



Vorarlberg
unser Land



Civic Council Report
Vorarlberg Asylum and Refugee Policies
June / July 2015

Commissioned by

The State Government of Vorarlberg
State Governor Mag. Markus Wallner
State Minister Ing. Erich Schwärzler

Civic Council

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Civic Council (is the translation of the german title “Bürgerrat”)

The process developed by Jim Rough, USA, is originally named Wisdom Council or Creative Insight Council.

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1. Initial Situation and Description of Process

At the request of the State Government of Vorarlberg, in June, 2015, a Civic Council was convened to consider asylum and refugee issues. In Vorarlberg such Civic Councils operate as an important link between society and government. To ensure that the Civic Council represented a broad spectrum of opinions and diverse array of lifestyles, participants were chosen at random.

Initial Situation:

- The theme of asylum is a pressing, controversial sociopolitical issue
- Vorarlberg, in solidarity with Europe, is a shareholder in the growing global society
- For that reason as well as to fulfill obligations under international law, Vorarlberg must accept its due quota of refugees
- Questions springing from this context include:
 - o How can the process of receiving refugees in Vorarlberg best be effectuated? What must be done?
 - o How can the interactions between refugees, citizens, experts, media outlets, government, and other institutions best be facilitated?

Civic Council Process Issues

The State Office for Future-Related Issues (ZuB) developed the project's strategy and procedure in consultation with a steering committee (okay.zusammenleben, Caritas, State Office for Home Affairs & Security, State Office for Commerce & Society). The steering committee's key tasks were to take part in the conception of issues and to identify practical ramifications.

Given the anticipated developments in Europe and the world, it is clear that Austria must take on a growing number of asylum seekers. The seventh statewide Civic Council concerned itself with the questions: "What do we need – in order to effectively cope with world developments and the growing number of asylum seekers – to do here in Vorarlberg? What can we expect from the asylum seekers?" The latter question was purposely formulated in a resource-orientated fashion, and is directed towards both parties: those on the "receiving end" and those on the "incoming end." The Civic Council is so constituted that roughly 20% originate from immigration and/or refugee backgrounds.

Proposed Objective:

- From the documentation a reference paper taking the process's central findings as contents will inform Vorarlberg's asylum debate; suggestions towards a blueprint for coexistence and subsequent assessments will be clearly outlined.
- The paper shall provide the background for the on-going debate on the issue (citizens, asylum seekers, stakeholders, administration, government policy).

Desired Outcomes:

- Greater awareness among participants (self-efficacy, civic education...)
- Realization of a model approach to regarding asylum policy – the quality of the discussion is raised; the issue's many facets are made visible.
- To utilize the ideas and concrete recommendations of Vorarlberg citizens.
- To raise public awareness and increase empathy for people who are refugees – to establish the basis for an open, welcoming culture.

The Civic Council process is divided into four stages.**The documentation at hand presents the results of stages 1 – 3.**

1. **Civic Council:** 12/13 June – over the course of a day and a half, twenty-three randomly selected citizens of Vorarlberg work out a joint statement (not open to the public).
2. **Civic Cafés:** 15 & 22 June – the findings of the Civic Council are presented to the public and provide the basis to expand the deeper conversation.
3. **Responder Team:** 9 July – a team of professionals involved with the asylum issue at the institutional level review the ramifications of the Civic Council's findings (okay.zusammenleben, Caritas, State Office for Home Affairs & Security, State Office for Commerce & Society, State Office for Future-Related Affairs).
4. **Documentation & Next Steps:** The documentation encompasses the findings of the three civic events and of the Responder Team, providing the informational groundwork for political conversation at both the state and municipal levels. Based on these explorations, in the fall of 2015 the Vorarlberg State Parliament shall issue a detailed review assessing the measures that have been taken and/or need to be taken.

1.1 Description of Process

Twenty-three randomly selected citizens of Vorarlberg met for one and a half days in mid-June 2015 to fulfill the task of framing a joint statement with regards to the refugee/asylum issue. Owing to the large number of participants, the group was divided into two sub-groups. The findings were disclosed at the end of the second day in a joint presentation. Many of the individual points that came up were matters of concern for both groups. The groups were moderated by using a special facilitation method (Dynamic Facilitation). The method encourages authentic dialogue from participants, collecting their core impulses, ideas, criticisms, knowledge, and questions. The method is solution-oriented, facilitating collaborative conversation and encouraging practical solutions.

1.2 Civic Council Participants

Six hundred and forty randomly selected citizens from the whole of Vorarlberg were invited to take part. Roughly one hundred people responded. Of these, some fifty – mainly for reasons of time, location (study), or lack of interest – turned down the invitation. Twenty-three people accepted the invitation to participate on the Civic Council, and, fortunately, all twenty-three appeared. The youngest participant was eighteen years of age, the oldest participant seventy-five years of age; the council was made up of twelve men and eleven women.

Women

Name	Family Name	Home
Gudrun	Petz-Bechter	Feldkirch
Elisabeth	Tschofen	Bürs
Anna-Maria	Gächter	Hohenems
Petra	Köstinger	Lauterach
Anna	Wolber	Götzis
Sandra	Wild	Lochau
Gabriela	Korherr	Bludenz
Merve	Yildiz	Dornbirn
Raffaella	Gumpelmayer	Dornbirn
Taara	Samadzadeh	Dornbirn
Hemma	Robinig	Bregenz

Men

Name	Family Name	Home
Dvorak	Frantisek	Mäder
Sameh	Merzai	Feldkirch
Helmut	Blum	Bregenz
Bernd	Amann	Hohenems
Wilhelm	Sonderegger	Dornbirn
Yusuf	Altun	Bregenz
Karl Hugo	Kaserer	Dornbirn
Karl	Zerlauth	Ludesch
Martin	Mußner	Dornbirn
Gotthard	Wachter	Frastanz
Thomas	Schwaninger	Feldkirch
Rene	Ponudic	Feldkirch

2. Civic Council Results

The central messages and findings of both sub-groups were structured into key themes and needed measures; a compilation was then made. The following summary expresses the Civic Council's joint statement:

2.1 Key Issues

The theme concerns us all!

Worthy coexistence in a common living space requires tolerance and an open attitude, requires communication and transparency. Some relevant historical examples give reason to take courage.

Towards a model for coexistence...

- ... one aim: refugees and asylum seekers should take control of their lives and stand on their own two feet as quickly as possible
- ... they should be extended the opportunity to perform meaningful activity; be allowed quick access to the labor market; including rendering neighborly services
- ... they should be supplied contacts and opportunities to meet people

Conduct / Attitude

Mastering the developments requires mutual willingness, open-mindedness, tolerance, and respect. Direct contact and current information are necessary givens to realize such an attitude.

Transparency

- Clarity must reign concerning rules, legal framework, and the details of asylum procedure (better information policies and wider awareness)
- What is the current situation in Vorarlberg? How many refugees are there? Where do they come from? Where are they now and how are they housed? Etc...
- Definition of terms: refugees, asylum seekers, foreigners – term differentiation can rule out misunderstandings
- Communication at all levels – federal, state, communities, neighborhoods, within projects – is an on-going must
- Role of the media: it's all about truth in reporting, and not about grabbing attention by exaggerating stories in one direction or the other

Be encouraging!

- learn from the positive experiences drawn from history
- deal responsibly with fears and concerns

2.2 Proposed Measures

Coexistence

- Lower the requirements for German courses, so that more offerings can be quickly realized; express German courses teaching the important everyday rudiments (to be built upon in further courses); begin at the kindergarten level or as early as possible; German must be offered in a number of forms, levels

- Easier access to the labor market
 - Uncomplicated recognition of asylum seekers' education and training
 - Simple work in companies
 - Neighborhood mutual aid
 - Landscape maintenance
 - Care for the elderly

- Simplification of bureaucracy in connection with asylum seekers – especially as regards those citizens who wish to volunteer (e.g. the German course requirement red tape); also, concerning peer-to-peer courses among asylum seekers, removal of restrictions

- Communities should assume the coordination and mediation roles, setting up direct contact with asylum seekers; there are a number of citizens interested in the refugee issue who would like to offer their help, but often they have little or no idea of how to go about volunteering their services

Further measures

- Arrival: welcome information packet
 - Culture etiquette
 - Important forms
 - Rules of conduct
 - General information (medical access...)
 - Start necessities packet

- Asylum seekers should be divided fairly between communities according to established keys; they should be accommodated in small units and citizens should be kept informed of the situation in their communities

3. Process Review

3.1 Reflections on the Civic Council Proceedings

My first thought when I read the invitation letter:

- a. another chance like this won't come for a long while – this I have to do!
- b. at first I thought that I shouldn't take part – the project appeared too overwhelming. Then I thought about it some more and came to the conclusion: I have a story of my
- c. I was surprised.
- d. a chance to participate here means taking on responsibility and that's why it was immediately clear to me that I would do it.
- e. I want to understand why the debate to this theme is so inflammatory.
- f. have to have a look-see...
- g. I myself once fled and have been in Austria for better than two years.
- h. I don't know a lot about this theme and I want to listen and build my own opinion.
- i. a red-hot theme.
- j. I wish to learn more.
- k. one doesn't have any real chance to take part in the decision; still, I decided to participate.
- l. it's a global issue, and also in Vorarlberg we have to consider it more closely.
- m. also in our family some had to flee the homeland.
- n. it is an honor to be allowed to participate.
- o. Vorarlberg succeeds quite well at dealing with refugees.

Impressions at the conclusion of the Civic Council: What insights have I gained?

- ... openness and tolerance; I have a new willingness to really delve into this issue.
- ... I leave here with a positive view: we can do it.
- ... facts and information on this subject are very important; they provide a basic foundation so that rumors don't get started or prejudices grow.
- ... it was a good process but it must be repeated again and again; this was just a beginning.
- ... new ways of looking at things, new perceptions and attitudes.
- ... I leave with the reassuring feeling of not being alone.
- ... this concerns us all!
- ...

3.2 Effects of the Civic Council on the Participants

The Civic Council had a variety of effects on the participants, as can be determined by examining such indicators as self-efficacy, connectedness, participation, transparency and mobilization. The point is to feel informed and have the opportunity to participate, to have a trust that one's own actions can make an impact, to know that one belongs to a group that can truly take on an issue. At the conclusion of the Civic Council, the participants summed things up as follows:

- The desire for information was met and further aroused
- Everyone can make a difference, can do something!
- The Civic Council dispelled prejudices – background information is important
- Take personal initiative – seek out contacts; increase the flow of communication between citizens and refugees
- A positive feeling came about that the asylum situation can be mastered
- Interest, curiosity, and willingness to be of aid were intensified; the possibility of getting to know new cultures and people

3.3 Course of Discussion

Twenty-three citizens, one weekend, a controversial topic, four facilitators, two groups, a joint statement – so much for the facts. On the other side: large numbers of refugees arriving in Austria daily. The media are full of reports, rumors circulate, fears are aggravated – the unclear future breeds insecurity. Towards the beginning of the first Civic Council meeting one participant put it in a nutshell: "In me the theme triggers primarily fear – that's what dominates." As the discussion unfolds a few initial ideas spring out, possible starting points: the simplification of German course formalities, the development of neighborhood models, and the need for more information. Another participant told of his own experiences, and of the contact that he and his wife had struck up with five refugees.

Still, as the discussion proceeded it became more and more clear: this is no simple issue. And it concerns all of us! As the participants see it, each and everyone can help in his or her surroundings, with neighbors, in clubs, as part of an initiative, or in a church organization such as Caritas. A dependable infrastructure is also required, and the cooperation of all involved parties. Neither the government nor Caritas alone can master the challenges that lay ahead. From the issues of communication and information, to providing accommodations and chances for interaction, to establishing a dependable framework for volunteers, German courses, and opportunities for meaningful activity – it makes the most sense to begin at the community level.

As the discussion progressed the atmosphere in the room began to noticeably change. The initial skepticism and officiousness gave way to a positive attitude, a palpable feeling of "we want to honestly sort out this issue." Especially the role of the media was discussed critically: "The media have massively contributed to the heightened fears. Seldom is there any truthful reporting." What would a report from the media that calms fears and explores the situation in all its relativity look like? Thinking in the long-term context brought up another challenge: how are we to deal with a population that is more and more mixed? How shall we cope in a society that is increasingly diverse?

4. Civic Café Findings

The Civic Cafés performed two basic tasks:

- ... On the one hand they provided a venue to present the findings of the Civic Council -- a vital step in public relations.
- ... On the other hand the Civic Cafés furnished opportunities to enlarge upon the Civic Council's ideas and impulses.

Both process steps (the Civic Council and the Civic Cafés) distilled the background information necessary for further conversations in communities, the state government, and at institutions party to the asylum/refugee issue.

The discussion at both Civic Cafés mainly focused on a pair of points. Especially the role of the communities with regards to the reception and supervision of refugees was a prime concern. It was felt that Caritas, as an institution administering basic welfare services, cannot and should not be placed alone in charge of receiving refugees. Rather, cooperative models should be set up at the community level to support the (however temporary) process of integration.

Also of special emphasis: the flow of information and the opportunity for encounters must be guaranteed at the community level. Such is a prerequisite in order to handle the current state of affairs and to alleviate prejudices and fears. The Civic Council itself was an expression of the willingness of the population at large to become involved and to offer support. In this respect, communities have the task (with the aid of the state, Caritas, and other institutional partners) to identify the possibilities of how each individual can become involved (e.g. mentor system, voluntary network, cultural gatherings, etc.).

It all boils down to a question of attitude when facing these challenging sociopolitical developments. Participants at the Civic Cafés formulated it this way: "It's a question of character. Do we say, 'the boat is full'; or do we say, 'we can accomplish this together.' It's all about attitude and the willingness to help, of finding a way to deal with the developments that reduces fear."

Concluding Summary of Issues:

- Ensure the dispersal of current information: ideally at the community level; pass along good examples and be a role model
- Identify opportunities for active involvement
- Provide refugees with opportunities for meaningful activity
- Recognize education and training of asylum seekers and provide employment opportunities (especially for skilled workers)
- Create possibilities for social exchange: initial welcome, growing to know each other, neighborhood hospitality
- Needed are actual spaces: for German courses, living accommodations, and for hosting social gatherings

Concrete Lines of Action:

- Inter-communal cooperation: sharing experiences and support structures
- Empowerment for refugees who have been here longer to help those who have just arrived (peer-coaching approach)
- Establishing a communications platform, or creating a neutral point of contact, where all the questions surrounding the refugee issue in Vorarlberg are addressed: Number of refugees? Where are they? Why there? What are the possibilities of employment? What are some other activity models (mutual aid...)? What about insurance status? Etc.
- Welcome packet with useful information for refugees: organizational, German portfolio, etc.
- Provide opportunities for socializing: for example, a Civic Café at the community level ("We must reach out to asylum seekers"), intercultural neighborhood parties, or welcome gatherings, etc.

5. Responder Team

The Responder Team had the task to compress and summarize process findings in order to highlight important starting points and possible ramifications.

The Responder Team consisted of:

- Florian Themessl, Governor's Office
- Christoph Jenny, Chamber of Commerce
- Eva Grabherr, okay zusammenleben
- Martin Fellacher, Caritas Refugee Aid
- Hans Rapp, Catholic Organization for Education and Training
- Oliver Christof, Association of Local Authorities
- Sandra Wild, Civic Council participant
- Martin Rausch, Process facilitator
- Carmen Nardelli, Vorarlberg State Office for Commerce and Society, Integration Affairs
- Sonja Troger, Vorarlberg State Office for Commerce and Society, Refugee Coordination
- Ernst Schedlberger, Vorarlberg State Office for State and Security, Asylum Process Coordination
- Manfred Hellrigl, Vorarlberg State Office for Future-Related Issues, Process Responsibility
- Michael Lederer, Vorarlberg State Office for Future-Related Issues, Process Responsibility

The Responder Team focused on two key aspects: due to the current urgency and controversial nature of the issue, there is a pressing need for a coordinated response among the state, communal, and institutional parties, as well as a subsequent need for these parties to realize practical cooperative possibilities down the line. The point is to join forces while at the same time more rigorously differentiating roles, so that redundancy or pro-active superfluosness can be avoided. Especially the interplay between the communities and the state and the potential or already active volunteers must be greatly intensified. The other key point was to establishing a central coordination hub for offers from and requests for volunteers, as well as the creation of new possibilities for volunteering.

Overall, the role of the communities in dealing with asylum seekers is central: the Association of Local Authorities, in cooperation with Caritas and the state, has therefore initiated a central information platform which not only provides general information regarding the issue, but also publicizes accommodation possibilities for refugees in the communities, as well as opportunities for engagement. It would make most sense if the information platform was a cooperative effort employing a consistent understanding of terms. Members of Caritas, the Association of Local Authorities, and the State have set up a committee to further explore the communications issue.

Further Practical Impulses:

- *okay.zusammenleben* (“ok.living together”) would like to bring in their know-how regarding discussion formats at the community level (e.g. Altacher village discussions)
- Within the framework of *Runde Tische* (“Round Tables”), volunteers for German courses will receive competent tutoring – thus the quality of language development can be guaranteed (*okay.zusammenleben*, VHS Götzis)
- The brochure *Mund zu Mund* (“Mouth to Mouth”), which offers guidance to volunteers, will be updated (*okay.zusammenleben*)
- Caritas welcomes all support and is working closely together with the Association of Local Authorities in the creation of an information platform
- Further Caritas key focuses: making current service offerings more transparent, plus establishing a central information point and clearing house
- Office for Social Affairs: review of existing German courses; better publicization of the existing mutual neighborhood aid model; cooperation with other ministries to locate refugee accommodations (for instance with the State Construction Authority)
- Adult education: activation of the VHS German course network
- Parishes / Catholic Education Service will offer volunteer opportunities to become involved with refugees
- Chamber of Commerce: employment is tense, therefore, once an asylum request is recognized, it comes down to easing the transition into the labour market; in this connection the "Lehrlinge im Tourismus" (Apprentices in Tourism) project is exemplary
- Association of Local Authorities: partnership and support of communities; development of information platform; development of structured processes to replace improvised responses; provide clear information and thus ensure transparency

6. Summary & Next Steps

"I think it's good that we're facing this issue. Information creates tolerance. That way I can go to work and make a difference." This quote from a Civic Council participant expresses what the process can achieve. Here we see that when citizens in secure surroundings immerse themselves in a theme that is one of the greatest sociopolitical challenges of today, what emerges is not only a willingness to become personally involved, but also some valuable impulses and proposals as to how the various players can shape upcoming developments. What is needed from both sides (those on the receiving end and those on the incoming end) in order to deal with the pressing, current developments? This was the initial question; the following answers emerged in the process:

- **Information:** the most needed essential in order to master this theme is well-researched information; media-produced images often simply stir up fears; the aim should be to gain some clarity as to who the asylum seekers are, why they are here, and where they are living.
 - ➔ The Association of Local Authorities, in cooperation with Caritas and the State of Vorarlberg, is preparing an information platform aimed at becoming this issue's central information hub (accommodations, possibilities for involvement, employment opportunities)
 - ➔ The Office for Future-Related Issues (ZuB), Caritas, and okay.zusammenleben will distribute online and in print a documentation addressing the situation as it develops from a number of different standpoints and perspectives, thus offering some orientation and a gateway towards becoming personally involved
- **Role of the Local Authorities:** because the refugee issue first crystallizes at the community level, the local authorities have a central role to play, first and foremost as regards mediating information, but also in facilitating engagement from and for refugees; here, forms of cooperation with Caritas and other initiatives are crucial
 - ➔ The Office for Future-Related Issues (ZuB), (in cooperation with okay.zusammenleben & Caritas) mediates between involved parties and supports the development of local volunteer management models
- **Coexistence and integration blueprint:** once asylum seekers are suitably accommodated, it is vital to continue the integration process. During the course of the Civic Council meetings, some ideas towards shaping this process emerged:
 - Faster German courses; 150 Words survival German; peer-to-peer learning; integration of the VHS - network
 - ➔ Land Vorarlberg (IVa) will create an overview of German courses
 - Welcome packet – used for initial orientation: What is expected of me? Important basic information, etc.

- Offer meaningful activity or employment
 - ➔ Make mutual neighborhood aid models better known – offer some good examples and determine local community contacts for coordination
 - ➔ Three of the popular Vorarlberg *Ideenkanals* "idea winners" provided solutions as to how to mediate offers to and from asylum seekers

Further steps, timetable:

- July 2015: presentation of the documentation to the Vorarlberg State Government
 - ➔ Consideration during the government session on 21 July 2015
- September 2015: Detailed response to participants and the public about further steps to be taken by the state government
- September 2015: the documentation will be publicized online and in print
- Sept. / Oct. 2015: Networking event: *Freiwillig für Flüchtlinge* ("Volunteering for Refugees")

7. Appendix

7.1 Numbers, Data and Facts Regarding Asylum Seekers

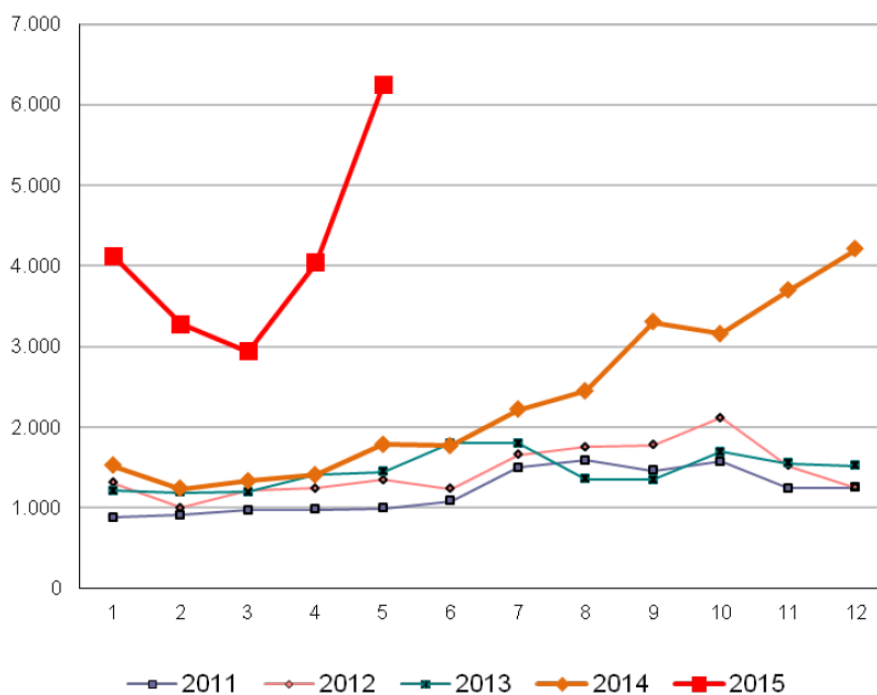
a. Asylum Applications in Austria 2015 und 2014, Comparison (as of May 2015)

([BM.I Asylstatistik](#), 2015)

	2015	2014	Difference
January	4124	1520	171.32%
February	3280	1236	165.37%
March	2927	1332	120.50%
April	4039	1410	186.45%
May	6240	1781	250.36%
Total	20,620	7279	183.28%

b. Monthly Development Year by Year, Comparison

([BM.I Asylstatistik](#), 2015)



c. Asylum Applications According to Originating Country, Top 15 (as of April 2015)
([BM.I Asylstatistik](#), 2015)

	January	February	March	April	Total
Syria	898	672	836	1.018	3424
Afghanistan	636	420	580	757	2393
Kosovo	1064	960	117	65	2206
Iraq	291	204	310	605	1410
Somalia	101	139	136	268	644
Russian Federation	149	157	133	151	590
Pakistan	80	67	97	204	448
Iran	103	69	83	106	361
Stateless	114	63	56	109	342
Nigeria	49	75	84	90	298
Algeria	50	76	71	88	285
Ukraine	60	43	54	60	217
Serbia	53	13	36	37	139
Morocco	33	27	32	33	125
India	25	26	31	29	111
Others	351	245	267	369	1232
Total	4057	3256	2923	3989	14,225

d. Asylum Applications According to Gender (as of April 2015)
([BM.I Asylstatistik](#), 2015)

	Male	%	Female	%	Total
January 2015	3076	75.82%	981	24.18%	4057
February 2015	2356	72.36%	900	27.64%	3256
March 2015	2215	75.78%	708	24.22%	2923
April 2015	3167	79.39%	822	20.61%	3989
Summe	10814	76.02%	3411	23.98%	14,225

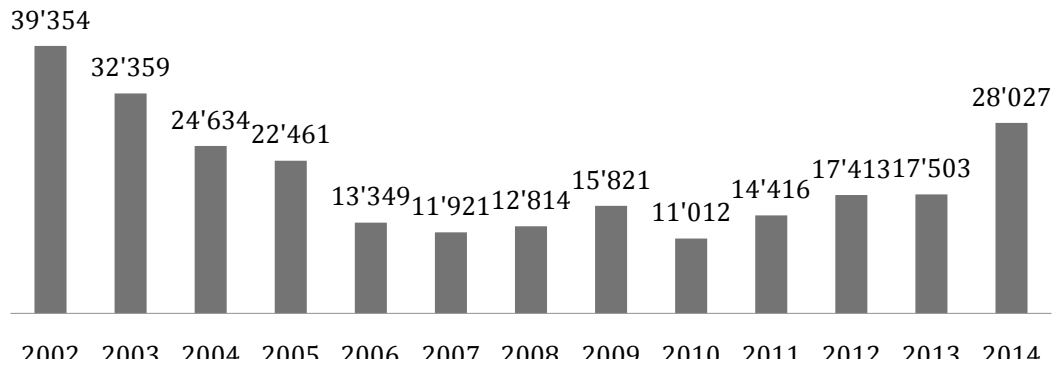
e. Asylum Applications From Unaccompanied Minors (as of April 2015)
([BM.I Asylstatistik](#), 2015)

	Under 14	14 to 18	Total
January 2015	24	282	306
February 2015	15	198	213
March 2015	20	314	334
April 2015	32	503	535
Total	91	1297	1388

f. Asylum Application Trend

Asylanträge Österreich 2002 - 2014

■ Asylanträge



([BM.I Asylstatistik](#), 2014); ([BM.I Asylstatistik](#), 2013); ([BM.I Asylstatistik](#) 2002-2012);

g. Asylum Quota, Austria (2002 – 2014):

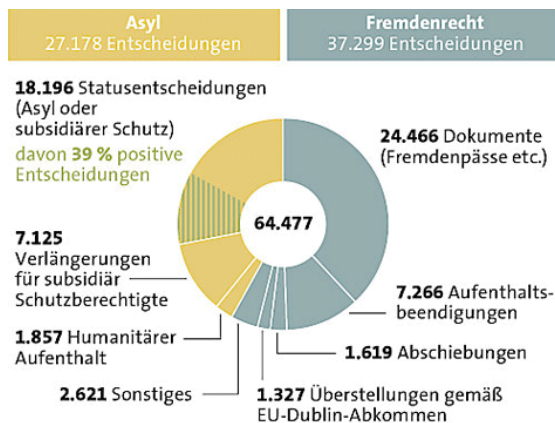
([Asylkoordination Österreich](#), 2015); ([ORF](#), 2015)

Number of approved applications in relation to the total number of asylum applications

Asylum Quota	
2002	20.10%
2003	28.40%
2004	50.30%
2005	45.50%
2006	40.00%
2007	44.00%
2008	32.00%
2009	19.40%
2010	15.80%
2011	20.70%
2012	25.50%
2013	28.50%
2014	39.00%

h. Asylum Decisions 2014

([ORF](#), 2015)



7.2 Basic Welfare Services (as of 1 June 2015)

- ... **Austria:** 37,240 benefit recipients¹
- ... **Vorarlberg:** 1,416 benefit recipients
- ... **"Target number" for 100% fulfillment of the projected Vorarlberg estimate:** 1642 (86.22% of estimate has been fulfilled)
- ... **Asylum seeker per Vorarlberg citizens:** 244 Vorarlberg citizens: 1 asylum seeker
- ... **Communities that accommodate asylum seekers:** 55 of 96

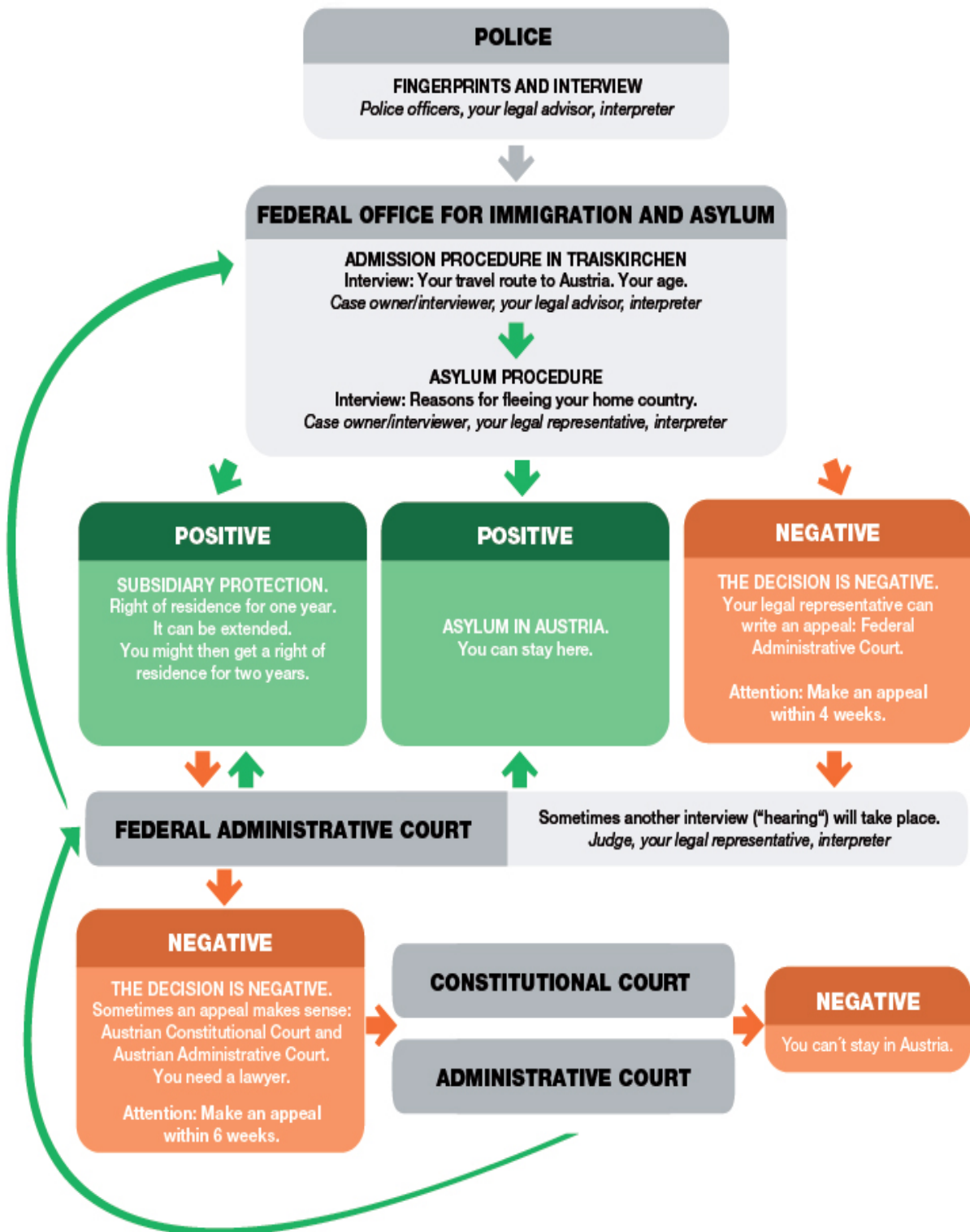
Facts about Basic Welfare Services in Vorarlberg²

- ... **Room and board, individual accommodations, per month**
(in Vorarlberg there are practically no individual accommodations):
EUR 200.00 / adults; EUR 90.00 / minors;
EUR 180.00 unaccompanied minors;
Rent: EUR 120.00 for individuals; EUR 240.00 for families (2 members or more)
- ... **Room and board, organized shelters:**
EUR 19.00 per asylum seeker per day
- ... **Monthly spending allowance:**
EUR 40.00 per person
- ... **Health Care**
Health care contributions are paid to the VGKK
- ... **Leisure activities allowance, organized shelters:**
EUR 10.00 per person per month
- ... **Clothing subsidy:**
EUR 150.00 per person per year
- ... **School supplies:**
EUR 100.00 semester, free school transport, direct BMI settlement

¹ People in need of social aid.

² Source: Kostenhöchstsätze nach Art. 9 der Grundversorgungsvereinbarung – Art. 15a B-VG, valid since 1 Feb 2013.

7.3 The Asylum Procedure



Source: Your asylum procedure in Austria – information for children and adolescents.

http://www.unhcr.at/fileadmin/user_upload/dokumente/02_unhcr/in_oesterreich/UNHCR_Broschuere_deutsch_englisch_2014_WEB.pdf

7.4 Media Reports

(Selection, as of 8 July 2015)

<http://vorarlberg.orf.at/news/stories/2716405/>

<http://derstandard.at/2000017557141/Buergerinnen-und-Buerger-wollen-Aufnahmequoten-fuer-Gemeinden>

<http://presse.vorarlberg.at/land/dist/vlk-49435.html>

<http://www.vol.at/buergerinnen-rat-diskutiert-fluechtlingsthematik/4362547>

<https://vimeo.com/135618811> - 5-min film summarizing the complete Civic Council process

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