



WEBINAR REPORT

*POLICIES AND CHALLENGES TO  
PROMOTE THE INCLUSION AND PARTICIPATION OF  
LGBTQI+ MIGRANTS*

10 DECEMBER 2021

The [Urban Agenda Partnership on Inclusion of Migrants and Refugees](#), the City of Mechelen and the Government of Flanders, organised webinar 'Policies and challenges to promote the inclusion and participation of LGBTQI+ migrants' on the 10<sup>th</sup> of December 2021. The webinar presented existing policies and initiatives addressing the participation and inclusion of LGBTQI+ migrants into society, and identified existing challenges in developing appropriate policies. It also offered an opportunity for policy makers and implementers of local, regional and national governments to learn to know approaches of their peers.

After an introduction by the Government of Flanders and the City of Mechelen, a first part focused on experiences of international networks and institutions. The Rainbow Cities Network shared lessons and best practices from their global network for LGBTI equality, while the International Organization for Migration (IOM) Equalcity Project presented a new toolbox on creating safe(r) spaces for people with a migrant background who identify as LGBTQI+ people. The second part focused on urban experiences. The cities of Berlin and Amsterdam discuss initiatives and challenges they are encountering in developing local policies.

This webinar report provides an account of the presentations and discussions. The powerpoint or prezi presentations are included at the end of the report.

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## PROGRAMME

9h30: welcome and introduction (Government of Flanders & City of Mechelen)

### **PART 1: Networks and international initiatives: main opportunities and challenges encountered**

9h45: Rainbow cities Network (Manuel Rosas Vázquez)

10h10: IOM Equalcities Project (Elisabeth Palmero & Rob de Lobel)

10h40: Health break

### **PART 2: Policy initiatives and encountered challenges of two cities**

10h50: City of Berlin & Schwulenberatung (Soo-Mi Lee & Stephan Jäkel)

11h15: City of Amsterdam (Niels Tubbing)

11h40: Conclusion and next steps

Report: Tom De Bruyn, Marian Vandenbossche and Tine Kil (Government of Flanders) and Corinne Huybers (City of Mechelen)

## REPORT OF THE WEBINAR

9H30: INTRODUCTION (GOVERNMENT OF FLANDERS & CITY OF MECHELEN)

### **Context: the Partnership on Inclusion and for migrants and refugees**

This webinar is part of the Partnership on the Inclusion for Migrant and Refugees. This partnership was launched in 2016. It is coordinated by the City of Amsterdam and the European Commission's Directorate-General for Migration and Home Affairs (DG HOME). Member include local, regional, national and international governments and think tanks/.



The present Action Plan sets out the Partnership's objectives until the end of 2022. It was developed in a highly participatory fashion, to ensure that the proposed interventions have their roots in needs, risks, and opportunities systematically observed 'on the ground'. The result is a set of seven actions, combining structural, big-picture interventions with targeted measures that seek to address specific vulnerabilities:

**2021 - 2022  
ACTIONS**  
Download the full action plan

**ACCESS TO  
HEALTHCARE**

**MENTAL  
HEALTH**

**ART &  
CULTURE**

**INCLUSION  
OF LGBTQI+**

**EVIDENCE-BASED  
POLICYMAKING**

**FINANCIAL  
INSTRUMENTS**

**CHILDREN IN  
MIGRATION**

1. Improve access to health care for hard-to-reach migrant populations, with a particular focus on challenges exposed by the COVID-19 pandemic;
2. Strengthen the prevention, early identification and treatment of mental-health concerns among migrant and refugee populations;
3. Make art and culture more accessible and representative of diverse populations, to leverage cultural participation for social inclusion and cohesion;
4. Identify challenges to inclusion facing LGBTQI+ migrant communities and exploring successful models to address intersecting forms of disadvantage, by consulting with relevant communities and promoting knowledge-sharing among experienced stakeholders;
5. Facilitate evidence-based policymaking on integration, by improving the availability of comparable integration data at the regional/urban level, and by researching the links between national policies and local integration outcomes;
6. Expand cities' knowledge and use of available financial instruments to invest in the social infrastructure needed to advance migrant and refugee inclusion, by assisting local policymakers to pool resources from private and public financial institutions;
7. Enhance the protection of children in migration, by identifying gaps and developing solutions to improve cross-border cooperation.

Each action will be implemented by an action group, composed of Partnership members as well as additional stakeholders interested in contributing to the Partnership's objectives, under the supervision of an action leader. More information is available at [www.inclusionpartnership.com](http://www.inclusionpartnership.com)

### **Action on promoting the inclusion and participation of LGBTQI+ migrants**

The Government of Flanders and the City of Mechelen coordinate the action (no. 4) on promoting the inclusion and participation of LGBTQI+ migrants. Migrants in this webinar can refer to people newcomers (incl. refugees and asylum seekers) as well as people with a migration background (whose partners have migrated).

LGBTQI+ migrants experience specific forms of discrimination and obstacles to participate in society. A large-scale [survey by the Fundamental Rights Agency \(FRA\), published in 2020](#) showed that LGBTQI+ people in the EU continue to experience discrimination in a broad range of areas of life, including access to healthcare, housing, social services and employment. Most LGBTQI+ persons also reported to have experienced harassment and violence. In addition, 40% of LGBTQI+ respondents expressed suffering discrimination also on the grounds of their ethnic origin or immigrant background, on top of their gender identity and/or sexual orientation.

The [2021-2027 EU Action Plan on Integration and Inclusion](#) acknowledges the multidimensional nature of discrimination and the specific challenges arising from the intersection between LGBTQI+ and migration.<sup>38</sup> The [EU LGBTQI Equality Strategy for 2020-2025](#) also aims to ensure synergies with the EU Action Plan on Integration and Inclusion and bring attention to the intersection between migrant status and other factors of discrimination, such as gender or sexual orientation.<sup>39</sup> This action builds on this understanding of multiple discrimination and seeks to explore the particular challenges faced by LGBTQI+ migrants, in order to develop adequate interventions.

Activities within this action include:

1. Webinar 10 December 2021 with a report of the webinar (webinar is not recorded)
2. Identification of promising practices 2022 by the partnership.
3. Physical meeting/conference (tbc) Autumn 2022

The objectives of this webinar include:

1. Generate knowledge regarding the challenges encountered to design and implement appropriate policies;
2. Identify successful and unsuccessful practices and policies;
3. Stimulate Cooperation and exchange between existing networks;
4. Formulate lessons for policy.

#### 9H45: RAINBOW CITIES NETWORK (MANUEL ROSAS VÁZQUEZ)

Rainbow Cities Network is a global network for LGBTQI equality and combat discrimination. The Rainbow Cities Network is a network of 40 member cities in more than 18 countries spread over 4 continents, all committed to addressing discrimination of LGBTQI people.

Objective of the network is to become an important stakeholder worldwide when it comes to all matters related to gender en sexual diversity. Network is always evolving, members leave and join. Political realities are in play. But always growing!

Manuel Rosas Vázquez of the Rainbow cities Network shares promising policy initiatives and challenges of member cities to address the inclusion and participation of LGTBQI+ migrants.

The work focuses on:

- exchange of best practices between cities
- city diplomacy
- policy guidelines

There is a growing awareness about the dire situation of LGBTQI migrants. They are faced with invisibility, social isolation in new country, no network. Asylum procedures are extremely diverse in Europe, not enough knowledge about the specifics on sexual diversity in asylum procedures,..

Cities with good practices include:

- Berlin: “Berlin model”: masterplan on integration with specific focus on LGBTQI refugees. Action plan since 2019. Most vulnerable group: non accompanied minors. Safe accommodation, counselling & therapeutic care, self-help groups, coordination of volunteer work, protection protocols in case of violence

Specific needs-based specialist advice such as procedural and asylum advice as well as anti-violence and anti-discrimination advice
Psychological counseling and health and therapeutic care
Empowerment and development of self-help groups
Coordination of voluntary work in the field of LGBTI refugees
Safe accommodation in LGBTI accommodation
LGBTI and women-specific violence protection concept for refugee accommodation

- Geneva: focus on evidence based decisions. Research conducted as policy preparation. Many cases of violence in migrant centres. Installation of a peer to peer group, creation of independent organisation – board consists of 50% refugees. Partner in policy.

- Bergen: masterplan adapted to Norwegian situation. All newcomers get mandatory formation about the rights and obligations in Norway, alternative accommodation (if necessary), cooperation with 4 major NGO's. training of asylum personnel or any other coming in contact with refugees/newcomers.
- Hamburg: project refugee sisters :



### Questions:

“What are the four NGO’s based in Bergen you were referring to?” Answer:

- Queer World
- Skeiv ungdom
- FRI Foreningen for kjønns- og seksualitetsmangfold (Association for Gender and Sexuality Diversity)

### 10H10: IOM EQUALCITIES PROJECT (ELISABETH PALMERO & ROB DE LOBEL)

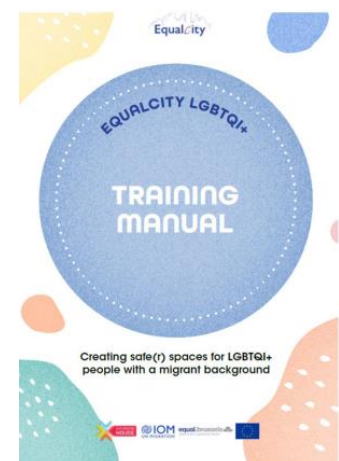
Elisabeth Palmero and Rob de Lobel of IOM presented present the lessons from their two year project, involving more than 60 European cities, <https://belgium.iom.int/equality>: Creating Safe(r) Spaces for LGBTQI+ people with a migrant background – Toolbox for frontline workers

IOM is the leading intergovernmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. It is a UN Migration Agency and work In various contexts: humanitarian, local/city level, rural areas, in host countries, in transit, with civil society actors, governments, diaspora organizations, etc. IOM has Experience in providing support to vulnerable migrants, including LGBTQI+. LGBTQI+ migrants are particularly vulnerable and need an intersectional approach. There is also Lack of access to safe service.

The project was funded by the European Commission and supports local authorities in fostering inclusion and protection of migrants who are at risk, or who have survived sexual and gender-based violence (SGBV). The project Equality is piloted in 4 partner cities: Brussels, Luxembourg, Rome and Gothenburg, with each partner city focusing on one topic and developing one specific toolbox. The toolbox itself is developed in Brussels.

Rationale : a vast lack of safe services for LGBTQI+ migrants, a lack of knowledge among frontline workers, a lack of intersectional approach. Result: a toolbox that aims at creating safe(r) spaces for people with a migrant background who identify as LGBTQI+ people, to help bridge a gap between LGBTQI+ people with a migrant background in accessing frontline services. It offers guidelines on how to set up safe(r) spaces; Practical manual to operate safe spaces; Training manual; Awareness raising material.

The toolbox aims to understanding the need for safer spaces for LGBTQI+ people with a migrant background, as well as Learning to understand the basics of setting up safer spaces and how to manage them (Looking at own bias; Deconstruct; Exchange about own experiences; Learn how to prevent / react to micro-aggressions).



Target group: frontline workers in health and social services, law enforcement, shelters, city services and any one coming in contact with LGBTQI+ migrants

Safe(r) spaces are:

- Spaces perceived by an individual as welcoming and accepting of their identity, and in which they can share information about themselves without fear of negative repercussion.
- A climate that makes people feel truly respected, and physically, psychologically, emotionally secure enough to take risks, express and explore their views, identities, attitudes and behaviours

The awareness raising material include 3 videos and a leaflet, (for instance:

<https://www.youtube.com/watch?v=8C4X9iGd7FM>)

The toolbox will be available to the public soon (<https://belgium.iom.int/lgbtqi-toolbox>) in languages: English, Dutch, French, Portuguese

For more information & to receive the toolboxes ▪ Contact Elisabeth Palmero [epalmero@iom.int](mailto:epalmero@iom.int) ▪ or Listen to our podcast on safe(r) spaces/ <https://fb.watch/9MB8bOTfDL/>

Future plans:

- Roll out of the toolbox in other EU cities
- Training frontline workings – evaluation is key – city servants/personnel changes, so it is important to keep the training going
- Creating Local coalitions - incl. city administrations, local NGO, diaspora organisations, etc. Not only in BE, but all those interested globally.

### **Questions and remarks:**

*“Also [www.urbact.eu](http://www.urbact.eu) for networking among cities. We are currently updating a work "gender equal cities", and we are running an Action Planning Network called Gender Landscape, all info available on the main website. happy to further share the work of Equalcity at URBACT.”*

*“In Germany we have a project called Queer Refugees Deutschland, [www.queer-refugees.de](http://www.queer-refugees.de)”*

*“Really interesting the idea of a loading "safer space". Definitely highlights the ongoing learning process and invite people to take part on it. Thanks for the presentation.”*

*“ “We are currently discussing to create a local coalition in Prague consisting of the CSOs working with the LGBT+ people, CSOs working on gender equality and those working with migrants. Your toolboxes will be of a great use to us. In addition, my organization SIMI is leading an Erasmus+ project on local migrants integration where City of Mechelen is our project partner and we plan a study visit to Mechelen next spring 2022. So we will definitely consider to organize a meeting with the IOM Brussels for further exchange of your practices. There will be representatives of Czech and Slovak municipalities at the study visit with us.”*

### **10H50: CITY OF BERLIN & SCHWULENBERATUNG (SOO-MI LEE & STEPHAN JAEKEL)**

Soo-Mi Lee and Stephan Jäkel of Schwulenberatung presented the policies and challenges regarding LGBTQI+ migrants and refugees in Berlin.

### **Berlin**

Berlins administrative structure - figures about diversity and top ten countries:

	total	In %
All Inhabitants	3.769.962	100
Inhabitants with immigration history	1.344.612	35,6
- thereof German citizens	555.536	14,7
- thereof Foreign citizens	789.076	20,9

Source: Statistisches Landesamt Berlins 2021

	Total	German Citizens	% of total population
Turkey	182.406	83.969	4,8
Poland	113.439	57.443	3,0
Russia	60.741	33.407	1,6
Syria	47.075	5.657	1,2
Italy	40.936	8.750	1,1
Bulgaria	36.821	5.083	1,0
Vietnam	31.893	11.454	0,8
USA	31.306	10.313	0,8
Rumania	30.959	5.240	0,8
Libanon	30.195	21.916	0,8

- 35.6% have immigration history. 4-8% of asylum seekers are LGBTQI.

Berlin has 12 boroughs - all responsible for implementation

Berlin initiative for Gender en Sexual Diversity is under the Senate Administration for Justice, Consumer Protection and Anti-discrimination, while Senate Administration for Integration, Labour and Social Affairs is responsible for policies regarding cross-cutting topics and focuses on migrants, refugees and EU citizens;.

Legal framework:

- 2020: Anti-Discrimination Law Berlin:
  - Protection against discrimination by public authorities (e.g. religion, sexual identity)
  - Counselling and support in individual cases
- 2021: Participation and Migration Law Berlin
  - Increasing the quota of persons with migratory background in public service

Policy for the integration and participation of refugees (2019); whole program was developed through participative process. Housing, education, labour market, health. Unique en massive project. Within the senate a steering group is set up for the evaluation and progress monitoring.

Support programme: counselling structure for people with special needs (single mothers, unaccompanied minors, ...) -> gay counselling centre/ Schwulenberatung Berlin

### Schwulenberatung

- Since 1981, 180 staff, 10.8 mio budget
- Locations all over Berlin
- 40% of staff working on migration issues has a migration background
- Activities and focus:





- Information: how to reach refugees, before they register in official registry.
- Meeting: drop-in centre, café Kuchus, social workers present, safe space, first needs assessment, funded by Berlin senate
- Counselling: legal advice, special counselling, social advice, psychological, psychotherapy
- Housing, shelter: 122 beds, 27 shared flats, about 450 residents since 2016.
- Medical aid: HIV and trans medicine, test, vaccines, hormones, often first sensitive contact with health system
- Trainings: all shelter managers, interpreters and social workers – compulsory
- Advocacy: legal expertise, opinions on gaps in care, advisory function, participation in committees
- Networking: several networks working on migration, LGBTQ issues, etc.
- Inclusion: not only for, but also with refugees, vocational training, interpreter training, social workers. Refugees are trained to participate in the process/project.

### **Questions:**

*“If possible, could you talk more about how the participatory process for designing the programme happened? Did it involve meetings with stakeholders, public hearings, focus groups?” Answer:*

- we had different action groups, we were working together on these topics
- important to involve NGO’s (ex: Schwulen Beratung) and many public servants
- our monitoring tool is very useful
- comprehensive project is still in place, we are ready for future crises

*“In your activities you also include people with a similar background, supporting newly arriving refugees. how do you do outreach to these people? And did you face barriers due to language and cultural differences?”*

- huge response when publication of job offers to reach volunteers
- Social workers sometimes lack the necessary language skills and understanding of different gender identities. Important to have the cultural knowledge in the team.

### **11H15: CITY OF AMSTERDAM (NIELS TUBBING)**

Niels Tubbing presented the policy and challenges of Amsterdam.

In the Netherlands:

- 1 out of 5 LGBTQI persons discriminated against or victim of violence
- 40% of transgender persons stigmatised, discriminated against and victim of violence
- Bi-cultural LGBTQI often victim of double discrimination

In Amsterdam:

- 2,5 times more recorded complaints about discrimination
- from 25 in 2017 to 59 in 2019

The policy is set out in the Pink Agenda (2015-2018) and its follow up Rainbow Policies 2019-2022. The Focus areas include: Diversity, Safety, Education, Youth, (Health)care, Sports, Arts & Culture. There is also a focus on Work locally and Intersectionality.

Working with the community includes:

- Experience experts – use insights of the people themselves
- Role models





- Civil society – COC, Stichting Maruf, Pink Marrakech, Transunited Europe/NL, Regenboogjongeren, Genderpraatjes

Focus on LGTQI migrants include :

- Asylum Reception Center – ‘Veilige Haven’ (Designated living units, Psychosocial support, Training 4 dedicated social workers, Rainbow flags for awareness)
- Dedicated case managers
- Safe spaces
- Undocumented migrants
- Healthcare – transgender care / insurance
- ‘Welcome in the Neighbourhood’
- Regenbooggroep – buddy project
- Pride – awareness, flags of countries with prohibition laws
- Volunteers, role models
- Trans House
- Network building, social participation

Challenges include:

- Healthcare for transgenders
- Privacy
- National laws and regulations
  - there is a transgender law, but flawed
  - ‘Parents’ still defined in a narrow sense

Financial resources include:

- Make use of existing programs at respective departments, extra focus on LGBTQI
- Special ‘boosting budget’ of €415.000,-
- Subsidies for 25 volunteering organisations annually

Taking responsibility within the own organization:

- Emphasis on diverse workforce
- Campaign on awareness
- Pink Civil Servant Network
- Straight Alliances

International cooperation:

- Rainbow Cities Network
- Equal City Project
- Shelter City – Building Bridges
- Supporting cities during Pride
- Bringing together networks

Trans House Amsterdam: video, see [Welcome at the Trans House! - YouTube](#)

## 11H40: CONCLUSION AND NEXT STEPS (TOM DE BRUYN)

The four presentations and discussions have provided a large amount of information. A non-exhaustive list of general conclusions includes:

- The experiences show the Importance of specific policies and initiatives to address the opportunities, needs (incl. safety and communication strategies) of LGBTQI+ asylum seekers/refugees
- Strong legal basis is conducive to develop adequate measures
- Awareness within own organization/government about the opportunities and challenges of LGBTQI+ migrants is important; as well as representation of diversity within the organization; and political support
- Cooperation with Civil Society organizations, including co-creation for policies and instruments
- Importance of data, research and evidence based policies – specific research on for instance intersectionality
- Lot of knowledge is already available within certain cities, there is a need exchange dissemination of instruments, lessons)
- Good practices: Berlin & Hamburg (Germany), Bergen (Norway), Geneva (Swi), Amsterdam (NL)
- Networks: Rainbow Cities network, [www.urbact.eu](http://www.urbact.eu) (gender equal cities), Eurocities, IOM equalcities, Shelter City – Building Bridges

Next steps:

1. Identification of promising practices 2022 by the partnership.
2. Physical meeting/conference (tbc) Autumn 2022

## CONTACT DETAILS PRESENTERS

Tom De Bruyn, Policy officer, Government of Flanders, Agency for Home Affairs, Department Equal Opportunities, Integration and Civic Integration, [tom.debruyn@vlaanderen.be](mailto:tom.debruyn@vlaanderen.be)

Corinne Huybers, Policy officer, City of Mechelen, Diversity and Equal Opportunities, [corinne.huybers@mechelen.be](mailto:corinne.huybers@mechelen.be)

Manuel Rosas Vázquez, Managing Director, Rainbow Cities, Network, [coordination\\_rainbowcities@qnn.de](mailto:coordination_rainbowcities@qnn.de)

Elisabeth Palmero, Programme, Manager, International Organization for Migration, Labour Migration and Human Development Unit, [epalmero@iom.int](mailto:epalmero@iom.int)

Rob de Lobel, Head of Unit, International Organization for Migration, Labour Migration and Human Development Unit,, [rdelobel@iom.int](mailto:rdelobel@iom.int)

Soo-Mi Lee, Eu Affairs Officer, City of Berlin, Senate Administration for Integration, Labour and Social Affairs, [soo-mi.lee@intmig.berlin.de](mailto:soo-mi.lee@intmig.berlin.de)

Stephan Jäkel, Department Manager, Schwulenberatung, [S;jaekel@schwulenberatungberlin.be](mailto:S;jaekel@schwulenberatungberlin.be)

Niels Tubbing, Senior Policy Advisor, City of Amsterdam, Civic Integration, Migrants and Refugees, [n.tubbing@amsterdam.nl](mailto:n.tubbing@amsterdam.nl)

# POWERPOINT OR PREZI PRESENTATIONS

## 9H45: RAINBOW CITIES NETWORK (MANUEL ROSAS VÁZQUEZ)

### Presentation

**RCN**  
Rainbow Cities Network

### LGBTI refugees and migrants -Best Practices-

1.

### Rainbow Cities Network

## Intro

A **global** network for LGBTI equality

A network in **motion**

LGBTI **equality**

Combat **discrimination**

2.

**RCN**  
Rainbow Cities Network

### LGBTI refugees and migrants -Best Practices-

3.

## IMPACT

4.

## Membership

**Interaction** and **constant learning**  
create a dialogue of ideas.

5.

## Members

**40** members from **18** countries  
in **4** continents

6.

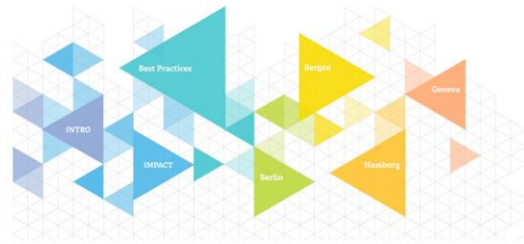
## Our work

LGBTI policies best practices  
City Diplomacy  
Policy guidelines

7.



## LGBTI refugees and migrants -Best Practices-



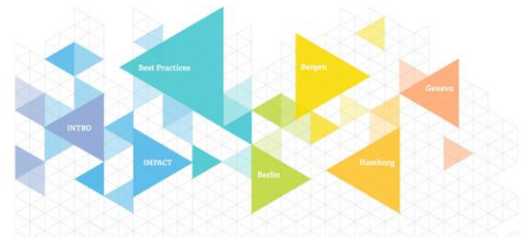
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9.



## LGBTI refugees and migrants -Best Practices-



10.



11.

## Berlin

2015	Special need for protection of LGBTI refugees
2016	Master plan for integration and security
2018	Overall concept for Integration and Participation
2019	Action Plan "Berlin stands up for self-determination and acceptance of gendered and sexual diversity"

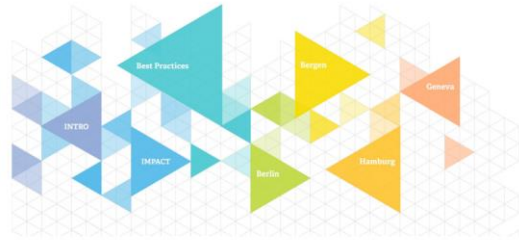
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## Berlin Model

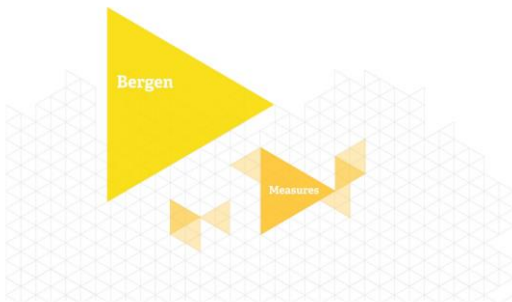
Specific needs-based specialist advice such as procedural and asylum advice as well as with violence and anti-discrimination advice
Psychological counselling and health and therapeutic care
Engagement and development of self-help groups
Coordination of voluntary work in the field of LGBTI refugees
Safe accommodation in LGBTI accommodation
LGBTI and women-specific violence protection concept for refugee accommodation

13.

## RCN Rainbow Cities Network LGBTI refugees and migrants - Best Practices-



14.

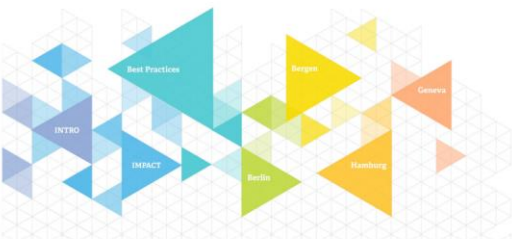


15.

- Newly arrive migrants course with different SOGI.
- LGBTI-asylum seekers alternative placement
- Primus moto to resttle
- Cooperation with LGBTI organizations
- Training handling LGBTI- refugees

16.

## RCN Rainbow Cities Network LGBTI refugees and migrants - Best Practices-



17.

## Hamburg



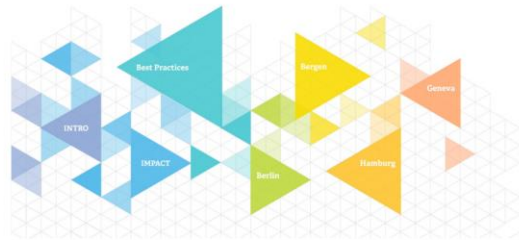
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Group meetings  
 Offers for individual accompaniment in the asylum procedure  
 Individual psychological preparation for the hearing  
 Mediation in external legal advice  
 Accompaniment to the hearing  
 Discrimination and experiences of violence in collective accommodation  
 Support in case of trauma  
**Accessibility of the German bureaucratic**  
 Counteract isolation and loneliness

19.



**LGBTI refugees and migrants -Best Practices-**



20.

**Geneva**

- Several cases of violence in local accommodation centers
- 2016 City supported a research to explore the situation of LGBTIQ+ refugees in Geneva
- 2018 new research-action and a peer-to-peer group
- The project was confirmed and extended and an independent organization
- The board is composed by at least 50% of refugees
- LGBTIQ+ asylum seekers at the level of the French speaking region (Suisse romande)

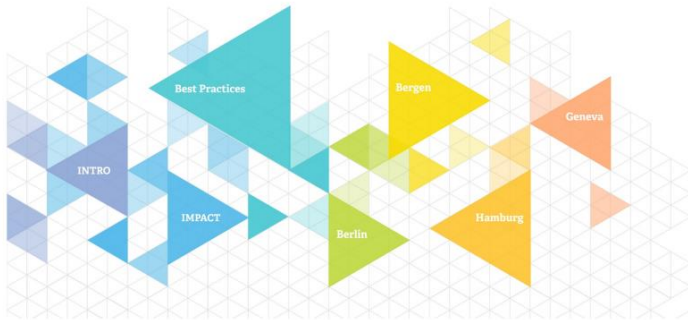
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21.



**LGBTI refugees and migrants -Best Practices-**



23.



# 10H10: IOM EQUALCITIES PROJECT (ELISABETH PALMERO & ROB DE LOBEL)



## Creating Safe(r) Spaces for LGBTIQ+ people with a migrant background – Toolbox for frontline workers

Elisabeth Palmero (she/her) and Rob de Lobel (he/him)  
International Organization for Migration (IOM)




- **International Organization for Migration (IOM):** UN Migration Agency
- In **various contexts:** humanitarian, local/city level, rural areas, in host countries, in transit, with civil society actors, governments, diaspora organizations, etc.
- Experience in **providing support** to vulnerable migrants, including LGBTIQ+
- LGBTIQ+ migrants particularly vulnerable – **intersectionality**
- Lack of **access to safe services**

## The Equalcity project

- **Tackling sexual and gender-based violence** against migrant communities in EU cities
- **Capacity building of frontline workers**
- **Raise awareness** on SGBV and migrants' rights






## Brussels: In need of tools

- 2<sup>nd</sup> most **cosmopolitan city** in the world
- Target group: **Frontline workers**
- **Needs assessment:** Surveys, focus groups, interviews
  - Lack of **knowledge and tools**
  - Many **barriers to services** and complaint mechanisms for survivors of SGBV
  - **Specific needs of LGBTIQ+ migrants:** not sufficiently identified and answered
- **Unsafe spaces**



## 66 trainees

- **Cities and organizations**
- **Willing to actively work on these topics**
- **Included in the revision process**



## The LGBTIQ+ toolbox



- **Guidelines** on how to set up safe(r) spaces
- **Practical manual** to operate safe spaces
- **Training manual**
- **Awareness raising material**



## Toolbox objectives

- **Understanding the need for safer spaces** for LGBTIQ+ people with a migrant background\*
- **Learning the basics** of setting up safer spaces and how to manage them
  - Looking at own bias
  - Deconstruct
  - Exchange about own experiences
  - Learn how to prevent / react to micro-aggressions

\*NB: **People "perceived as migrants":** Migrants, seekers of international protection, refugees, members of diasporas, BIPOC and other people perceived as being migrants.

## What are safe(r) spaces?

- **Spaces perceived by an individual as welcoming and accepting of their identity**, and in which they can share information about themselves without fear of negative repercussion.
- A climate that makes people feel **truly respected, and physically, psychologically, emotionally secure** enough to take risks, express and explore their views, identities, attitudes and behaviours.



## Elements in one's control



- Attitudes and reactions:** Avoid singling out or ignoring people, Practice active listening, Stay away from overidentifying
- Respect privacy:** Confidentiality, Make sure to only request necessary information on forms
- Admin & HR processes:** Diversify your team, Be mindful of your HR policies (ex: parental leave)
- Use of language:** Gender neutral language, Pronouns, Names
- Physical space:** Display your values, Provide leaflets, Be mindful of representation



**Declaration of values:** We as an organization, strive to ensure every member of the community regardless of age, ability, race, country of origin, religion and culture.

**Medical Form:** Gender:  non-binary  other,  woman,  man. Pronouns: \_\_\_\_\_





## Awareness raising material

Equality

### 3 videos

- what are safe(r) spaces?
- non-binary person facing a series of microaggressions in a frontline service
- microaggressions in queer spaces

### Poster - leaflet



[https://www.youtube.com/watch?v=8C4X9IGd7FM&list=PLPbTEMLeBzI6aZrzXQ\\_pR1Uv9u5SGQJ](https://www.youtube.com/watch?v=8C4X9IGd7FM&list=PLPbTEMLeBzI6aZrzXQ_pR1Uv9u5SGQJ)



## Publication of the toolbox

Equality

- The toolbox will be **available to the public soon!**
- **Languages:** English, Dutch, French, Portuguese
- For more information & to receive the toolboxes
  - **Contact Elisabeth Palmero** [epalmero@iom.int](mailto:epalmero@iom.int)
  - Listen to our **podcast on safe(r) spaces/** <https://fb.watch/9MB8bOTfDL/>



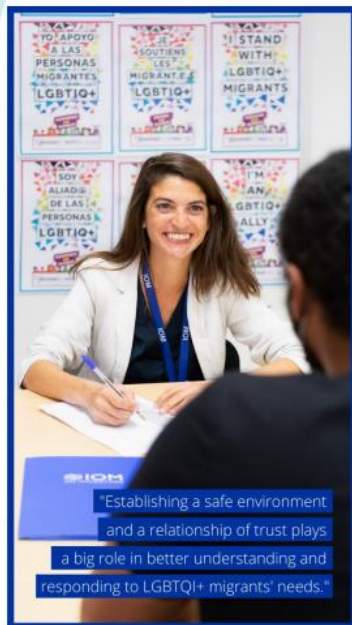
Alta Young, IOM/IBT Mini-Series Podcast, UK

## Future projects and opportunities

Equality

- **Roll-out of the toolbox** in other EU cities
- **Training of frontline workers** is key – evaluation of the tools and adaptation to local contexts
- Creation of **local coalitions** in EU cities: including city administrations, local CSO, diaspora organizations, NGOs, integration services, health, law enforcement, etc.

Equality



# Thank you for listening

## Policies and Challenges to promote the Inclusion and Participation of LGBTQI+ Migrants

Soo-Mi Lee  
EU Affairs Officer  
Senate Administration for Integration, Labour and Social Affairs  
Berlin, 10th of December 2021



## AGENDA

- 1 City of Berlin: Administrative Structure
- 2 Legal Framework / Policies
- 3 Best-Practice: Gay Counselling Centre Berlin



### Inhabitants of Berlin (31.12.2020)

	total	In %
<b>All Inhabitants</b>	3.769.962	100
<b>Inhabitants with immigration history</b>	1.344.612	35,6
- thereof German citizens	555.536	14,7
- thereof Foreign citizens	789.076	20,9

Source: Statistisches Landesamt Berlin 2021



### Top 10 Countries of Origin: Inhabitants of Berlin with immigration history (31.12.2020)

	Total	German Citizens	% of total population
Turkey	182.406	83.969	4,8
Poland	113.439	57.443	3,0
Russia	60.741	33.407	1,6
Syria	47.075	5.657	1,2
Italy	40.936	8.750	1,1
Bulgaria	36.821	5.083	1,0
Vietnam	31.893	11.454	0,8
USA	31.306	10.313	0,8
Rumania	30.959	5.240	0,8
Libanon	30.195	21.916	0,8

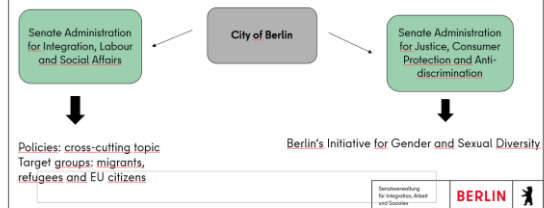
Source: Statistisches Landesamt Berlin 2021  
\*German and foreign citizens



### ADMINISTRATIVE STRUCTURE OF BERLIN

→ 12 boroughs

### ADMINISTRATIVE STRUCTURE



### LEGAL FRAMEWORK

- 2020:** **Anti-Discrimination Law Berlin**  
→ Protection against discrimination by public authorities (e.g. religion, sexual identity)  
→ counselling and support in individual cases
- 2021:** **Participation and Migration Law Berlin**  
→ Increasing the quota of persons with migratory background in public services



### Policies: Comprehensive Programme for the Integration and Participation of Refugees (2019)

- housing, education, labour market, participation, health
- started in 2018 in a participatory process with civil society organizations, public authorities, volunteers and fugitives in various working groups
- special focus on vulnerable groups (e.g. LGBTQI+)

↓  
**diversity-oriented policy**

### Support Programme: Legal Counselling for Migrants, Refugees and EU Citizens

since 2016:  
10 independent non-governmental organizations focused on specific target groups (e.g. single mothers, unaccompanied minors and LGBTQI+) counselling on migration law



Schwulenberatung Berlin  
(Gay Counselling Centre)



## THANK YOU!

Soo-Mi Lee  
EU Affairs Officer  
Senate Administration for Integration, Labour and Social Affairs (City of Berlin)  
E-Mail: [soo-mi.lee@intmig.berlin.de](mailto:soo-mi.lee@intmig.berlin.de)

Tel. +49 30 901723-150





## Welcome

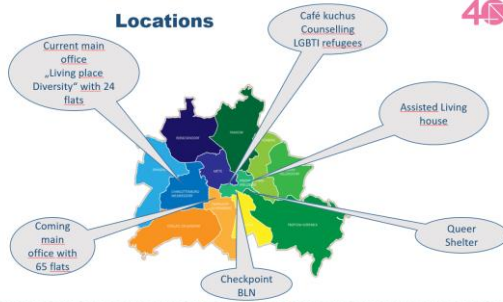
Stephan Jäkel  
Department Manager  
s.jaekel@schwulenberatungberlin.de  
www.schwulenberatungberlin.de



## Basic Information

	<b>Organisation, Staff and Business Volume</b> <ul style="list-style-type: none"> <li>Founded in 1981</li> <li>200 staff</li> <li>10,8 Mln. € p.a. (Grants, Service Agreement Fees, Foundations, Donations)</li> </ul>
	<b>Long-term Support</b> <ul style="list-style-type: none"> <li>Assisted living: 300 Persons</li> <li>Apartments for older gay people: 24</li> <li>Nursing care: Apartment: 8 Rooms</li> <li>Refugee Shelter: 28 Flats for 122 LGBTI Refugees</li> <li>Addiction Therapy</li> </ul>
	<b>Short-term Support</b> <ul style="list-style-type: none"> <li>Counselling: 10.000 p.a.</li> <li>Groups: 23</li> <li>IMPACT Testing: 6.000 p.a.</li> <li>Outreach: 850.000 contacts p.a. before Covid-19</li> </ul>

## Locations



## Offers



<p><b>Inclusion</b></p> <ul style="list-style-type: none"> <li>Dual study program social work for five refugees</li> <li>Vocational training in administration for one refugee</li> <li>Interpreter as staff for all sections</li> <li>report of the 3 year scientific monitoring of the inclusion process in 2022</li> </ul>	<p><b>Advocacy</b></p> <ul style="list-style-type: none"> <li>Opinions in the case of structural gaps in care or barriers</li> <li>Legal expertise</li> <li>Participation in committees</li> <li>Advisory functions</li> </ul>	<p><b>Medical Aid</b></p> <p>GP visit</p> <ul style="list-style-type: none"> <li>Specialist for HIV and trans medicine visits shelter every 14 days</li> <li>Tests, vaccinations, hormones, prescriptions</li> <li>often first sensitive contact with health system</li> </ul> <p>community based Checkpoint BLN</p> <ul style="list-style-type: none"> <li>anonymous testing on HIV, STI, hepatitis</li> <li>PreP, PEP and treatment</li> </ul>	<p><b>Housing/Shelter</b></p> <ul style="list-style-type: none"> <li>Official Shelter for LGBTI refugees with 122 beds in 27 shared flats</li> <li>Initial reception shelter and shared accommodation</li> <li>About 450 residents since 2016</li> <li>Assisted living: 3 shared flats with 24 rooms for LGBTI with/without refugee background since 2018</li> <li>Another 3 shared flats with 24 rooms from 2023</li> </ul>	<p><b>Counselling</b></p> <ul style="list-style-type: none"> <li>Legal advice for asylum and migration</li> <li>Specialised counselling according vulnerability (EU Directive 2013/33)</li> <li>Social advice</li> <li>Psychological counselling</li> <li>Psychotherapy</li> </ul>	<p><b>Meeting</b></p> <p>Drop-in Center „Café Kuchus“</p> <ul style="list-style-type: none"> <li>Every Tuesday and Friday afternoon</li> <li>Meeting, hanging out, drinking tea, initial needs assessment, referral to specialised services</li> <li>around 8.000 visits from about 2.000 LGBTI refugees since 2016</li> </ul> <p><b>Information</b></p> <ul style="list-style-type: none"> <li>multilingual websites</li> <li>multilingual brochures</li> <li>Hand-Outs for Interpreter</li> <li>Hand-Out for counselling centers</li> <li>HIV/ STI and drug prevention</li> <li>and more</li> </ul>
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## Funding

Grants	Statutory fee agreement	Foundation/ Donation
<ul style="list-style-type: none"> <li>Senate for Integration, Labour and Social Affairs</li> <li>Senate for Justice, Consumer Protection and Antidiscrimination</li> <li>Senate for Health, Care and Equality</li> </ul>	<ul style="list-style-type: none"> <li>Statutory fee agreement for individual integration/case assistance</li> <li>State Office for Refugee Affairs</li> </ul>	<ul style="list-style-type: none"> <li>Private and public foundations</li> <li>Private and public donors</li> </ul>



Stephan Jäkel  
Department Manager  
s.jaekel@schwulenberatungberlin.de  
www.schwulenberatungberlin.de



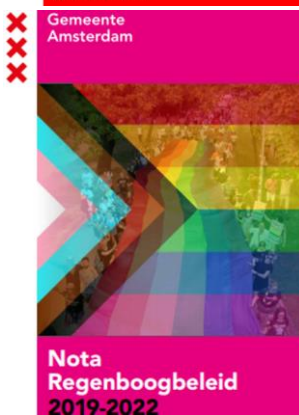
## Unsafe

### In the Netherlands

- 1 out of 5 LGBTQI persons discriminated against or victim of violence
- 40% of transgender persons stigmatised, discriminated against and victim of violence
- Bi-cultural LGBTQI often victim of double discrimination

### In Amsterdam:

- 2,5 times more recorded complaints about discrimination
- from 25 in 2017 to 59 in 2019



## From Pink Agenda (2015-2018) to Rainbow Policies (2019-2022)



## Focus areas

- Diversity
- Safety
- Education
- Youth
- (Health)care
- Sports
- Arts & Culture

Work locally  
Intersectionality



## Working with the community

- Experience experts – use insights of the people themselves
- Role models
- Civil society – COC, Stichting Maruf, Pink Marrakech, Transunited Europe/NL, Regenboogjongeren, Genderpraatjes



## LGBTQI Migrants

Asylum Reception Center – 'Veilige Haven'

- Designated living units
- Psychosocial support
- Training
- 4 dedicated social workers
- Rainbow flags for awareness

- Dedicated case managers
- Safe spaces
- Undocumented migrants
- Healthcare – transgender care / insurance



## LGBTQI Migrants

- 'Welcome in the Neighbourhood'
- Regenbooggroep – buddy project
- Pride – awareness, flags of countries with prohibition laws
- Volunteers, role models
- Trans House
- Network building, social participation



## Challenges

- Healthcare for transgenders
- Privacy
- National laws and regulations
  - > there is a transgender law, but flawed
  - > 'Parents' still defined in a narrow sense



## Finances

- Make use of existing programs at respective departments, extra focus on LGBTQI
- Special 'boosting budget' of €415.000,-
- Subsidies for 25 volunteering organisations annually



## Taking responsibility within the own organisation

- Emphasis on diverse workforce
- Campaign on awareness
- Pink Civil Servant Network
- Straight Alliances



## (Inter)national

- Rainbow Cities Network
- Equal City Project
- Shelter City – Building Bridges
- Supporting cities during Pride
- Bringing together networks



## Trans House Amsterdam



**Thank you for your time!**

**Questions?**

### CONTACT

Niels Tubbing  
[n.tubbing@amsterdam.nl](mailto:n.tubbing@amsterdam.nl)  
0031 6 18529196