

SANA MALHOA Hotel, Lisbon - Portugal
5-6 February 2009



One-Stop-Shop:

A New Answer for Immigrant Integration

Final Conference of the INTI Project
JLS/2006/INTI/148



PRESIDÊNCIA DO CONSELHO DE MINISTROS



Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme



EUROPEAN COMMISSION

DIRECTORATE-GENERAL

JUSTICE FREEDOM AND SECURITY



The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

1. What is a “One-Stop-Shop” and the benefits of its creation in EU Member States?

According to the most recent estimates, the population of third-country nationals residing in European Union countries is around 18.5 million, corresponding to 3.8% of the total population.



The management of the integration of immigrants in the European Union is one of the most challenging responsibilities that most Member States are facing today.

Both countries with longer histories of immigration and countries that are experiencing immigration flows for the first time are being confronted with the need to define sustainable integration policies.



PRESIDÊNCIA DO CONSELHO DE MINISTROS



acidi

Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme





The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

1. What is a “One-Stop-Shop” and the benefits of its creation in EU Member States?

Different Member States share many **common difficulties that compromise the consist integration of immigrants:**

- the range of institutions involved in the integration process
- the lack of coordination between Government services and their dispersed locations
- the diversity of procedures
- complex bureaucracy
- communication difficulties as a result of cultural and linguistic diversity
- difficulties of immigrants participation in decision-making of integration policy



PRESIDÊNCIA DO CONSELHO DE MINISTROS



Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme





The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

1. What is a “*One-Stop-Shop*” and the benefits of its creation in EU Member States?

EU documents concur in recommending a coherent, whole-of-government approach to integration, working in partnership with immigrant communities

Integration is seen as a process of mutual accommodation, where the receiving society as well as the immigrants take part in the adaptation required

Common Agenda for Integration (COM (2005) 389 final) proposes concrete measures and encourages Member States to strengthen their efforts in developing integration strategies



PRESIDÊNCIA DO CONSELHO DE MINISTROS



Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme





The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

1. What is a “One-Stop-Shop” and the benefits of its creation in EU Member States?

The One-Stop-Shop approach was recommended by the Commission’s Common Agenda for Integration to strengthen the implementation of the sixth Common Basic Principle on Integration regarding access for immigrants to institutions (stimulating partnership between public and private institutions in order to promote integrated responses ALSO involving cultural mediators from civil society institutions and developing intercultural competences of service providers)

The Portuguese experience with this innovative One-Stop-Shop strategy - official name *National Immigrant Support Centres* -, created in 2004, was considered as an example for this project. Following the philosophy of working with partners, in a context of shared responsibility, the centres involve branches of 6 Ministries and other specialized offices that provide specific support.



PRESIDÊNCIA DO CONSELHO DE MINISTROS



acidi

Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme





The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

1. What is a “One-Stop-Shop” and the benefits of its creation in EU Member States?

One-Stop-Shop bring together under the same roof a number of services related to immigration (both Government and non-Government services)

One-Stop-Shop service meets the two-way challenge of integration in a sensible and flexible way, where the receiving society actively engages in adaptation

One-Stop-Shop approach is presented as an ambitious and yet realistic proposal for providing services to immigrants, improving integration and providing more and better information on the rights and duties of immigrants in EU Member States



PRESIDÊNCIA DO CONSELHO DE MINISTROS



acidi

Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme





The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

1. What is a “*One-Stop-Shop*” and the benefits of its creation in EU Member States?

One-Stop-Shop service is a holistic strategy of mainstreaming the provision of immigration services

One-Stop-Shop service strength the links between civil society and public authorities and central Government

One-Stop-Shop plays an important role in increasing immigrants’ trust in public administration services, narrowing the gap between the two



PRESIDÊNCIA DO CONSELHO DE MINISTROS



Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme





The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

2. The aims of the Project and its main activities: a brief context

Aims of the project:

- to create a network of partners to discuss and assess the 'One-Stop-Shop' approach for immigrant integration;
- to develop an approach that is replicable in different European Union Member States
- to provide added value to the One-Stop-Shop initiative and facilitated the coherent, effective and replicable integration strategy for European Union Member States

Project Implementation: from September 2007 to February 2009



PRESIDÊNCIA DO CONSELHO DE MINISTROS



Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme





The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

3 Transnational Workshops

Each workshop dealt with a specific theme related to the Project and was attended by representatives of the partner organizations together with members of each of the national Advisory Committees

(1) Workshop 1, Dublin – 26 February 2008:

‘The Role of Cultural Mediators in the One-Stop-Shop’

(2) Workshop 2, Athens – 6 June 2008:

‘Integrated Service Provision to immigrants: examples of One-Stop-Shops in Europe’

(3) Workshop 3, Berlin – 8 July 2008:

‘Partnership between NGOs and Government actors in providing services to migrants’



PRESIDÊNCIA DO CONSELHO DE MINISTROS



Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme





The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

Steering Committee of the project

The Steering Committee for the One-Stop Shop Project comprises the National Coordinators and one other representative from each of the seven partners

6 National Advisory Committees

Each Partner Country set up national Advisory Committees for the Project, consisting of:

representatives of Government and local authorities,

Policymakers

civil society and immigrant associations

Service providers

Researchers

Other relevant stakeholders

Activities:

- Discussion of country reports and of the Working Documents of the project
- providing information on the main integration difficulties that immigrants face in their societies in terms of service provision or relevant support services that already exist
- participating in the transnational workshops



PRESIDÊNCIA DO CONSELHO DE MINISTROS



Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme





The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

Project Documents and Publications

6 Country Reports

Each of the six partners produced a Country Report identifying the services that support immigrant integration at a local (capital city) and national level. The Reports also highlighted the difficulties experienced by immigrants in relation to these services. The reports conformed to a standard format, in order to allow for comparison between countries.

2 Comparative Working Documents

Two Working Documents for the Project were composed by IOM – Lisbon, on the basis of the six Country Reports and discussions and debates during the Steering Committee meetings and the Transnational Workshops

Handbook on how to implement a One-Stop-Shop for Immigrant Integration

The Handbook intends to provide valuable and practical guidance for implementing the One-Stop-Shop. Rather than a prescriptive document, this Handbook should be seen as a source of inspiration for various actors in the European Union in implementing integration policies in the field of service provision

1 External Evaluation of the final outcomes of the project

Detailed evaluation of the feasibility of One-Stop-Shop implementation in Member States in view of the project deliverables composed by IMES



The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

Dissemination Activities



Project logo:

The designer's description of the logo's relevance to the One-Stop-Shop project was:

- the image of the logo has the appearance of a house or a shelter, which is implicit in the One-Stop Shop concept;
- the one missing wall of the house symbolises the door that should be always open for those who seek the One-Stop-Shop services;
- the five lines in the shape of a star within the house have two possible interpretations, according to the designer: the first represents a human figure with open arms; and the second portrays expanding services provision at the One-Stop-Shop;
- finally, the different colours stand both for the diversity of the immigrant groups who use the integration services provided at the One-Stop Shop and for the range of services that are offered there.

1 DVD do disseminate the One-Stop-Shop approach

Project Website



The One-Stop-Shop Project

Information, initial ideas, inspiring examples and preliminary recommendations gathered through the different activities of the project are available in the project website:

www.oss.inti.acidi.gov.pt

Home - Windows Internet Explorer

http://www.oss.inti.acidi.gov.pt/index.php?lang=en

Ficheiro Editar Ver Favoritos Ferramentas Ajuda

Home

English Português

ONE-STOP SHOP:
A new answer for immigrant integration

JLS/2006/INTI/148

Home News Downloads Links Contact Gallery

Main Menu

- » Project Description
- » Partners
- » Inspiring Practices
- » Events
- » Outcomes
- » Partners' Area

Main Activities

- » Steering Committee
- » OSS Workshops
- » Advisory Committees
- » Country Reports
- » Working Documents
- » Dissemination
- » OSS Evaluation
- » Handbook

One-Stop Shop Final Conference

The Final Conference of the INTI Project: "One-Stop Shop: A New Answer for Immigrant Integration" will take place in **Lisbon at the Sana Malhoa Hotel on 6 February 2009**. The Conference will be attended by Ministers, Government representatives, academics and representatives of civil society from throughout the European Union. The Background Paper to the Conference is available here: [Background Paper for Conference](#).

At the Conference, the final results of the project will be announced and disseminated, including the launch of the *Handbook on How to Implement a One-Stop Shop for Immigrant Integration* (Summary of Handbook available here: [Handbook Summary](#)).

The **draft programme is available to download** here: [Conference Programme Final](#). Should you wish to attend the conference, or if you require more information, please contact the Project Coordinators: oss@acidi.gov.pt.

Search

Search...

Latest News

- Austrian Integration Centres
- FIS1
- Commission on Integration and Cohesion
- Danish Council for Ethnic Minorities
- Voices of Aston

all news

Upcoming Events

INTI - OSS Final Conference
Feb 6th, 09 8:00-18:00

<< February 2009 >>

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

EUROPEAN COMMISSION



The One-Stop-Shop Project

By Catarina Reis Oliveira

ACIDI, I.P. (Portugal) – OSS Project Coordinator

3. The partners

The assessment of the One-Stop-Shop approach was guaranteed through a diversity of project partners, including:

- (1) Countries with recent immigrant experience and countries that are already experiencing second and third generations of immigrants;
- (2) Partners representing national state integration services (Portugal, Spain and Italy),
- (3) partners from Non-Government Organizations (Ireland and Germany),
- (4) a partner operating under private law with Ministerial supervision (Greece),
- (5) a research centre that coordinates a Network of Excellence on the field of International Migration (IMES – The Netherlands),
- (6) and an international organization (International Organization for Migration).



PRESIDÊNCIA DO CONSELHO DE MINISTROS



Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.

Project Co-funded by EU
under the INTI Programme

