

# DELIVERABLE D.T1.3.1

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Report describing the stakeholders, experts  
and refugees involvement in a local  
workshop - Vienna

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10 2019





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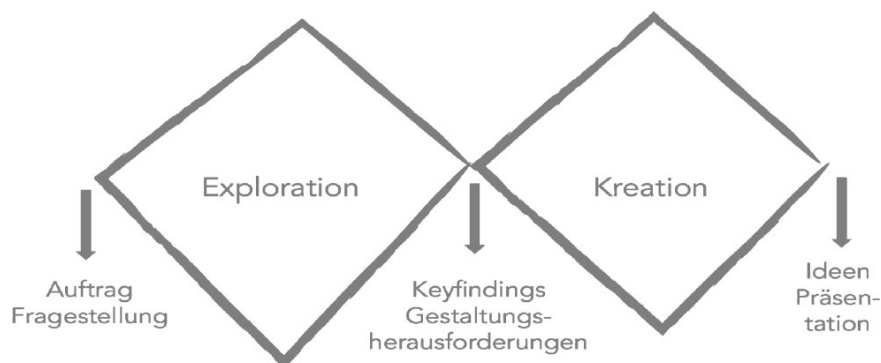


## A. Workshop description

The co-creation-workshop in Vienna took place on October 3<sup>rd</sup> 2019. It was designed to ensure a maximum input from different kind of stakeholders in Vienna. The project partners in Vienna – Caritas Vienna and the University of Vienna – activated their broad networks to involve representatives from the local government, practitioners, refugees and social business entrepreneurs in the workshop. The focus of the workshop was to engage in a co-creation-session and to reflect and discuss the findings and the whole process.

The project team of Caritas Vienna, Dunja Sporrer and Sandra Berchtold, was responsible for the workshop design which was inspired by the Design Thinking process. We hosted the workshop and facilitated the group work. The duration of the workshop was three hours, followed by a lunch/dinner for networking in a more informal setting. The workshop took place in the Caritas Vienna Coworking Space in the (so-called) “Ankerbrotfabrik” in Vienna.

After a brief introduction of the SiforREF project the workshop followed two main phases: The phase of exploration, where the “persona-method” was used, and the phase of “creation”, where the participants did a “creative brainstorming” to create ideas. To foster the experience of co-creation with different stakeholders, two balanced groups were formed, each led by a facilitator from Caritas Vienna.



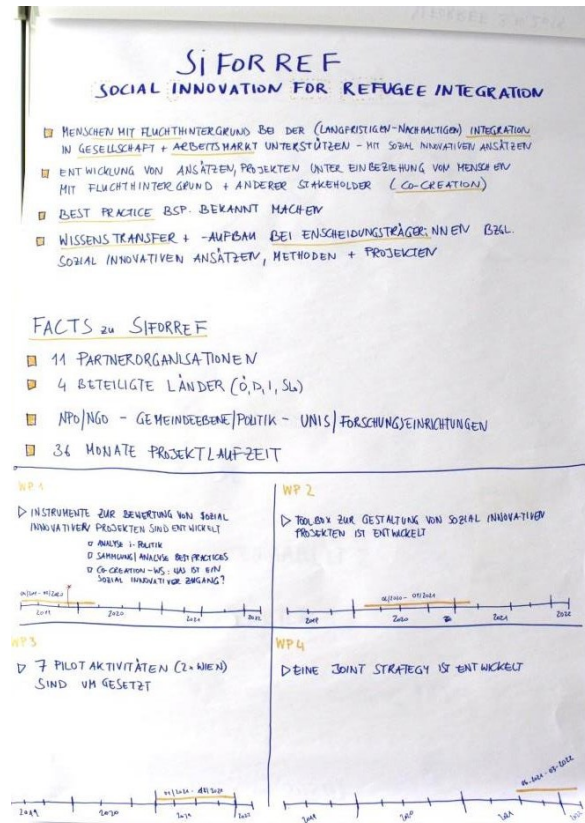
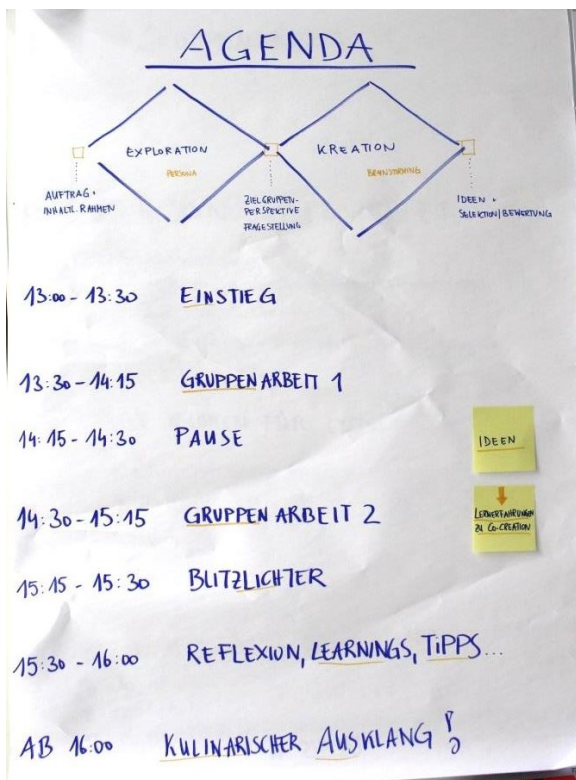
1. Innovation process in Design Thinking

### A.1. Agenda of the workshop

- 13:00-13:30: Check-in, welcome, icebreaker activity, information on SiforREF
- 13:30-14:15: **Phase 1**: Group session 1 (exploration)
- 14:15-14:30: Coffee break
- 14:30-15:15: **Phase 1**: Group session 2 (creation)
- 15:15-16:00: **Phase 2**: Reflection, lessons learned, recommendations for SiforREF
- 16:00-18:00: Networking dinner/lunch



**SiforREF**



**A.2. Stakeholder list**

Representative	Name	Organisation	Position
Host/Facilitator	Dunja Sporrer	Caritas Vienna	SiforREF project coordinator
Host/Facilitator	Sandra Berchtold	Caritas Vienna	SiforREF project coordinator
Observer, Project Partner	Yvonne Franz	University of Vienna	SiforREF project partner
Refugee representative (male)	Kajin Alkhalil	Caritas Vienna	Employee in the department of community work
Refugee representative (female)	Razan Jamil	Caritas Vienna	Volunteer in the department of asylum and integration
administration unit responsible for policy implementation	Caroline Niknafs	Dachverband der Wiener Sozialeinrichtungen (Social Services Vienna, umbrella organisation)	Senior expert on integration, migration (Fachreferentin Migration, Integration, Flucht)
administration unit responsible for policy implementation	Julia Rothbauer	Integrationsfonds (Austrian Integration Fund)	Team knowledge management (Team Wissensmanagement und Internationales)
NGO, refugee integration project	Katharina Russwurm	Caritas Vienna	project manager "inclusion@work"
NGO, refugee integration project	Lisa Plattner	Caritas Vienna	project manager "Community Cooking"



**SiforREF**

Local government	Eva van Rahden	City of Vienna	District Council (Bezirksrätin 1160)
Local government	Eylim Kilic	City of Vienna	District Council (Bezirksrätin 1060)
Social Business Entrepreneur	Lisa-Maria Sommer	M-TOP - More Than One Perspective	Communication expert
Social Business Entrepreneur	Lisa Pölzl	Fremde werden Freunde	Head of the association





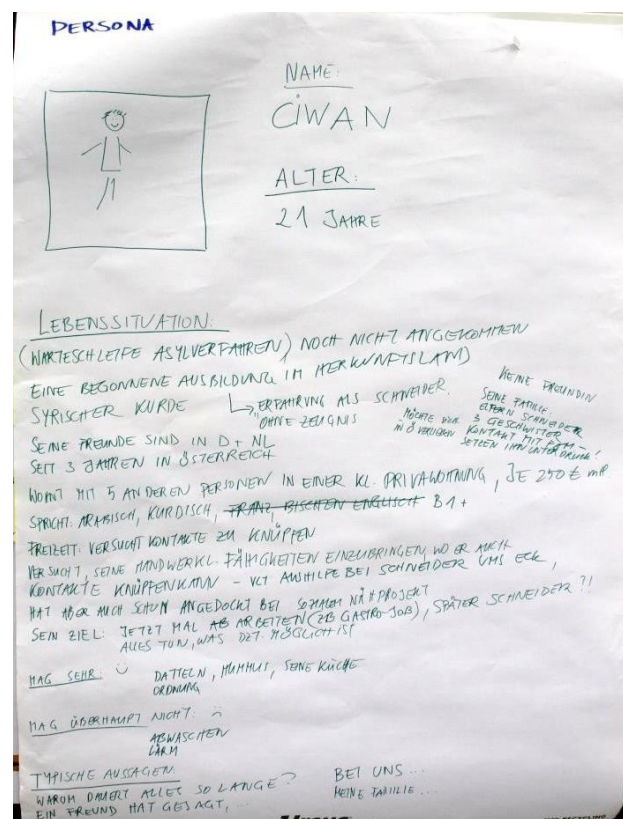
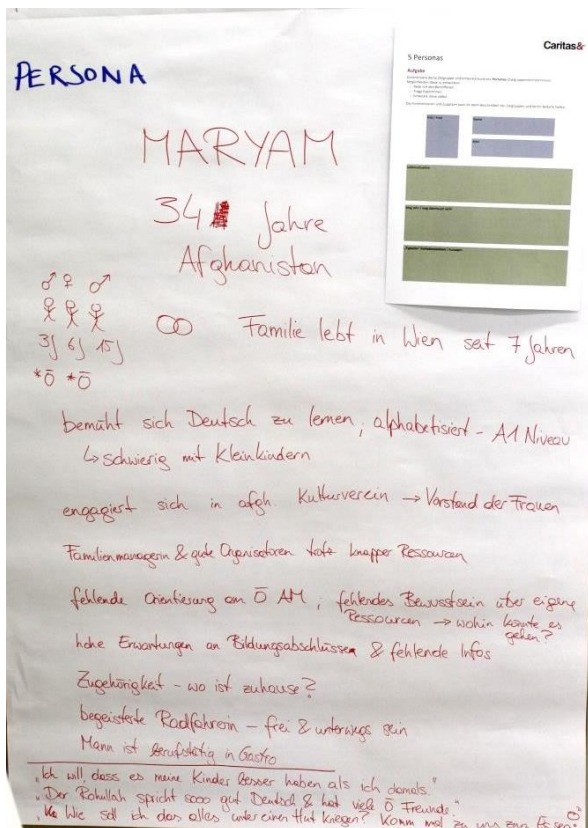


## B. Key results

### B.1. Findings of phase 1

Phase 1 consisted of exploration and creation activities. Working in two groups, the participants first drafted two “personas”. This is a method often used in co-creation settings. Personas are fictional characters, and are created based on knowledge the group has about a target group. Creating personas helps to understand the target group’s needs, experiences, behaviors and goals; it helps to identify with the target group when developing a new project or service.

Two personas were created; a male and a female refugee, both living in Vienna and facing the challenge of labor market integration.



After creating the personas each group drafted a focus question for the creation activity, the brainstorming. Brainstorming is an effective way to produce a large number of ideas, to generate ideas quickly, to build enthusiasm and improve the team/group collaboration.

- Question 1: Ciwan is a successful fashion designer, collaborating with the famous Austrian designer Lena Hoschek. They invented the „Syrian Dirndl“. How did he get there?
- Question 2: Maryam has her own bike shop with sustainable cargo bikes. How did she get there?



**SiforREF**

**FRAGESTELLUNG**

CIWAN HAT EIN EIGENES LABEL MIT DER DESIGNERIN LENA HOSCHER. SIE HABEN EINEN FLAGSHIP STORE IN AYO WIEN → 2021 ERÖFFNUNG. SIE IMPORTIEREN STOFFE AUS SYRIEN + MACHEN SYRISCHE DIRNDL! WAS IST PASSIERT?

HAT SOZIALES GEWISSEN ENTWICKELT

VERMIETET STUCCO FLAGSHIP STORE ZUR VERFÜHRUNG, LEIBRENTIE PP

LENA + CIWAN TREIBEN SICH BEI LIVINGS BOARD VERANSTALTUNG WARTEN... MIT PHILIE TELEFO, STOFFE GESCHENKT, GENÜGT, AM MACHENMARKT VERKÄUFT, JEM HAT EINE STORE GEWUNNT + WIL SERIE

ER HAT EIN THEATER STÜCK AN DER BURG (WOLFRUM) AUSGEFÜHRT

MACHENMARKT VERKÄUFT, EIGENES LOGO, TRIFFT DESIGNERIN, DIE IHM UNTERSTÜTZT

CIWAN IST UNGEWISS + HAT NEUE KONTAKTE GEDRÜCKT

LENA HOSCHER TRIFFT JEM, DER VON 90 STÜCKEN ERHÄHLT

CIWAN HAT BEI NEBERMACHUNG IN CARLA STOFFEN DRIVEN SURTIERT

IN PLAGRANT! FOTO VON GABRIELI → LENA HOSCHER. SIE WILL IHREIN FÜR WUNDERHERTELIEU

CRISIS FASHION - IDEE MIT LENA IM DRANST. ENTWICKELT

SIE TREFFEN SICH IM MAZI ANWART

MENSCHEN INKLUSIONSPOLITIK: ARBEITS PLÄTZE | WUNDERMÄTTIG ANS AMI - SERVICE STELLE

HOLLYWOOD STILE: SIE TREFFEN AUF EINANDER IN DER U-MAN (KAPPE AUSGESCHÜTTET)

SCHNABER KURZ, LENA HOSCHER WARE IM ER BEFAND SYRISCH DIRNDL

EINE INTEGR. BILDUNG LÄSST L. HOSCHER EIN.

LINNOB - INTER. (NETZWERK) - KAMPAGNE TEEDE PUNK A DER JEN VERANTWORTUNG ÜBERNEHMEN

JEH METTESOMI PU SEINER IDEE / STOFFEN FÜR VIELE FREUNDLICHE

AM DAT SCHNABER ANGESIET: COACHING + PUCHENT - NACHHALTIG!

GEHT TROCHTENMAGAZIN - SEINE BEKANNTE ARBEITET DORT

BRIN + PUFFI AS TERTI

DUCKE VOR NETZWERK

SERVIS TV - FIRM VON MAT. BRÄUCHT DIRNDL

WAR IN FLÜCHTLINGS UNTER KUNFT IM AUßERLAND + DIRNDL / TRACHT SIND SEINE ERSTEN EINDRÜCKE

TRIFFT O, DIE EIN DIRNDL BRÄUCHT, ER HAT SIE STOFFE VERW.

ER VERLIEBT SICH IN EINE AUßERIN + SCHNEIDERT DAS

UNTERSTÜTZUNG VON ANFANG AN!

30 TRAUMATHERAPIE

EN TAGESCHENKUNDES CASE-MANAGEMENT, SPÄLLOKER MAFFENS

100% RECYCLING PREMIUMWEISS

**FRAGESTELLUNG:** In 5 Jahren leitet Maryam ihren eigenen Bikeshop mit Lastenrädern aus nachhaltigen Materialien. Wie ist sie dahin gekommen?

- sie hat Radläse gegeben. Problematische sperrige Dinge
- hat, das Rad durch \_\_\_\_\_ kennengelernt
- inspiriert durch Youtube Videos → Lastenrad ⇒ auf Deutsch
- Critical Mass
- Verwandtenbesuch in Holland
- in einem Radclub aufgenommen
- neue Wohnung neben Radwerkstoff → mit Menschen dort gesprochen
- hat dem Ehemann Sachen bringen müssen
- hat eine Freundin bei Rite bring's
- Schuppenstag bei Rite bring's
- bekommt Ideen ~~von~~ zu Selbstständigkeit!
- role models andere gefl. Frauen
- erster Ausflug → halbring; E-Bikes
- fährt Kind mit Rad in KG
- kauft sich ein E-Bike, baut es selber an,
- bekommt Unterstützung von Radwerkstoff
- hat Deutsch verbessert
- ist stark & mutig, besser integriert
- ist in einem Gründerworkshop
- findet eine Mentorin in der Radwerkstoff

Both groups created ideas and highlighted the most promising ideas and approaches with red dots (a quick selection method). In a plenary session the ideas and findings of the group work were shared and relevant points concerning social cohesion and labor market integration of refugees were discussed:

- Importance of public integration support from the very beginning, covering the fields of language learning, trauma treatment (if necessary), housing, public transport;
- Additional support from civil society is crucial, private networks and mentoring for the integration process (ideas „donate your network“, „become a buddy“...);
- The biggest impact can be achieved by (better) coaching in job centers; traineeships and volunteer work to foster the labor market orientation and integration are important;
- Vienna is a „good practice“ within Austria, has a dense network of supporting structures; offers public support from the very beginning with “StartWien”, a project as part of primary care (Grundversorgung);
- The current needs in Vienna are innovative long-term integration activities, as the phase of quick and short term aid has passed;
- Difference in target group - proactive, networking refugees vs. refugees who need more support, how can we support those with limited resources?
- Sustainable financing of (best practice) integration projects is an ongoing issue.



## B.2. Findings of phase 2

In phase 2 we discussed the question: How can a social innovative approach be designed in refugee integration? How can we pursue the approach of co-creation in the SiforREF project? How do we involve different stakeholders in such a process? What do they need? All participants took notes and shared them amongst the whole group.

### **Important for innovative co-creation (feedback notes):**

- Use language and methods that work for all;
- Warming-up-activity, methods not solely focusing on language (e.g. more sketching than writing/talking);
- More time, more clarity about the “follow-up” of the workshop;
- An equal playing field: diversity of participants in the group; equal participation in the co-creation (who is involved as a professional, who as a volunteer?);
- Attitude: not developing FOR the target group, but WITH the target group; critical reflection, if the target group is involved in all activities (of the project);
- Ensure that participation is not an isolated event, but will be part of an ongoing, long-term process; (how) do we follow up on the workshop?
- Needs a strategy on how to involve the “big” decision makers, stakeholders from (e.g.) the public employment office, politicians etc.;
- Build on already existing know-how and networks (e.g. in the neighborhood) and structures, create/support spaces where people with different backgrounds can meet.

### **Other discussion points:**

- Critical discussion on the „innovation boom“; well-established integration projects in constant need of funding, urge to reinvent themselves;
- Responsibility of public authority vs. civil society, NPOs and volunteers;
- Where do we have the biggest impact in integration (social innovation vs. better service in job centers)?

## C. Résumé

The overall climate of the workshop was very good and we had a good working atmosphere; followed by a networking lunch/dinner in the Caritas Vienna integration project “Community Cooking”. The benefit for the participants was the information about the SiforREF project, the experience of co-creation and the methods that were used (capacity building), the meeting of new people and exchange of contacts (SiforREF network in Vienna).

The project benefits from the new contacts and the team in Vienna plans to involve the participants in future activities related to SiforREF.



