to improve and strengthen professional skills through vocational trainings and income generating activities, and to increase the dialogue and solidarity between Syrian refugees and the local people through social activities.

YUVA has established two Community Centers in Kirikhan and Nizip to provide community protection and support activities including case management, awareness raising sessions, social counseling, legal aid, community mobilization; language courses; computer trainings; skills development courses; vocational trainings and social activities aiming at the surrounding society, both refugees and host community.

These Community Centers also offer access to safe, participatory and inclusive education and recreational activities for children and youth, following the UNICEF concept of Child Friendly Spaces (also funded by UNICEF) for vulnerable Syrian children and youth .



Target groups are mainly Syrian children, youth, and adults. But YUVA's Centers are open to Turkish beneficiaries as well to foster intercultural dialogue and social acceptance of Syrian community by the host community.

Workers are mixed from host community and from Syrian refugees. Both are regularly being educated and work at YUVA bases on the concept of intercultural learning. Methods consist of participatory, non-formal education techniques, and encourage social participation.



Based on Facebook, this group aim to make refugees welcome in Slovenia, raise awareness of the needs of refugees and refugee youth, as well as openly criticizes racist and xenophobic speech and action. Using the facebook page, this group shares important information on entering or passing through Slovenia. They also share information on material donations needed in the area.



7

RECOMMENDATIONS FOR WORKING WITH REFUGEE YOUTH

Interviewees offered recommendations on how to implement effective youth work with newly arrived, the Amadeu Antonio foundation even prepared a hand out with fifteen points to consider for offering welcoming youth work for newly arrived (unfortunately in German). The following text will contain these recommendations to inspire quality youth work with refugee youth.

Yes, great idea, do it!

Participation of youth is essential - in communication and decision-making processes, try to make the activities as participatory as possible, also to check how much your idea of a project fits the needs of the refugee youth.

Make your project inclusive for everyone.

Be reliable and consistent in your offers - It can happen that youth do not participate at some point, but they might come back. Regular offers are very valuable not only for planning but also for gaining trust and experiencing stability.

Communicate – introduce yourself to youth, maybe even parents or guardians, if you want to offer something for refugee youth. Use mouth to mouth communication to let refugee youth know that you are there. Introduce yourself to institutions, refugee-led organisations, welcoming initiatives.

Keep it simple – of course there is much to do and to change, but start with something that is practicable for you and the institution you work in or with. Ask refugee youth for what they need and want.

Regularly, and critically check your perspective on refugee youth. Be aware and tell your colleagues that work with refugee youth, as with any youth, or any human being happens on eye level, with respect and an open mind.

Keep in mind that cultural is not a solid thing. People are individuals and diverse, actions, values, thoughts and such are dynamic and change.

Critically reflect your position in the relationship, but also in the world. Think about privileges and power relations, as well as structural discrimination.

Educate yourself – look for institutions around you that offer education on work with refugees or refugee youth. Use their offers and be open to improvements of your perspectives.

Use this opportunity to learn a lot about yourself, but don't make it the focus of your action, keep concentrated on the support and protection of refugee youth. Talk to people, get in touch with refugee youth.

Be ready to learn about the backgrounds of refugee youth, and try to take in different perspectives, maybe even learn their language(s).

Be empathic – maybe you are not a professional trauma therapist. That is okay, be sensitive to different needs of different youth, respect boundaries and effects that experiences during the flight can have.

Work with the host community – many people still cater racist and xenophobic ideas, also in everyday life. Stand up to them, try to affect the host community with what you do, try to increase tolerance and understanding and exchange.

Build networks – there are people and organisations with experience in working with refugee youth, approach them for their expertise if in doubt. Find professionals to support your cause, such as medical personnel with language competencies you need, experts on asylum, flight, legal issues, trauma therapists, social counselling, interpreters, crises services, people from refugee-led organisations, people in sport facilities and/or neighbours who just want to support you – you name it.

Include youth from host society – plan common activities, think about meeting with youth from host societies to talk about what to expect and what to consider.

Recognize gender-related additional reasons for flight and gender-specific experiences of flight, here for queer, as well as female and male youth.

Actively design the social space of refugee youth and create a space for them to feel safe. Support them in conflicts, offer informational events for people at their schools, sports clubs etc., encourage their engagement, if they are interested in voluntary activities.

Language is important, and language competencies can help, but until then, there is also sign language and mutual benevolence.

Offer self-determined spaces for youth.

Be yourself.

Have fun.



This report tried to offer two things – insight into the current situation of refugee youth and youth work, as well as inspiration for future initiatives and projects. The international situation is far too complex to describe it here, and much has remained unsaid. Also due to high workload and still a low number of organisations working with refugee youth, information retrieval was not at its best. But interviews conducted offered perspectives and knowledge of several very good concepts of work with refugee youth on different levels and with different approaches.

The importance of youth work for refugee youth has been observed, and it has been made clear that refugee youth need youth work to protect and support them, and to assist in finding their way in life. Youth workers interviewed here were happy to share their advice for new activities with refugee youth, and the practical approaches show a wide range of activities waiting to be implemented in the field, also displaying that there is nothing unmanageable about working with refugee youth, rather that they should be approached as any youth, with respect and open heart and mind.

Indeed, the situation is complex, and much is awry for refugee youth. But youth work possesses the capability of improving the life of refugee youth, and to give them a chance of a positive future, designed according to their wishes, needs, and interests, with the flight and its experiences being but one part of life history.

Recommendations for new work with refugee youth contain not only practical tips, but some very serious aspects. Working with human beings requires constant critical reflexion of one's own position, thinking, and behaviour. The same goes for refugee youth. Another very enlightening aspect is the potential of involving refugee youth in youth work, on voluntary level or otherwise.

As is visible in media and everyday life, racism and xenophobia still prevail. Youth are in this phase of life vulnerable, and involved in questioning own attributes and own meaning in life. Racism and xenophobia can cause serious damage, in addition to traumatizing experiences during the flight. It is the responsibility of people knowledgeable of racist and discriminatory mechanism to strive to change these, by communicating, educating, and opposing in host societies and wherever necessary.

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APPENDIX A

Appendix A. Refugees, asylum-seekers, internally displaced persons (IDPs), returnees (refugees and IDPs), stateless persons, and others of concern to UNHCR by country/territory of asylum, mid-2015 (or latest available estimates).
All data are provisional and subject to change.

		REFUGEES				
Country/territory of asylum ¹	Refugees ²	People in refugee-like situations ³	Total refugees and people in refugee-like situations	Of whom assisted by UNHCR	Asylum-seekers (pending cases) ⁴	
MENA region	Algeria ¹⁰	94.144	-	94.144	90.139	5.892
MENA region	Bahrain	277	-	277	277	78
MENA region	Egypt	226.344	-	226.344	226.344	30.019
MENA region	Iran (Islamic Rep. of)	979.441	-	979.441	979.441	42
MENA region	Iraq ²⁰	288.035	-	288.035	288.035	7.420
MENA region	Israel	361	38.139	38.500	5.348	6.591
MENA region	Jordan ²²	664.102	-	664.102	664.102	20.693
MENA region	Kuwait	593	-	593	593	1.040
MENA region	Lebanon	1.172.388	-	1.172.388	1.172.388	10.851
MENA region	Libya	27.948	-	27.948	27.948	8.904
MENA region	Morocco	2.144	-	2.144	2.144	2.216
MENA region	Oman	122	-	122	122	268
MENA region	Qatar	133	-	133	133	100
MENA region	Saudi Arabia	184	27	211	211	93
MENA region	State of Palestine	-	-	-	-	-
MENA region	Syrian Arab Rep. ³⁰	149.200	-	149.200	26.527	4.839
MENA region	Tunisia	824	-	824	822	156
MENA region	United Arab Emirates	424	-	424	424	378
MENA region	Yemen	263.047	-	263.047	118.338	9.902
Program country	Austria ¹²	60.747	-	60.747	-	30.900
Program country	Belgium	31.115	-	31.115	-	9.396
Program country	Bulgaria ¹⁴	11.046	-	11.046	11.046	7.840
Program country	Croatia	669	41	710	710	90
Program country	Cyprus ¹⁶	5.763	-	5.763	-	2.339
Program country	Czech Rep. ¹⁴	3.137	-	3.137	-	409
Program country	Denmark ¹⁴	17.785	-	17.785	-	4.566
Program country	Estonia ¹⁹	117	-	117	-	117
Program country	Finland ¹⁴	11.798	-	11.798	-	2.622
Program country	France	264.972	-	264.972	-	53.827
Program country	Germany	250.299	-	250.299	-	311.551
Program country	Greece	7.304	927	8.231	-	29.157
Program country	Hungary	4.192	-	4.192	-	24.431
Program country	Iceland	104	-	104	-	225
Program country	Ireland ¹⁴	5.853	-	5.853	-	4.300
Program country	Italy ¹⁴	93.715	-	93.715	-	48.307
Program country	Latvia ²³	195	-	195	-	171
Program country	Liechtenstein	107	-	107	-	75
Program country	Lithuania	1.055	-	1.055	-	54
Program country	Luxembourg	1.192	-	1.192	-	831
Program country	Malta	6.095	-	6.095	-	425
Program country	Netherlands ¹⁴	82.494	-	82.494	-	8.097
Program country	Norway ¹⁴	47.043	-	47.043	-	5.885
Program country	Poland ¹⁴	15.741	-	15.741	-	2.470
Program country	Portugal ¹⁴	699	-	699	-	641
Program country	Romania	2.426	-	2.426	156	138
Program country	Slovakia ¹⁴	799	-	799	-	61
Program country	Slovenia	283	-	283	-	43
Program country	Spain ¹⁴	5.798	-	5.798	-	11.020
Program country	Sweden ¹⁴	142.207	-	142.207	-	56.135
Program country	The former Yugoslav Republic of Macedonia	584	244	828	828	43
Program country	Turkey ³³	1.838.848	-	1.838.848	1.838.848	145.335
Program country	United Kingdom ¹⁴	117.234	-	117.234	-	37.829

<i>Returned refugees⁵</i>	<i>IDPs protected/ assisted by UNHCR, incl. people in IDP-like situations⁶</i>	<i>Returned IDPs⁷</i>	<i>Persons under UNHCR's statelessness mandate⁸</i>	<i>Others of concern to UNHCR⁹</i>	<i>Total population of concern</i>
-	-	-	-	-	100.036
-	-	-	-	-	355
-	-	-	21	-	256.384
8	-	-	-	-	979.491
3.318	3.962.142	716	50.000	29	4.311.660
-	-	-	88	-	45.179
-	-	-	-	-	684.795
-	-	-	93.000	-	94.633
-	-	-	-	5.813	1.189.052
-	434.869	-	-	-	471.721
-	-	-	-	-	4.360
-	-	-	-	-	390
-	-	-	1.200	-	1.433
-	-	-	70.000	-	70.304
3	-	-	-	-	3
-	7.632.500	-	160.000	-	7.946.539
-	-	-	-	3	983
-	-	-	-	-	802
-	1.267.590	-	-	-	1.540.539
-	-	-	570	-	92.217
-	-	-	5.267	-	45.778
-	-	-	67	-	18.953
24	-	-	2.886	13.774	17.484
-	-	-	-	6.000	14.102
-	-	-	1.502	-	5.048
-	-	-	4.984	-	27.335
-	-	-	86.522	-	86.756
-	-	-	1.928	-	16.348
-	-	-	1.290	-	320.089
-	-	-	11.978	-	573.828
-	-	-	214	-	37.602
-	-	-	128	-	28.751
-	-	-	119	-	448
-	-	-	99	-	10.252
-	-	-	606	-	142.628
-	-	-	262.802	-	263.168
-	-	-	2	-	184
-	-	-	3.583	-	4.692
-	-	-	81	-	2.104
-	-	-	-	-	6.520
-	-	-	1.951	-	92.542
-	-	-	1.997	-	54.925
-	-	-	10.825	-	29.036
-	-	-	14	-	1.354
-	-	-	294	-	2.858
-	-	-	1.523	148	2.531
-	-	-	4	-	330
-	-	-	440	-	17.258
-	-	-	27.167	-	225.509
-	-	-	717	-	1.588
-	-	-	780	306	1.985.269
-	-	-	16	-	155.079

NOTES

The data are generally provided by Governments, based on their own definitions and methods of data collection.

A dash ("-") indicates that the value is zero, not available or not applicable.

1 - Country or territory of asylum or residence.

2 - Persons recognized as refugees under the 1951 UN Convention/1967 Protocol, the 1969 OAU Convention, in accordance with the UNHCR Statute, persons granted a complementary form of protection and those granted temporary protection. In the absence of Government figures, UNHCR has estimated the refugee population in many industrialized countries based on 10 years of individual asylum-seeker recognition.

3 - This category is descriptive in nature and includes groups of persons who are outside their country or territory of origin and who face protection risks similar to those of refugees, but for whom refugee status has, for practical or other reasons, not been ascertained.

4 - Persons whose application for asylum or refugee status is pending at any stage in the asylum procedure.

5 - Refugees who have returned to their place of origin during the first half of 2015. Source: country of origin and asylum.

6 - Persons who are displaced within their country and to whom UNHCR extends protection and/or assistance. It also includes people in IDP-like situations. This category is descriptive in nature and includes groups of persons who are inside their country of nationality or habitual residence and who face protection risks similar to those of IDPs but who, for practical or other reasons, could not be reported as such.

7 - IDPs protected/assisted by UNHCR who have returned to their place of origin during the first half of 2015.

8 - Refers to persons who are not considered as nationals by any State under the operation of its law. This category refers to persons who fall under the agency's statelessness mandate because they are stateless according to this international definition, but data from some countries may also include persons with undetermined nationality.

9 - Refers to individuals who do not necessarily fall directly into any of the other groups but to whom UNHCR may extend its protection and/or assistance services. These activities might be based on humanitarian or other special grounds.

10 - According to the Government of Algeria, there are an estimated 165,000 Sahrawi refugees in the Tindouf camps.

11 - Australia's figures for asylum-seekers are based on the number of applications lodged for protection visas. Refugee figure refers to the end of 2014.

12 - All figures relate to the end of 2014.

13 - The refugee population includes 200,000 persons originating from Myanmar in a refugee-like situation. The Government of Bangladesh estimates the population to be between 300,000 and 500,000.

14 - Refugee population relates to the end of 2014.

15 - The 300,000 Vietnamese refugees are well integrated and in practice receive protection from the Government of China.

16 - UNHCR's assistance activities for IDPs in Cyprus ended in 1999. Visit the website of the Internal Displacement Monitoring Centre (IDMC) for further information.

17 - The number of Rwandan refugees in the Democratic Republic of the Congo is subject to change based on a registration exercise carried out in 2014 that resulted in a figure of 243,000 identified Rwandans, as well as a biometric registration exercise. UNOCHA revised the IDP figure in the Democratic Republic of the Congo from more than 2.7 million at the end of 2014 to 1.5 million at mid-2015.

18 - A previous estimate of 210,000 individuals was based on a national survey released by the National Bureau for Statistics in 2013 concerning individuals born in the country to foreign parents. According to official information released by the Dominican Government in 2015, this estimate actually included a significant number of individuals born in the country to a Dominican-born parent (i.e., a parent who may be a Dominican national). The revised estimate includes only individuals born in the country where both parents were born abroad. This estimate does not include subsequent generations of individuals of foreign descent, as there is no reliable population data available concerning those other than first generation individuals, and as such it does not include all persons without nationality. Finally, it should be noted that the revised estimate

will be adjusted as official data becomes available on the number of individuals who have found an effective nationality solution under Law 169-14.

19 - Almost all people recorded as being stateless have permanent residence and enjoy more rights than foreseen in the 1954 Convention relating to the Status of Stateless Persons.

20 - Pending a more accurate study into statelessness in Iraq, the estimate of stateless persons in Iraq has been adjusted to reflect the reduction of statelessness in line with Law 26 of 2006, which allows stateless persons to apply for nationality in certain circumstances.

21 - Figures are UNHCR estimates.

22 - Includes 32,800 Iraqi refugees registered with UNHCR in Jordan. The Government estimated the number of Iraqis at 400,000 individuals at the end of March 2015. This included refugees and other categories of Iraqis.

23 - The figure of stateless persons includes persons covered by two separate Laws. 180 fall under the Republic of Latvia's Law on Stateless Persons on 17 February 2004, which replaced the Law on the Status of Stateless Persons in the Republic of Latvia of 18 February 1999, and which determines the legal status of persons who are not considered as citizens by the legislation of any State and whose status is not determined by the 25th April 1995 Law (quoted below). 262,622 of the persons reported in this table fall under the Republic of Latvia's 25 April 1995 Law on the Status of Those Former USSR Citizens who are not Citizens of Latvia or of Any Other State, and are granted a transitional legal status to permanently residing persons (non-citizens) entitling them to a set of rights and obligations beyond the minimum rights prescribed by the 1954 Convention relating to the Status of Stateless Persons. According to the Latvian authorities, "Non-citizens of Latvia is the only category of residents who are not Latvian citizens, but who enjoy the right to reside in Latvia ex lege (all others require a resident permit) and an immediate right to acquire citizenship through registration and/or naturalisation (depending on age)."

24 - This figure is an estimate of persons without any citizenship in Rakhine state derived from the 2014 census. It does not include an estimated 175,000 IDPs, persons in an IDP-like situation and IDP returnees who are also of concern under the statelessness mandate because they are already included among the IDP figure.

25 - Various studies estimate that a large number of individuals lack citizenship certificates in Nepal. While these individuals are not all necessarily stateless, UNHCR has been working closely with the Government of Nepal and partners to address this situation.

26 - Stateless persons refers to census figure from 2010 adjusted to reflect the number of people who acquired nationality in 2011-2014.

27 - IDP figure in South Sudan includes 105,000 people who are in an IDP-like situation.

28 - The statistics of the remaining IDPs as at mid-2015, while provided by the Government authorities at the district level, are being reviewed by the central authorities. Once this review has been concluded, the statistics will be changed accordingly.

29 - IDP figure in Sudan includes 77,300 people who are in an IDP-like situation.

30 - Refugee figure for Iraqis in the Syrian Arab Republic is a Government estimate. UNHCR has registered and is assisting 23,500 Iraqis at mid-2015.

31 - Figure refers to a registration exercise in three regions and 637 persons registered as stateless by the Ministry of Internal Affairs of Tajikistan.

32 - Figure of stateless persons in Thailand refers to 2011.

33 - Refugee figure for Syrians in Turkey is a Government estimate.

34 - The refugee figure for the United States of America is currently under review, which may lead to an adjustment in future reports. Refugee figure relates to the end of 2014.

35 - Figure of stateless persons refers to those with permanent residence reported in 2010 by the Government. Information on other categories of stateless persons is not available.

36 - The figure is an estimate and currently under review.

Source: UNHCR/Governments.

APPENDIX B

Organisation/Project/Expert	Person talked to
CUCULA – Refugees Company for Crafts and Design	Corinna Sy
Taste of Home	Emina Bužinkić
YUVA	Erdem Vardar
Artemisszió Foundation	Hanna Mikes
Estonian Refugee Council	Ingi Mihkelsoo
Mohamad	interviewed as expert
Nadezhda Hristova	interviewed as expert
Prof. Dr. Ayhan Kaya	interviewed as expert
JUNG, GEFLÜCHTET, SELBSTBESTIMMT (YOUNG, REFUGEE, SELF-DETERMINED)	Jaqueline Kauka
Landesjugendring Berlin	Jaqueline Kauka
Volonterski Centar Osijek	Jelena Kamenko
Service Civil International	Jeroen Wils
Amadeu Antonio Stiftung	Judith Rahner
CulTrain - Cultural Trainings for Young Refugees	Marianne Dobner
Reception Center for URM	n/a
Refugees, Welcome to Slovenia	n/a
Zweikampfverhalten Come on!	Rebekka S. Henrich Suuvi Lappalainen
Intercultural Association Mobility Friends The Refugee Project	Sylvia Stefaniak Zoe

Description	Country	Time of interview	Site
see text box	Germany	January 2016	http://www.cucula.org/
see text box	Croatia	March 2016	http://www.okus-doma.hr/en
see text box	Turkey	March 2016	www.yuva.org.tr
see text box	Hungary	March 2016	Artemisszio.hu
<p>"The Estonian Refugee Council's activities focus on assistance with cultural, social and labour market integration of refugees; raising public awareness on refugee issues in Estonia; advocacy work and representation of refugee interest; providing humanitarian aid outside of Estonia.</p> <p>The Estonian Refugee Council works with the concept of support person assigned individually. These receive a training before starting their work. Volunteers of the Estonian Refugee Council were active in (among others) these projects:</p> <p>Improving the reception conditions of asylum seekers and refugees through combined support services</p> <p>Support service for integration of refugees into the labour market.</p> <p>Until now the number of refugees arriving in Estonia is low, but there is the plan to take in more.</p> <p>The Estonian Refugee Council has developed the project "Preparing Estonian schools on the issue of refugees and supporting refugee children in education" to educate the host society."</p>	Estonia	February 2016	http://www.pagulasabi.ee/en/about-us
Background of flight from Syria, now being active volunteer in Denmark"	Denmark	March 2016	n/a
"Affiliation: UNICEF Bulgaria, Bulgarian Platform for International Development"	Bulgaria	February 2016	n/a
"Affiliation: Istanbul Bilgi University European Institute International Relations"	Turkey	March 2016	http://eu.bilgi.edu.tr
see text box, initiated by Landesjugendring Berlin	Germany	February 2016	http://www.jung-gefuechtet-s-elbstbestimmt.de/
<p>"The Landesjugendring Berlin is umbrella organisation to numerous Berlin youth associations, as well as their representative.</p> <p>The LJR Berlin is committed to the realization of the rights of young people to participate in a democratic society.</p> <p>Social participation is based on participation, self-organization and volunteerism and the LJR aligns its work with these principles."</p>	Germany	February 2016	http://www.ljrberlin.de
see text box	Croatia	February 2016	http://vcos.hr/
<p>"Service Civil International (SCI) is a volunteer organisation dedicated to promoting a culture of peace by organising international voluntary projects for people of all ages and backgrounds. The organisation consists of 45 branches and an ever growing number of partner organisations.</p> <p>SCI is open to all. It was one of the first organisations to divest itself of all political or religious affiliations in its work of promoting peace and intercultural understanding through practical action. Throughout the years SCI has made a major contribution to the development of the main forms of volunteering. Year after year, the organisation enables thousands of volunteers to participate in community projects.</p> <p>Living and working together with people of different backgrounds helps volunteers to break down barriers and prejudices. It allows them to experience a world of mutual respect and understanding. In this sense, volunteering can be seen as a way of life- a demonstration of the possible reality of a peaceful and cooperative world.</p> <p>SCI offers a variety of volunteer opportunities to people, such as short, mid- and long term projects, but also the possibility to become active for a local branch or participate in a seminar or training."</p>	Trans-/International	February 2016	http://www.sci.ngo/
<p>"The Amadeu Antonio Stiftung is one of Germany's foremost, independent non-governmental organizations working to strengthen democratic civic society and eliminate neo-Nazism, right-wing extremism, and anti-Semitism and other forms of bigotry and hate in Germany. Since its founding in 1998, the Foundation has funded more than 770 projects and campaigns in pursuit of this goal. It brings direct support to victims of hate-based violence, and promotes alternative youth cultures and community networks to weaken the social structures that intolerance and racism need to survive.</p> <p>The Foundation goes beyond mere grant-making to assist projects in intensifying their local and grassroots work, and build networks and coalitions with other initiatives. It runs its own parallel projects to draw attention to neglected but important issues, including studying the role of women in the neo-Nazi subculture, and addressing the lasting effects of contrasting Nazi-period and Holocaust education and remembrance in former West and East Germany."</p>	Germany	January 2016	https://www.amadeu-antonio-stiftung.de/eng/about-us/
see text box	Austria	March 2016	http://www.iomvienna.at/en/cultrain-cultural-trainings-young-refugees
A facility as first address for unaccompanied minors, offering lodging as well as care, education and follow-up measures.	Germany	February 2016	n/a
see text box	Slovenia	February 2016	https://www.facebook.com/refugees.slovenia/
see text box on Kicking Newcomers	Germany	January 2016	www.zweikampferhalten.de
"see text box on project Part of Kanuuna Network"	Finland	February 2016	http://www.nuorisokanuuna.fi/what
see text box	Portugal	February 2016	http://www.mobilityfriends.org/
see text box	cooperations	February 2016	http://refugeeproject.eu/en

APPENDIX G

Organisation	Description
Canadian Council for Refugees	"Shared Youth Resource Library Material on varying topics, such as gender and sexual orientation, teacher education, anti-oppression"
Rainbow Welcome Initiative	Materials on education of practitioners in work with marginalized youth, including LGBTQ+
Tree of Life PROSA	Method to cope with traumas and change perspective on current life PROSA – Projekt Schule für Alle (Project School For All) - provides classes in the field of basic education and other schooling for URM's with a special focus on asylum-seeking UAMs who do not fall anymore under the compulsory schooling.
ILGA EUROPE (European Region of the International Lesbian, Gay, Bisexual, Trans and Intersex Association)	ILGA-Europe is a driving force for political, legal and social change at European level. Our vision is of a world where dignity, freedoms and full enjoyment of human rights are protected and ensured to everyone regardless of their actual or perceived sexual orientation, gender identity, gender expression and intersex status.
ARSIS – Association for the Social Support of Youth	ARSIS – Association for the Social Support of Youth is a Non Governmental Organization, specializing in the social support of youth that are in difficulty or danger and in the advocacy of their rights. The main target is the prevention of youth marginalisation, the elaboration of policies which defend youth rights and the active social support towards disadvantaged young people.
Jugendliche ohne Grenzen (Youth without borders)	"Youths without frontiers (JOG) is established in 2005 nationwide association of young refugees. Our work follows the principle that people concerned have their own voice and do not need concerned spokespersons. We decide what forms of action we choose, and how we implement them. JOG is against any kind of discrimination, especially racism, Fascism & Islamophobia."
UNOY	The United Network of Young Peacebuilders (UNOY – pronounced 'You Know Why') is a global network of young people and youth organisations committed to establishing peaceful societies. Young people constitute half of the world's population, and we strongly believe in their importance in society. It is why we aim to provide youth with the necessary means to contribute to peace.
KISA	"KISA is a NGO, established in 1998, and its vision is the promotion of an all-inclusive, multicultural society, free of racism, xenophobia and discrimination and where, through the interaction and mutual respect of diverse cultures, there will be equality and respect for the rights of all, irrespective of race, nationality or ethnicity, colour, creed or beliefs, gender, sexual preference or orientation, age, inability or any other diversity. KISA's action is focused on the fields of Migration, Asylum, Racism, Discrimination and Trafficking, and it includes awareness-raising of the Cypriot society as well as lobbying in order to influence the legal and structural framework, the policies and practices in these fields. KISA operates a Migrant and Refugee Centre that provides free information, support, advocacy and mediation services to migrants, refugees, victims of trafficking and racism / discrimination and ethnic minorities in general, as well as promotion of the integration, empowerment and self-organisation of migrants and refugees."
Refworld	UNHCR hosted source of updates and materials
International Organisation for Migration	"Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. With 162 member states, a further 9 states holding observer status and offices in over 100 countries, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants. IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people."
Refugee Studies Center	Oxford-affiliated research facility
Organisation for Aid to Refugees	"Mission of Organization for Aid to Refugees is to assist immigrants, above all asylum seekers who request asylum in the Czech Republic due to a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group or political opinion, as well as recognized refugees and persons under the temporary protection regime. To achieve this, OPU employs professional, experienced and friendly staff whose main goal is to provide effective help. Also, the Organization for Aid of Refugees published numerous reports on migration and refugee topics."
The Normative Terrain of the Global Refugee Regime The Refugee Crisis and Our Connected Histories of Colonialism and Empire	essay by Alexander Betts, 2015 essay by Gurminder K Bhambra, 2015
Hej Sverige	"Last year approximately 3900 unaccompanied refugee children seeking asylum came to Sweden. As well as having endured long and often times traumatic journeys, their introduction to Swedish society in general – and the Swedish school system in particular – is often very challenging, putting even more strain on the child's sense of security and well-being. It can be difficult for teachers and for fellow pupils and students to understand and identify with their situation and the traumatic experiences that have shaped many of these refugee children's lives. Educational material for host society, teachers and students."
International Refugee Rights Initiative - Rights in Exile Programme	"The Rights in Exile Programme promotes the legal protection of refugees, globally. We do this by centralizing resources for legal assistance providers and refugees themselves. Legal aid is in its infancy in most of the world, but is crucial to the realisation of refugees' rights, especially the critical first step: recognition of refugee status. Few countries provide legal assistance to refugees, and it is vital that legal service providers share their experiences and assist in the better development of refugee legal protection everywhere. Support and information for numerous countries and topics, also LGBTQ+ related."

Website

<http://ccrweb.ca/en/youth/member-resources>

<http://www.rainbowwelcome.org/>

<http://dulwichcentre.com.au/the-tree-of-life/>

<http://www.prosa-schule.org/>

<http://www.ilga-europe.org/>

<http://arsis.gr/en/who-we-are/>

<http://jogspace.net>

<http://unoy.org/>

<http://kisa.org.cy/>

<http://www.refworld.org>

<https://www.iom.int>

<http://www.rsc.ox.ac.uk/>

<http://www.opu.cz/en>

<http://www.ethicsandinternationalaffairs.org/2015/the-normative-terrain-of-the-global-refugee-regime/>

<http://www.sicherheitspolitik-blog.de/2015/10/01/the-refugee-crisis-and-our-connected-histories-of-colonialism-and-empire/>

<http://www.hejsverige.nu/>

<http://www.refugeeegalaidinformation.org/sexual-orientation-and-gender-identity-lgbti>

Good Practices



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EUROMED
RESOURCE CENTRE



Erasmus+
Tools for Learning

Editorial Comitee:
Salto Youth EuroMed team

Author
Katrin Jaschinski

Design and layout by:

BOTTEGA DELLA COMUNICAZIONE

Printed in France, July 2016
This publication is available to download
at SALTO EuroMed's website



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