

Paremmiin Yhdessä ry

# Helping migrants to integrate: practices of NGOs in Russia, Greece and South Africa

2021



jamk.fi



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# Introduction



Lilit Sahradyan

I am a second year International Logistics student in Jyväskylä. Being an international student in Finland, it was a great opportunity for me to participate in a project which aims at facilitating the migrants' integration in the country. Moreover, I am participating in different projects as a part of my studies and I will need the project management skills for my future working life. Therefore, I was excited to take responsibility of the project manager.

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We started the project by assigning roles and responsibilities for each team member and defining the means of communication. After having a meeting with our Coach Teacher and with our Client, we had a clear idea about the client's requests. Based on this, our team worked on the project plan and adjusted it by cooperating with the client.

In particular, the project objectives were to conduct research and find out practices that various NGOs implement in 3 different countries in order to support the migrants' integration in those countries. In other words, we aimed at finding examples of activities, events and generating ideas from those practices that can be adapted to Finland. Our goal was to contribute to the facilitation of immigrants' integration in Finland.

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During the project work, we chose NGOs of three countries (Greece, Russia, South Africa) that we wanted to interview as well as we prepared the question which we wanted to ask them. At the same time, we prepared all the needed documentation regarding the privacy policy for the interviews. Afterwards, the interviews were implemented, and the action reports of different NGOs were researched.

Finally, the collected information was summarised, and our design researcher finalised this guide for our client. I also would like to note that we were in constant communication with each other as well as with the client which is also a significant factor for succeeding in our project. Overall, it was a great experience as our team managed to successfully implement the project.

# Project stages

## Meeting with the client

We got familiar with the client's objectives and requests.

## Project Plan

Based on the client's needs, our team had a discussion and made a project plan. Next, we gathered feedback from the client regarding the project plan and made some changes.

## Preparation of documents

Our team prepared documents regarding the privacy policies needed for conducting the interviews. We also prepared a list of questions that we wanted to ask the NGOs.

## Summarizing

After all the information was collected, it was summarized and the final report was made.

## Choosing countries

The first important step was to choose the countries where we wanted to conduct the interviews. This was followed by finding contact information about the NGOs in the chosen countries.

## Getting Approval

The project plan was approved by the client, after which our team started to work on the project.

## Interviews and action reports

When everything was ready, the interviews were implemented. After the interviews, the transcript was made and the information was translated to English. At the same time, action reports for some NGOs were also researched.

# Practices of NGOs in Russia

2021

# Case Russia: introduction

I am a first-year Master's student at the University of Jyväskylä on the program Corporate Environmental Management. In addition, I am holding a Bachelor's degree in Logistics Engineering from JAMK. I was really looking forward to participating in a project that has an aim to focus on immigrants adaptation.

Nikita Orlov

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My part was to scope one of the researched countries: Russia. After series of contacts with the client company the goals and necessary data to be collected were set. It led to the establishment of two main strategies to follow, the main one, which was based on personal interviews of companies' representatives and a backup plan, studying the reports of the NGOs that are in public access, which finally was followed.

In contrast to South Africa and Greece, the main accent was made not on companies themselves but projects and practices inside them, as during the research process unveiled that most of the actions in the researched country were done in collaboration of different organizations, even from various regions of the country.

Now I would like to focus on my personal emotions. I see this project as an important one from both sides, personal and principal.

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Immigrants adaptation is firstly about the people and how they are treated, in addition, it opens up country-specific problems and attitudes towards what is going on, their organization system and what should be corrected or re-thought in order to make life easier and the country itself more transparent. Immigrants in that case can be seen as a thermometer, due to their high vulnerability in the context of living conditions and adaptation matters.

From a personal perspective, I highly value the experience that I have received. Firstly, researching as a process seems vital for my future career. Secondly, due to an opportunity to look at the problems of people from the other angle. The last but not the least point to mention is the teamwork which was demonstrated during the research process. I would like to thank my teammates for their efforts and reliability demonstrated during the work, it was a pleasure to work with them.

# Migration situation in Russia



8%

SHARE OF  
MIGRANT  
RESIDENTS IN  
RUSSIA



Due to country-specific reasons, it was hard to contact companies directly. The NGOs we had contacted in Russia were reluctant to participate in our research or even to answer our emails. As a result, the team decided to stick to a backup plan in the case of Russia. From our point of view, there can be two reasons why it happened. Firstly, the organisations may not have enough time and human resources to take part in our survey, as most NGOs are regional and not that big. Secondly, the NGOs may be not interested in such research, because they do not see any opportunities to make it beneficial for themselves. Here we should also take into account that Russian NGOs are mostly not involved in the EU system of non-governmental organisations so publication on a Finnish website will not improve their reputation. However, we were able to find reports about the NGOs' activity the organizations published so we decided to analyze them and substitute the interviews.

Fortunately, due to liabilities towards the government Russian NGOs should publish complete reports about their actions. Consequently, it was possible to obtain an extensive amount of information about projects.

# «Give the migrant not a fish, but a fishing rod for catching fish»

By «No Illegal immigrants» and Forum of Resettlement organizations

The goal of these NGOs is to establish protection and repatriation of immigrants rights from Ukraine and help them be employed in a foreign country. With the help of these two organizations the Center of work immigration was created in 2015 in Sverdlovskaya oblast which main activity was performed in the next 9 months. The work of the campaign was aimed at a target group of around 9500 people and had financial support of 2 209 120 rubles (24064,71 EUR)



## Increasing level of employment of immigrants

To implement this goal into practice the process of helping migrants was divided into two parts: preparation before applying to a vacancy and support during first months of work. The first track included collaboration with job markets, collaboration between immigrants and job markets to keep vacancy information up to date, collaboration Russian Federal Migration Service and FSUE «Passport and Visa Service», language tests preparations, project in entrepreneurship for immigrants, assembling full document package (CV, employment contract, migration documents, insurance etc) and support during interview process. The second track consisted of consultancies how to deal with delay in compensation payment and bad working attitude in some immigration offices



## Increasing law literacy.

Here consulting sessions with lawyers on places were conducted, and NGO ensured collaboration with lawyers and other law specialists that were immigrants in the past, so migrants can get more practical knowledge from those who have such experience.



## Modernization of communication models between NGO and immigrants

The campaign decided to develop not only traditional brochures and leaflets, so also digital tools. Website is becoming not only an information leaflet, but also a portal for information exchange.



# «Give the migrant not a fish, but a fishing rod for catching fish»



## Housing support

The specialists who were holding the consultancies helped migrants to eliminate the commissions for the renting agency, to participate in government program «Housing for a Russian family», that gives possibility to buy housing with discounts, and also contributed to cancellation of places for temporary registration.



## Establishing self-service for immigrants

For that in three towns, namely Ekaterinburg, Nizhny Tagil and Sredneuralsk, free time activities, seminars and events were organized. In such activities those who were immigrants in the past took part as well.



## Collaboration with citizens, with other NGOs, government, Russian orthodox church

However, the campaign also experienced several obstacles during implementation:

- Bureaucracy.
- Absence of willingness in immigrants' society to fulfill extra applications.
- Economic crisis and as a result rising of prices.
- High number of immigrants during certain periods.
- Low financial support of people working in organizations.

# Experienced immigrants for participants of the state program «Compatriots»

By «Ural House» and Forum of resettlement organizations

The campaign was arranged to target people that are in the process of changing their living place. The main aim of the project was to minimize waiting time for immigrants for complete consultancy towards law, bureaucracy and actions to be taken (usually the waiting time is 2-4 months) via enforcing the collaboration of government, NGOs and immigrants in solving everyday problems during the migration process.

The campaign took place from October 2013 to September 2014 and resulted in establishing set of 5 organizations to take part in the project from different regions of the country: Sverdlovsk oblast, Voronezh oblast, Lipetsk oblast, Kaliningrad Oblast, Primorskiy kray.



## Law support for immigrants

via support to immigrants in the court, through applications, personal law consultancies and support to immigrants during bureaucracy procedures.



## Enhancing communication within the immigrant community

There were 120 visiting lectures and seminars, mostly with groups of people, who have already successfully passed through all steps of immigration. For example, there was a meeting with representatives of Uzbekistan society where there were more than 150 participants.



## Consolidation of data about migration policy

via journalistic and scientific activity. As a result, they produced a brochure 120 pages in 5 regions in an amount of 500 copies about the findings and practices of the project.



## Collaboration with the government

As an obstacle, the program faced problems with the grant and banking mechanisms that led to a freezing of bank accounts of head NGO.

# In defense «of those who came here»

## By Forum of resettlement organizations

The campaign was arranged between October 2016 and September 2017. The goal was formulated as «humanization of Russian immigration policy and improvement of image of immigrants in Russia» for which 3 408 464,78 rubles (EUR 37009,50) were spent.



### Law support for immigrants

Here the major activity was aimed at support in softening the returning policy and free law consultancies (preparation of necessary documents, making appointments, communication process in governmental agencies). It led to implementation of law correction that people who are the native speakers of Russian language can obtain citizenship in simplified form and over 4000 people saved from deportation.



### Communication and raising awareness

In this field the following was introduced: formation of monthly digest, development of website to publish set of interviews with experts in support of immigrants and elevation of press literacy in context of law and immigration by performing seminars via arranging journalistic contest «**Большие победы маленьких людей**» (Big victories of small people) and its iterations.



### Consolidation of data about migration policy

To reinforce exchange of practices between NGOs, sociologists, journalists and other researchers were encouraged to study the issue. It resulted in presentation and publication of the book «**Температура миграции в России**» (Temperature of migration in Russia) which consisted of 3 parts: best articles from journalistic contest «**Большие победы маленьких людей**» (Big victories of small people), set of analytical articles about barriers of migration and recommendations on migration policy.



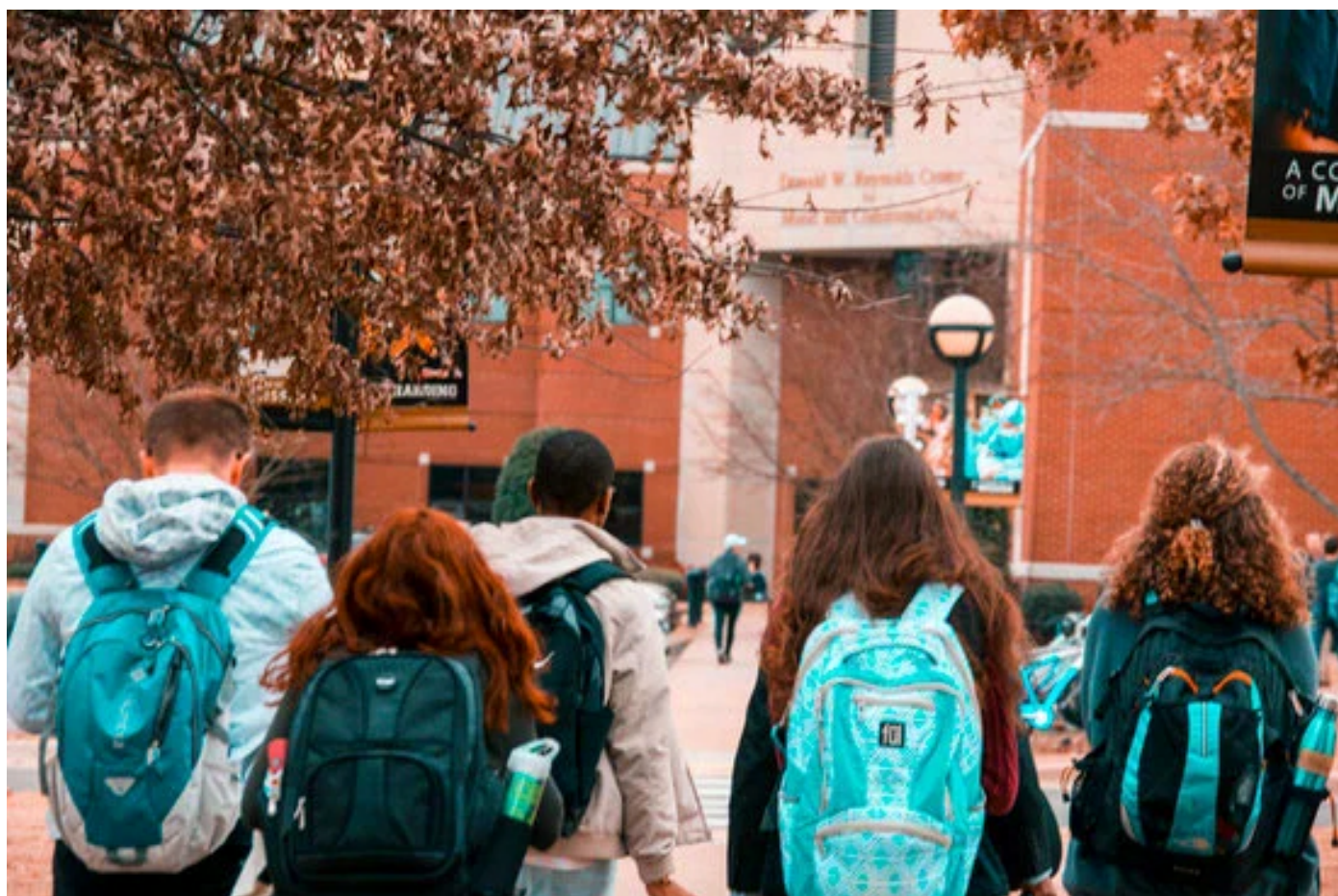
### Collaboration with government structures

# In defense «of those who came here»



Monitoring of living conditions in an immigrant village via inspections and consultancies

The campaign had also faced several difficulties mainly linked to lack of attention from the press, high level of bureaucracy and low level of law knowledge.



# Practices of NGOs in Greece

2021

# Case Greece: introduction



Maria-Nefeli  
Marouli

I am a first-year master's student in the program of Educational Sciences of the Department of Education and Psychology at the University of Jyväskylä. My specializations in the program are “Educational Leadership” and “Guidance & Counselling”. As my master thesis will focus on the policies and practices of organizations that aim at education as a tool of social integration of refugees in Greece, this project offered great opportunities and experience to me. Moreover, working in a team with students from diverse backgrounds and with common goals helped me develop communication and teamwork skills.

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Through this project and the collaboration with Paremmin Yhdessä ry, I had the opportunity to work with an amazing team that was dedicated to the project and proved very responsible as well as consistent with their own tasks and duties.

Moreover, I familiarized myself with the organization Paremmin Yhdessä and their work. Researching Greek NGOs enabled me to get an idea of the diverse services that are offered in Greece regarding the social integration of refugees and migrants in the society. Greece has a very developed network of organizations that offer services in this field, as since 2016 many refugees have entered the country, and actions were required to be taken. Interviewing the two organizations gave me insights into the different ways to provide support in this minority group and to achieve inclusion in society.

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In addition to familiarizing myself with the great projects that these organizations plan in order to support refugees and migrants, their work motivated me to look further into this field and research the practices of organizations in Greece for my master thesis. The way with which they deal with this crisis in Greece I find it very creative and innovative. I wish for both of these organizations to grow, reach more people and get support to keep their great work.

Furthermore, regarding my own path through this project, I gained experience of the procedure of interviewing, transcribing, and translating my data, as well as learning collaboratively through a process that requires teamwork, management of time, and good communication skills. Overall, it was an enriching, fruitful experience.

# Migration situation in Greece

10.4M

population of the country

political asylum  
the Syrian civil war

main reason to migrate to Greece

1M

migrant population

from

Syria, Afghanistan, Pakistan, Iraq, Bangladesh, Algeria, Morocco, Iran and Palestine

10%

SHARE OF  
MIGRANT  
RESIDENTS IN  
GREECE



# WeNeedBooks

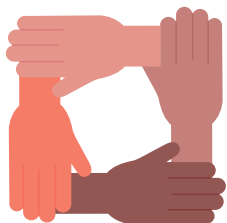
WeNeedBooks is a civil non-profit company (greek term: AMKE) and the first multilingual library in Greece based in Athens. The organization was created in order to give an answer to the problem Greece faced in 2016 when many refugees arrived in the country.

The main goal is to better integrate refugees into society, to help them find a place where they can read books in their native language. It is a place that they will feel safe, as they will be warmly welcomed and encouraged to get close to their own mind and soul via a reading.



## Greek language courses

There are free Greek language courses offered to refugees and immigrants and there is the possibility to obtain a degree certification. They see the course as something important, it's a station during the week.



## Collaboration with citizens and other organizations

Basically, the organization is functioning due to the help and support of indigenous people. The library started with crowdfunding and then switched to small amounts of sponsorships with active citizens playing a key role: 80% of the books are donations and 20% are from the company's income. The citizens also participate in volunteering, by distributing books to the libraries and cultural associations that are not based in Athens, delivering books, and helping in library arrangements.

WeNeedBooks collaborates with organizations that have settlers with children/minors and support them when a problem arises. Such connections are especially important for ensuring book donations or delivery of books in foreign languages into the camps. Recently, there was a collaboration with a doctoral student from the Turku University.



## Creating a safe space environment

The organization has managed to create an environment that is open and welcoming, offering a safe space to read learn and socialize. There were children who were hesitant towards society, wanted to take the book and sit down to their settlers and read it, but through the members' very positive approach they managed to make them understand that the process of visiting the library is helpful for them and their psychology, as they can see the path they take and this activity with a different perspective. In the beginning, they may have been negative or shy and they may not have even exchanged any words with the people there. However, day by day they start to open up, and now many times they initiate a conversation.



# WeNeedBooks

## Creating a community



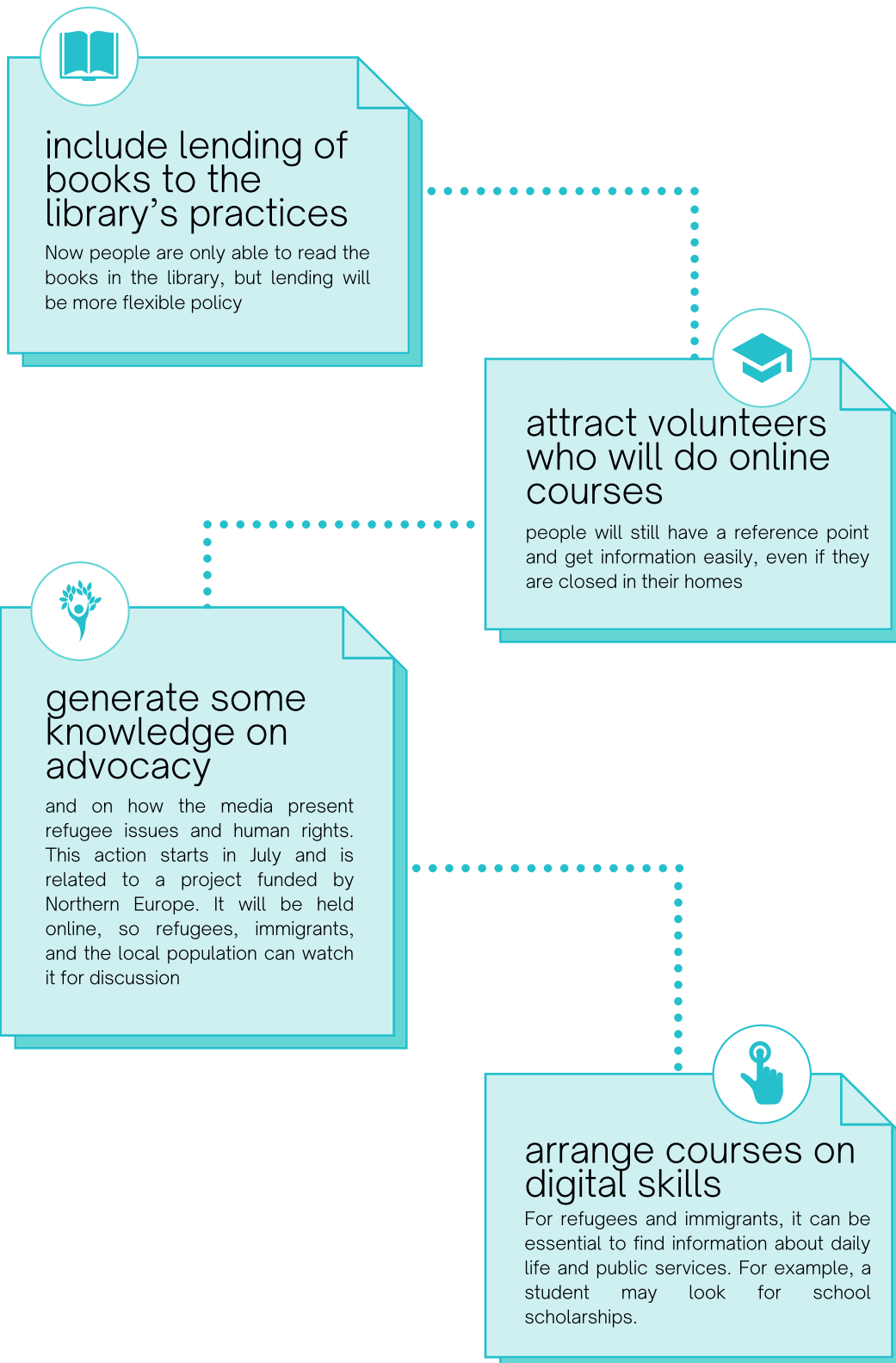
Newcomers address their communities to get information, but also the people in the library support them psychologically and practically in this process. This personal contact plays a big role, as for example through an hour of social interaction and drinking a coffee it is possible to create a network around the area. The significance of such activities was proven by the co-founder, Nandin Munir, who was an immigrant himself, has lived in Greece for 15 years and helped significantly during the crisis years. Refugees and migrants get information about the library via social media (Instagram and Facebook) or via personal communication. They support also each other through an organization that prepares and offers food where they can help in the kitchen, cook in turns and distribute packages of food, creating a supportive community.

## Obstacles:

- Bureaucracy. The procedures or the approvals of some initiatives can take months of phone calls and appointments.
- Low funding and financial support.
- There are not enough volunteers, as the workload during the pandemic has increased.
- Pandemic itself. The organization collapsed as it is based on personal contact, the library was closed, so all communication was held by telephone or on the Internet. During the courses the internet was constantly falling, combined with the lack of digital skills of the population, it was hard to work in these conditions.

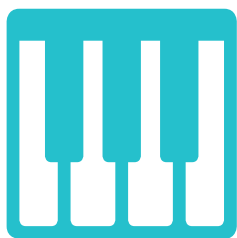


# WeNeedBooks: Plans



# El Sistema Greece

El Sistema Greece is a civil non-profit company, a musical and educational program that aims at social integration. The organization addresses all children and young people 5-26 years old regardless of religion and language. All the events are aimed - for their main purpose - at social integration via musical education.



## Music lessons

Include music-kinetical education (5-7 years old), choir and orchestral lessons, music theory lessons.

All lessons are taught in groups (big or small) and students obtain as long as they are members of the El Sistema free music instrument for the classes and for practicing at home. The company believes in the power of musical ensembles and that's why they treat each group as such. At every serving point, they create small orchestras and a choir. In addition, there are two large ensembles: El Sistema Greece Youth Orchestra and El Sistema Greece Youth Choir. Children's goal is to become members of the big orchestra and choir. There are also courses inside the refugee structures/camps that host unaccompanied refugees and this is how this organization started; by offering music lessons in refugee camps in Attica (ex. Skaramaga, Schisto)



## Free transportation

There are 3 free buses starting from three different places in Athens which take children to the rehearsal place from the camps and then back. At the concerts, there are also free buses that accompany the children and the parents, as it is important also for the parents to watch their children, to be proud of them and to recognize their effort. The task is to create unity and a community, even though they have different cultures, religions, languages, it does create common points.



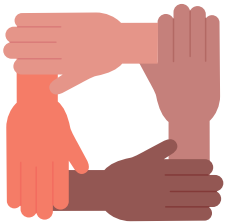
## Seminars, workshops, masterclasses from various organizations and culture centers

Many artists, music educators, conservatories participate in common projects with ESG and visit Greece in order to visit especially El Sistema Greece and offer training seminars to teachers and workshops to the children, to sing together or to show techniques. There is no competition between them, but there is a healthy collaboration based on the exchange of methodologies and educational material. This relationship develops some kind of motivation and impatience for the children who can't wait to participate in the programs.

# El Sistema Greece

## Collaboration with

- **indigenous people:** 1/3 of El Sistema students are Greek children whose parents could afford private lessons but they believe in the ESG methodology and encourage their children to be in multicultural environments. There is also a collaboration with many conservatories under a cooperative spirit. In Kypseli there is the largest nucleus (teaching group) where many locals from the neighborhood are members. Many parents also participate in projects of El Sistema Greece as the Lullaby Projects or workshops that are held to strengthen the relationships among students and parents. Moreover, there are many volunteers that help, as well as renowned musicians, artists, educators, and teachers who want to get involved in this process.



- **donators.** The budget is not based on any state public sponsorships. The resources come from sponsorships of large organizations and institutions abroad, from financial contributions of large institutions, and donations of musical instruments from individuals, institutes, organizations, from Greece and the whole world.

- **the governmental structures.** There is no official state support, however, there are good relations with the Athenian municipality. The organization is also a member of the Athens Culture Net where cultural factors from all over Athens participate, plan and support cultural events. There is also a close relationship with the Athens region that invites them to various actions and cooperation with CCRM of the Athenian municipality that supports the activities that take place in the city for immigrants and refugees.

## Creating a community

Every September they have prepared a series of actions in order to share their plans: make presentations in public and private schools, give out brochures, talk to the directors, collaborate with conservatories and other music organizations, by giving information for all their actions. They also aim to outreach with mediators in the camps; distribute the leaflets in the camps in their languages and cooperate with other organizations that are in contact with individuals from the refugee camps (for instance, organizations that offer language courses, associations for unaccompanied refugees). Finally, they inform people through the municipality and through the concerts and share the experience with their friends, which is the best way to advertise the organization. The activities and events of ESG definitely have a positive influence on students, and all this coexistence of people from different backgrounds is one of the greatest successes.



# El Sistema Greece



## Small and large performances

The organization gives great emphasis on the presence of children on stage in order for them to gain complete musical experiences and boost their confidence. The program is open and free to all, especially to children whose families can not support the music courses financially.

Apart from continuing all these practices, the main goal of the organization is to return to the classrooms after the pandemic without losing any students. This is a big project that El Sistema works on every day, as the ultimate goal is to offer membership to as many young people as possible.



# El Sistema: Obstacles



## keeping the number of their students constant and advancing the courses

because they are addressed to a moving population. Sometimes, the groups change every week, thus the courses, especially in the camps, are not diligent / successful in the sense of the course progress. Some courses in some structures have progressed with great speed, so it can be successful.



## coronavirus situation

There are technical problems as everything is done online; there is low participation in the courses due to lack of Internet connection, as it is not available at some houses, or due to overload of the internet connection in a house as other members are using it for teleworking and distance learning. The organization is trying to deal with this, by buying renewal cards for students so that they do not have to be connected to the home network. But this difficulty is not easy to solve.



## language problem

Students come from 30 different countries and the teachers speak Greek and English and maybe some of these languages. However, this is an issue that intrigues the teachers, but it is difficult to communicate with the parents, thus the communication happens either in writing or through the children, which is an issue that can also create a problem.



## not enough schooling

As some children have not gone to school, it is a challenge as they do not know how to sit side by side with someone and to coexist in general.

# El Sistema: Obstacles



## kids traumatized by some bad experience

El Sistema is trying in fun and creative ways to incorporate them and to alleviate their pain, but it is very difficult and for that there is a pedagogical manager and the lessons are studied in this regard.



## bureaucracy and operation

It has recently emerged that organizations wanting to be active in the camps have to join an NGO registry and is a very difficult and complicated process. In addition, every organization has to make sure they have interpreters, mediators, and constantly make new groups as the population moves.



## unfixed schedules

Many children do not have a fixed schedule and, although they intend not to miss classes, sometimes they do not attend, as they may not know that it is, for example, Wednesday. Sending reminders to kids about what day it is and notifications to the parents every time the children have to connect to the Internet - are some of the solutions to this problem.

# Practices of NGOs in South Africa

2021



# Case South Africa: introduction

I am Zimbabwean, Finnish third year student of International Business at the Jamk University of Applied Sciences. As a student, I was also a tutor for international students and I was also awarded a diploma in community service. Before university I had worked at a youth center Nuortentalo katutaso and at Jyväskylä in Jyväskylä. This also included working with newly arrived young immigrants, communicating with different immigrants who were learning the Finnish language, culture and way of life.



Allen Nyamukapa

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I was very glad to have been chosen to participate in this Team & Client multidisciplinary business project course. The country I did research from was South Africa, I did the research for the client Paremmin Yhdessä ry. I was one of the three researchers in our team of very dedicated six members. My tasks in this project involved getting in touch with a group of organisations in South Africa that work with immigrants.

The organisations were Scalabrini and Passop, both Organisations are based in Capetown South Africa. After I had received a positive response from the two different Organisations that work with immigrants, the data collection began. With one of the organisations Scalabrini I had to use information from their website and from their resource library, and from the other organisation Passop, I had an interview with one of the staff members

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and collected data from them as well.

Doing this project was very interesting for me as I have lived in four different countries as an immigrant, and I am very much aware of some of the challenges that immigrants sometimes come across, and how very important the work that organisations such as Paremmin Yhdessä ry, Passop and Scalabrini do for the immigrants. It is my hope that these organisations will continue to find the resources they need to continue doing the work they are doing in assisting immigrants to settle down and find livelihood in their new places of residence.

# Migration situation in South Africa

59M

population of the country

civil wars & undeveloped economies in neighboring countries

main reasons to migrate to South Africa

4M

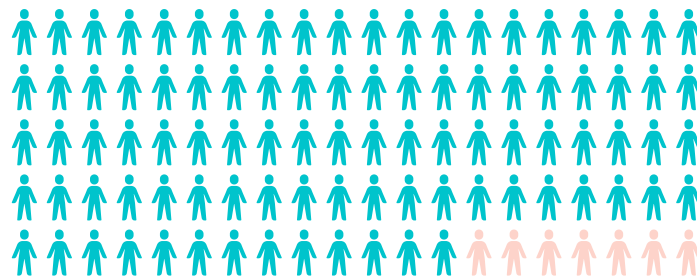
migrant population

from

Zimbabwe (around 3 million), Mozambique, Botswana, Swaziland, Lesotho

7.2%

SHARE OF MIGRANT RESIDENTS IN SOUTH AFRICA



# Scalabrini

The Scalabrini centre is located in Cape town South Africa that was established in 1994. Now there are more than 50 employees who are experts in teaching, law, advocacy, youth and child care.

Their goal is to foster cultural, social and economic integration of migrants, refugees and asylum seekers into local society with an aim to promote human rights and promote integration of asylum seekers, refugees and immigrants. Their vision also perceives migration as an opportunity with a commitment to alleviate their clients out of poverty and promoting development in the Western Cape while fostering integration between migrants, refugees and South Africans. Advocating for human rights and Providing assistance with different services such as Paralegal and Advocacy, welfare employment access, English school, women's platform and youth work.

## Law support



The organization gives assistance with legal matters including the right to basic education and healthcare and relating to accessing the asylum immigration systems with the department of home affairs and other departments of the governments as in relation to services and assistance such as unemployment funds. It also access justice for victims of hate crimes and xenophobia including assistance for persons subject to other forms of discrimination and provides victims of labour exploitation with consultancies. Additionally, persons facing potential detention, the cessation of refugee status and deportation from South Africa are offered advice and assistance.



## Ensuring documentation

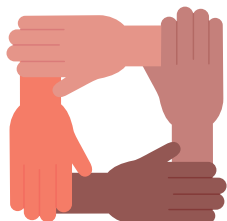
The organization assists immigrants with overcoming barriers so as to acquire proper documentation (assisting with accessing birth registration, and the protection and documentation of minors, unaccompanied and separated foreign children).



## Raising public awareness

via publishing research and advocating in media for legislative and policy reform including its proper implementation. The organization does online advocacy including online communications, newsprint, documentary filmmaking and media engagement.

# Scalabrini



## Collaboration with

- **with civil society and various organizations.** For instance, there is work with the International Human rights bodies such as the UNHCR, the United Nations and the South African Development Community.
- **the governmental structures.** There are workshops and training to government and state officials to enhance the process of engaging with the South African government in draft legislation and policies as well as the implementation thereof.



# Passop

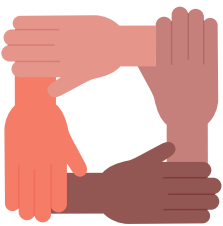
Passop is a non-profit organization founded by Zimbabweans in 2007. It is targeted at three groups of migrants: refugees, asylum seekers and immigrants with challenges of repatriation or family reunion, but the main focus is refugees. The goal is to fight against gender-based violence, prejudice against asylum seekers, violence and xenophobia.

As it is written on the website, the organization «offers a range of services including: anti-xenophobia help desks that offer paralegal advice, integration events and workshops», arranges «a Disabled Children Support Project, an African Solidarity Education Project, assistance with documentation issues, ZDP Permits and Appeals, monitoring of Internally Displaced Persons camps and other advocacy and education projects».



## Law support

The organization lobbies for laws to protect refugees. It even sued the government for human rights violation regarding a detention center for refugees center, which was seen as violating the human rights of detained immigrants. The organization won the case in court.



## Collaboration with

- **with civil society and various organizations.** For instance, Community Mobilization Officers, human rights activists and volunteers. Donors are also contacted as a non-profit organization relies mostly on them for support with their project and their free legal aid. Additionally, there is an organization called Zimbabwe crusaders, which a community of Zimbabweans who work to influence the government to be more tolerant of people from the LGBTQ+ community.

- **the governmental structures.** The organization establishes dialogue between the government and human rights organizations to give rejected asylum seekers assistance with legal matters and implement various helpful policies for them.



## Creating shelters

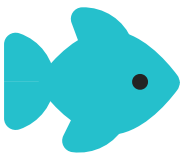
The organization received funding for a homeless shelter for refugees and asylum seekers and those coming from an economically disadvantaged background. The shelter not only for refugees, but everyone coming from a disadvantaged background.

# Passop



## Creating a community

Within the communities there are many immigrants who have entrepreneurial ventures, such as barber shops and small businesses, which is an opportunity for migrants to support each other. The organization also invites members of the business community to mingle and get to know the immigrants and refugees as they share and tell their stories why they came to South Africa.



## Distribution of food for refugees

During the lockdown in the corona pandemic it proved to be difficult, but the demand was higher since a lot of people had lost their jobs.



# Conclusions

2021

# Results in a nutshell

To finalize our report and briefly summarize the findings of our research we have decided to put three main ideas to one page.



## Highlight 1

NGOs play a crucial role in helping immigrants integrate into society. Without them newcomers will have minimum chances of understanding another culture.

## Highlight 2

For an effective support of migrants both formal (law consultancies, help with documents) and informal (courses, communities, events) services are needed.



## Highlight 3

Indigenous people are to be involved in NGOs' activities, as the governmental support is sometimes difficult to be reached



# Constructing the report



Anna Opykhtina

I am doing my second year of bachelor's degree in Journalism at Higher School of Economics in Russia, taking an exchange semester at the University of Jyväskylä this spring. As a commissioning editor of *The Vyshka*, the largest Russian student media, I have already worked with NGOs, interviewing organizations about anti-bullying practices, so this Team&Client Project course gave an opportunity to deepen my experience and familiarize myself with activities of such organizations around the globe.

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In our team I have been assigned to create a summary of researchers' findings and structure the final report. It was a rather complicated task due to various reasons. Initially, it was evident that different countries would not have similar policies towards integration of migrants as the number of people and the level of economic-political development vary. This suggestion proved to be true: for example, Greek NGOs and Paremmin Yhdessä ry itself mostly concentrate on courses and education, while Russian and South African NGOs focus primarily on legal support.

Another complex aspect was the fact that researchers were forced to use various sources: only official reports for the Russian case, only online interviews for the Greek case and a combination of a survey and an official report studying for the South African case.

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This means that the findings of all researchers had different structures and aspects, some details were included, but others were not, so summarising all the materials and arranging them into this report was a demanding task.

However, thanks to the supportive members of my team, I was proud to do this summary. Not only was I able to compare various methods of working with NGOs and interviewing them, but I also enhanced my analytical skills and critical thinking. Before this project I had never worked with a client outsourcing the project, thus this experience gave me an outlook on «real work» situations.

# Making Finnish summary

I am a second year social science master student, majoring in sociology. In my studies, I have been focusing on the themes of migration and development, so the project with Paremmi Yhdessä ry was a perfect opportunity for me to gain some practical experience in the field. Besides that, I have also studied communication and media and that is why I was happy to take responsibility for communication.



Anni Holappa

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Better integration of migrants into Finnish society is essential, as migration is a part of the global world we live in today: according to Statistics Finland there were over 400 000 foreign born citizens in Finland (Tilastokeskus 2021), many of which are either first or second generation migrants. With this research project, I hope we can give new ideas to Finnish organizations.

While summarizing the report I got a good sense of the various practices that we found during our research. It was very cool to take a look at the practices that are done elsewhere, since different countries have different emphasis on the integration process. It was great to see that the practices take into consideration the various backgrounds and identities that migrants have and offer a range of different services and help based on that.

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I was especially excited for Greek We Need Books -organization's idea for providing books. I think that could be feasible in Finland as well and would help with the cultural diversity and creating communities. As a book lover myself, I think they are a great way to bring people together. It was also impressive to see how remarkable job the South African NGO Passop is doing by creating shelters and distributing food.

Being a part of a project as such was very unforgettable for me. In the academic studies, there is sometimes a lack of practical knowledge that is often gained through experience. This project gave me many useful skills for the future. It was also very rewarding to work together with students from all around the world. I think our international team really matched well with Paremmi Yhdessä ry's principal idea - together we are better and stronger!

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Picture from the page 15: We Need Books

Picture from the page 19: El Sistema

Other pictures: Canva

# Tiivistelmä

## Team Delta & Paremmin Yhdessä ry: Tuoreita ideoita maahanmuuttajien kotoutumiseen

Projekti on tehty osana Jyväskylän yliopiston ja Jyväskylän ammattikorkeakoulun Team&Client-projektikurssia. Projektin tarkoituksena on kerätä ruohonjuuritason tietoa eri maiden maahanmuuttojärjestöjen kotouttamispalveluista. Tarkoituksenamme on tarjota käytännön esimerkkejä ja ideoita siitä, kuinka maahanmuuttajien kotoutumista voidaan edesauttaa. Valitsimme kohdemaiksemme Kreikan, Etelä-Afrikan ja Venäjän, jonka jälkeen aloimme kartoittaa sopivia haastattelukysymyksiä. Sen jälkeen lähestyimme kohdemaiden maahanmuuttojärjestöjä ja haastattelimme niiden edustajia. Haastattelimme kahta kreikkalaista järjestöä sekä yhtä etelä-afrikkalaista järjestöä. Lisäksi käytimme tiedonhankintaan kattavasti erilaisia raportteja ja muita lähteitä. Venäläiset järjestöt eivät harmiksemme vastanneet haastattelupyyntöihimme. Syiksi oletamme aika- ja työntekijäpulaa. Löysimme kuitenkin venäläisten kansalaisjärjestöjen raportteja, joiden avulla analysoimme käytäntöjä ja ideoita.

### KOHDEMAIDEN MAAHANMUUTTOTILASTOT

	VENÄJÄ	KREIKKA	ETELÄ-AFRIKKA
MAAHANMUUTTAJIEN LUKUMÄÄRÄ	noin 12 miljoona	noin 800 000	noin 4 miljoonaa
PROSENTTIOSUUS VÄESTÖSTÄ	8 %	10 %	7,2 %
MAAT, JOISTA MUUTETAAN	Ukraina, Kazakstan ja muut entisen Neuvostoliiton alueen maat	Lähi-itä: Syyria, Afganistan ja Irak, sekä maat kuten Pakistan, Bangladesh ja Marokko	Etelä-Afrikan naapurimaat, kuten Zimbabwe (valtaosa muuttajista), Botswana ja Mosambik
YLEISIMMÄT SYYT MAAHANMUUTOLLE	taloudelliset syyt, kuten työn perässä muuttaminen	poliittisen turvapaikan hakeminen sekä Syyrian sisällissota	Etelä-Afrikan talouskasvu ja sen naapurimaiden sisällissodat

Alle on koottu löytämämme tulokset tiivistetysti.

### Vapaa-ajan aktiviteetit:

Kreikkalaisten järjestöjen tarjoamissa palveluissa korostui yhteisöllisyyden rakentaminen. We Need Books -järjestö pyrkii tarjoamaan turvapaikanhakijoille ja pakolaisille kirjoja heidän omalla äidinkielellään. Kirjojen avulla järjestö haluaa myös luoda maahanmuuttajille turvallisen tilan ja yhteisön. Toinen kreikkalainen järjestö, El Sistema, järjestää musiikkiopetusta ja esityksiä, joissa maahanmuuttajat esiintyvät. Heidän kohteenaan ovat etenkin lapset ja nuoret iältään 5-26 -vuotta. Lisäksi he järjestävät työpajoja ja seminaareja erilaisten kulttuurikeskusten kanssa ja tekevät tämän lisäksi yhteistyötä muun muassa musiikkitalojen, radioasemien ja orkesterien kanssa. Myös venäläisten järjestöjen toimintaan kuului erilaisten vapaa-ajan tapahtumien ja aktiviteettien järjestäminen maahanmuuttajille.

### Apu työpaikan hankintaan ja muu käytännön apu:

Venäläisten kansalaisjärjestöjen keskuudessa eräs keskeisistä tavoitteista oli Ukrainasta tulevien maahanmuuttajien oikeuksien turvaaminen ja työllistymisen parantaminen. Järjestöt Venäjällä pyrkivät aktivoimaan maahanmuuttajia yhdenvertaiseksi osaksi yhteiskuntaa tukemalla heitä sekä työnhakuprosessissa, että uuden työn ensimmäisinä kuukausina. Erään kampanjan nimi kuuluukin osuvasti "*Give the migrant not a fish, but a fishing rod for catching fish*". Lisäksi kampanja auttaa asunnon järjestämisessä. Myös eräs toinen kampanja tarjoaa käytännön apua pyrkimällä lyhentämään odotusaikaa asunnon vaihdon yhteydessä tekemällä yhteistyötä Venäjän hallituksen kanssa.

Muunlaisesta käytännön avusta löytyi hyviä esimerkkejä Kreikasta: maahanmuuttajille järjestettiin kreikan kielikursseja. Lisäksi käytännöllistä apua tarjosi myös El Sistema, joka järjestää ilmaista kuljetusta kolmen bussinsa avulla musiikkipalveluihinsa liittyen.


Etelä-Afrikassa käytännön apua annettiin perustarpeiden täyttymiseksi: Passop-järjestö rakentaa suojia ja jakaa ruokaa pakolaisille sekä niille, jotka tarvitsevat apua. Koronapandemian aikana avuntarve kasvoi entisestään.

### Laillisen avun tarjoaminen:

Etelä-Afrikassa kansalaisjärjestöjen tarjoama apu keskittyy laillisen avun tarjoamiseen, kuten erilaisten dokumenttien hankkimiseen. Myös venäläisten järjestöjen raporteissa korostui laillisen avun tarjoaminen: järjestöt tekevät yhteistyötä asianajajien kanssa, jotta maahanmuuttajat olisivat tietoisempia oikeuksistaan.

### Koulutus ja tietoisuuden lisääminen:

Jokaisen kohdemaan järjestöt pitivät myös tärkeänä tietoisuuden lisäämistä ja koulutusta: järjestöt tarjosivat koulutusta pitämällä erilaisia opetustilaisuuksia kouluille ja viranomaisille sekä järjestämällä erilaisia kampanjoita. Eräs venäläinen kampanja haluaa kehittää digitaalista viestintää maahanmuuttajien ja järjestöjen välillä.



Muiden kansalaisjärjestöjen kanssa tehdään paljon yhteistyötä. Etelä-afrikkalainen Scalabrini tekee yhteistyötä suurten globaalien järjestöjen, kuten YK:n pakolaisjärjestön kanssa. Myös We Need Books pitää keskeisenä muiden kansalaisjärjestöjen kanssa tehtyä yhteistyötä. Useat järjestöt painottivat kansalaisten suurta roolia kotoutumisessa ja pyrkivät lisäämään syntyperäisten kansalaisten ja maahanmuuttajien keskinäistä vuorovaikutusta koulutuksen ja aktiviteettien avulla.

Lisäksi etelä-afrikkalaisen Passoan tieoisuuden lisäämisessä painotettiin sukupuoli- ja seksuaalivähemmistöön kuuluvien oikeuksien turvaamista ja parantamista.

This report was done by Team Delta together with Paremmiin Yhdessä ry for the University of Jyväskylä's Team & Client -course on 1.5.2021.

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