

INTERCULTURAL MEDIATION IN PUBLIC SERVICES PROJECT

MISP – municipalities' generation

ACIDI, 23rd april 2013

PILOT PHASE

1st Generation: Intercultural Mediation in Public Services' Attendance pilot project.

Duration: June 2009 until December 2011

Objectives:

Affirming the principle of interculturalism as a pillar of social cohesion through integration of intercultural mediation agents in public services;

Construction of the intercultural mediator profile as well as a training referral on intercultural mediation.

PILOT PHASE

Beginning of the pilot phase: June 2009

Districts: Faro, Lisboa and Setúbal;

Partners: 11 migrant NGO;

Public Services: 25 (13 health area, 7 municipalities, 1 social security, 1 education, 1 police);

28 intercultural mediators

End of the pilot phase: December 2011

Districts: Lisboa and Setúbal;

Partners: 5 migrant NGO;

Public Services: 16 (11 health area, 4 municipalities, 1 social security)

17 intercultural mediators

Co-financed by European Funding (Third Country's Nationals Integration)

Consulting: University Autonomous of Madrid

Strong focus on training:

- Theoretical training (Prof. Carlos Gimenez Romero e Daniel Zaidam) = 154 horas;
- Practical training on mediation = 230 horas
- Training in other relevant areas = 99 horas
 - Total training hours = 483 horas

MISP – 2.nd Generation

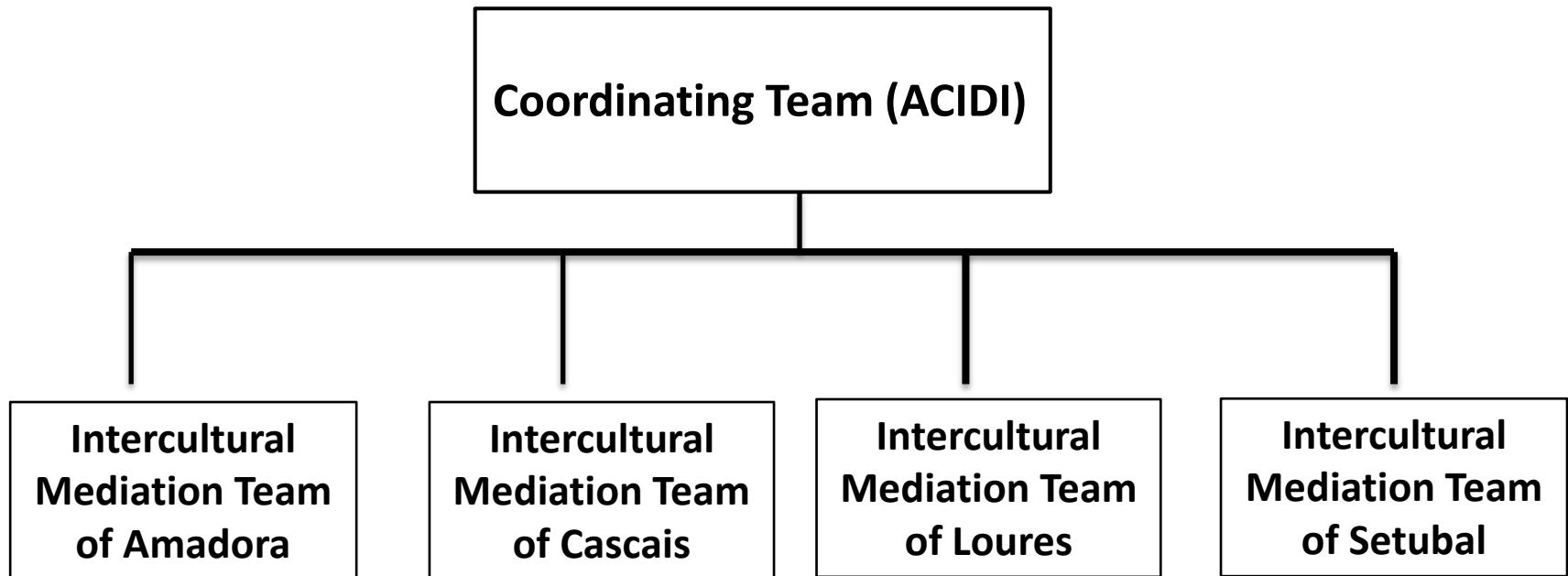
Objectives

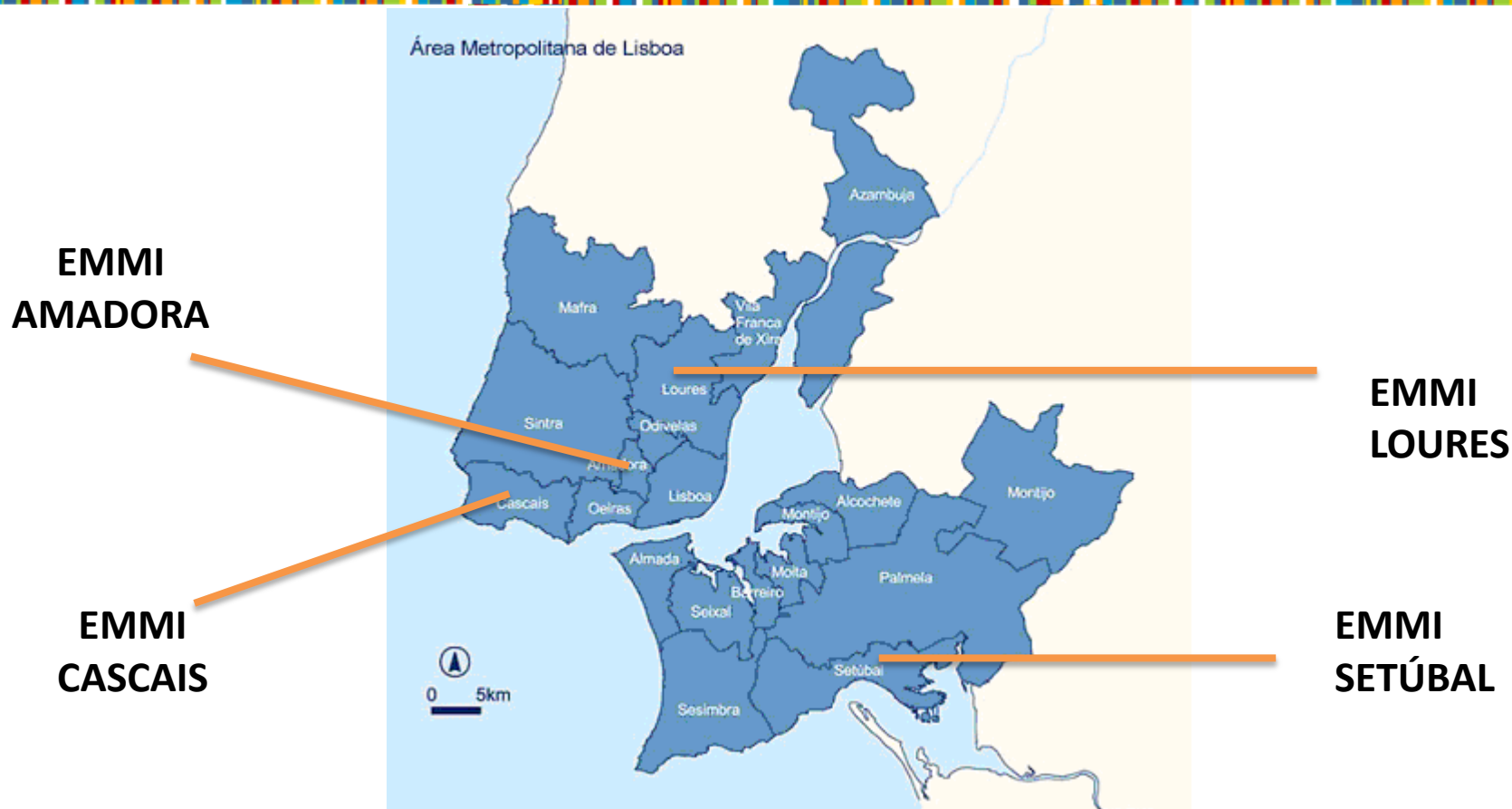
To develop an intervention model based upon the principle of intercultural mediation in municipal territories;

To improve the quality of life of communities, promoting new and transforming, constructive relationships towards intercultural coexistence and contribute to local development and social cohesion.

MISP – 2nd generation

- Promoter: ACIDI, I.P.
- 13 Partner organizations
- 4 Intercultural Mediation Teams (EMMI)- Amadora, Cascais, Loures and Setubal
- 20 intercultural mediators
- Duration: may 2012 - april 2014
- Co-financed: FEINPT (European Fund for the Integration of Third Country's Nationals)





District	Municipality	Partners	Team (nr. of persons)	Total population	% Foreign population
Lisbon	Amadora	AJPAS, ASSACM	6	175.136	10,6%
Lisbon	Cascais	C.C. Moldavo	5	198.262	11,3%
Lisbon	Loures	AMRT, PROSAUDESC	5	205.054	9%
Setubal	Setúbal	EDINSTVO	4	121.200	5%

Teams' diversity (country of birth):

- Angola (3)
- Cape-Verd (2)
- Guinea-Bissau (2)
- Mozambique (3)
- Moldavia (2)
- Portugal (10);
- S. Tomé and Príncipe (1)
- Ukraine (1)



Global line of action – 3 axes of intervention (supporting professionals and institutions; social and citizen participation; Intercultural acquaintanceship)

Specific lines of action (3 thematic intervention areas, chosen by the intercultural teams):

- Health;
- Education;
- Community strengthening.

Transversal - prevention and management of tensions, misunderstandings and conflicts

GLOBAL LINE OF ACTION

1st - Supporting professionals and institutions (building bridges)

Supporting professionals and institutions embedded in the community, enhancing the lines of communication and understanding between professionals and citizens (answers, verbal or written; needs guidance on performance in each case; translation and interpretation between people with different cultural baggage) .

2nd - Social and citizen participation

Aims to promote, enhance and increase the presence and participation of immigrants in social and public life of the areas where they live in, developing, for such, lines of action from the individual to the collective.

3rd - Intercultural acquaintanceship

Promote cooperation between the different actors committed to the local territory, creating a network of inclusive relations of proximity between culturally differentiated populations, aimed at creating, strengthening the positive connections and solving / managing conflicts in order to promote social cohesion in community and in society.

PROTAGONISTS

- ✓ Citizens (immigrant and portuguese nationals);
- ✓ Formal and informal structures of civil society;
- ✓ Partner organisations (Municipalities, NGO and MISP's Local Councils);
- ✓ Local technical resources (Intercultural mediation teams);
- ✓ Coordination team.

LOCAL COUNCILS FOR MISP' MONITORING

OBJECTIVE

To ensure the involvement of the promoters of the project at local level in the development and evaluation of the project in each county where this is implemented, contributing to local development and social cohesion.

COMPOSITION

Representatives from each local partner organization of the projet.

INTERCULTURAL MEDIATORS ASSIGNMENTS

- Provide support to practitioners and institutions, enhancing communication channels and promoting institutional adequacy.
- Assist social agents in relation to belonging groups, minority groups, on issues of interculturalism, cultural / ethnic / religious and inter-community relations;
- Supporting citizens to foster individual empowerment;

INTERCULTURAL MEDIATORS ASSIGNMENTS

- Facilitate access to public services and public and private resources;
- Conflicts' prevention, mediation and resolution;
- Supporting all actors to organize themselves, using existing resources, enhancing new features and looking for other resources programs, projects that give response to identified needs;
- Encouraging closer, communication, coordination and relationship between the various resources available in the community, in seeking answers to integrate the needs of citizens.

Thanks!

Alto Comissariado para a Imigração e Dialogo Intercultural

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<http://www.acidi.gov.pt/es-imigrante/servicos/projeto-de-mediacao-intercultural-em-servicos-publicos---misp>