

# SozialMarie

PRIZE *for* SOCIAL INNOVATION

20  
21



**“Social innovation designs solutions to urgent societal challenges. It provides space for new approaches, innovative answers, and identifying new paths. It responds to emerging social issues or solves problems in our world through new approaches. These actions can come directly from communities. However, in all cases, decisions and actions must be supported and shaped together with the community. Social innovation creates sustainable, exemplary solutions to inspire actions for change.”**

**Social innovation principles**  
Unruhe Private Foundation, 2013

# Dear readers,



Since the beginning of 2005, SozialMarie has been a benchmark for everyone working to find new solutions through social innovation in Central and Eastern Europe. The annual award ceremony of the SozialMarie – Prize for Social Innovation is an important centre to connect committed changemakers and institutions. The SozialMarie celebrates its 17th anniversary and awards innovative projects with hands-on solutions to social challenges. As of 2021, we are not able to meet for the second time at the ORF Radio Kulturhaus in Vienna for our annual award ceremony to celebrate this year's nominees and prize winners, as well as engage in discussions directly with these international projects.

This year, we will get together via a live, online event. The additional benefit is that everyone can easily join and watch the award ceremony, no matter where you are. Last year, we visited some of the winning projects with arranged safety measures. During these visits, we had the opportunity to connect one-on-one with the project teams away from the ceremony stage.

In the past 14 months, project teams have been confronted with the necessity to adjust their work to new circumstances. Many projects have proven their resilience by finding new ways to continue their work productively under restrictions and facilitate social participation under difficult conditions. We can certainly learn from these new solutions, new practices and ideas and apply them after the pandemic. It is worthwhile to carefully analyse different crisis management practices and new developments under pressure.

SozialMarie as an organization also needed to adapt: not only will this year's award ceremony provide an online platform for

participation, but to keep up the dialogue on social innovation during the global pandemic, we have organized several online events across countries where we are present as an organization with national offices – Austria, Croatia, the Czech Republic, Hungary and Slovakia. In addition to our online events, we foster dialogue and present socially innovative projects on our social media channels and our new blog. We publish expert articles on social innovation from diverse perspectives and share success stories of our nominated and award-winning projects. SozialMarie aims to strengthen its role as a facilitator of international dialogue. As social issues are becoming increasingly complex, they require cooperation between civil society organizations, public institutions, and companies. These complexities drive SozialMarie's commitment to foster networking and exchange across different sectors and institutions.

To enable dialogue and networking beyond borders, SozialMarie continues to expand internationally and assigns an important role to our national coordinators. They work directly with projects and promote the award of the SozialMarie in their respective countries. As of 2021, Austria, Croatia, the Czech Republic, Hungary, and Slovakia have designated national coordinators.

The 15 winning projects and 20 nominations of the 2021 SozialMarie – Prize for Social Innovation present new ways to tackle well-known or emerging social challenges. All of the projects presented are hands-on and innovative in their local communities. We hope that the projects in this brochure broaden your horizons on social innovation; let them surprise and inspire you!

With kind regards,  
Wanda Moser-Heindl

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# About us



Friedrich Moser & Wanda Moser-Heindl

The Unruhe Foundation is distinguished by its support and advancement of the arts, science, research, and innovation. The foundation is the sponsor of the SozialMarie – Prize for Social Innovation and was founded by Wanda Moser-Heindl and Friedrich Moser in 2000. Unruhe Privatstiftung is a founding member of Sinnstifter, an Austrian association for community social project development.

SozialMarie is a prize for social innovation awarded to 15 outstanding projects every year. With its first call for applications in 2004 and awarding in 2005, SozialMarie is the first and oldest prize for social innovation in Europe. Beyond its financial recognition and support, SozialMarie is above all a public stage for projects that provide innovative answers to societal challenges based on new approaches. SozialMarie supports its networks of outstanding projects while driving forward dialogue on social innovation.

The SozialMarie Criteria for Social Innovation focuses on engaging diverse communities and stakeholders, project impact, effective implementation, and serving as an example to other projects for social change. SozialMarie awards successfully implemented projects and is a premium seal of quality for effective social innovation.

The SozialMarie expert jury annually honours 15 outstanding projects with a total of €54,000 for award-winning projects on May 1st. The top three prizes will be awarded respectively €15,000, €10,000, and €5,000; the following twelve prizes will each be awarded €2,000.



The SozialMarie Prize for Social Innovation in 2005 initially awarded projects in Austria and regions within a 300 km radius from Vienna. The SozialMarie has since expanded and is represented by national offices in Hungary, the Czech Republic, Slovakia, and Croatia.

Since 2006, SozialMarie has partnered with active honorary patrons who advise one of their selected award-winning or nominated projects. The patrons provide professional, financial, and public support for their selected project. Our honorary patrons for 2021 are Milo Tesselaar of Austria (Founder, Developer, and Consultant, focusing on media and politics), Boris Jokić of Croatia (Head of the Institute for Social Research in Zagreb), Yemi A. D. of the Czech Republic (Interdisciplinary Creator, CEO, and Founder at JAD), Márton Galambos of Hungary (Editor-in-Chief of Forbes Hungary), and Adela Vinczeová of Slovakia (Freelance TV/Radio Presenter and Influencer).

# Expert Jury



**Mag.ª DSA<sup>in</sup> Elisabeth Hammer**  
neunerhaus, Vienna



**Univ.-Prof. Dr. Josef Hochgerner**  
Centre for Social Innovation (ZSI),  
Vienna



**Dr. Miroslav Kocúr, PhD**  
LEAF Bratislava



**Katalin Teller, PhD**  
ELTE Institute for Art Theory and  
Media Studies, Budapest



**Mag.ª Veronika Č. Janýrová, MBA**  
The Vienna Institute for International  
Economic Studies (wiiw)



**DI Ana Jeinić**  
Institute of Architectural Theory,  
Arts and Cultural Studies,  
Graz University of Technology

**JURY  
COORDINATOR**



**Mag.ª Petra Radeschnig**  
Business economist, organisational  
consultant, trainer and coach



# The unsuspected benefits of adversity

**Social innovators are healers, repairers, and artists all at the same time. They sense the pulse of their community; they imagine how to creatively fix the broken and are incurable optimists. Societies would be bleak without them; this alone is a reason to celebrate them.**

So many unthinkable things happened overnight. Aeroplanes were grounded and gave the world a much-needed moment to breathe. Production chains were shortened, reducing pollution from long-distance transport. Education was suddenly digitalised – a measure advocated by many progressives that no one believed could be accomplished so soon. Barriers were put on national borders to stop the unregulated influx of potentially “infectious” foreigners. Thanks to COVID-19, the dreams of opposite ideological camps came true all at once, as if the world was suddenly tapped by a wizard’s wand. And the world is still under this wizard’s spell.

But as COVID-19 swept the centre stage and hospital beds availability, lockdowns, and vaccination rates started to dominate the news around the world, there was no wizard’s wand to make the old problems disappear. The deaf, sick, blind, and homeless continued to be such, and the gap between the poor and the rich has only widened<sup>1</sup>. Old problems were simply swept under the carpet of COVID-19 pandemic reports while new problems emerged. Integrating newcomers into our societies lost priority; a new digital divide in education silently emerged, lockdowns caused severe psychological issues across communities, under-employment and unemployment<sup>2</sup> became a reality for many families.

But shouldn’t solving all these problems wait until the world wins over the unforeseen enemy and is vaccinated?

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<sup>1</sup> <https://feature.undp.org/coronavirus-vs-inequality/>

<sup>2</sup> [https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Impact\\_of\\_COVID-19\\_on\\_employment\\_income\\_-\\_advanced\\_estimates&stable=1#A\\_sharp\\_decrease\\_in\\_the\\_median\\_employment\\_income](https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Impact_of_COVID-19_on_employment_income_-_advanced_estimates&stable=1#A_sharp_decrease_in_the_median_employment_income)



There is one group of people who answers this question with a clear and loud “no.” Some call them “social innovators.” These are the bold that see problems often ignored by politics. They are the daring who do not resign under their burdens but strive to start change and help where they can. They are incurable optimists: fixing the broken is their primary instinct, and they do it with a lot of creative imagination. They are a mixture of a healer, a repairer, and an artist. Like artists – whose work often serves as a reflection of society and the world around them – social entrepreneurs keep their awareness on alert and sense where there is an issue that needs intervention. Like a repairer, they believe that there is always a way to not give up in front of the broken, and like healers, they have an open ear for those in need.

Every society needs people like that. But Central and Eastern Europe, perhaps even a little bit more than the rest of Europe.

One of the biggest problems that hit Central and Eastern Europe (CEE) in the last decades is the outflow of its people. The young and educated – as well as the less educated, but entrepreneurial in spirit – were leaving their countries year after year in the last decades to look for better opportunities in Western Europe. This problem remained long unrecognised and silently drained the societies of the CEE region. Talent, ambition, educational investment, and expertise were flowing silently to Western Europe, enriching Western societies and economies while leaving behind societies that had less and less hope for a better future. But COVID-19 changed this as well.

Hundreds of thousands of mostly young people returned to their homes in the CEE region during the pandemic. In many places, quarantined returnees were estimated to make up between 4 and 8 per cent of the working age population<sup>3</sup>. Places that felt ageing and hopeless suddenly started buzzing with life. The young returnees brought hope back home. Hope, in the middle of a global pandemic, but still – a hope that they would stay and contribute to society. While returning home, the young discovered that – due to their purchasing power – they are better off at home than in the countries they have returned from. Only at home, there is family, old friends, and informal support networks – all of which make life easier and more pleasant. It took a pandemic to discover this, but the positive outcomes for the region may last for generations. Entrepreneurial former emigrants tap into the unused potential for social innovation: with their expertise and experiences abroad, they bring back ideas on how to fix local problems and help their societies prosper.

If anything, COVID-19 taught us flexibility – to act according to new circumstances, to accept the unthinkable, to be creative, and to adapt. These are all things that social innovators always knew – this has always been their bread and their knife. The world has finally got to understand the way social innovators work and became a tiny bit more like them.

Was 2020 the year when social innovation became commonplace? Perhaps. But as the world continues rebuilding through this global pandemic into 2021, the social entrepreneur is certainly the unnamed hero that we should celebrate today.

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3 <https://ecfr.eu/wp-content/uploads/Remigration-Report-ECFR-EN.pdf>

# 2021 Patrons

**Inspiring personalities from Austria, Croatia, the Czech Republic, Hungary, and Slovakia serve as patrons of an award-winning or nominated project of their choice every year. The patrons guide and support the project over the following year.**



**Milo Tesselaar** Austria  
*Founder, Developer, and Consultant, focusing on media and politics*

“When we hear the word innovation, most of us still think first and foremost of technology – mistakenly and to the detriment of all of us. Social innovation in the cultural and political field is still a niche. However, it doesn’t have to be that way, and it shouldn’t stay that way. Liberation from old social thought patterns relies on a mixture of creative restlessness and an entrepreneurial, curious spirit that can also provide untraditional and unconventional solutions to social and cultural challenges. The end result is an improvement in the living conditions of a great many people – us! Social innovation is not always as easy to grasp as technical innovation. This makes initiatives like the SozialMarie, which supports social innovations, and the people in and around them visible and all the more important.”

“I see social innovations as being amongst the most important features of our societies as they act as both a progressive force and a cohesive element. In order to flourish and realise their full potential, they need investment and social attention. I have accepted to act as a mentor in the SozialMarie programme for 2021 in order to foster the development and promotion of these forward-thinking initiatives that aim to ameliorate communities while at the same time giving them new perspectives.”



**Boris Jokić** Croatia  
*Head of the Institute for Social Research in Zagreb*



**Yemi A. D.** Czech Republic  
*Interdisciplinary Creator, CEO, and Founder at JAD*

“For me, social innovation and the constant pursuit of it is more than an effort to make progress; it is a symbol of social maturity and social capital, which is still lacking in our country. I have personal experience and a very personal relationship with disadvantaged people and especially children. My brother has Down Syndrome and his loving personality is a gift to our family. I believe we can learn a lot from people with practical limitations.”

“For a long time, I was unaware of the fact that I actually grew up in a conservative family. On Sundays, my paternal grandfather sat happily and proudly at the head of the table while my grandmother served him broth in a china bowl. My grandfather was born on a farm and also experienced the persecutions of the 20th century, which meant that in addition to classical values, social sensitivity was also evident in the family every minute of every day. The cornerstones of my values to this day are based on these experiences and I am deeply affected by the randomness and injustice of social inequalities. As editor-in-chief of Forbes Hungary, I therefore give space to NGOs on a monthly basis and I also try to show good donation practices. As an individual, I have an annual ‘grant program’: for 12 years I have been giving 1-3 percent of my annual income to charities.”



**Márton Galambos** Hungary  
*Editor-in-Chief of Forbes Hungary*

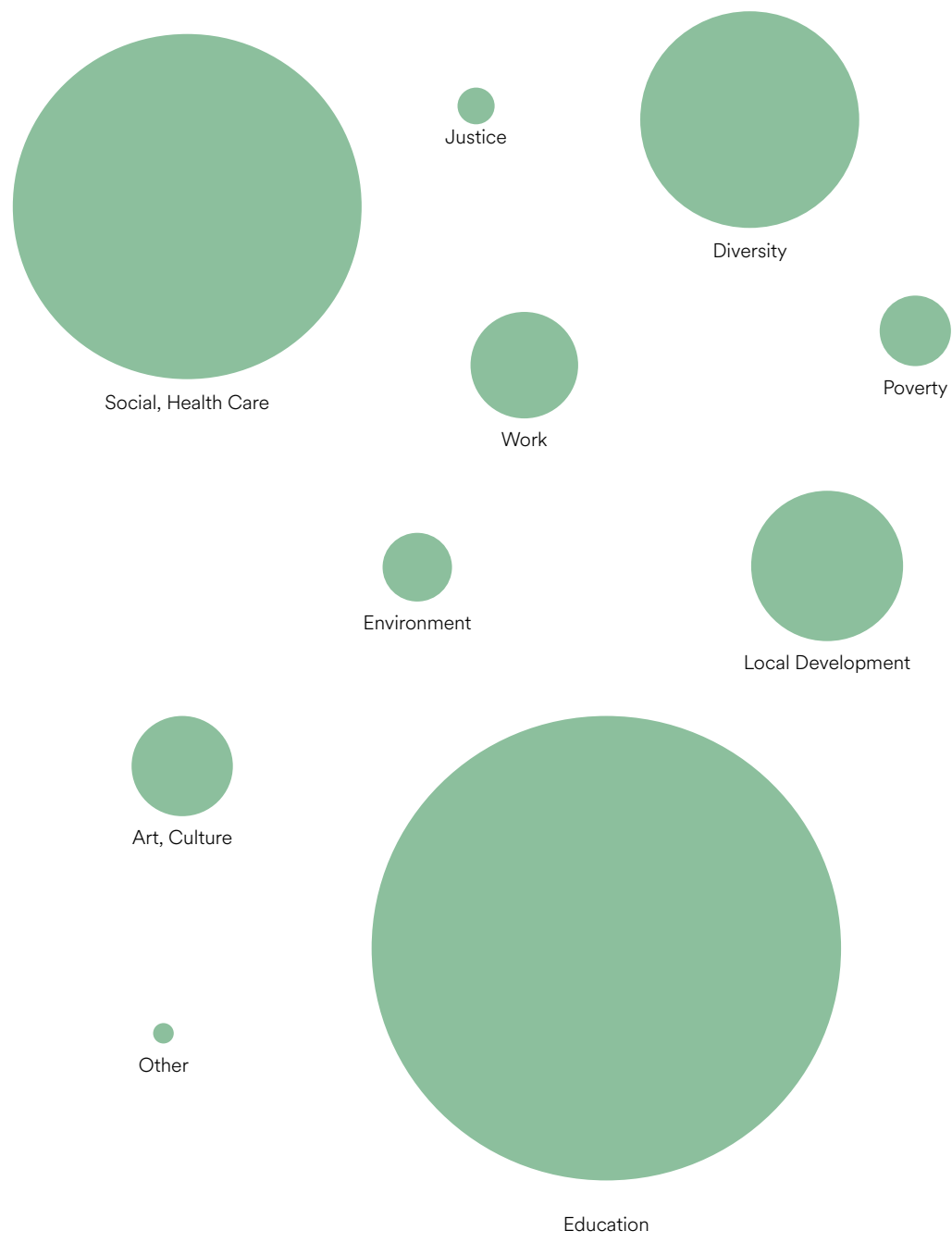


**Adela Vinczeová** Slovakia  
*Freelance TV/Radio Presenter and Influencer*

“The importance of social innovations lies in the ability to impact the everyday life of people and their world. Social innovations attract and interconnect bubbles, create synergies and enable mutual understanding. Mutual understanding is the foundation of successful innovations. Thanks to my work, I come into contact with a number of issues that are not always recognised by society. I am grateful that through the help of SozialMarie, I can broaden my horizons and subsequently offer some insight for the wider public.”

# Fields of actions of submitted projects in 2021

299 projects were submitted to the SozialMarie in 2021. These projects could indicate multiple fields of action.



Prize  
Winners  
2021

# Labour dispute and care

## Labour dispute and care

1<sup>ST</sup> PRIZE

**challenge** As self-employed workers, migrant live-in caregivers are often fully dependent on the people they care for and agencies. Live-in caregivers often have little independence and are vulnerable to exploitation. They are also not protected by labour laws as self-employed workers and are excluded from most social services by public institutions.

**idea** *Labour dispute and care* (“Arbeitskampf und Pflege”) is a democratically organised advocacy group that works to provide long-term solutions led by migrant live-in caregivers. We improve precarious working conditions faced by live-in caregivers as self-employed workers through counselling in different languages, training, assistance, and support in crises.

**actors** The caregivers set up an advocacy group to represent their rights effectively and democratically. They also lead decision-making processes and assert their right to self-determination. Through their work, they also raise awareness of the challenges and interests of migrant live-in caregivers as part of a task force by the Austrian Ministry for Social Affairs, Health, Care and Consumer Rights.

**impact** The programme has reached more than 11,000 caregivers. Members develop organizational skills and experience in public relations, community building, and lobbying. They also benefit from access to information in their first language and advice from their colleagues.

**transfer** Our project can be applied and serve as an example for “flexi-workers” in other sectors who also face precarious self-employment regulations and labour protection.

### appreciation of the jury

Migrant live-in caregivers give a powerful grassroots response to a pressing structural problem. The caregivers are mostly from Eastern Europe and support the care system in Austria, yet lack effective labour rights and access to the social support system. This programme is a much-needed initiative organized by migrant live-in caregivers to raise awareness of their rights in society and fight against structural violence. They fight together for better work conditions, with the long-term aim to replace involuntary self-employment with employment by the state or cooperatives.



**Country**  
Austria

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Work, Advocacy,  
Migration

**Organization**  
IG24: Interessengemeinschaft der  
24-Stunden-Betreuer\*innen

**Contact**  
Simona Durisova,  
Flavia Matei, Anna Leder  
+43 680 245 8494  
kontakt@ig24.at



# Pandemic legal aid



**Country**  
Hungary

**Region**  
Budapest, Pest

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Legal protection,  
Indebtedness,  
Homelessness

**Organization**  
Utcajogász Egyesület

**Contact**  
Dorottya Atol  
+36 20 974 0362  
[utcajogasz@gmail.com](mailto:utcajogasz@gmail.com)

**Website**  
<http://utcajogasz.hu/en>

## Pandemic legal aid

2<sup>ND</sup> PRIZE

**challenge** The homeless and people living in precarious conditions have been hit hardest by the COVID-19 pandemic. Many who did not face challenges before the pandemic also found themselves in distress. Rising unemployment led to an accumulation of unpaid rental and mortgage bills, and other forms of debt, pushing many to the brink of losing their homes.

**idea** We have provided free legal aid in a public square for those in need for 11 years. During the pandemic, we adapted our programme to provide our service remotely as *Pandemic legal aid* (“Járvány-jogsegély”). Volunteer lawyers provide legal aid via email and telephone. We also draft legal submissions and represent our clients in court.

**actors** We provide free legal aid to people in poverty on housing and social rights, as well as fight discrimination. We involve our clients in the legal process as much as possible. We also prepared easy-to-understand guidelines clarifying the fast-changing regulatory legal framework to empower our clients.

**impact** Despite the rising number of those in need, we intervened in 1,100 cases in 2020 and 2021. We helped our clients prevent further debt or losing their homes. We also won court cases to recover unlawfully withdrawn or ungranted social support.

**transfer** In addition to homeless people, our programme helps low-income households struggling with debt and housing crisis. Through remote legal aid and online resources, we can provide support beyond Budapest. Family aid coordinators and shelters in the countryside can refer cases to us for assistance.

## appreciation of the jury

The Streetlawyers Association extended their services during the pandemic from providing legal aid to the homeless in public squares to remote online and phone outreach. The programme also works with social workers and social institutions for the homeless. Since the start of the pandemic, the group of people, who are at risk of losing their home and seeking out for legal help is growing. This programme demonstrates an impressive resilience rooted in social innovation. *Pandemic legal aid* persists in the face of the pandemic as professional, and unique initiative in Hungary, that is strongly committed to influencing policies.



# MADE IN: Crafts and Design Narratives



**Country**  
Croatia  
Austria  
Slovenia

**Region**  
Vorarlberg, City of Zagreb, Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Community development, Culture, Other

**Organization**  
Umjetnička organizacija OAZA

**In cooperation with**  
Museum of Arts and Crafts (Croatia), Museum of Architecture and Design (Slovenia), Werkraum Bregenzerwald (Austria), Nova Iskra, Mikser (Serbia)

**Contact**  
Ivana Borovnjak  
+38 591 582 6968  
info@o-a-z-a.com

**Website**  
www.madein-platform.com

**challenge** *MADE IN: Crafts and Design Narratives* addresses global overproduction and unethical distribution, including the loss of knowledge of local crafts in communities and cultural identities. We also address issues in production, such as production origins, environmental sustainability, and its relationship to design.

**idea** We are a research, design, and heritage platform for new collaborative practices and exchange between crafts artisans and designers. We also work with communities to archive and showcase local crafts. We promote co-created ideas and projects through exhibitions, public discourses, and publishing.

**actors** The platform engages crafts artisans and designers to jointly create and implement the project's products, concepts, and strategies. Researchers, coordinators, and curators from partnering institutions provide expertise, support, lead discussions, and produce archives and exhibitions.

**impact** Our platform is a digital repository of projects and information on local crafts and design. We are also a network for professionals and promote alternative models of production based on co-creative processes. We encourage critical discourses on the preservation of local and European heritage.

**transfer** The project is currently present in 4 European countries: Croatia, Slovenia, Austria, and Serbia. It can be implemented in other contexts with adaptations to expand the platform's network. We are also expanding and developing our crafts archive, projects, exhibitions, and community outreach initiatives.

**appreciation of the jury**

*MADE IN: Crafts and Design Narratives* documents, develops, and preserves the know-how of crafting as an expression of cultural identity. The collaboration between design, craft and manufacturing, is what makes the project socially innovative. The platform creates a “Craft 4.0” with authenticity, as well as space to exchange knowledge, share resources, and build local networks. Artisans and producers engage in a creative process and develop new ideas for audiences across industries and borders. MADE IN: Crafts and Design Narratives is social design through craftsmanship at its best.

# Carry on with the story

Carry on with the story

PRIZE WINNER

**challenge** *Carry on with the story* (“Nastavi priču”) uses literature to address the marginalisation and exclusion faced by female prison inmates in Croatia. The programme provides access to culture and the arts to female inmates by providing writing workshops in prison. *Carry on with the story* fights prejudices by sharing the women’s stories through collaborative short stories.

**idea** Our programme provides tools and space for self-expression through art and culture. The programme provides outreach in prison and empowers female inmates. The inmates write prose fragments and short stories, which challenge prejudices and change the public perception of prisoners.

**actors** The programme works with female inmates, their mentors, and writers. Female inmates are authors and co-founders of the book club and creative writing workshops. Mentors work with prisoners; writers pen and publish short stories inspired by the inmates’ writings.

**impact** *Carry on with the story* connects female inmates with the world outside of prison. Public presentations of the book open honest and compassionate dialogue on prisons by shifting discussions in the public from the inmates’ criminal pasts to their stories and experiences.

**transfer** All aspects of the project can be applied to different social environments, contexts, and regions. *Carry on with the story* can also be applied to other marginalised communities. For instance, a Croatian psychiatric hospital has recently expressed interest in implementing this programme.

**appreciation of the jury** Female prisoners receive little support and outreach from social initiatives in Croatia. *Carry on with the Story* addresses this specific group by engaging female inmates in a collaborative writing process. It is the unique combination of this creative method and its participants, which make the project socially innovative. Thanks to its success, the walls of the prison in Požega are breaking down. Female inmates, who are usually invisible to the public, are perceived differently. What has been hidden until now is revealed in the book presenting the women’s experiences. The book club carries on and maintains bridges between distant social worlds.



**Country**  
Croatia

**Organization**  
Udruga Skribonauti

**Region**  
Požega-Slavonia  
County

**Contact**  
Luiza Bouharaoua,  
Paula Zore  
+38 598 165 4954  
skribonauti@gmail.com

**Sector**  
Civil Society  
Social Economy

**Website**  
www.skribonauti.hr/  
nastavi-pricu/

**Fields of action**  
Leisure education, Art,  
Offender support



# Forgotten kids



**Country**  
Czech Republic

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Family, Psychosocial impairments, Offender support

**Organization**  
Mezinárodní vězeňské společenství, z.s

**In cooperation with**  
Gabriela Kabátová

**Contact**  
Mgr. Žaneta Dvořáčková  
+420 730 575 418  
zaneta.dvorackova@mvs.cz

**Website**  
<https://mvs.cz/pomahame/>  
#rodinam\_a\_detem\_odsouzenych

**challenge** The children of prisoners are secondary and vulnerable victims with no access to targeted care. There are 40,000 children with a parent in prison in the Czech Republic. The children are emotionally deprived and suffer from family separation. They live in poverty and are stigmatised. This situation jeopardises their development as healthy young adults.

**idea** *Forgotten Kids* (“Zapomenuté děti”) helps children and their incarcerated parent strengthen family ties and solve problems. We work with children as their advocates and raise awareness to support their needs.

**actors** *Forgotten Kids* works with children of all ages who have a parent in prison. However, our target group is the entire family. We support maintaining the family’s relationship and the child’s welfare in and out of prison. We also provide public outreach to provide adequate resources and care for the children’s needs within prisons and further follow-up care.

**impact** The programme opens up a very difficult taboo. In addition to helping those in need, we raise awareness to the public on the needs of children of prisoners from the programme’s media coverage. This can contribute to systemic changes in the Czech Republic and improve the lives of these children.

**transfer** *Forgotten Kids* can serve as a model for other organizations and the state. We also plan research, workshops, and publish guidebooks for professionals who work with the children of prisoners. We also share our experiences with organizations in the Czech Republic and around the world at international conferences.

**appreciation of the jury** The children of prisoners, who are often forgotten by society, are the focus of this programme. Their relationship with their family should continue despite their parent’s prison sentence. *Forgotten Kids* works with a socially innovative approach with families and their children living in and out of prison. As a result, the children can continue to feel a part of their family. The number of children and families in the programme is increasing, and so is public interest.



**Country**  
Croatia

**Organization**  
UO PARADOKS

**Region**  
Implemented nationwide

**Contact**  
Arijana Lekić-Fridrih  
+38 591 579 0658  
od5do95@gmail.com

**Sector**  
Civil Society  
Social Economy

**Website**  
www.od5do95.com/about

**Fields of action**  
Awareness raising,  
Gender-sensitive work,  
Art

**challenge** *From5to95* (“Od5Do95”) was created as a response to women’s inequality in Croatia. Certain female experiences continue to be shared only through word of mouth – from generation to generation. *From5to95* encourages public intergenerational dialogue and gives women and girls – from ages 5 to 95 – a space to speak out and share their experiences, ranging from childhood memories to social inequalities.

**idea** *From5to95* is a multimedia art project that shares stories and experiences of women in Croatia. Each woman symbolically represents one year of life – from 5 to 95 years old. The women also share how their lives differ from their mothers or grandmothers. The project also serves as a virtual museum of women’s oral history.

**actors** The project focuses on women of all ages from all regions of Croatia. Some of our participants give presentations and hold round-table discussions. We also present our work in galleries throughout Croatia in Zagreb, Split, and the island of Mljet to highlight the diverse challenges and oppressions of women in society.

**impact** *From5to95* is the only project of its kind in Croatia and the region. The project empowers women by opening public dialogue through public filmmaking and art. We also led 17 workshops and lectures in public libraries and schools.

**transfer** Our audience is from Croatia and its neighbouring region, but unfortunately, the inequality of women and girls is present everywhere. *From5to95* can be transferred to another social space, context, or region – and we hope that this will happen.

**appreciation of the jury** Girls and women talk about their lives and experiences in the past and present in Croatia without rules and (self-imposed) limits. The video testimonials show different regional and social ways of life between women of all ages. The result is a unique virtual museum of female oral history accompanied by lively debates. *From5to95* is a socially innovative, long-term project that constantly produces new stories. Women and girls speak publicly about the realities of their lives and experiences, which are finally gaining the attention they deserve in society.



# Intercultural work in the municipality



<b>Country</b> Czech Republic	<b>Organization</b> Statutární město Brno
<b>Region</b> South Moravian Region	<b>In cooperation with</b> SocioFactor, s. r. o.
<b>Sector</b> Public administration	<b>Contact</b> Mgr. Lenka Šafránková Pavlíčková +420 608 955 230 safrankova.lenka@brno.cz
<b>Fields of action</b> Interculturality, Community development, Migration	<b>Website</b> www.brno.cz/brno-aktualne/co-se-deje-v-brne/a/pri-jednani-s-urady-pomahaji-cizincum-meststi-interkutuni-pracovnici-napad-ocenila-i-evropska-kom/

**challenge** More than 36,000 migrants live in the city of Brno. Migrants, city authorities, and residents interact with each other more than ever, yet cultural and language differences make communication difficult. There is also a lack of support for migrants and public institutions — such as city services, medical centres, schools, social services — which can lead to conflicts.

**idea** The city of Brno employs intercultural workers who speak and work in different languages. Services such as interpreting, translation, and counselling are needed by migrants and public institutions adapting to the city’s changing urban environment.

**actors** *Intercultural work in the municipality* (“Interkulturní práce v samosprávě”) works with migrants and public institutions in Brno. Migrants hold active roles as agents of innovation. Migrants familiar with life in Brno are trained and work as intercultural workers in municipal public institutions.

**impact** The programme provides practical guidance to help public institutions cope with the growing number of migrants in Brno. The intercultural teams can quickly identify and resolve problems in time and find solutions. This leads to mutual understanding and reduces conflicts based on stereotypes.

**transfer** This programme has great potential to be applied in other cities because it targets the essence and practices of how integration takes place in everyday life. The programme maps everyone’s needs – migrants, city residents, and municipal public institutions – to respond to the needs of migrants and the city with understanding.

**appreciation of the jury** The city of Brno shows that it cares about the diversity of its residents. The city offers accessible services for people from different cultures and communities. The programme raises cultural awareness within its city administration and its residents. *Intercultural work in the municipality* creates new professional perspectives and provides outreach to migrant communities by offering services in different languages. The city of Brno is establishing itself as a pioneer in social innovation. With a vast intercultural worldview, Brno is a role model for other cities, regions, and countries.



<b>Country</b> Austria	<b>Organization</b> Caritas für Menschen in Not
<b>Region</b> Upper Austria	<b>Contact</b> Mag.a Bettina Falzeder, MA +43 676 8776 8116 bettina.falzeder@caritas-linz.at
<b>Sector</b> Civil Society Social Economy	<b>Website</b> www.caritas-linz.at/hilfe-angebote/ migration-integration/lesehund/
<b>Fields of action</b> Poverty, Non-formal education	

**challenge** Literacy and the ability to read are fundamental life skills. However, 25% of Austrian children and teenagers are at risk of failing to develop these key abilities. The socio-economic status of their family and the COVID-19 crisis also play a major role in a child’s reading development.

**idea** *Lesehund* not only improves reading skills for children and teenagers, but also strengthens other essential elements in their development. The reading assistance dog also provides relaxation from stress and boosts their confidence. This positive motivation makes reading fun and helps children to read (aloud) without fear and stress.

**actors** Children and teenagers of all reading levels practice reading in a familiar setting. The programme works in collaboration with Caritas OÖ (Caritas of Upper Austria); participants are placed in the programme from Caritas institutions.

**impact** Reading with an assistance dog increases the child’s reading and literacy skills. The programme also boosts the children’s and young people’s self-confidence. *Lesehund* is also expanding to more educational institutions.

**transfer** *Lesehund* originated in the U.S. and is currently implemented in Germany and Switzerland. The programme is also supported by scientific evidence. It is possible to adapt the programme to more regions in Austria and other countries. The programme in Upper Austria is also planning to expand into extra-curricular activities and social services.

**appreciation of the jury** This socially innovative programme impresses with its light-footedness, or perhaps better its light-pawedness. The reading assistance dog listens calmly, does not pressure or interrupt, but shows patience and attention. The connection between the child learning to read and the specially trained dog makes reading fun and relaxing, while improving the child’s reading skills and self-confidence. *Lesehund* is simple, affordable, and effective based on scientific evidence. The reading assistance dog can listen everywhere, so the project is likely to grow.



# Mental health care programme for high school students



**Country**  
Czech Republic

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Awareness raising,  
Education institutions,  
Health

**Organization**  
Nevypust Duši z.s.

**Contact**  
Marie Salomonová, MSci  
+420 777 215 288  
marie@nevypustdusi.cz

**Website**  
<https://nevypustdusi.cz>

**challenge** During the COVID-19 pandemic, mental health crises spiked in the Czech Republic. Early intervention and prevention in mental health is a challenge in society. 20% of teenagers suffer from mental health issues and 50% of chronic mental illnesses emerge around 14 years old.

**idea** The best way to reach those at risk during their first occurrence of mental illness is in schools. Due to the COVID-19 pandemic, we adapted our programme to webinars, which allow us to reach more children in the Czech Republic via distance learning. We also provide students and their teachers with information to manage and care for their mental health.

**actors** We work with students between 12 and 18 years old and their teachers. Schools can apply and participate in our interactive webinar to support mental health. We also provide students and teachers with additional materials to discuss mental health.

**impact** Upon completing our programme, 30% more children know where to seek help for mental health struggles. 150 children sought the help of an expert due to our programme. The programme increases awareness of mental health services, encourages others to seek help, and prevents mental illness for young people and teachers in school.

**transfer** Through our webinars, we were able to scale the project and reach less accessible regions, which face educational inequalities and where our programmes are needed. Our methodologies can be translated into other languages and incorporated into educational programmes in other EU countries.

**appreciation of the jury**

The mental health of young people does not receive enough public attention in the Czech Republic. *Mental health care programme for high school students* takes a socially innovative approach to reach adolescents through workshops on mental health in high schools. These are also led by facilitators who share their experiences and challenges with mental health with the pupils. The current COVID-19 pandemic revealed that it is more important than ever to provide care for adolescent mental health and to integrate mental health into general preventive healthcare.



**Country**  
Hungary

**Region**  
Budapest, Csongrád,  
Hajdú-Bihar

**Sector**  
Commercial enterprise

**Fields of action**  
Awareness raising,  
Environmental protection,  
Homelessness

**Organisation**  
Munch

**Contact**  
Belayane Najoua  
+36 30 539 4383  
nazsi@munch.hu

**Website**  
<https://munch.hu>

**challenge** In the European Union, 12% of high-quality food is thrown in the trash from restaurants and the hospitality sector. More than 1.8 million tons of food are wasted every year in Hungary, while nearly one million people do not receive enough high-quality hot food. *Munch* offers a complex solution to the economic, environmental, and social challenges of food waste.

**idea** *Munch* is the first platform in Hungary where more than 160 restaurants, bakeries, shops, and hotels sell their unsold, but high-quality food at a discount. *Munch* aims to promote sustainable, responsible catering and social responsibility by reducing food waste.

**actors** *Munch* has three main stakeholders: the hospitality industry, customers, and people in need. We involve our stakeholders through the Munch mobile application, online groups, blog posts, outreach workshops, and in-person food sharing. Moreover, people in need are actively involved in food saving through our initiative, MunCharity.

**impact** In seven months, we saved 12,000 servings of food and reduced 113 tons of carbon dioxide emission. As of 2021, more than 9,000 users or Food Savers joined the initiative and shared their Munch adventures in online groups. We organised several charity events and plan to expand these initiatives.

**transfer** The project can respond to diverse conditions and contexts; it can be transferred to places with a similar consumption culture. There will always be potential customers who can reduce food waste accumulated in restaurants through *Munch*. Our short-term goal is to launch *Munch* in two neighbouring countries.

**appreciation of the jury** Since the programme was quickly developed, *Munch* has sustainably implemented and expanded its services from the city into communities in the suburbs. The meals leftover from restaurants are not thrown away, but eaten. They are sold at a reduced price for pick-up. Buyers can also donate this food to people living in homeless shelters. This solution is sustainable, economic, and helps those in need: this is a social innovative mélange.



# Partnership for education during the pandemic



**Country**  
Hungary

**Region**  
Implemented nationwide

**Sector**  
Commercial enterprise

**Fields of action**  
Non-formal education

**Organization**  
Telenor Magyarország Zrt.

**In cooperation with**  
KórházSuli Alapítvány

**Contact**  
Anett Gulyás  
+36 20 930 3733  
agulyas@telenor.hu

**Website**  
<https://korhazsuli.hu>

**challenge** COVID-19 changed education fundamentally. Access to technologies and the Internet needed to attend distance learning courses were not available for many families. The sudden closing of schools created a new, challenging situation for teachers, pupils, and parents, especially those working in healthcare.

**idea** As schools closed due to COVID-19, we opened our programme to help overburdened healthcare workers home-school their children. Children in the programme are taught online by volunteer university students.

**actors** We immediately responded to the new situation by focusing on healthcare workers and their children, a target group heavily affected by the COVID-19 pandemic. In addition, student volunteers used creative methods and innovative solutions to teach their online pupils. The volunteers gained experience and skills in collaboration, teamwork, creativity, problem-solving, and asserting themselves.

**impact** During the first 13 weeks of the pandemic, we supported 219 children of 87 healthcare workers. 363 student volunteers and 30 volunteers delivered over 3,000 online classes. The HospitalSchool Foundation provides professional assistance. Telenor contributes teaching recommendations and their speciality Internet access to the children of 120 healthcare workers.

**transfer** The second wave of the COVID-19 pandemic also shed light on a new target group, children with chronic illnesses who use digital education due to their disability. We launched the “I Study Online” programme to support them in September 2020.



**appreciation of the jury** After years of supporting pupils with long-term illnesses, *Partnership for education during the pandemic* was created and adapted through a socially innovative approach to support a different target group: Volunteers supervise and support children of health workers with their schoolwork in online classes. The project also provides Internet access and the technologies needed for distance learning. The project’s fast and efficient response allows parents to continue their much-needed work in hospitals and healthcare facilities during the COVID-19 pandemic.



# Symbios - shared housing



**Country**  
Czech Republic

**Region**  
South Moravian Region

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Unemployment,  
Psychosocial impair-  
ments, Homelessness

**Organization**  
EkoInkubátor, z.ú.

**Contact**  
Bohuslav Binka  
+420 777 132 167  
binka@fss.muni.cz

**challenge** Young adults leaving institutional care face difficulties finding housing, their first job, and building new relationships. The Czech Republic does not have a sufficient support system to assist young adults leaving institutional care. Without adequate resources or supportive relationships, these young adults are vulnerable to social exclusion and homelessness.

**idea** *Symbios - shared housing* (“Symbios - sdílené bydlení”) offers these young adults shared apartments with university students and support. Young adults leaving institutional care can live in a safe environment in the apartment for 4 years. They can establish new relationships, build new skills and perspectives from their peers and mentors.

**actors** The programme connects students and young adults who recently left institutional care. In their shared apartments, the young adults take their first steps in independent living, build relationships, learn to resolve conflicts, find and keep their first job. The connection between the students and young adults also builds tolerance.

**impact** After the programme, young people have a better understanding of themselves, establish work habits and greater social capital. They will have the skills to manage new situations and are resilient to vulnerabilities, such as addiction and crime.

**transfer** The programme offers a comprehensive solution to support young adults leaving institutional care. In the future, we would like to expand the programme to other university cities in the Czech Republic.

**appreciation of the jury** Care leavers share a flat with students provided by the city of Brno. A pleasantly balancing approach that begins by supporting young people with independent living. “Independent, but not alone” is the motto of this socially innovative approach. Through this programme, it is possible to prevent the high risk of homelessness faced by youth released from institutional care. The programme also offers psychological support. *Symbios – shared housing* originated as a project at Masaryk University in Brno, but it is now expanding into the world.

# Step by step



**Country**  
Slovakia

**Region**  
Prešov Region

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Poverty, Education  
institutions, Ethnicity

**Project owner**  
eduRoma -  
Roma Education Project

**Contact**  
Laura Kősziklová  
+421 903 461 241  
laura@eduroma.sk

**Website**  
<https://eduroma.sk>

## Step by step

PRIZE WINNER

**challenge** *Step by step* (“O krok pokrok”) is a cultural and educational programme founded by Roma and pro-Roma activists from eduRoma during the COVID-19 pandemic. According to the eduRoma “How to stay close at distance” survey, up to 70% of Roma pupils did not attend online distance learning courses, and 60% did not have contact with their teachers during the pandemic.

**idea** *Step by step* provides tutoring and mentoring to Roma children to ensure their long-term educational success during the pandemic. Step by step provides training for teachers and social workers. We share our experience with state institutions to improve legislative and systematic measures.

**actors** We assist 80 students from Roma communities, ages 6 to 16 years old. 12 mentors tutor and encourage these young students. Teachers and the children's parents are also involved in the programme. We also conduct public outreach on inequalities affecting the Roma community through the project's media coverage.

**impact** We work with children from Roma communities, as well as their mentors and teachers from cooperating schools. *Step by step* aims to ensure long-term educational success for Roma children, reduce anti-Roma prejudices and racism. Our programmes also strengthen interpersonal relationships and eliminate segregation.

**transfer** We are currently implementing the programme in 6 municipalities in the Prešov region. In April 2021, we will invite the city of Snina to join *Step by step*. We will also create a programme network and fully implement the project in other regions of Slovakia.

## appreciation of the jury

Roma pupils are supported with their schoolwork by mentors in small tutoring groups in cooperation with their respective schools. This assistance prevents the current pandemic from causing these young pupils to fall further behind at school. A quick and courageous decision: Face to Face - Support to keep up with distance learning! Romani courses for teachers help overcome language barriers. The programme also works in an educational ministerial working group against the segregation of Roma and ensures structural anchoring. *Step by Step* is a socially innovative intervention based on a pilot study on distance learning for Roma children.



**MLADÍ PROTI FAŠIZMU**  
Nedovoľme, aby Slovensko zhnedlo!

DOMOV / TÁBORY / ČLÁNKY / GALÉRIA / PRISPIEVATELIA / POJMY / O PROJEKTE

**Domov**

**Country**  
Slovakia

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Non-formal education,  
Awareness raising,  
Other

**Organization**  
Mladí, o.z.  
(Youth civic association)

**Contact**  
Marek Mach  
+421 949 051 764  
marek.mach@ozmladi.sk

**Website**  
<https://mladiprotifasizmu.sk>

**challenge** Extremist political views are reaching their highest levels of support among the youth in modern Slovak history. Across surveys and in student mock elections, the extremist political party, building on the legacy of the fascist WWII Slovak state, has been at the forefront for several years. Young people are often vulnerable to support the extremist views of these parties.

**idea** *Youth against fascism* (“Iniciatíva Mladí proti fašizmu”) focuses on engaging young people through online social networks. Our initiative aims to reach young people through social media before they become interested in politics and reduce their risk of radicalisation. We also publish short and easy-to-understand information online on human rights and democracy.

**actors** The project was founded by Marek Mach when he was 15 years old and is based on the “from young to young” principle. The project shares information adapted to young people ages 12 and older. Our largest audience is between 18 to 24 years old.

**impact** In over 4 years, the project has reached more than 100,000 followers on social media platforms. During election campaigns in Slovakia, we helped organize anti-fascist protests across the country attended by thousands. Pupils made anti-fascist and pro-democracy banners in art classes. Tens of thousands of students also watched discussions organized by our organization.

**transfer** Since the project is primarily online, it is possible to transfer it to almost any country in Europe and internationally adapt it to a country’s specific political climate.

**appreciation of the jury** Young people inform each other about political issues with short, easy to understand information through popular social media channels. *Youth against fascism* is run by and for youth, which best connects and serves as a credible source amongst their peers. *Youth against fascism* mobilises with convincing arguments against right-wing extremist groups online and on the streets. The project developed into the most important platform addressing right-wing extremism and fascism among young people in Slovakia. A socially innovative learning process.

# Zukunftslaut

## The voice of the youth



**Country**  
Austria

**Region**  
Vienna

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Generational work,  
Advocacy,  
Interculturality

**Organization**  
YEP (Youth Empowerment  
& Participation)

**Contact**  
Rebekka Dober  
+43 660 559 2930  
r.dober@yep-austria.org

**Website**  
www.yep-austria.org

**challenge** We live in filter bubbles. It is becoming increasingly rare for us to hear other opinions or meet people with different backgrounds, ways of life, or experiences. In addition, young people are heard far too little in our society. Decisions are made about them without including them and their perspectives.

**idea** Young people share their realities and challenges in joint creative dialogues. They develop and present a manifesto with defined ideas for social cohesion to decision makers. The young people also prepare multi-media projects to connect different generations.

**actors** *Zukunftslaut - the voice of the youth* (“Zukunftslaut - Die Stimme der Jugend”) was created and designed BY young people FOR young people. People from 14-25 years old from different cultural and socio-economic backgrounds engage in dialogue and break their filter bubble. They develop strategies together to improve coexistence for all.

**impact** The programme focuses on strengthening the young people’s self-efficacy. Their work presenting their manifesto to decision-makers, videos, podcast, and leading intergenerational dialogues emphasise their important role in society: it shows that young people are engaged shapers of a better world for all.

**transfer** The innovative “Open Speech” workshops and YEP Generation Dialogues are transferable to urban, rural, and interregional communities. These initiatives can also be digitally implemented to connect people of diverse backgrounds and all ages.

**appreciation of the jury** Young people develop cross-media strategies to strengthen social inclusion. *Zukunftslaut – the voice of the youth* lures young people out of their intellectual filter bubbles and creates new social spaces for debate. Thanks to its broad network, the programme confronts decision makers from politics and business with demands for more social cohesion developed together by young people. This dialogue is a socially innovative intervention into the future and across generations.

# Nominated Projects 2021

## Chocolateria Cris - Hedona

NOMINATED

**challenge** *Chocolateria Cris – Hedona* fights against poverty by integrating people with disabilities into the labour market. People with disabilities are often excluded from formal employment. Employing people with disabilities prevents poverty, boosts their self-confidence and inclusion in the community.

**Country**  
Croatia

**Region**  
Implemented  
nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Work, Disability

**Organization**  
Udruga osoba s  
invaliditetom Križevci

**Contact**  
Petar Gatarić  
+38 548 681 211  
uik@uik.hr

**Website**  
<https://hedona.hr/>



**idea** *Chocolateria Cris – Hedona* was founded in 2013 as a social enterprise by the Križevci Association of People with Disabilities. We use social entrepreneurship as a new form of business to promote social inclusion and employment opportunities for people with disabilities.

**actors** The participants of this project are the employees of *Chocolateria Cris – Hedona*. Half of our 18 employees have a disability. We also exchange knowledge, experiences, and resources with the Križevci Association of People with Disabilities.

**impact** *Chocolateria Cris – Hedona* employs people with disabilities and helps them access one of their fundamental human rights – the right to work. We are also a successful local promotor of social entrepreneurship as a new type of business in Croatia. Our business was awarded six different prizes and recognitions, including the Council of Europe Development Bank (CEB) Award for Social Cohesion.

**transfer** *Chocolateria Cris – Hedona* is an innovative, practical, long-lasting, and sustainable approach to solve unemployment for people with disabilities. Our project can be transferred to another social environment and region; it can be applied internationally to any country.



# Climb your mountain

NOMINATED

**challenge** There are very few programmes for youth and children with disabilities, while few sports clubs have the necessary skills to serve people with disabilities. Climb your mountain (“Osvoji vlastitu planinu”) is the first judo club in Croatia founded to bring together children and youth with and without disabilities.

**Country**  
Croatia

**Region**  
Zagreb County

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Disability, Health,  
Youth welfare

**Organization**  
Judo klub osoba s  
invaliditetom “Fuji”

**In cooperation with**  
Dio aktivnosti provodi  
se u suradnji s Judo  
klubom „Pinky” Velika  
Gorica

**Contact**  
Marina Drašković  
+38 591 512 2510  
marina.draskovic@  
gmail.com

**Website**  
<https://jkosifuji.hr>



**idea** Building new friendships is not a new idea, but it may be a new answer. Youth with disabilities are paired with a youth peer without a disability to play judo and learn from one another. When the young people without disabilities become assistants to their peers with disabilities, we build inclusion through sports.

**actors** Children and youth with disabilities and their peers without disabilities are the focus of the project. We also work with coaches trained to assist people with disabilities, 5 assistants, a sports manager, and volunteers who support the programme.

**impact** We connect children with and without disabilities to build understanding and empathy. *Climb your mountain* won the first prize in the #BeInclusiveEU Sports Awards by the European Commission. Yet, in our eyes, the project’s biggest success is that most of its initial participants are still involved.

**transfer** Building inclusion through new friendships is possible in sports clubs, cultural and art organizations with a bit of goodwill and creativity. Equal rights and opportunities for people with disabilities should be the aim and action of all organizations, irrespective of the organization type or region.

# DEC112 Deaf Emergency Call

NOMINATED

**challenge** Emergency calls – whether it is the ambulance, fire brigade, or police – are made mainly by phone, which does not provide deaf people adequate access to emergency services. These services are available through fax or short messages but provide limited communication during dire emergencies.

**Country**  
Austria

**Region**  
Implemented  
nationwide

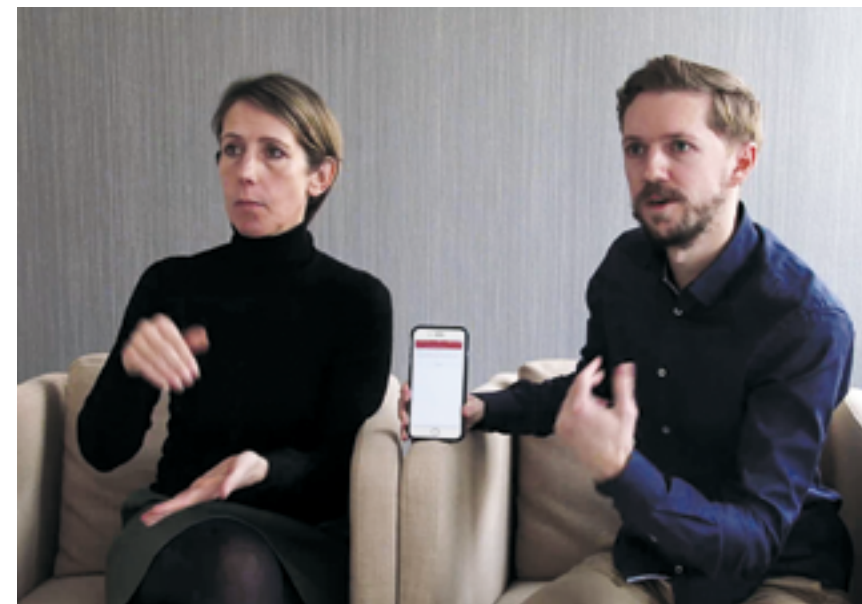
**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Disability

**Organization**  
Verein zur Förderung  
der Weiterentwicklung  
von standardisierten  
und barrierefreien  
Notrufen

**Contact**  
Gabriel Unterholzer  
+43 676 120 5900  
info@dec112.at

**Website**  
[www.dec112.at](http://www.dec112.at)



**idea** *DEC112 – Deaf Emergency Call* (“DEC112 – Der Notruf für Gehörlose”) implements a unified digital infrastructure for emergency services based on NG112 standards. The service includes features, such as determining the caller’s precise location via GPS. The app can also automatically transmit health information via text message. Furthermore, additional providers can integrate these innovative services into their system.

**actors** We are testing and improving the app’s usability in collaboration with the Austrian Federation of the Deaf. Our new training system offers training through realistic emergency scenarios, while simultaneously generating data to improve communication between the caller and emergency dispatcher.

**impact** Our programme has demonstrated the importance of accessibility in emergency services and is now supported by the Austrian Ministry of the Interior. Furthermore, Austria is currently leading a European incentive to establish modern and unified infrastructure for emergency services.

**transfer** DEC112 users can contact emergency services in each European country. The programme can also be extended to other services. For example, it would enable emergency calls through sign language through sharing images or videos.

**challenge** *EduBox* tackles educational inequality through community intervention between Roma and non-Roma communities in Slovakia. Only 51% of Roma children continue their education into secondary school. This has a negative impact on their life and future opportunities. *EduBox* also tackles racism and xenophobia towards the Roma minority.

**Country**  
Slovakia

**Region**  
Bratislava Region

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Poverty,  
Non-formal education,  
Interculturality

**Organization**  
Cesta mladých

**In cooperation with**  
C.S. Lewis Bilingual High school, Lozorno town

**Contact**  
Kristián Berecz,  
Soňa Koreňová  
+421 905 653 614  
cestamladych@gmail.com

**Website**  
<https://cesta-mladych.webnode.sk/edubox/>



**idea** *EduBox* founded a tutoring centre to bring together Roma youth from Lozorno and high school students from Bratislava. We offer tutoring, extracurricular activities, and prepare young children for kindergarten. We build trust through building relationships with Roma communities.

**actors** We work with children from the Roma community in Lozorno and students from C.S. Lewis Bilingual High School in Bratislava. The students from the high school tutor and mentor Roma kids and organize activities. *EduBox* volunteers also include teachers and community members of the Roma community in Lozorno. The municipality of Lozorno also provides financial support to maintain the community learning centre.

**impact** The shared safe space between Roma children and young student volunteers is the project's strength and innovation. Since *EduBox* was founded in 2017, we had more than 60 student volunteers, and the number of participants from both communities has increased.

**transfer** *EduBox* is low-cost and easily scalable. It can be easily implemented in other parts of Slovakia. The project is successful thanks to volunteers eager to discover connections between the two different worlds of Roma children in Lozorno and high school students in Bratislava.

**challenge** Due to the rising number of refugees, we are confronted with the challenges and demands to ensure an inclusive society. Newcomers in Austria have different cultures, but also different educational background, work experiences, and access to the labour market.

**Country**  
Austria

**Region**  
Salzburg

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Work, Interculturality,  
Migration

**Organization**  
fairMATCHING

**In cooperation with**  
AMS Salzburg,  
Land Salzburg

**Contact**  
Mag. Wolfgang Tonninger  
+43 650 496 5480  
wolfgang.tonninger@almblietz.com

**Website**  
[www.fairmatching.com](http://www.fairmatching.com)



**idea** *fairMATCHING* provides personalised support to refugees during their job search and connects them with companies. We also support the needs of the companies and applicants through intercultural and professional practices.

**actors** We support refugees and migrants with an individualised, skill-based, and practical approach. Our programme focuses on engaging and empowering our applicants so that they can build their lives in Austria. Our participatory work with role models from refugee and migrant communities is important.

**impact** First and foremost, companies and refugees feel supported because we respond to their needs and expectations, as well as learn from their feedback. This trust is the basis of our success. We also develop new outreach programmes beyond job placement assistance to shape social discourses.

**transfer** We believe that *fairMATCHING* in exchange with other European initiatives is not only easily transferable to other regions; it is a good practice through the appreciative attitude it represents.



# Fairyland is for Everyone

NOMINATED

**challenge** Due to intolerance increasingly driven by social division, hate speech, and the marginalisation of ethnic and sexual minorities in Hungary, it is important to educate children through tolerance, solidarity, and diversity. In addition, it is vital to offer them models of humane, non-violent behaviour.

**Country**  
Hungary

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Awareness raising,  
Youth welfare, Art

**Organization**  
Labrisz Leszbikus  
Egyesület

**In cooperation with**  
EJHA (Emberi Jogi  
Nevelők Hálózata)

**Contact**  
Rédai Dorottya  
+36 20 248 4883  
redaidori@labrisz.hu

**Website**  
[https://labrisz.hu/irodalmi\\_rovat/labrisz-konyvek/meseorszag\\_mindenkie](https://labrisz.hu/irodalmi_rovat/labrisz-konyvek/meseorszag_mindenkie)



**idea** We published a fairy tale book that addresses social and human rights issues for children. It can also support parents and teachers to help children understand discrimination, injustice, exclusion, and violence.

**actors** The target groups are children between 6-12 years old, parents, teachers, and NGOs. Parents can work with their children individually on sensitive social issues by reading and discussing the stories. We designed lesson plans for teachers and facilitators which offer pedagogical support to work with the stories.

**impact** We brought important social and pedagogical issues into public discourse; our work inspired individuals and public figures to speak out on these issues. The book has become an important social and cultural artefact, as well as a symbol of protest against oppressive, stigmatising, and exclusionary political discourses.

**transfer** We are negotiating with international publishers interested in publishing the book in different languages. We expect editions translated into English, Dutch, Swedish, Polish, and Czech to be published within a year. We will pursue more international publications and continue to connect with organizations interested in using the book in their pedagogical programmes.

# From Us to You Extra

NOMINATED

**challenge** Social exclusion, poor living conditions, and limited opportunities leave disadvantaged youth vulnerable to educational gaps. The exclusion, segregation, marginalisation, and discrimination faced by these youth put them at risk of crime and severe addictions.

**Country**  
Hungary  
Slovakia

**Region**  
Hungary nationwide,  
Bratislava Region

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Non-formal education,  
Youth welfare, Community development

**Organization**  
Élményakadémia  
Közhasznú Egyesület

**In cooperation with**  
Magyar Máltai  
Szeretetszolgálat,  
Outward Bound  
Romania

**Contact**  
András Csapi  
+36 30 200 7988  
andris.csapi@elmenyakademia.hu

**Website**  
<https://elmenyakademia.hu/projektek/tolunk-nektek/>



**idea** *From Us to You Extra* (“Tőlünk Nektek Extra”) is an experiential and peer-to-peer learning process organized through several modules online. Disadvantaged youth practice professional and life skills by helping other disadvantaged communities. The programme prevents them from dropping out of school and other life-altering decisions.

**actors** We work with disadvantaged youth ages 12 to 30 years old from Hungary, Slovakia, Romania and Sweden. These young people live in foster homes, extreme poverty, or are from Roma communities. Disadvantaged, traumatised young people are addressed by their peers with similar backgrounds instead of adult experts.

**impact** According to one young volunteer, “I’m not afraid to go out into ‘the Big Life’ as I was before.” Young people practise preparing for their futures and build professional skills. The programme helps them gain independence and raises their self-esteem. The young people are recognised in their communities and society through their help towards others.

**transfer** Our programme’s FUYX method is easy to adapt and upscale as a best practice in any other country.

# Full and clean is not enough

NOMINATED

**challenge** Although the WHO considers sexual health fundamental to all people's well-being, the sexuality of the elderly and people with disabilities is taboo. This neglect has a negative impact on their health and wellbeing, as well as on their caregivers. Transgressions are common; sexual assault must be taken seriously in the care sector.

**Country**  
Austria

**Region**  
Burgenland, Lower  
Austria, Vienna

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Gender-sensitive work,  
Health, Care

**Organization**  
Volkshilfe Wien  
Sophie Beratungszentrum

**Contact**  
Mag.a Eva van Rahden  
+43 1 897 55 36  
eva.vanrahdn@  
volkshilfe-wien.at

**Website**  
www.volkshilfe-wien.at



**idea** We offer workshops to raise awareness for nurses and care staff. In addition, the course for sexual accompaniment and assistance offers legal, professional sexual services for the elderly and people with disabilities.

**actors** We work with nurses and care staff to address past transgressions to achieve long-term awareness and exchange. It is also vital for employers to offer safe working conditions. Several modules of the sexual training course are developed and led by a sex worker.

**impact** The programme is ground-breaking through its work with these target groups and their caregivers. Raising awareness is also important for companies in the care sector; employers are responsible for providing sufficient care. The training course is unique in Austria; it offers new opportunities and ends the stigmatisation of sex work. Recognising the needs of the target groups also improves their physical and mental health.

**transfer** Due to high demand, our workshops will also be offered in Burgenland and Lower Austria in 2021. They can also be extended to all care facilities in Austria. The training course in Vienna is accessible to sex workers from all provinces. In the future, the course can be offered in other federal states.

# Furniture revolution

NOMINATED

**challenge** *Furniture Revolution* ("Nábytková revoluce") aims to reuse and recycle the 100 tons of furniture thrown away per year to support those in need. The furniture and household appliances are repaired by reuse centres and donated to furniture banks. Similar to food banks, furniture banks are non-profit organizations supporting people in need.

**Country**  
Czech Republic

**Region**  
South Bohemia

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Poverty, Community  
development, Environ-  
mental protection

**Organization**  
Kabinet CB, s.r.o.

**In cooperation with**  
Dialog CB, s.r.o. –  
Iva Černá

**Contact**  
Dana Kalistová  
+420 724 981 240  
info@kabinetcb.cz

**Website**  
www.kabinetcb.cz



**idea** *Furniture revolution* offers a sustainable solution to furnish social housing in co-operation with the furniture bank. Donated appliances are repaired or re-designed by the furniture bank to furnish social housing apartments. We believe that it is not enough to have a place to live; everyone should have the right and opportunity to live well.

**actors** We work together with diverse stakeholders, including municipalities, NGOs, local employment bureaus and, last but not least, our clients. We create new jobs for socially disadvantaged communities, which are often excluded from employment. At our company, they have the opportunity to help others facing similar challenges.

**impact** As a reuse centre, we lower waste and provide furniture and household appliances to those in need. The furniture and appliances are repaired and sent to the furniture bank to furnish social housing. In the future, we would like to build a national network to expand our outreach.

**transfer** Our programme established a co-operation model to highlight the social, ecological, and economic impacts of waste. We would like to develop, promote, and co-fund this model through the Czech Federation of Furniture Banks and Reuse Centres, which will launch in early 2021.



# Have a case!

NOMINATED

**challenge** noÁr is a movement seeking innovative solutions to social problems in Hungary. We analyse taboos and issues shaping our world, such as migration, education, racism, homelessness, freedom of culture, the FreeSZFE (University of Theatre and Film Arts) movement, and child abuse.

**Country**  
Hungary

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Awareness raising,  
Culture, Art

**Organization**  
A noÁr mi vagyunk!  
Nonprofit Kft.

**In cooperation with**  
Greenpeace Magyar-  
ország, Oltalom  
Karitatív Egyesület

**Contact**  
Yvett Fejér  
+36 30 821 5110  
yvettfejer@gmail.com

**Website**  
<https://noar.hu>



**idea** Our movement is a hybrid blend of a music group and a non-governmental organization. We aim to find innovative solutions to the most crucial social issues by creating and producing online videos. Our programmes show that we can achieve change through the power of music, arts, acting, and public dialogue.

**actors** Through our videos and online outreach, we address and encourage everyone to take action. We hold dialogues with the followers of our social media channels. They can meet us in person through our events implemented with other non-governmental organizations, such as Oltalom Charity Association and Greenpeace Hungary.

**impact** We receive video messages and letters from students and parents on how our work has changed their lives and inspired them to help others. Our community members develop an understanding to shape society, public discourses, and public opinion, regardless of their party politics.

**transfer** Our work can be found on our YouTube channel, Facebook, Instagram pages, and our website. Our online project transcends all borders. We have worked with Hungarian NGOs, but we would like to cooperate with international NGOs in the future.

# Homesharing

NOMINATED

**challenge** People with autism, especially low-functioning autism, are often rejected by social service providers due to their demanding behaviour and high support needs. Family members are left without assistance and often provide all care for these children. In addition, the children often lack essential external stimuli and socialisation. Family caregivers also face chronic stress and exhaustion.

**Country**  
Czech Republic

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Disability, Youth  
welfare, Care

**Organization**  
Naděje pro děti úplňku

**Contact**  
Nora Nesvadbová  
+420 605 214 091  
nora.nesvadbova@  
detiuplnku.cz

**Website**  
[www.homesharing.cz/](http://www.homesharing.cz/)



**idea** *Homesharing* provides informal shared care for children with autism and their families. Community members are trained and assist families as “hosts” by taking care of the child with autism. The child’s family has the opportunity to rest and have free time, while the child socialises with their hosts and interact with others outside their family.

**actors** The target group are children with low-functioning autism and their families. *Homesharing* brings people with disabilities and the community closer together. Each family receives a “host” who helps the family by taking care of the child with autism.

**impact** Parents with a child with autism receive support and have the opportunity to relax. The child socialises with the host, develops new skills and independence. *Homesharing* promotes the child’s healthy development and improves the child’s behaviour and well-being.

**transfer** We share our best practices and experiences with other organizations. The programme can be used to support and care for different communities. We will spread the project and knowledge to other regions in the Czech Republic and a wider range of clients.

# I adopt a kindergarten! movement

NOMINATED

**challenge** “We had to call the ambulance for a 3-year-old in our kindergarten because both his feet were frozen”, this is a quote from a kindergarten with children from disadvantaged communities in 2019. There are tens of thousands of young children in Hungary living in poverty who find safety in their kindergarten with heat and food.

**Country**  
Hungary

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Poverty, Youth welfare,  
Kindergarten education

**Organization**  
Örökbe Fogadok  
Egyesület

**Contact**  
Hella Barát  
+36 30 358 1269  
barathella@gmail.com

**Website**  
<https://orokbefogadok-egyovit.hu/>



**idea** We connect two communities – people who have a surplus of high-quality goods at home and children in need – with a beneficial solution through local kindergarten teachers. The goods are donated and delivered by a zero waste local courier. *I adopt a kindergarten! Movement* (“Örökbe fogadok egy ovit! Mozgalom”) directly channels help into the lives of 40,000 children through their kindergartens.

**actors** We invite schools to join the project. Our organization also conducts in-depth interviews and assesses their needs. The donors are familiar with the schools’ needs based on this information. The donors are not seen as providers but as partners. We also inform people about our work through social media campaigns and articles.

**impact** Everyone benefits! As one donor shared, “it is primarily good for me to make things disappear from my apartment, while it is good to help someone else with it.” The programme offers a zero waste solution to help others. The donations are guaranteed to reach the children through their teachers.

**transfer** The programme can be fully transferred to other places. In every country, there are people who want to donate their high-quality goods and people in need, who can be reached through local schools.

# Language learning with fun and games

NOMINATED

**challenge** Pupils who speak German as a second language begin primary school without sufficient language skills to follow their lessons. However, they also do not fully acquire the skills to speak and write in the language spoken at home. This programme works with children to solve this challenge.

**Country**  
Austria

**Region**  
Lower Austria, Vienna

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Non-formal education,  
Kindergarten education,  
Migration

**Organization**  
STARTKLAR

**Contact**  
MMag. Janine Fischer  
+43 660 579 5002  
janine.fischer@  
verein-startklar.at

**Website**  
[www.verein-startklar.at/projekte-1](http://www.verein-startklar.at/projekte-1)



**idea** The programme supports early childhood language acquisition for children growing up in a multilingual home. Children between 2 and 6 years old join small playgroups to improve their German skills. In addition to supporting children, we also work with their parents.

**actors** Our work is a part of the daily lives of children and their families. We believe that close cooperation with the children’s parents is important; their suggestions and experiences are incorporated into our work. We also reach many children through our cooperation with partnering kindergartens.

**impact** Children leave kindergarten with sufficient German skills and preparation to begin primary school. This process makes it easier for them to participate and engage in school with their classmates. Parents are also more confident managing and supporting their children’s multilingual education.

**transfer** The programme can be transferred to other locations and regions. The scale of implementation can be determined based on the need and number of children growing up in multilingual households.



**challenge** In Vorarlberg, there is a shortage of apprentices. Distance learning and using new digital tools is a challenge for apprentices during the COVID-19 pandemic. *LehreUp* supports companies find new employees and prevents apprentices from dropping out by providing them support in schools.



**Country**  
Austria

**Region**  
Vorarlberg

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Non-formal education,  
Professional qualification,  
Interculturality

**Organization**  
Offene Jugendarbeit  
Dornbirn

**Contact**  
Achim Kirschner  
+43 676 83650 865  
achim.kirschner@  
ojad.at

**Website**  
www.ojad.at/angebot/  
lehreup/

**idea** *LehreUp* offers tutoring in German, English, and mathematics. This support is individually tailored to the participants' needs based on their year in their apprenticeship and vocation. Besides in-person and digital small group courses, we also promote personal development and teamwork in days of action and workshops.

**actors** We try to involve all stakeholders – schools, companies, and apprentices – to shape the programme's development by organising workshops, surveys, and meetings. As it is difficult to work together in person due to COVID-19 regulations, the feedback and findings we receive are important to us.

**impact** During the pandemic, the apprentices continued to maintain their training and studies in vocational school. Due to the pandemic, more apprentices are asking for support, so our workload has increased. Apprentices without additional support risk falling behind.

**transfer** *LehreUp* can be easily transferred to other projects. Apprentices, schools, and companies all over Austria are facing the same challenge due to COVID-19. The curriculum in schools is also similar within the country. The online and in-person programme could also be implemented in other educational institutions or companies.

**challenge** Health and social support systems for pregnant women and infants are often difficult to access and unavailable, especially in Roma communities. Roma women also have lower pregnancy weight gain rates than recommended. The infant mortality rate is also up to three times higher for Roma women than for non-Roma women. Roma children also do not receive adequate early childhood care.

**Country**  
Slovakia

**Region**  
Košice Region

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Non-formal education,  
Health, Care

**Organization**  
Asociácia pre kultúru,  
vzdelávanie a komu-  
nikáciu

**Contact**  
Tomáš Ondačka  
+421 948 718 571  
ondacka@acec.sk

**Website**  
facebook.com/BABICE



**idea** We work and provide care for pregnant women and newborn infants at home and in the hospital. By involving women from communities with hospital staff, *Mission 1000* improves Roma mothers' access to healthcare and the health of their babies.

**actors** Interventions are carried out by trained voluntary health mediators, or "babice" (midwives), who come from the communities they work in and support. The babice spread awareness, provide prenatal preparation and care for newborn infants, mediate between women and healthcare providers. They work in cooperation with hospitals, municipalities, community centres, and social workers.

**impact** The education, support, and outreach we provide expectant mothers directly impacts the health and future of their child. *Mission 1000* alleviates the burden on paediatric and OBGYN wards of local hospitals; the programme also prevents discrimination and barriers to accessing healthcare.

**transfer** *Mission 1000* can be implemented and applied to other marginalised communities outside the region. Proper preparation during pregnancy, childbirth and childcare, as well as support for mothers and their children, should be the focus of every society.

# PrisonRadio

NOMINATED

**challenge** Juvenile delinquency has many causes and many faces. Imprisonment has a negative impact on young people's lives and development; prison sentences leave a gap in their CV. Their restricted daily routine causes them frustration and lowers their self-confidence.



**Country**  
Austria

**Region**  
Upper Austria

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Non-formal education,  
Culture, Offender  
support

**Organization**  
Soziale Initiative gGmbH

**In cooperation with**  
B 138

**Contact**  
Sabine Kerschbaum  
+43 676 841 314 507  
sabine.kerschbaum@  
soziale-initiative.at

**Website**  
[https://sinnbildungss-  
tiftung.at/project/  
hafnradio](https://sinnbildungss-tiftung.at/project/hafnradio)

**idea** *PrisonRadio* ("Häfnradio") is a new, unique project in Austrian prisons to give young prisoners a voice. The programme provides resources, develops new skills, and makes learning fun. The workshops offer lessons on broadcasting, communications training, and improve their skills.

**actors** The team consists of experienced broadcasters, youth coaches, and social workers from the prison. The programme focuses on young prisoners through their stories, strengths, and perspectives during and after their incarceration.

**impact** Through this programme, young prisoners gain a new positive learning experience. They are given a voice and a meaningful activity in prison. The programme shapes the public discourse on prisoners, creates new reporting platforms, and offers new perspectives on the prison system to the public.

**transfer** The *PrisonRadio* programme can be carried out in any prison in Austria and within Europe. During the pilot programme, we learned to produce and live stream our shows on online platforms.

# Radio9

NOMINATED

**challenge** *Radio9* ("Rádió9") was launched as an online radio station in response to the shortage of outreach and information from local governmental institutions before the 2019 municipal elections. After the elections, we continued to inform the public as a civilian watchdog. Due to the pandemic, the need for information increased.



**Country**  
Hungary

**Region**  
Budapest

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Awareness raising,  
Community develop-  
ment, Other

**Organization**  
Ferencvárosi Közösségi  
Alapítvány: Radio9

**In cooperation with**  
[www.kilencbenazelet.hu](http://www.kilencbenazelet.hu)

**Contact**  
Edina Nemesné Singer  
+36 30 410 1210  
info@radio9.hu

**Website**  
<https://radio9.hu>

**idea** We created *Radio9* as a communications channel as civilians on city district affairs and encourage civic activity. The topics and programmes are decided and created by staff members living or working in the district.

**actors** *Radio9* is a local media and community development project; it addresses community members of this highly diverse district, including civilians, entrepreneurs, politicians, local experts, and artists. *Radio9* is low-tech; it is also easy to share our radio programmes, which can reach up to tens of thousands of local households.

**impact** As local civilians, we aim to protect our neighbourhood and strengthen democratic values, civic activity, and social discourse. We also develop channels of participation and demand transparency in local government. Our aim is to involve and work together with more local people to become a social, civic media platform.

**transfer** *Radio9* has a diverse team of local civilians. Our programme serves as a watchdog to inform the public about local affairs. Our strategy of initiating and leading discourses on local public life can be transferred anywhere.



# SWALLOW – support network for detainees and their families

NOMINATED

**challenge** In Hungary, prisons have become more restrictive and less transparent. NGOs have no access to prisons to monitor conditions, insufficient health-care, and prevent ill-treatment. 16,000 inmates and their families do not have access to information on their rights and face challenges accessing legal aid.

**Country**  
Hungary

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Advocacy,  
Offender support

**Organization**  
FECSKE

**In cooperation with**  
Börtönrádió, Magyar Helsinki Bizottság

**Contact**  
Anna Tüske  
+36 30 245 2667  
anna.tuske@helsinki.hu



**idea** We aim to assess the pressing problems faced by detainees and their families. Our programmes provide aid through sharing information, legal assistance, and advocacy. We also established a platform where family members, released inmates, and professionals can support inmates to stand up for their rights.

**actors** The programme currently has 24 members, including released prisoners, family members of inmates, experts, and prison staff. We organise meetings, write briefings on violations in prisons, conduct research, maintain a database of prison conditions, and challenge social prejudices through stories.

**impact** We work with inmates and their families to ensure the human rights of inmates. In the future, we would like to develop a self-organised movement and develop new forms to represent inmates' interests. The majority of inmates will eventually leave prison and can help amend the public perception of the prison system.

**transfer** Our programme serves as a model for cooperation in other countries to represent vulnerable communities. Working with the stories of detainees and representing them with dignity has great potential to transform the public representation of prisons and inmates in any cultural or geographical context.

# the Connection

NOMINATED

**challenge** Policymakers have high expectations for refugees to learn German and rebuild their lives in a new culture, as well as integrate into the labour market. All of this should happen ideally after five years. However, many asylum procedures drag on for years and educational opportunities are scarce during this time.

**Country**  
Austria

**Region**  
Vienna

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Non-formal education,  
Leisure education,  
Migration

**Organization**  
the Connection

**Contact**  
Valerie Mühlenburg  
+43 664 414 7545  
valerie@theconnection.at

**Website**  
www.theconnection.at



**idea** *The Connection* is a learning centre for all! Many young people in our programme have been looking for suitable German courses for months. There are also few higher level courses offered for free. We provide German courses from A1 to C1 levels and a broad range of activities, which enables participants to structure their daily lives based on their needs.

**actors** Our target group are people in marginalised living conditions; we primarily work with refugees and young people who need extra support in school. Our doors are open to everyone.

**impact** We provide easy access to flexible and practical educational opportunities. This approach best meets our target groups' needs, who are often burdened by marginalised living conditions and face many bureaucratic hurdles.

**transfer** We were informed about the dire shortage of German courses in the provinces through our partner organization. There are little to no courses in rural regions for people to join during their asylum procedure. It is our goal to bring *the Connection* to every province.



Understanding each other!

NOMINATED

**challenge** The deaf and people with hearing impairments often face discrimination in Hungary. Access to employment and labour market services are often not accessible. We created our programme in response to this challenge. Job advertisements and internal information from employers are adapted to sign language by the deaf.

**Country**  
Hungary

**Region**  
Implemented nationwide

**Sector**  
Civil Society  
Social Economy

**Fields of action**  
Work, Disability,  
Awareness raising

**Organization**  
Siketek és Nagyothallók  
Országos Szövetsége

**Contact**  
Dr. Dóra Hangya  
Zsófia Horváth  
+36 70 708 7015  
hangya.dora@sinosz.hu

**Website**  
<https://akadalyugras.hu>



**idea** We develop services to provide independent living and employment for the deaf and people with hearing impairments. The sign language remote interpreter and text-based operator service, KONTAKT, and the complementary HR service, AKADÁLYUGRÁS, create accessible communication between employers and our clients.

**actors** We work with the deaf, people with hearing impairments, and employers. Based on the “nothing about us, without us” principle, we share information in sign language and captioning. 7 deaf regional representatives have moderated workshops nationwide on our service in sign language. All of our staff also know sign language.

**impact** We encourage a paradigm shift. We focus on the open labour market. As a result of our work, employers recognise the beneficial impacts of these socially responsible practices. They work to ensure that accessible conditions for employing deaf people are met by offering accessible communications.

**transfer** The project is fully adaptable as a best practice anywhere. There is currently no similar service in Eastern Europe. We hope that our work will set a good example and motivate advocacy NGOs working with the deaf and people with hearing impairments in neighbouring countries.

**editor in chief:** Fruzsina Herbert

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**appreciations of the jury:** Petra Radeschnig

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visit [www.sozialmarie.org](http://www.sozialmarie.org) or contact [sozialmarie@sozialmarie.org](mailto:sozialmarie@sozialmarie.org).

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Mittersteig 13/6, 1040 Vienna, Austria

