

Volunteer-based support services and changing needs – the Estonian experience

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Estonian Refugee Council

- **Support services** for beneficiaries of international protection
- **Humanitarian aid** provision abroad (currently in Ukraine and Turkey)
- **Competence centre** on forced migration and refugee integration
- Awards:
 - NGO of the year (2016)
 - Friend of volunteers (2016)

Arrivals thus far

- **150 people** from Greece and Turkey (+ 65 beneficiaries arrived independently in 2016)
 - But: appr. 70 people have left
- Most from **Syria** (130), but also Iraq (18) and Yemen (2)
- Dispersion across Estonia (living in **8 counties** out of 15)

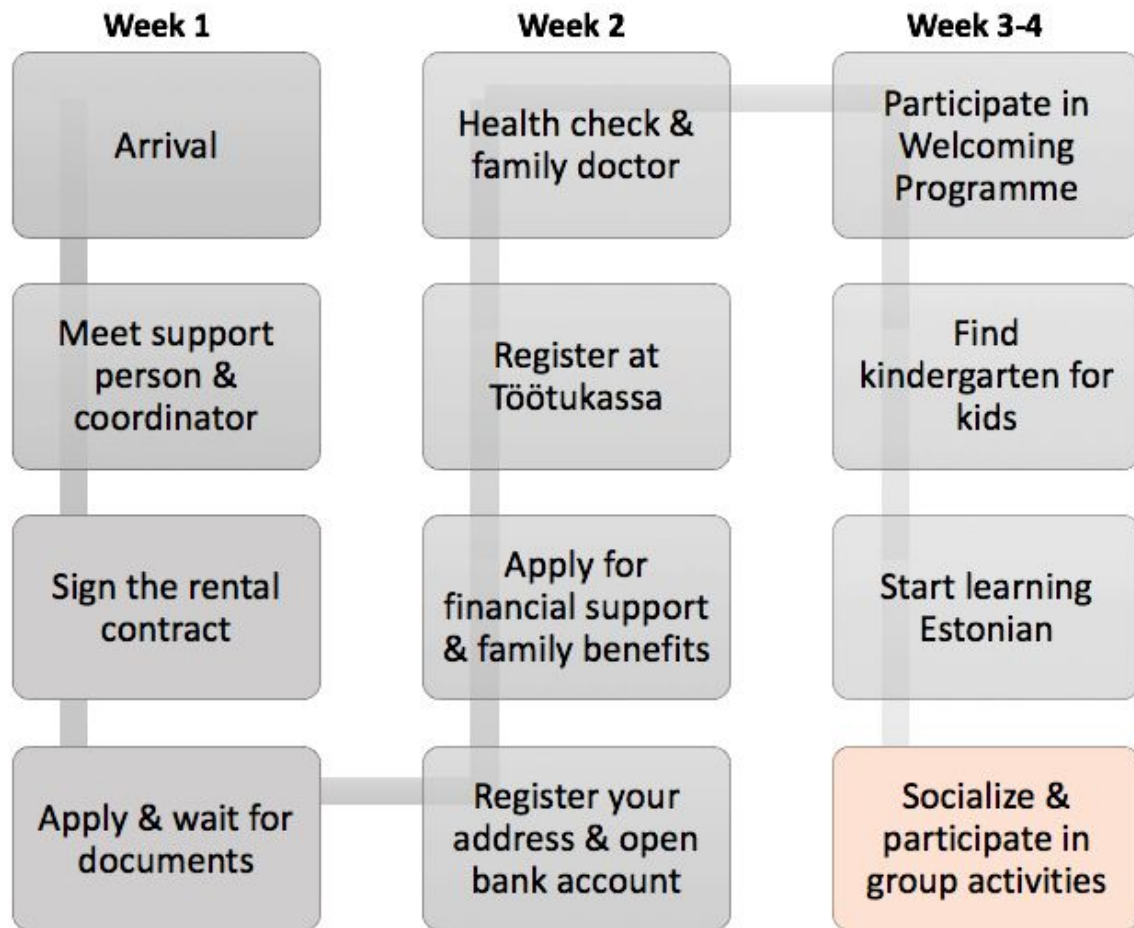
What we have in place?

- Direct placement in municipalities
- One-time initial financial support
- Individual support and counselling service (incl. translation)
- 1-day welcoming programme
- Language training (appr. 200h)
- Same needs-based financial support and services as all residents

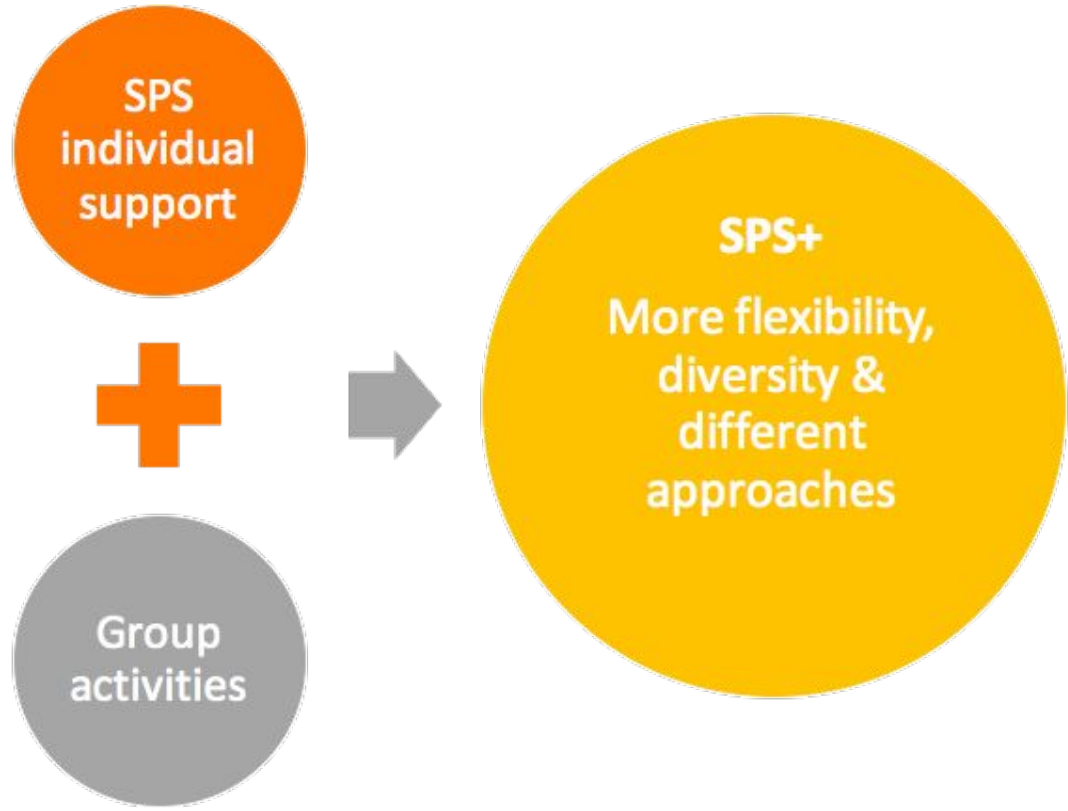
Support person service

- **Goal:** self-sufficiency
- **Content:** counselling, information provision, networking, practical help
- **Principles:** client-centeredness, empowerment, needs-based, volunteer-run
- Starts at the airport, up to 2 years
- Currently: 70 clients and 40 active volunteers + 3 paid coordinators

Support person service



Where are we heading?



Where are we heading?

- Diversification of volunteer roles
 - Support persons
 - Language buddies
- Group activities
 - Comprehensive welcoming programme
 - Job readiness training
 - Language cafes
 - Women's clubs
 - Workshops (cooking, computer literacy, entrepreneurship, etc.)

SPS+



Thank you!

Questions?

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