

www.refugees.wien

The digital service platform for refugees in Vienna.



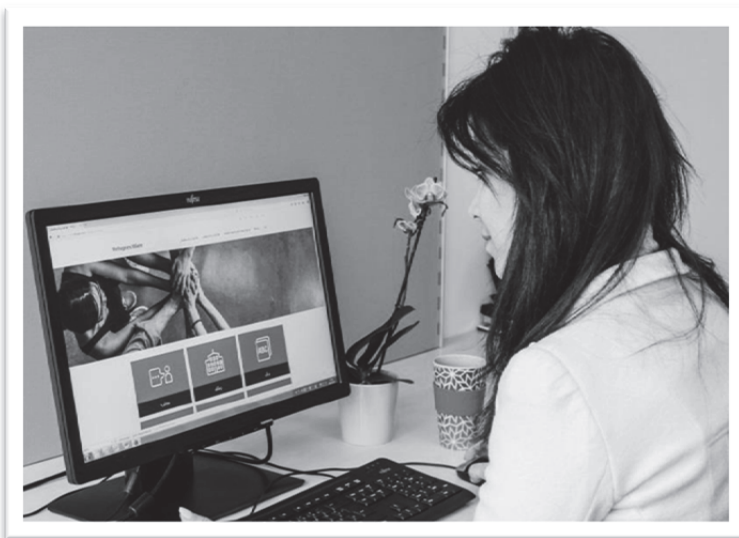
When people have to flee their homes and start a new life in a foreign country, they face many challenges. Originating from the challenge of finding your way in a completely new environment, the website www.refugees.wien was developed as part of the CORE project. With the aim of easing refugees' orientation in the city from day one, the website serves as a digital service platform for refugees in Vienna. It provides multilingual information for better orientation in the city, gives an overview of support offers for volunteers and refugees in the city. In order to overcome language barriers and to facilitate integration as early as possible, the website is available in German, English, Arabic and Farsi.

The website www.refugees.wien offers comprehensive information on a wide range of topics concerning life in Vienna. Structured as FAQ pages, frequently asked questions of refugees in Vienna are answered in a simple and comprehensible way. The topics range from e.g. education, health and housing, to cohabitation, social

matters and the asylum procedure. The questions and answers are also intended to support volunteers, who often spend a lot of time finding answers to the questions they are confronted with when supporting refugees.

In addition, www.refugees.wien provides information about support offers for volunteers in the field of refugee aid and integration. An event calendar provides an overview of current activities for refugees and volunteers in Vienna. The website also gives an overview of the numerous civil society initiatives that support refugees in Vienna.

Following a participative approach, refugees were actively involved in the development of the website: while IT programmers supported the coding of the website, refugees with good language skills assisted in translating the website's content. Photos for the website were shot by a talented photographer, while refugees with a design background supported the creation of flyers and posters to promote the website.



Refugees appreciate that they can now independently find relevant information in their first languages, instead of having to rely on somebody to translate information in German for them. *“Thanks to the website I can now find relevant information without any help or translation.*

This gives me important knowledge on different topics and makes me feel more independent”, says Zahra, a 22-year old refugee from Afghanistan. She is one of the frequent users of the website. Since its launch in March 2018, www.refugees.wien registered 31.000 visits. Learn more in this video:

https://www.refugees.wien/fileadmin/files/Downloads/Video_Website.mp4



The website www.refugees.wien is co-financed as part of the CORE project by the European Regional Development Fund through the Urban Innovative Actions Initiative.