

Good Practices



National Commission for the Promotion of Equality

Good Practices

Voice for All VS/2007/0477



For Diversity



Against Discrimination



This publication is supported by the European Community Programme for Employment and Social Solidarity - PROGRESS (2007 - 2013)

The Decision N° is 1672/ 2006 establishing a Community programme for employment and social solidarity - Progress was adopted by the European Parliament and the Council on 24 October 2006 and published in the OJ on 15 November 2006. Its overall aim is to support financially the implementation of the objectives of the European Union in the employment and social affairs area as set out in the Social Agenda and thereby contribute to the achievement of the Lisbon Strategy goals in these fields.

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ISBN 978-99909-89-35-9



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Contents

1.0 Preface	4
2.0 Introduction.....	5
2.1 Definition of a Good Practice.....	5
2.2 Good Practice Template.....	6
3.0 Education.....	7
4.0 Media	15
5.0 NGO & Civil Society	20
6.0 Public Sector	36
7.0 Private Sector	44
8.0 Concluding Remarks	55

1.0 Preface

The “Voice for All” VS/2007/0477 Research Study was developed within the broader framework of the “Voice for All” project coordinated by the National Commission for the Promotion of Equality (NCPE) and co-funded by the European Community for Employment and Social Solidarity – PROGRESS (2007-2013).

The “Voice for All” Research Study consists of a transnational analysis of the six grounds of discrimination, namely **Race/Ethnicity, Gender, Sexual Orientation, Disability, Religion, and Age**. The analysis was carried out in four EU countries by the following bodies:

- Malta (National Commission for the Promotion of Equality)
- Northern Ireland (Institute for Conflict Research)
- Italy (Dipartimento per le Pari Opportunità)
- Cyprus (SYMFILOS)

One can note that of these transnational partners, two are long-standing members of the EU (Italy acceded in 1957 and the Northern Ireland, as part of the United Kingdom, joined the EU in 1973), whilst Malta and Cyprus are both new members, having joined the EU in 2004. Therefore, although a number of similarities within the field of discrimination are present amongst

all four countries, it is useful to bear in mind that the research study focuses on countries at different stages of integration within the European Union.

The result of this study has been published in a separate document titled the “Voice for All Research Report”, where an analysis of the situation related to discrimination within each of the transnational partner countries was presented. Another result of the research study is being presented in this Good Practices Document, where various good practices identified throughout the research process are compiled, in the hope that they will inspire the reader to take an active role within the promotion of equality.

The National Commission for the Promotion of Equality would like to thank all the persons involved in the project, particularly Mr. Neville Borg (“Voice for All” National Researcher) and Ms. Bianca Zammit (“Voice for All” Project Coordinator), as well as Ms. Therese Spiteri (NCPE Senior Projects Coordinator) and Mr. Edmond Apap (NCPE Assistant Projects Officer). NCPE would also like to thank the persons involved in the transnational research study, namely Mr. John Bell (Institute for Conflict Research – Northern Ireland), Dr. Nicos Trimikliniotis (SYMFILOS – Cyprus) and Prof. Pietro Vulpiani (Dipartimento per le Pari Opportunità – Italy).

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January 2009

2.0 Introduction

Discriminatory practices and attitudes, despite the best efforts of significant parts of the European population, are still widespread in various European countries. It is undeniable that the presence of a number of organisations and entities working to promote equality and eliminate prejudiced and discriminatory beliefs has helped address the situation, yet new social phenomena are seeing new forms of discrimination come to light within society.

Issues such as changing migration patterns, ageing populations, sectarianism, unemployment, and low levels of social participation by minority groups, are some of the social issues resulting in discrimination and unequal treatment within the four countries analysed throughout the “Voice for All” project¹. It is vital that these discriminatory beliefs are counter-acted by practices aimed at promoting the inclusion of excluded social groups within the wider community. This Good Practices Document presents a number of these practices, related to the six grounds of discrimination, for the reader’s reference.

This Document is subdivided into a number of sections, namely **Education, Media, NGOs and Civil Society, Public Sector, and Private Sector**. Under each of these sections, one can find a series of good practices identified within each of the transnational partner countries analysed throughout the “Voice for All” research.

It is important to note that the information presented throughout this document has been communicated to NCPE directly by the entities involved, or by the transnational research partners. The information has not been altered in any way, except for editing purposes. All listed practices were completely the initiative of the entities concerned. NCPE was only instrumental in bringing the information forward.

2.1 Definition of a Good Practice

A good practice constitutes any initiative, policy, or guidelines adopted to promote integration and ensure a culture of equality and respect amongst all persons, on the grounds of either race/ethnicity, gender, sexual orientation, disability, religion, or age.

1. For a detailed analysis of this refer to: National Commission for the Promotion of Equality, *Voice for All Research Report*, 2009

2.2 Good Practice Template

Each good practice identified is presented through the use of the following template:

Title of Good Practice

Country	The country in which this practice is taking place
Main Actors Involved	Who organised and carried out the good practice
Territory Coverage	Whether the good practice is implemented at a national, regional or local level
Sector	Which sector the Good Practice is being implemented in: <ul style="list-style-type: none">• SME in private sector• Large company in private sector• Public sector• Media & Advertising• Civil society & NGOs• Education• General public
Beneficiaries	The target group that will benefit from the implementation of this practice
Funding	How the practice is funded
Timeframe	Date the good practice commenced and ended (if it is no longer in practice)
Good Practice Principle	Reasons why the practice was needed
Description of Practice	Description of the practice's implementation
Outcomes/Results of Practice	Results of the practice
Main Positive Elements	
Main Weaknesses/Obstacles	
Reproducibility	What conditions are necessary for the practice to be reproduced
Sustainability	Whether, and using what measures, this practice is proving sustainable
Innovative Elements	
Additional Information	Any additional information or comments on the practice

3.0 Education

Title of Good Practice	Arrupe Programme
Country	Malta
Main Actors Involved	St. Aloysius College
Territory Coverage	Local school
Sector	Education
Beneficiaries	School children at a local school
Funding	St. Aloysius College Arrupe Fund
Timeframe	Started October 2008 To be conducted annually (during the scholastic year)
Good Practice Principle	The need for areas of secondary socialisation (such as schools) to give prominence to issues of discrimination, equality, and social justice
Description of Practice	<p>This programme aims to incorporate ideas of social justice and equality into the school environment, both through use of the formal curriculum (through lessons), as well as by influencing the hidden curriculum (through workshops and other extra-curricular activities). Therefore, the programme consists of two distinct aspects:</p> <ol style="list-style-type: none"> 1. The formal curriculum is adapted to promote ideas of non-discrimination e.g. specific literature, texts, and readings that discuss issues of social justice. 2. Themed workshops are held once a month (with a view to workshops being held weekly) during break times. These workshops are open to all students, and will tackle issues of social justice and non-discrimination.
Outcomes/Results of Practice	<ul style="list-style-type: none"> • A monthly awareness day focusing on a particular issue each month. • Various fundraising activities held to raise money for St. Aloysius students who are facing difficulties, such as students with disabilities, financial or other social difficulties
Main Positive Elements	<ul style="list-style-type: none"> • Brings students into daily contact with issues of non-discrimination and social justice • Increases integration and cooperation between students and teachers
Main Weaknesses/Obstacles	N/A
Reproducibility	This measure can be reproduced in any school
Sustainability	By introducing knowledge of social justice issues within the classroom, students are more willing to participate in future activities related to such themes.
Innovative Elements	Issues of social justice are promoted in an integrated manner, through their inclusion into the curriculum, rather than through separate specific lessons
Additional Information	The Arrupe programme, in some form or other, is present in many Jesuit schools throughout the world

Title of Good Practice**Training in Hospitality Trades for disadvantaged persons and persons with learning difficulties (ESF 80)**

Country	Malta
Main Actors Involved	The Institute of Tourism Studies, Malta
Territory Coverage	National
Sector	<ul style="list-style-type: none"> • Public Sector • Education
Beneficiaries	<ul style="list-style-type: none"> • People with disability and extreme learning difficulties • Disadvantaged individuals (such as prisoners and persons on probation)
Funding	<ul style="list-style-type: none"> • 75% European Social Fund (ESF) • 25% Malta Government
Timeframe	<p>Training course held between October 2007 – September 2008.</p> <p>A publicity DVD related to the training course was released at the end of 2008.</p>
Good Practice Principle	The need to provide disadvantaged individuals with opportunities within the labour market
Description of Practice	<p>The main objective of the practice was the integration of disadvantaged individuals within the hospitality labour market.</p> <p>This training course consisted of 208 hours of training divided into various modules, including: Food hygiene and safety; Customer care; Grooming; Food service; Food preparation; and Cleaning skills.</p> <p>A trainer, who is an expert in the respective field, was provided for every four students, and facilitators were provided to back up the trainer and provide students with individual attention.</p>
Outcomes/Results of Practice	34 certified individuals are active in hospitality trades, out of which 5 are gainfully employed
Main Positive Elements	<ul style="list-style-type: none"> • Increases chances of employment for disadvantaged individuals • Encourages personal development • Promotes transfer of skills • Promotes a participatory approach to learning
Main Weaknesses/Obstacles	<ul style="list-style-type: none"> • Over-protective parents or guardians • Excessive bureaucratic issues
Reproducibility	This course can be reproduced within any sector, as long as adequate funds are provided
Sustainability	The training course ensures that the hospitality labour market has an influx of a specifically trained pool of workers, therefore it encourages organisations working within the hospitality industry to contribute to the running of the course.
Innovative Elements	The participatory, inclusive methodology is a move away from traditional, less-participatory training
Additional Information	The scheme has been promoted through various media outlets, including the Times of Malta, Education 22, ED magazine, MHRA magazine, and Welcome magazine.

Title of Good Practice**ESTEEM (Empowerment through Study, Training, Enabling Education and Mentoring)**

Country	Malta
Main Actors Involved	University of Malta
Territory Coverage	National, in coordination with transnational partners: UK (Project Coordinator - De Montford University of Leicester), Bulgaria, Greece and Turkey
Sector	Education
Beneficiaries	Socially disadvantaged persons e.g racial/ ethnic minorities, persons with a disability, persons with learning difficulties, single mothers, persons from lower socio-economic groups etc
Funding	European Commission - Leonardo da Vinci Programme
Timeframe	1st November 2007 - 31st October 2009 (24 months)
Good Practice Principle	<ul style="list-style-type: none">• Lack of educational opportunities for socially disadvantaged persons• 57.2% of persons with a disability are unemployed (KNPD, 2003)• Vast majority of immigrants are within an employable age• High rate of illegal employment amongst immigrants
Description of Practice	<p>A short preparatory course aimed at encouraging and empowering socially disadvantaged individuals to enter formal training and education. Participants are taught basic skills required to engage with a formal training or vocational course at various Maltese educational institutes (primarily University, MCAST, ITS).</p> <p>The programme consists of three key aspects:</p> <ol style="list-style-type: none">1. Teaching of key skills e.g time & stress management, computer literacy, study skills, relational skills etc.2. Mentoring: each participant is paired with a mentor (a third year University student reading for a degree in Social Work or Social Policy) who will ease the participant into the student life.3. Career guidance: an introduction to University services, including a 1 ½ hour presentation from a lecturer from each department in which participants express an interest to enroll in
Outcomes/Results of Practice	<p>Persons who complete this short course are awarded a certificate and reference letter which may be used when enrolling for formal training or applying for a job.</p> <p>As of 1st October 2008 there were 28 applicants (including 21 asylum seekers) for this course</p>
Main Positive Elements	<ul style="list-style-type: none">• Adaptability - the programme can be adapted to suit different social settings and social structures, and meet the needs of various social groups• Universality - the programme meets the needs of a large number of social or minority groups

Main Weaknesses/Obstacles	<ul style="list-style-type: none"> • Lack of resources, in relation to the ambitious scale of the project • Uncertainty over integration and cooperation amongst participants, since they are from diverse social and ethnic groups • Gender imbalance – more male participants (attributed to the significant participation of asylum seekers, many of who are male) • Difficulties in finding mentors for participants
Reproducibility	<ul style="list-style-type: none"> • Collaboration between major educational institutions and programme leaders
Sustainability	Participants in the programme later go on to enter formal education or the labour market, and may also later go on to mentor other participants in the ESTEEM programme
Innovative Elements	<ul style="list-style-type: none"> • Guided tours around University to acclimatize participants with the University environment • Career guidance • Compulsory participation in an online discussion forum used by University students • LOQuAP (Learner Oriented Quality Assurance Program) is used – a system of self-assessment to identify what skills a person has and what skills are required • Skills learnt are gathered in a portfolio
Additional Information	<ul style="list-style-type: none"> • Discussions to extend this programme to Gozo are currently underway • 2 programmes in the 2008-2009 scholastic year: one from the 15th October 2008 to beginning of February 2009, and one from February to June 2009 • Meetings on Wednesday evenings or Saturday mornings, but also a one-off daytime visit to University

Title of Good Practice	University of 3rd Age (U3E)
Country	Malta
Main Actors Involved	University of Malta
Territory Coverage	National Level
Sector	Education
Beneficiaries	Men and women aged 60+
Funding	The University of Malta pays for the lecturing staff and for the provision of premises where lectures are held. It also pays a part-time co-ordinator to see to the day to day running of the courses. Members pay a nominal registration fee of €12 per annum.
Timeframe	U3E started in 1993. It functions on the basis of an academic year from October to June.
Good Practice Principle	U3E provides lifelong education for senior citizens.
Description of Practice	U3E provides a wide choice of study units every year. These study units tackle various subjects, including languages, political and historical subjects, health-related issues, and philosophical and religious topics. Lectures are held in the mornings on a daily basis from Monday to Thursday. A monthly Mass is held on the first Friday of the month, and various cultural tours are organised for the remaining Fridays throughout the month.
Outcomes/Results of Practice	900 registered members in 1998. 560 registered members in 2007.
Main Positive Elements	<ul style="list-style-type: none"> • Cordial atmosphere and a good rapport between lecturers and students • Promotes active ageing • Encourages life long learning • Members establish new friendships
Main Weaknesses/Obstacles	
Reproducibility	Adequate funding and premises for the lectures to be given is required
Sustainability	The nominal registration fees collected from the members together with the financial support coming from the University help to make U3E sustainable.
Innovative Elements	Students set up their own Association, which organises various cultural and social activities and visits.
Additional Information	The local media promotes the opening of each annual academic year.

Title of Good Practice**The Action Week Against Racism**

Country	Italy
Main Actors Involved	UNAR – The National Office against Racial Discrimination, Department of Equal Opportunities
Territory Coverage	National
Sector	Education & Sport
Beneficiaries	Primary, Secondary and Post-Secondary students
Funding	Project cost: €300,000. Co-funded by the Department of Equal Opportunities and the European Commission, DG Employment for the editions of 2006, 2006, and 2007.
Timeframe	Yearly event started in 2005. The event is generally launched on the 21st March, which is the International Day for the elimination of racial discrimination, as established by the United Nations General Assembly.
Good Practice Principle	The aim of the “Action Week Against Racism” is to increase sensitization, prevention and information activities related to racial discrimination in all the fields of public life, namely within the education sector, mass media and sport. The education system is involved through sport events carried out during the week.
Description of Practice	<p>Activities held throughout the “Action Week Against Racism” include:</p> <ul style="list-style-type: none"> • Public competitions addressed to 10,000 schools promoting intercultural communication and dialogue related to discrimination, with special prizes and publications of works created by students (drawings, stories, photos, videos, poems, didactical projects, etc.). • The Marathon of Rome (“Stracittadina”): This marathon represents an opportunity for the 40,000 participants to run alongside UNAR under the banner of “I run against Racism”. • Other events such as exhibitions, concerts directly involving students, cinema screenings, road events, seminars and conferences are organised in various cities, universities and schools of Italy during the same week. • Leaflets related to the campaign are distributed throughout the stadiums of the Serie A football league, as well as the top leagues of rugby and cricket. Banners displaying the slogan “Score a Goal against Racism” are unfurled during matches, and a multi-ethnic football tournament takes place during the week (titled ‘Open World – Football for Solidarity’).
Outcomes/Results of Practices	<ul style="list-style-type: none"> • 10,000 schools involved across Italy, with events taking place in over 30 cities • Thousands of students participate in sports events • Over 100 schools participate directly by contributing works (such as art works) to the school competition. • 120,000 information brochures distributed • 30,000 yellow anti-racism T-shirts distributed • 10,000 information brochures promoting the anti-racism toll free number (800.90.10.10) and the normative actions against discrimination distributed • 5,000 handbooks about the EU campaign “For Diversity against Discrimination” were distributed • 150,000 photos of football players or teams were distributed outside stadiums.

Main Positive Elements	<ul style="list-style-type: none"> • An anti-racism message is spread across the whole country, with an active participation of over 30 Italian cities • The event obtains a wide media coverage on all the major television stations and press publications. • A strong network among administrations, schools, media, sports associations, NGOs, and other organisations taking part in the activity has been created.
Main Weaknesses / Obstacles	<ul style="list-style-type: none"> • It may be difficult to maintain the initiative if the contribution of voluntary work from teachers and students, amongst other individuals, is reduced. • It is difficult to obtain a guarantee of public funding for the project
Reproducibility	With the direct participation and involvement of schools and stakeholders (from the planning to the implementation of the Week activities) the activity can be carried out in any locality, at both a local and national level.
Sustainability	Schools are the place where the future of a multi-ethnic society is most visible – enhancing teachers’ and students’ skills related to anti-discrimination issues, through the provision of prizes, support, working tools and opportunities is a sustainable strategy.
Innovative Elements	The involvement of different stakeholders in the same project and a global strategy of communication using different avenues such as sport, art and music is an innovative technique. Sport and music have proven to be very effective tools for communicating anti-discrimination messages.
Additional Information	<p>More information can be obtained from: UNAR, Department of Equal Opportunities, Presidency of the Council of Ministers, Largo Chigi 19, 00187, Roma www.pariopportunita.gov.it Tel. +39 0667792267 Fax. +39 0667792272 Email: antidiscriminazioni@pariopportunita.gov.it</p>

Title of Good Practice**The Northern Ireland Council for Integrated Education's (NICIE) anti-bias curriculum**

Country	Northern Ireland
Main Actors Involved	NICIE
Territory Coverage	All integrated schools throughout Northern Ireland.
Sector	Educational sector.
Beneficiaries	Pupils and teachers within the integrated education sector.
Funding	Integrated Education Fund and NICIE's own resources with support from the International Fund for Ireland (IFI), and the Esmée Fairbairn Foundation.
Timeframe	1998 - ongoing
Good Practice Principle	The anti-bias approach identifies the "hidden curriculum" as stemming from biases held by teachers, which can then be transmitted to pupils in the classroom and also as occurring due to the segregation of pupils in the education system. NICIE believe that teachers can help children respect and value diversity and advocate an inclusive approach to education that makes all children feel welcome regardless of their background.
Description of Practice	The anti-bias approach seeks to ensure that every child acquires and projects a positive and confident self-identity and is enabled to understand and reduce bias and prejudice. The approach focuses on four main themes within the school environment; the policies and practices of how the schools are run; the experiences and activities provided for or created by the children; the language used between the children and between the teachers and the children; and the physical environment of the classroom and the school.
Outcomes/Results of Practice	It is too early to comment on elements of the anti-bias approach which have been formulated in the last ten years, although attitudinal results based on the traditional sectarian/religious divide would appear to indicate positive development towards diversity and increasing tolerance of the 'other' (Hayes et al 2007).
Main Positive Elements	By challenging attitudes and stereotypes in childhood before they become fixed, education can challenge stereotypical attitudes and prejudices.
Main Weaknesses/Obstacles	At present the anti-bias approach is only used in integrated schools, which account for less than 6% of the Northern Ireland school population.
Reproducibility	NICIE (2008) have outlined that the anti-bias approach works best when there is an open-mindedness and awareness of one's own bias, behaviour, motivation and limitation and an understanding of the issues of gender, sexual orientation, ethnicity, culture, religion, class, physical and learning ability, and how these interact and affect everyone (NICIE 2008: 10).
Sustainability	Funding is a critical issue, approaches such as this need to be financially supported by educational authorities and other organisations. Similarly, the sharing of good practice on various approaches within different schools on how they are adapting to the anti-bias curriculum is vital to prevent good practice from being carried out in isolation.
Innovative Elements	The anti-bias approach focuses on the teacher's role as a facilitator of learning in which the pupils are encouraged to think more discursively for themselves.
Additional Information	N/A

4.0 Media

Title of Good Practice	Media Coverage of Asylum Project
Country	Malta
Main Actors Involved	The People for Change Foundation Other partners include the Broadcasting Authority, the Journalists' Committee and the Institute of Maltese Journalists.
Territory Coverage	National Level
Sector	Media Sector
Beneficiaries	The direct target group of the project is the Media whilst, hoping to indirectly positively influence the perceptions of the population at large.
Funding	Funded by The British High Commission and the Broadcasting Authority.
Timeframe	June 2008 - January 2009
Good Practice Principle	The impact of the media on public perceptions is undeniable. It was therefore felt that there was a need to study and positive influence such coverage in order to promote a more inclusive society where integration could happen.
Description of Practice	<p>The Project involved 4 streams:</p> <ol style="list-style-type: none"> 1. Monitoring and Analysis of Media Coverage of asylum over a period of 3 months 2. The creation of an information manual for journalists 3. The drafting together with journalists and editors, of a voluntary code of practice for journalists 4. The organisation of training sessions for journalists.
Outcomes/Results of Practice	<p><i>Project Objectives</i></p> <ol style="list-style-type: none"> 1. To conduct the first systematic monitoring of newspaper reporting of asylum seekers and refugees in Malta, extracting good practices and drawing recommendations 2. Drafting of a set of a voluntary code of practice for journalists on reporting asylum issues 3. Providing journalists with the required information as well as contacts to other possible sources of information 4. To provide accurate information <p>The direct outputs will be:</p> <ol style="list-style-type: none"> 1. Report on Media Coverage of Asylum extracting good practices 2. A voluntary code of practice for journalists 3. An information manual for journalists
Main Positive Elements	<p>The Media Coverage of Asylum is the first of its kind to take place in Malta. Its main positive elements are:</p> <ol style="list-style-type: none"> 1. The way it engages all stakeholders 2. The way it identifies good practices from ongoing coverage 3. The way it seeks to achieve a multiplier effect

Main Weaknesses/Obstacles N/A

Reproducibility All of the elements of the project can be reproduced, provided the necessary funding is available. For most of the outputs reproduction will simply consist in the updating and re-printing of materials.

Sustainability All of the outputs of the project are public and will be made available off a website so that their widest use will be promoted. Updating will not be too costly so as to ensure that information is always updated. A mailing list will also be created for updates to be circulated.

Innovative Elements The most innovative element of the project was the way it brought the different streams and actors together in a collaborative effort towards the achievement of the stated aims of the project.

Additional Information More information about the project may be found on www.pfcmalta.org/article14/mca.html

Title of Good Practice **“For Diversity. Against Discrimination.” Journalist Award**

Country	Europe-wide, held within each EU Member State
Main Actors Involved	European Commission
Territory Coverage	Europe-wide and National
Sector	Media
Beneficiaries	Discrimination on the grounds of age, disability, gender, race, religion, and sexual orientation
Funding	PROGRESS (European Commission)
Timeframe	1st January 2008 – 31st October 2008
Good Practice Principle	Lack of formal anti-discrimination guidelines and code of practice for local media organisations
Description of Practice	An annual award granted to a journalist working within the EU, who through their work, is deemed to have promoted the benefits of diversity and contributed to the battle against discrimination. An independent jury will select a national winner in each of the 27 EU Member States, and an overall winner from these 27 national winners will later be awarded.
Outcomes/Results of Practice	Each national winner will receive €750. The overall European winner will receive a prize with a value of €4,500, consisting of various activities or equipment (including participation in an EU seminar on discrimination in Brussels; meetings with various EU officials, MEPs and other stakeholders; and electronic equipment) Runners up to the overall European prize will receive a prize with a value of €3,000 and €2,000 for the second and third-placed entries respectively
Main Positive Elements	Open to all journalists writing on any form of discrimination Provides an incentive for journalists to tackle issues of discrimination, which may be seen as difficult topics to discuss publicly
Main Weaknesses/Obstacles	N/A
Reproducibility	The prize is awarded annually. Similar initiatives can be carried out on a national level, with adequate funding and participation from media organisations.
Sustainability	N/A
Innovative Elements	N/A
Additional Information	N/A

Title of Good Practice**“L’anello debole” award – Radio, TV and Cinema against discrimination and social exclusion**

Country	Italy
Main Actors Involved	Comunità di Capodarco
Territory Coverage	National
Sector	Media
Beneficiaries	General Public – All disadvantaged social groups
Funding	Funded by Comunità di Capodarco and Fondazione Carifermo
Timeframe	Held throughout 2008: <ul style="list-style-type: none">• July 1st, 2008 – Publication of the notice of the competition• September 8th, 2008 – Deadline for submitting the works• November 8th, 2008 – Award of prizes
Good Practice Principle	The idea of the award was born from the conviction that minorities, the poor and persons of different cultures have the right to be at the centre of collective, and media, attention. The media must ensure that it represents all social groups, without perpetuating discrimination and stereotypical beliefs.
Description of Practice	“L’anello debole” award is a yearly award given to the best examples of radio transmissions, television programmes and short films that provide a positive contribution to discourses on discrimination and inclusion. The works awarded are those that narrate events related to the vulnerable or marginalised Italian and foreign population in a fair and non-discriminatory manner. Entries are judged by a panel of professionals working within the media sector. A number of prizes are awarded in various fields, including Radio, Television, and Short Film.
Outcomes/Results of Practices	The Award has become a landmark for the communication of strong social commitment, and has encouraged various media organisations to actively work towards the promotion of equality issues. The event’s website (www.premioanellodebole.it) has become an archive of a number of prize-winning broadcasts, and is thus a very useful resource centre for audio-visual material related to anti-discrimination issues.
Main Positive Elements	<ul style="list-style-type: none">• The Award works towards promoting an ethical form of journalism• The media attention granted to the Award encourages media organisations to work towards producing more material related to social justice
Main Weaknesses /Obstacles	A lack of funding means that the prizes offered may not be enough to encourage larger media organisations to participate in the Award.
Reproducibility	This Award can be reproduced in any social context.
Sustainability	The award has a very low production cost, so the initiative can be sustained and reproduced without great difficulty.
Innovative Elements	The Award is not only addressed to professionals working within the communication field. It also targets non-professionals and independent audio-visual entries that focus on themes of non-discrimination and equality.

Additional Information For information contact: Premio “L’anello debole”. Via Vallescura,
47 - 63010 Capodarco di Fermo (AP)
Tel. 0734/681001 – Fax 0734/681015
Email: info@premioanellodebole.it
Site: www.premioanellodebole.it

Title of Good Practice **Promoting ‘Equality of Opportunity’ in employment advertising through positive action statements**

Country	Northern Ireland
Main Actors Involved	The Northern Ireland Equality Commission (ECNI), the employer who advertises, the media outlet the advertisement is placed in, and the target audience.
Territory Coverage	National
Sector	Covers a variety of sectors including both private and public sector employers as well as the media.
Beneficiaries	Members of groups who are currently under represented in the employers’ workforce.
Timeframe	Ongoing
Good Practice Principle	The background to the development of this practice has its roots in promoting equality of opportunity in employment originally between Catholics and Protestants but now covers all of the Section 75 categories. (Section 75 refers to anti-discrimination legislation in Northern Ireland.)
Outcomes/Results of Practice	Research has found that individuals in Northern Ireland, in applying for a job in a company with an under-representation of employees from their community background would be more likely to apply for a job if the company’s advertisements said that they particularly welcomed applications from members of their community (53%) (ECNI 2006b: 3).
Main Positive Elements	The proactive nature of the practice can reach those members of minority groups who tend to be more likely to be unemployed, such as persons with a disability.
Main Weaknesses/Obstacles	An advertisement may appear for example in a newspaper which is not widely read by one particular side of the community. To mitigate against the negative impact of this practice the ECNI advises employers to advertise as widely as possible.
Reproducibility	Awareness amongst employers of the desirability of promoting equal opportunities to members of previously under-represented groups.
Sustainability	The practice is proving to be sustainable in part because it does not require extra funds or resources to implement.
Innovative Elements	The employer proactively welcomes applications from those groups who are currently under-represented within their workforce.
Additional Elements	N/A

5.0 NGO & Civil Society

Title of Good Practice	Information Booklet for Parents of Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) Youth and Information Booklet for LGBTQ Youth
Country	Malta
Main Actors Involved	Malta Gay Rights Movement
Territory Coverage	National
Sector	NGO
Beneficiaries	LGBTQ Youth and Parents and Friends of LGBTQ Youth
Funding	EU Youth Programme
Timeframe	Published in 2005
Good Practice Principle	No such resource was available in the Maltese Language that was written with the Maltese context in mind at the time.
Description of Practice	<p>Two small information booklets the first aimed at LGBTQ youth and the second at parents and friends of LGBTQ youth.</p> <p>The booklets were part of a larger youth project and were produced by a group of LGBT young people. They provided information on LGBTQ issues, directed towards both LGBTQ persons themselves, as well as their friends and relatives.</p> <p>The booklets worked towards dispelling stereotypes and misconceptions centred upon LGBTQ issues, and contained a number of personal accounts by LGBTQ persons.</p>
Outcomes/Results of Practice	<p>Around 5,000 youths' and 2,000 parents' booklets were printed. These were been distributed to young people, parents, teachers, youth workers, counsellors, psychologists, social workers, etc.</p>
Main Positive Elements	<ul style="list-style-type: none"> • An empowering experience for the young people involved in the project • A very good resource for the organisation;
Main Weaknesses/Obstacles	<ul style="list-style-type: none"> • Design and printing costs
Reproducibility	Requires adequate funding
Sustainability	Can be reprinted once stocks run out
Innovative Elements	<ul style="list-style-type: none"> • Produced by young people • Published in Maltese • Also aimed parents and relatives of LGBTQ persons
Additional Information	<ul style="list-style-type: none"> • A soft copy of the booklets are available on the MGRM website: www.maltgayrights.net

Title of Good Practice**Opening Doors Project – Theatre Festival**

Country	Malta
Main Actors Involved	European partnership between St. James Cavalier (Malta), Headway Theatre Company (UK) and Cultureel Centrum Leopoldsburg (Belgium)
Territory Coverage	National
Sector	General Public
Beneficiaries	Adults with learning disabilities
Funding	Grundtvig Lifelong learning programme of the European Union
Timeframe	April 2008 - ongoing
Good Practice Principle	The project is creating opportunities for adults with learning disabilities to participate in cultural and creative activities, offering a positive image of learning disability and raising the profile of the contribution they can make to their communities
Description of Practice	<p>The theatre group is composed of 16 members and was set up in April 2008. The participants meet up at St James Cavalier to take part in various workshops, in which they are able to explore different aspects of theatre. In each session, participants are able to use different methods, such as music, movement, art and acting, to express themselves.</p> <p>The highlight of the festival was the performance night with the presentation of three shows created by the participants themselves. Common objects selected by the project leaders from the three countries served as starting points for the creative process of the performances. The programme also included theatre workshops and social activities which allowed participants to interact on a personal level.</p>
Outcomes/Results of Practice	<ul style="list-style-type: none"> • Three play performances • Workshops • Social activities
Main Positive Elements	<ul style="list-style-type: none"> • Promotes the integration of persons with learning disabilities in social and cultural life • Educates the public on the creative potential of persons with learning disabilities
Main Weaknesses/Obstacles	Finding persons to participate within the activity may be challenging
Reproducibility	This measure can be reproduced in all social contexts, as long as an adequate number of participants, and a sufficient amount of funding, is obtained.
Sustainability	N/A
Innovative Elements	This practice is innovative because it directly involves persons with learning difficulties in an artistic production.
Additional Information	The group is currently rehearsing for performances in Newcastle and Belgium.

Title of Good Practice**Żgħażaġh Azzjoni Kattolika (ŻAK)**

Country	Malta
Main Actors Involved	Ūg' a' ag' Azzjoni Kattolika (ŪAK)
Territory Coverage	On a local basis in various localities around Malta. However certain activities are carried out on national basis and gather young people from different localities
Sector	NGO - ŪAK is a Voluntary Organisation.
Beneficiaries	Young people from the age of 10 onwards
Funding	Mainly through fundraising events organised by young people themselves. Certain projects are funded by the Youth programme
Timeframe	Ongoing - ŪAK has been operating for over 70 years, but has adopted new methods of youth work over the past decade.
Good Practice Principle	The practice is based on the principles of learning by doing and informal education. The aim is to help young people to develop into active citizens in their society.
Description of Practice	<p>In ŪAK young people go through a cycle. In most cases they first are members of youth groups, where they have weekly meetings (based on the principle of informal education) and activities which they organise periodically with the support of their leaders. When they are 16 years or over, young people may opt to join working teams, which are created ad hoc, to organise activities on a national basis. Apart from this they may opt to undergo training which is organised by the organisation to become leaders themselves. These various opportunities allow young people to take risks in a safe environment, thus providing them with the opportunity to discover and develop their identity.</p> <p>Activities include: an annual Summer camp; an annual barbeque for all members; workshops and games; preparation for World Youth Day; participation in Youth Days organised in Malta; exchanges, seminars and leadership training; spiritual activities and fundraising events. All activities are organised and run by members of ŪAK and change from year to year to reflect the needs and interest of the young people.</p>
Outcomes/Results of Practice	It is difficult to quantify results, however, every year hundreds of young people take part in the life of the organisation and through evaluation meetings that ŪAK conducts with young people, it is evident that they feel that they have an important role in the organisation.
Main Positive Elements	<ul style="list-style-type: none">• Youth participation,• Encourages initiative and opportunity.
Main Weaknesses/Obstacles	<ul style="list-style-type: none">• Lack of funds• Lack of awareness about the importance of informal education among parents and the State and Church authorities, make it difficult for the organisation to grow and broaden its horizons.

Reproducibility	ŪAK follows the lines of regeneration, thus new leaders are always cropping up, and they substitute people who for some reason have to reduce or stop their commitment to the organisation.
Sustainability	Sustainability is ensured through the training of new leaders.
Innovative Elements	ŪAK was one of the first organisations in Malta which truly believed in the concept of youth work as being concerned with youth development rather than prevention. ŪAK's practices are an attempt towards real empowerment of young people.
Additional Information	At first this practice was seen futile by certain sectors, however as time has gone by many entities came to see ŪAK as an example of good practice. As a basic rule, ŪAK follows the development that is being done in the Youth field all over Europe and in America and Australia. It looks at good practices and tries to adapt them for its own cause.

Title of Good Practice	Drachma
Country	Malta
Main Actors Involved	Drachma
Territory Coverage	National
Sector	General Public
Beneficiaries	Catholic Lesbian, Gay, Bisexual and Transgender (LGBT) persons, their family members or anyone interested in Drachma's ecumenical vision (including persons of all faiths)
Funding	N/A
Timeframe	Weekly meetings
Good Practice Principle	A lack of open dialogue on LGBT issues on the part of the Church
Description of Practice	Drachma is a group of LGBT people who meet to pray together. In these meetings LGBT issues are discussed within a Catholic context. Drachma has also organized public debates and awareness raising events focusing on LGBT issues and the Catholic faith, such as the public talks addressed by James Alison (a prominent theologian), Sr Jeannine Gramick (a Roman Catholic nun who is renowned for her work with Catholic LGBT persons) and Peterson Toscano (a prominent speaker and artist addressing issues related to the ex-gay movement). Drachma also organizes a monthly meeting with parents, relatives and friends of LGBT persons.
Outcomes/Results of Practice	<ul style="list-style-type: none"> • Weekly prayer sessions • Monthly meetings with parents, relatives and friends of LGBT persons • Public discussions with persons working for LGBT rights within the Catholic context • Regular articles in the media where gay/religious issues are discussed. • The management of a website and blog on gay/Christian issues
Main Positive Elements	<ul style="list-style-type: none"> • Encourages an intelligent public discourse on the relationship between LGBT issues and religion • Encourages integration between LGBT and non-LGBT persons • Encourages sexual and spiritual integration
Main Weaknesses/Obstacles	<ul style="list-style-type: none"> • Lack of open co-operation from mainstream Catholic institutions • May not be of direct concern to LGBT persons of other faiths or LGBT persons who are not interested in religious issues
Reproducibility	N/A
Sustainability	N/A
Innovative Elements	<ul style="list-style-type: none"> • Works towards dispelling myths centred upon religion and LGBT issues by combining these two, often seemingly contradictory, elements. • Promotes the manifestation of love and respect towards the Church and its teachings whilst publicly expressing the experience of LGBT persons, to help the Church understand the life and experience of LGBT people better. • Publicly expresses the belief in the full inclusion of LGBT people within the Church. • Serves as a bridge between the gay community and the Roman Catholic Church.
Additional Information	A significant degree of media coverage was achieved through the public discussions addressed by James Alison, Sr. Jeannine Gramick and Peterson Toscano, whereby these two individuals were granted extensive interviews in leading local newspapers.

Title of Good Practice**2008 Poster Competition: The right of the child to protection**

Country	Malta
Main Actors Involved	The Poster Competition was organised by the Directorate-General for Justice, Freedom, and Security of the European Commission. At a national level, it was coordinated by the National Student Travel Foundation (NSTF).
Territory Coverage	Implemented at a European level.
Sector	Implemented in education and youth organizations. The media is used to further advertise the competition.
Beneficiaries	Children and youth aged between 10 and 18 years of age.
Funding	Funded by the Directorate-General for Justice, Freedom, and Security of the EC. Mainly, the project coordinators are allocated a certain budget for each category (e.g T-shirts, PR, medals, activities)
Timeframe	From 31st July 2008 until the first week of December 2008.
Good Practice Principle	Children and youths are not equipped enough to fight for their own rights. For example, about 21% of children living in the EU are thought to be living under the poverty line. Moreover, there is a relatively high percentage of children being mentally and physically abused, neglected compulsory education, and/or forced to work. Thus, this competition is just one way to raise awareness among both adults and minors, and make to minors' voices heard.
Description of Practice	The competition's main objective is to serve to raise awareness amongst children and adolescents of their rights, in particular the right to protection. Posters are to be presented in an A2 format, and participants may make use of any form of artistic material to create their poster, including poster colours, water colours and graphic design. Entries for this competition are to be in groups of at least four persons. Entries will be judged by a national jury comprised of a representative of the EC representation, the Commissioner for Children, professionals from the field of media and art, and a representative of a youth organisation.
Outcomes/Results of Practice	Prizes (certificates) will be awarded to the best three teams in each age category, and the first placed entry will participate in the second evaluation round at a European level. The best three teams from each age category will then be invited to visit Brussels for a tour of the city and the European Institutions, while their posters will be displayed on the websites of the Commission's representations in the Member States and on the Europa server. They may also be used in future European campaigns on the rights of children Till now the number of participants in Malta is extremely low. However, in other EU member states the competition had quite successful results.
Main Positive Elements	<ul style="list-style-type: none">• A fun activity for children.• Promotes creativity• Learning activity• Encourages awareness on childrens' rights

Main Weaknesses/Obstacles	<ul style="list-style-type: none"> • Unless teachers or group leaders push the students into designing a poster, they will not take a personal initiative • Lack of participation • Lack of enthusiasm by students and tutors
Reproducibility	All you need to have is an interesting theme, and good advertising means for the competition to take place. Schools are proven to be the best place of advertising
Sustainability	<ul style="list-style-type: none"> • Continuous advertising is a must. Otherwise, the competition won't take place. • The activity requires a teacher/leader to inform the students about the competition and give them ideas on what they can include in the poster. The teacher will need to give students a short lesson on basic human rights issues. Thus, even if the children won't design a poster themselves, they would have learnt something more about their own right to protection.
Innovative Elements	Artistic, fun, and fruitful at the same time.
Additional Information	There needs to be constant pushing to encourage participation, otherwise barely anyone will participate

Title of Good Practice**Melting Box**

Main Actors Involved	Piemonte Region - Associations, NGOs, Local and National Authorities
Territory Coverage	Turin
Sector	Civil Society
Beneficiaries	General Public
Funding	<ul style="list-style-type: none">• Piemonte Region (Equal Opportunities Dept.) - €500,000• European Commission - €100,000• Sponsors - €450,000
Timeframe	22-24 October 2007
Good Practice Principle	The existence of prejudices and stereotypes across the various grounds of discrimination within Italian society, necessitates the presence of a public place where to exchange opinions and information on these prejudices and the way in which to tackle equality issues.
Description of Practice	<p>Melting Box was a large Fair held in Turin in 2007, created in tandem with the participation of the main organisations and institutions involved in issues related to the six grounds of discrimination. It involved 15,000 people coming from all over Italy and beyond, for a public arena for reflection and discussion on prejudices and stereotypes. 70 exhibitors participated in the Fair, each creating their own stand.</p> <p>Various activities were held throughout the Fair, including public debates, seminars, and workshops. Public information stands, which disseminated information and material related to all the main actors involved in the fight against discrimination and the promotion of equal opportunities, were set up.</p>
Outcomes/Results of Practices	<p>The positive response to the Fair's activities led to the creation of MeltingLAB (www.meltinglab.it) - an online resource centre and space for public debate on equality issues. MeltingLAB aims at promoting initiatives on Rights, Intercultural Dialogue and Equal Opportunities for All.</p> <p>During 2008 MeltingLAB developed a series of initiatives within the Piemonte region, amongst them:</p> <ul style="list-style-type: none">• Living Library - a library on books and related to issues on stereotypes and prejudices• A manual titled "The city takes care" (of women and of all citizens) to project and live in a safer and more friendly city• Prêt-à-cliché - a kit for schools presenting an overview of gender stereotypes that conditioned 150 years of Italian history;• A theatre event in occasion of 25th November, International Day for the Elimination of Violence against Women;• FamilyMatters - a series of initiatives combating homophobia through the presentation of a documentary and debates.

Main Positive Elements	<ul style="list-style-type: none"> • The first broad, nation-wide collaboration amongst associations, NGOs and institutions • A public space of confrontation for journalists, decision makers and public opinion on discrimination issues.
Main Weaknesses / Obstacles	It has been a temporary exhibition that should have the guarantee of a yearly basis. Public funding is not guaranteed for the creation of a permanent yearly event.
Reproducibility	<ul style="list-style-type: none"> • Adequate funding for the organisation of the event is required
Sustainability	N/A
Innovative Elements	<ul style="list-style-type: none"> • The event brought together various organisations, institutions and other social bodies in a space where they can share opinions, problems, methodologies of prevention and positive actions being undertaken in relation to non-discrimination. • For the first time the public was presented with the reality of discrimination by directly meeting and debating with victims of this discrimination.
Additional Information	This project formed part of the 2007 European Year of Equal Opportunities for All

Title of Good Practice**Stepping into Diversity**

Country	Northern Ireland
Main Actors Involved	TIDES Training and the Multi-Cultural Resource Centre (MCRC).
Territory Coverage	The training was delivered in a number of locations throughout Northern Ireland, including Belfast, Derry/Londonderry, Lisburn and Bangor.
Sector	Civil Society and NGOs.
Beneficiaries	Local and minority ethnic individuals.
Funding	Peace II funding from the Community Relations Council.
Timeframe	September 2006 - present.
Good Practice Principle	The increase in the racial and ethnic diversity of society in Northern Ireland in recent years led to an increase in the number of racist attacks and TIDES Training and MCRC believed that the attitudes of local and minority ethnic residents needed to be addressed through intercultural dialogue.
Description of Practice	The programme aimed to “promote better understanding of living in an inter-cultural society” by building positive relationships between a diverse range of local and minority ethnic communities by challenging ignorance, prejudice and stereotyping through a number of awareness raising workshops and accredited training programmes.
Outcomes/Results of Practice	Over 1200 local and minority ethnic individuals and approximately 64 local and minority ethnic groups to date have received the diversity training. An evaluation of the impact of the programme found 93% of local participants’ believed that the sessions made them more aware of the impact of stereotyping of other groups/individuals (Bell 2008).
Main Positive Elements	Many participants in the training felt that the training was an opportunity in some cases to provide a neutral or “mediative space” for local and minority ethnic participants to challenge assumptions and preconceptions of themselves and of others (Bell 2008).
Main Weaknesses/Obstacles	Language barriers/translation could be an issue as could the arranging of suitable times and dates for sessions.
Reproducibility	The training appeared to be most effective when local and minority ethnic individuals could converse directly in English.
Sustainability	Ensuring that funding is secured and maintained throughout the course of the programme.
Innovative Elements	The training focused on engagement between local residents and members of minority ethnic communities to encourage a two-way process of increased understanding of the ‘other’.
Additional Elements	The examining of one’s own prejudices through a process of self-reflection proved to be one of the key aspects of the training.

Title of Good Practice**South Belfast Roundtable**

Country	Northern Ireland
Main Actors Involved	South Belfast Partnership, Chinese Welfare Association, Multi-Cultural Resource Centre, Police Service of Northern Ireland, Office of First Minister and Deputy First Minister (OFMDFM), Northern Ireland Housing Executive, Belfast City Council, Community Relations Council and over 50 other local and minority ethnic organisations.
Territory Coverage	Local, confined to South Belfast.
Sector	Civil Society and NGOs.
Beneficiaries	Local communities, minority ethnic communities and the voluntary and statutory sectors.
Funding	The roundtable to date has tended to rely on small pots of money from a number of different organisations such as Belfast City Council Good Relations fund, Community Relations Council small-grants projects, and support from the OFMDFM Racial Equality Unit.
Timeframe	2004 - present.
Good Practice Principle	The forum began in 2004 as the South Belfast Roundtable on Racism in response to an increasing number of violent attacks on members of ethnic minority communities living in the South Belfast area.
Description of Practice	The Roundtable aims to work in partnership to support actions to eliminate racism in South Belfast. Its current aims are to facilitate information sharing and discussions; develop and participate in a strategic educational process in South Belfast that will promote improved mutual understanding; develop and implement a communications strategy that will effectively challenge and/or manage racism-related situations in South Belfast; and work collaboratively with other relevant stakeholders in South Belfast to present positive images of inclusion.
Outcomes/Results of Practice	The Roundtable have held a series of inter-cultural events such as a community festival in June 2008. They also deliver cultural awareness sessions to schools and community and voluntary groups on issues including migrant workers rights, language lessons for those for whom English is an additional language and tackling stereotyping and prejudice through a variety of 'myth-busting' activities. NCCRI Training for Trainers has also been provided to members which has increased their skills and capacity on issues linked to equality and promoting diversity.
Main Positive Elements	Free training courses are provided to anyone living or working in the South Belfast area. The initiative also allows for the sharing of good practice and information between organisations that otherwise may work independently of one another and therefore seeks to reduce duplication in activities and services provided.
Main Weaknesses/Obstacles	One factor, which lessens the wider impact of the initiative, is related to the fact that it is restricted to the geographic area in and around South Belfast. Also, statistics show that achieving attitudinal change takes time, and racist incidents in South Belfast actually increased by 18.3% between 2006/2007 and 2007/2008 (PSNI 2008).

Reproducibility	Adequate funding provisions must be in place coupled with a willingness to involve all of the necessary stakeholders. Knowledge must also be specific to the area in which the initiative is working in, one-size fits all approach will not suffice.
Sustainability	Funding has been an issue for the four years since the Roundtable has been formed. It is essential that financial support continue to be given by public bodies.
Innovative Elements	A proactive partnership involving many groups in a variety of different sectors which crucially share information and best practice across these sectors.
Additional Elements	The organisation posts regular information updates on members' websites such as those of the Equality Commission and the Belfast City Council. ²

Title of Good Practice **FIABADAY (National Day for the Elimination of Architectural Barriers)**

Country	Italy
Main Actors Involved	FIABA Onlus
Territory Coverage	National
Sector	<ul style="list-style-type: none"> • Public institutions • Private institutions • General Public • Media
Beneficiaries	General Public
Funding	<ul style="list-style-type: none"> • Self-financed • Sponsorships • Fund raising activities
Timeframe	A single day held annually on the first Sunday of each October
Good Practice Principle	In 2003 FIABA proposed the setting up of a single National day dedicated to the demolition of architectural feature that deny accesses to persons with a disability. The resulting FIABADAY has been established on the first Sunday of October of every year. FIABADAY wants to spread the conviction that universal accessibility creates the necessary conditions for a better quality of life for everybody. FIABADAY acts as an example of a concrete form of action promoting complete social integration.
Description of Practice	FIABADAY consists of a series of activities and awareness raising events, held across Italy, dedicated to promoting the idea that universal access is an essential social right. FIABA has established a relationship with various national institutions and associations in order to organize and promote this event.

² <http://www.belfastcity.gov.uk/news/news.asp?id=1247>

Outcomes/Results of Practices Each year sees the organization of almost 200 events (including press conferences, meetings, seminars, and public debates) across Italy, as well as the presence of a strong media campaign.

Main Positive Elements

- Promotes a wide range of information related to disability and accessibility issues throughout Italy
- Brings together a wide network of organisations, which collaborate in awareness raising events
- Since it is held on an annual basis, FIABADAY provides a focal point for all persons seeking information or assistance on related issues

Main Weaknesses / Obstacles A single day is too short a period for the FIABADAY initiative

Reproducibility By creating a strong network of support, this initiative ensures that it maintains a strong basis for collaboration and support for the following year's edition

Sustainability

- The activities related to FIABADAY are held on a voluntary basis, so this ensures that the activity is sustainable.
- Fund-raising activities held throughout the year help raise funds for the organisation of the FIABADAY activities

Innovative Elements By involving people in the creation of a new culture against all forms of discriminatory barriers, FIABADAY helps people obtain a deeper understanding of social problems, and what they can do to help solve them.

Additional Information FIABADAY and the linked awareness campaign are assuming a more relevant and important role for the Italian society with each passing year.

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Title of Good Practice**Gay Helpline – Anti-Homophobia Multi-Channel Contact Centre**

Country	Italy
Main Actors Involved	Arcigay Rome in collaboration with CGIL Roma & Lazio, Ufficio Nuovi Diritti, and NPS Italia Onlus.
Territory Coverage	Based in Rome, but the service can be reached from all across Italy.
Sector	General Public
Beneficiaries	Lesbian, Gay, Bisexual and Transgender (LGBT) community, as well as relatives and friends.
Funding	<ul style="list-style-type: none"> • Support of the Municipality of Rome, with the Region Lazio and the Province of Rome. • Open two-year tender for a total amount of E100,000 (2007-2008)
Timeframe	2006 to date
Good Practice Principle	<p>The contact centre was launched in 2006 by Arcigay Rome, which had been pushing for the need of an organized contact centre for LGBT persons, following the organisation's experiences of counseling and activism in various fields.</p> <p>Most of the activities carried out by the contact centre have been performed on a voluntary basis. During the two and half year of existence of the project, the Regione Lazio and Province of Rome decided to support this initiative by providing financial assistance.</p> <p>The Gay Helpline is operated by a network of associations with different and complementary experiences and competences, which cooperate in synergy for the implementation of the service.</p>
Description of Practice	<p>This practice consists of a multi-channel anti-homophobia and anti-transphobia contact centre. A number of voluntary workers assist in the management and coordination of the contact centre.</p> <p>The multi-channel contact-centre offers the following services:</p> <ul style="list-style-type: none"> • toll free call-center; • free psychological support; • free legal support; • free medical support; • information via web, sms or chat • online support, via chat
Outcomes/Results of Practices	<p>Throughout its two years of activity, the Gay Helpline has assisted a large number of persons on various matters, ranging from personal issues, to employment and legislative matters.</p> <p>Since October 2008, an average of over 2,000 people have contacted the Helpline each month.</p>
Main Positive Elements	<ul style="list-style-type: none"> • Gay Helpline is the first Italian toll-free LGBT helpline • The Helpline offers a wide variety of support services and contact methods, rather than limiting itself to telephone contact • A complex password-protected system is used to guarantee confidentiality and reliability

Main Weaknesses / Obstacles	The provision of the service depends on public funding
Reproducibility	With adequate funding and human resources, this initiative can be reproduced within any context.
Sustainability	Persons who make use of the service may sometimes choose to contribute to the running of the Helpline by providing voluntary assistance.
Innovative Elements	This project marks the first example of the involvement in a single project of different associations already tackling discrimination on the basis of sexual orientation. These associations have put together their experience and expertise in the area in order to provide the best possible for victims of discrimination.
Additional Information	Arcigay launches an open call for call-centre operators each year. Applicants undergo a pre-selection procedure and then attend a three-month training course in order to get acquainted with all the principal issues that they will be faced with when receiving calls. The course is called "SOS Omofobia" and the teachers come from different sectors, including lawyers, psychologists, trade unionists, doctors and sociologists.
Additional Information	For information contact: Salvatore Marra, Ufficio Nuovi Diritti CGIL Roma e Lazio, Via Buonarroti, 51 00185 Roma Tel. +39 06492051 Fax +39 0649205453 nuovidiritti@lazio.cgil.it www.lazio.cgil.it/nuovidiritti

Title of Good Practice**Shelter for victims of trafficking**

Country	Cyprus
Main Actors Involved	STIGMA
Territory Coverage	National
Sector	<ul style="list-style-type: none"> • Civil society & NGOs • General public
Beneficiaries	Victims of trafficking
Funding	<ul style="list-style-type: none"> • Funded by the European Commission • Also accepts private donations and voluntary work.
Timeframe	2004 - Present
Good Practice Principle	The shelter aims to empower and support victims of trafficking and exploitation. It is estimated by the shelter organisers that there are between 5000-6000 victims of trafficking in Cyprus.
Description of Practice	<p>The shelter offers support to victims of trafficking to empower them to go through the process of dealing with perpetrators of trafficking</p> <p>Various types of assistance are provided to victims including</p> <ul style="list-style-type: none"> • Assistance throughout the court process • Supports in contacting relatives and family members • Translation services • Assistance in repatriation
Outcomes/Results of Practice	270 women victims of trafficking were supported by the shelter, as of the end of 2008. It offers shelter, food, psychological and moral support, and counselling throughout the ordeal.
Main Positive Elements	<ul style="list-style-type: none"> • It is the only shelter other than the State-run shelter • It has a most committed and supportive staff which relies to a large extent on voluntary work • Victims receive greater financial support than that provided by the State-run shelter
Weaknesses/Obstacles	<ul style="list-style-type: none"> • Funding and support cannot cover the demand - no support from the State and Welfare office • Unable to offer victims some vocational training
Reproducibility	<ul style="list-style-type: none"> • Commitments by volunteers and collaboration between NGOs and the state; • Adequate funding (possibly through EU funds)
Sustainability	<ul style="list-style-type: none"> • Commitment on the behalf of voluntary workers • Support from Civil Society • Increasing awareness on the subject
Innovative Elements	Builds up a strong Europe-wide community network in its work to repatriate victims of trafficking
Additional Information	N/A

6.0 Public Sector

Title of Good Practice	Integration of Asylum Seekers into Maltese Society
Country	Malta
Main Actors Involved	Foundation for Social Welfare Services - Aċenzija APPOĠ I
Territory Coverage	National
Sector	<ul style="list-style-type: none"> • Public sector • Media & Advertising
Beneficiaries	Asylum Seekers and General Public
Funding	Co-funded by EU (75%) and Government of Malta (25%)
Timeframe	2006 - 2008
Good Practice Principle	<p>The project is aimed at preparing asylum seekers for integration within the wider community. Through the various initiatives undertaken, both the community of asylum seekers and the general public were exposed to the culture differences and the need to see each other as a 'richness' rather than a problem.</p>
Description of Practice	<p>A number of initiatives were undertaken throughout the project, including</p> <ul style="list-style-type: none"> • Asylum seekers' involvement in childcare services • Vocational guidance and counselling • Awareness raising activities on the need for integration between the two communities
Outcomes/Results of Practice	<ul style="list-style-type: none"> • 107 (85 males and 22 females) asylum seekers completed training • 63 (45 males and 18 females) beneficiaries have either regularized their employment or else been given assistance to find a suitable job <p>The project was originally planned to reach out to 30 (20 males and 10 females) beneficiaries</p>
Main Positive Elements	<ul style="list-style-type: none"> • Commitment all throughout the project by participants • Interest from civil society in mainstreaming the good practices • Ongoing contribution by service providers that ensured the positive outcome of the project.
Main Weaknesses/Obstacles	<p>The main obstacle was the language barrier. This was tackled by the intervention of the vocational guidance and counselling team composed of an Eritrean, a French native and a Maltese. A series of English language classes were delivered during the training delivery phase.</p>
Reproducibility	<p>During the mainstreaming conference held purposely to shed light into the good practices of the project, various local entities actively participated and were duly informed of the process and results obtained.</p> <p>This encourages other local organisations and entities to actively work towards the process of integration of asylum seekers within Maltese society.</p>

Sustainability	Funds permitting similar initiatives can be undertaken within any social context.
Innovative Elements	This project was the first of its kind locally. Some innovative elements included: <ul style="list-style-type: none"> • the direct users involvement in the running and service delivery • the language courses imparted • the caring for minute details such as food and transport for participants • the visits held locally to orient and facilitate integration of the target cohort.
Additional Information	Various articles and TV/Radio programme were held to disseminate information. A mainstreaming conference was held to disseminate the good practices, and a photograph exhibition was held in the capital of Malta to disseminate the outcome of the project. Project website: www.appogg.gov.mt

Title of Good Practice **The evolutive, integrated and multicultural approach to the migrant child with developmental disorders in the Infant Neuropsychiatric Service (INS)**

Country	Italy
Main Actors Involved	INMP, Istituto nazionale per la promozione della salute delle popolazioni migranti e il contrasto delle malattie della povertà (National institute for the promotion of migrants' health and the control of poverty-related diseases, Rome.)
Territory Coverage	The INS is working in Rome implementing training courses at the inter-regional level (Lazio, Friuli, Venezia Giulia).
Sector	<ul style="list-style-type: none"> • Healthcare • Social services • Education
Beneficiaries	Migrant children of first and second generation with developmental disorders (cognitive, linguistic, neuromotor, psychiatric).
Funding	Public funding
Timeframe	Started in August 2007, still in progress.
Good Practice Principle	<p>Studies have shown a reported:</p> <p>a) High risk of emotional and behavioural problems in children with developmental disorders;³</p> <p>b) A significant correlation between immigration and school failure, maladjustment at school and dropout rates.⁴</p>

³ Capozzi et al., 2008; Snowling et al., 2006

⁴ McCrae, 2002; Folgheraiter & Tressoldi 2003; Kolaitis G. et al., 2003

Description of Practice	The general purpose is to guarantee a specialised service aimed at reducing waiting times, making short medical examinations, producing early diagnoses and implementing fast psychopedagogical and therapeutic interventions. Therefore, the aim of the project is to favour a concrete example against discrimination in the health sector and improve social integration to reduce the risk of school dropout and the risks related to the onset of psychopathologies.
Outcomes/Results of Practice	<ul style="list-style-type: none"> • The general profile of the migrant child emerging from our study is very heterogeneous. The more represented areas of origin are Eastern Europe with Romania (17%) and Poland (7%); South America with Peru (9%) and Ecuador (8.4%); South-Eastern Asia with Bangladesh (7%). • Since September 2007 we have received 142 children and adolescents aged between 2.8 and 16.7 years (the average age was of 7.6 years). • The total population was made up of 99 males and 43 females. • 68 children were first generation migrants, 68 were second generation migrants and 6 were international adoptions. • In 58.4% of the children a developmental disorder diagnosis is made. In only 2.8% of cases a developmental disorder associated with psychopathological problems. • 45 (31.6%) migrant children showed psychopathological problems. 4.9% of them came for medical advice related to neurological problems.
Main Positive Elements	<ul style="list-style-type: none"> • Reduction of waiting times for clinical evaluation. • An evolutive, integrated and multicultural approach has allowed parents to find an “ally” in the health service and be able to establish friendly bonds with it. • Improvement of the children’s integration at school and of their families in the host community. • Establishment of a network (family, health service, school, social service) aimed at improving the migrant family’s integration within all aspects of the social community.
Main Weaknesses/ obstacles	<ul style="list-style-type: none"> • Economical difficulties in supporting the human resources required for the programme. • Heterogeneity of the sample does not allow for a more complete understanding of the situation faced by all migrant adolescents.
Reproducibility	A reference Centre for the migrants with a multidisciplinary team with a transcultural know-how (infant neuropsychiatrist, clinical psychologist, neurology and psychomotricity therapist, pedagogue, social assistant, cultural mediator, anthropologist).
Sustainability	<ul style="list-style-type: none"> • Training of professionals in the transcultural sector. • Adequate funding
Innovative Elements	Considering the disturbed migrant child not as a bundle of symptoms but as a person within the weave of his/her historical and existential vicissitudes.
Additional Information	<p>For more information contact: Prof. Aldo Morrone, Director General, National Institute for the promotion of Migrants’ health and the control of Poverty-related diseases (INMP) Via San Gallicano 25/a - 00153 Rome, Italy Tel. +39.6.58543739/3714 Fax +39.6.58543686 Email: morrone@inmp.it, segdirgen@inmp.it</p>

Title of Good Practice **Donne Sommerse “Overwhelmed women”**

Country	Italy
Main Actors Involved	Department of Equal Opportunities, Italian Presidency of the Council of Ministers
Territory Coverage	National
Sector	Civil Society
Beneficiaries	<ul style="list-style-type: none">• General public• Administrative authorities,• Employers• Equality bodies• Civil society
Funding	€80,000 (Pilot project 2007) + €5,000,000 (Public Tender of 2008)
Timeframe	2007 - 2008
Good Practice Principle	This project was aimed at identifying and promoting best practices for the emersion of hidden work in the field of home care labour. The primary participants in this form of illegal employment are often migrant women, and are in many cases victims of exploitation and discrimination. The Donne Sommerse project is an effort to promote ways in which this social issue can be tackled.
Description of Practice	A working group has been set up in order to create a strong synergy among public administrations operating in the field of employment, social security, immigration, health, gender equality, third sector, social solidarity and economic development. Each administration contributed to the implementation of Donne Sommerse by providing information, documents and data on the activities promoted in the context of their own intervention areas. The results have been the base for a national public tender.
Outcomes/Results of Practices	<ul style="list-style-type: none">• About 40 persons from trade unions, gender and social associations have been interviewed. A working group with the participation of 9 Ministers⁵ has been established in order to set up a shared document of guidelines.• Three meetings of the Working Group took place for the creation of the final document and the organisation of the final seminar.• 130 persons participated in the seminar;• 350 copies of a CD containing project research and best practices were distributed• The results have led to the issuing of a public tender for tackling the issue of women's hidden work in the field of home care labour, with projects funded between a minimum of €720,000 a maximum of €2,140,000.
Main Positive Elements	The full cooperation among policy and governance levels (local and national levels), in order to empower and make the project more effective

5 Dipartimento per le Politiche per la Famiglia, Ministero dell'Ambiente e della Tutela del Territorio e del Mare, Ministero della Giustizia, Ministero dell'Interno, Ministero del Lavoro e della Previdenza Sociale, Ministero delle Politiche Agricole, Alimentari e Forestali, Ministero della Salute, Ministero della Solidarietà Sociale, Ministero dello Sviluppo Economico

Main Weaknesses / Obstacles	<ul style="list-style-type: none"> • The complexity of co-ordination among public institutions has posed problem throughout the implementation of the project • There needs to be a strong communication strategy of involvement also at the local level
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Reproducibility	A fruitful cooperation between public institutions and association is the base for reproducibility in other countries
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Sustainability	Availability of public funding is needed
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Innovative Elements	This project acted as a pilot strategy of analysis and common reflection which acted as a starting point for a national call for proposals for other similar initiatives.
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Additional Information	More information can be obtained from: www.retepariopportunita.it and www.pariopportunita.gov.it
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Title of Good Practice	Fair Employment and Treatment legislation
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Country	Northern Ireland
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Main Actors Involved	All public sector bodies and private sector companies with more than 25 employees have had the religious make-up of their workforce monitored since 1990, while all private sector companies with more than ten employees have been monitored since 1992, and since 1996 part-time employees in such sectors have been monitored (those individuals who work less than 16 hours per week).
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Territory Coverage	All of Northern Ireland.
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Sector	The public and private sector in relation to employment.
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Beneficiaries	Initially primarily Catholic employees, but now all employees who work in the public or private sector with an organisation with more than ten employees.
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Funding	N/A.
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Timeframe	The first Fair Employment (Northern Ireland) Act came into being in 1976, while current updates to the legislation date from the Fair Employment and Treatment (Northern Ireland) Order 1998.
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Good Practice Principle	The reasoning behind the introduction of the practice was to address the imbalance between Catholics and Protestants in terms of employment (Smith and Chambers 1987). Indeed, the Cameron Commission report of 1969 found that Catholic grievances in relation to employment were one of the reasons behind the civil rights movement of the late 1960s.
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Description of Practice	One of the aims of the legislation was to increase equality of opportunity in employment and increase the numbers of Catholics within the labour force. The Fair Employment and Treatment (NI) Order 1998 requires all employers with a workforce of more than ten employees to register with the Equality Commission for Northern Ireland (ECNI), while employers of more than 250 individuals are now required to produce monitoring returns and information on those who have ceased to be employed by the employer. Employers are also required to carry out reviews of their workforce composition at no more than three year intervals after registration to discover if members of each community have fair participation in the workplace.
Outcomes/Results of Practice	A review of Fair Employment a generation on found that there had been a substantial improvement in the employment profile of Catholics in Northern Ireland, particularly in the public sector (Osborne et al. 2004). In 2001, only a slightly higher proportion of Protestants (28.3%) than Catholics (25.8%) were working in 'managerial and professional occupations' (ECNI 2006a).
Main Positive Elements	The review of the impact of fair employment provisions documented that "strong legislation has played its part" and has helped redress the historic imbalance in terms of the employment rates of the two main communities in Northern Ireland (Osborne et al.2004).
Main Weaknesses/Obstacles	The policy has alienated some members of particular groups, for example some members of the Protestant community who feel they are unfairly treated as a result of the legislation.
Reproducibility	It should be noted that this practice was very specific to the historical context within Northern Ireland and may not be appropriate for other jurisdictions.
Sustainability	The legislation has been in place for over thirty years and in all likelihood will continue into the foreseeable future.
Innovative Elements	Government recognition of an under-representation of a minority group in the labour force.
Additional Elements	(For public reaction see main obstacles/weaknesses).

Title of Good Practice**Section 75 and Schedule 9 of the Northern Ireland Act 1998**

Country	Northern Ireland
Main Actors Involved	All public bodies in Northern Ireland. Over 270 public authorities are currently subject to Section 75 duties.
Territory Coverage	All of Northern Ireland.
Sector	Public sector.
Beneficiaries	In theory everyone in society, and particularly those members of minority groups who tend to have faced barriers to inclusion in the past.
Funding	N/A.
Timeframe	1998 – present.
Good Practice Principle	<p>The commitment to an equality agenda in Northern Ireland signalled by the signing of the Belfast (Good Friday) Agreement led to the enactment of Section 75 and Schedule 9 of the Northern Ireland Act 1998 which came into force on the 1st January 2000, and placed a statutory obligation on public authorities in carrying out their various functions relating to Northern Ireland, to have due regard to the need to promote equality of opportunity between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation; between men and women generally; between persons with a disability and persons without; and between persons with dependants and persons without.</p> <p>Public Authorities are also required to have regard to the desirability of promoting good relations between persons of different religious belief, political opinion, and racial group.</p>
Description of Practice	The statutory obligations are implemented through Equality Schemes and by screening and carrying out Equality Impact Assessments (EQIAs) on policies.
Outcomes/Results of Practice	The ECNI's 2007 review on the impact of Section 75 found that the legislation had an impact upon public policy development; individuals and groups by creating debate around multiple forms of discrimination; ⁶ and on the measuring of impacts and outcomes.
Main Positive Elements	The legislation has led to a positive approach to the promotion of equality of opportunity and increased awareness within the public sector of equality of opportunity in the development of public policy, as well as a new and more informed and evidence based approach to policy making (ECNI 2007).

⁶ For example, Section 75 has ensured that for the first time policies have been assessed for their impact on carers (which tends to disproportionately include women). Minority ethnic access to health services has also reportedly been improved (ECNI 2007).

Main Weaknesses/Obstacles	There would appear to be a general lack of public awareness of Section 75 (ECNI 2006a: 53).
Reproducibility	Direct or Indirect discrimination facing members of minority groups brings about the need for this legislation.
Sustainability	Resources with public bodies to screen policies, carry out consultations and EQIAs, which can at times be labour intensive.
Innovative Elements	Requires positive action on the part of public bodies to promote equality of opportunity. Section 75 applies only to Northern Ireland, it is not UK wide.
Additional Elements	N/A

7.0 Private Sector

Title of Good Practice	Supported Employment Scheme
Country	Malta
Main Actors Involved	Employment & Training Corporation (ETC)
Territory Coverage	National
Sector	SMEs and Large Enterprises in the Private Sector
Beneficiaries	Unemployed Registered Disabled persons
Funding	European Social Fund co-funding; <ul style="list-style-type: none"> • EU funds: 75% • National funds: 25%
Timeframe	January 2005 – September 2008
Good Practice Principle	<p>ETC has various ongoing schemes to assist persons with disability to facilitate their integration in the labour market. Despite the positive experience of the above schemes and initiatives, the number of unemployed registered disabled persons, particularly those with severe disability, remains considerably low. The reasons for this may be various but the below were identified to be the most common:</p> <ul style="list-style-type: none"> • Employers avoid employing persons with disability because <ol style="list-style-type: none"> a) they perceive them as a liability to the firm; b) they assume that these persons will never reach the desired productivity level and c) they might prove problematic to work with. • Employers tend to focus more on the disabilities rather than on the abilities of these individuals. • Current schemes are all of a temporary nature in that any assistance that ETC provides to a potential employer ceases after a maximum of one year.
Description of Practice	<p>Process/Implementation</p> <ol style="list-style-type: none"> 1) The Occupational Therapists performed a job analysis. 2) Eligible persons were matched with job vacancies. The chosen applicants were placed on the Bridging the Gap (BTG) scheme for eight weeks assisted by a colleague/job coach. 3) Assessments were continually conducted by the colleague/Job Coach to identify the performance level achieved and additional training needs. 4) An ETC Official and the Occupational Therapist regularly monitored the placed person on-the-job. <p>At the closing stages of the BTG scheme period, according to the efficiency level achieved, a multidisciplinary board consisting of the ETC executive, the Occupational Therapist and the employer decided on the support required during the initial employment phase. Continuous assessments and monitoring were carried out during the employment.</p>

Outcomes/Results of Practice	<p>Males and Females were enrolled under the Supported Employment Scheme: Males: 47 Females: 24 Total: 71 For 25 of the above males and 16 of the above females, this was their first work experience.</p>
Main Positive Elements	<ul style="list-style-type: none"> • Remunerative employment. • Inclusion of persons with a disability in the labour market. • On-going support according to the individuals' need. • Scheme focused on the personal abilities rather than disabilities. • Raised awareness and standards amongst employers in their practices and policies on disability issues. • Developed clear 'pathways into employment' for disabled people based on co-operation and support from employers and work colleagues.
Main Weaknesses/Obstacles	<ul style="list-style-type: none"> • Lack of awareness of disability issues within companies. • Disabled persons are sometimes perceived as less productive. • Over protective parents/guardians. • Permanent costly support is required for particular severe disabilities
Reproducibility	<ul style="list-style-type: none"> • The Bridging the Gap training period to be adjusted according to personal exigencies of the client. • Multidisciplinary team to be composed of more professional persons. • Review of the levels of support during the employment.
Sustainability	<p>This scheme exerted both economic and social impacts on clients involved and the community at large. Participants benefited from a higher income by deriving wages from employment while also having the opportunity to develop. Employers benefited from increased output through the work performed by participants and subsidies derived from government. The community benefited by having integrated persons with disability in the labour market who are now productive and not dependent solely on social benefits or the disability pension.</p>
Innovative Elements	<p>The use of the Occupational Therapist service when assessments to identify the client's abilities are conducted.</p>
Additional Information	<p>The following issues were identified by a research study carried out by an external body:</p> <ul style="list-style-type: none"> • Prior to participating in the scheme, employers tended to consider such engagements for humane and corporate social reasons; • After this most of these employers would willingly participate in similar future initiatives; • 'The Scheme is necessary BUT not sufficient'. This concern was expressed as to what is going to replace the Scheme once it comes to a close? • The study of eligible clients suggested that major impediment for employment is when the client suffers from multiple disabilities. • 2 out of every 3 employers already employ one or more workers with disability and who are not in the Scheme; • Generally, stakeholders agree with the Scheme but more support for employers is needed, as well as more professional services; • There are gaps in post-secondary education of persons with special needs.

Title of Good Practice**The Castlereagh Employers Forum**

Country	Northern Ireland
Main Actors Involved	Four local and international businesses are involved in the Castlereagh Employers Forum.
Territory Coverage	Local level, primarily the Short Strand area of East Belfast.
Sector	Private sector
Beneficiaries	Local (predominantly) Catholic/Nationalist residents of the Short Strand area of East Belfast.
Funding	N/A (an employer practice).
Timeframe	Established in 2006 – to the present day.
Good Practice Principle	The geographic segregation in Northern Ireland has impacted upon the development of business and employment in the private sector. Research by the Institute for Conflict Research indicated that the location of a job in a predominantly Protestant or Catholic area may deter an applicant from the 'other' community from applying for the job, for fear of working in an environment dominated by the 'other' (Hamilton et al 2008).
Description of Practice	The practice aimed to encourage Catholic residents of the Short Strand to apply for jobs with businesses in the predominantly Protestant Castlereagh area of East Belfast. The initiative involved inviting young Catholics from the Short Strand area into East Belfast to visit the businesses and address their concerns as to why they would not actively choose to apply for jobs in the area.
Outcomes/Results of Practice	A number of residents of the Short Strand received assistance in CV writing and interview techniques, and a very small number of individuals from the area are now employed in some of the local businesses involved with the Forum.
Main positive Elements	The approach not only increases the skills base in a local working-class community, it increases the diversity of the workforce by attracting more Catholic employees into East Belfast.
Main Weaknesses/Obstacles	Approaches such as this can often be a slow process, which may not succeed in attracting sufficient numbers of the Catholic community and may in turn lead to other employees feeling that they are being treated differently on account of their community background/religion.
Reproducibility	An acknowledgement that there is an under-representation of particular minority groups, and a willingness to address this imbalance.
Sustainability	Training is required for managers and staff in equality and diversity related issues. The leadership from senior management needs to highlight company commitment to the advancement of these principles.
Innovative Elements	N/A
Additional Elements	N/A

Title of Good Practice **Minority Ethnic Employability Support Project (MEESP)**

Country	Northern Ireland
Main Actors Involved	Belfast GEMS.
Territory Coverage	Regionally in Belfast, and initially with specific focus on South Belfast and parts of East Belfast.
Sector	Private Sector.
Beneficiaries	Unemployed minority ethnic individuals,
Funding	The project was initially funded by Peace and Reconciliation funding from Belfast Local Strategy Partnership and then with BSP funding from the Department for Employment and Learning
Timeframe	September 2004 – 2008 (ongoing but dependent on funding).
Good Practice Principle	The rationale behind the MEESP relates to the numbers of minority ethnic job seekers who are disadvantaged in their search for employment.
Description of Practice	Two of the main objectives of the project included the Recruitment of 150 people from Ethnic Minority backgrounds in areas of South Belfast and areas within East Belfast who are furthest away from the labour market to support them back into the labour market. This support included assistance in preparing a CV, verification of qualifications, assistance with application forms, signposting to English language classes and basic interview skills and techniques.
Outcomes/Results of Practice	An evaluation of the project in 2008 found that 160 clients benefited from Language for Work training and 155 of 203 clients who had participated in the evaluation were in employment, which would indicate a project success rate of 76% (LOCUS 2008).
Main Positive Elements	An evaluation in 2008 found that clients reported increased levels of self confidence, increased motivation, forged new relationships and were more aware of what employers are looking for in a CV, application form and interview (LOCUS 2008).
Main Weaknesses/Obstacles	The one to one support and guidance means that the project tends to be resource intensive.
Reproducibility	Suitable contacts with minority ethnic organisations to act as gatekeepers, and financial assistance from the relevant bodies.
Sustainability	More resources and staff to cope with the increasing demand of the project.
Innovative Elements	The personalised one to one mentoring approach to the delivery of the MEESP has been very effective in terms of promoting confidence amongst clients.
Additional Elements	N/A

Title of Good Practice**Awareness Raising Activities in Cyprus against Discrimination on the Grounds of Race, Ethnicity, Religion and Age**

Country	Cyprus
Main Actors Involved	Cyprus Labour Institute (INEK-PEO); Trade union PEO
Territory Coverage	National coverage
Sector	<ul style="list-style-type: none">• SME in private sector• Large company in private sector• Public sector• Civil society & NGOs• Trade unions
Beneficiaries	Trade unions, public authorities, general public; youth (children, young people, students); women; ethnic minorities; persons of Roma origin; migrants; asylum seekers, refugees; public authorities; employees and their associations
Funding	The project is co-funded by the European Commission (PROGRESS) according to the following proportions: <ul style="list-style-type: none">• PROGRESS (European Commission funding): 79,74%• Cyprus Labour Institute and PEO resources: 20,26%
Timeframe	November 2007 – October 2008
Good Practice Principle	A number of public and social bodies within Cyprus are not yet fully aware of non-discrimination and equality issues. These seminars act as an important tool to raise awareness on these issues and provide such bodies with the necessary knowledge to ensure that equality is upheld within their respective fields. The seminars targeted different groups such as Public Bodies, NGOs, Cypriot and migrant workers, as well as Turkish-Cypriots and the Roma community.
Description of Practice	This practice consists of a series of activities aimed at raising awareness against discrimination, as well as supporting anti-discrimination efforts. It aims at helping target groups develop the capacity to understand discrimination issues and anti-discrimination legislation. The seminars also sought to provide interested parties with informative material related to equality on the grounds covered. Material created and distributed included: <ul style="list-style-type: none">• Learn to help yourself guides• Informative CDs• Anti-discrimination website
Outcomes/Results of Practice	The material distributed provides the social bodies with a tangible tool they can use to consult on equality and non-discrimination issues. Furthermore, the bodies are in a better position to disseminate this information, both amongst themselves, as well as to other organisations.

Main Positive Elements	<ul style="list-style-type: none"> • It improves the capacity of NGOs and the competence of young workers • Its national coverage ensures that organisations all throughout Cyprus can benefit from these seminars • The seminars are held in Turkish, Romanian and Bulgarian • Increases awareness of EU anti-discrimination legislation
Main Weaknesses/Obstacles	The main weakness is the project's short span time-frame - it should be repeated regularly and extended if it is to have a wider impact
Reproducibility	<ul style="list-style-type: none"> • Collaboration between organisations • A wide social network • Adequate funding
Sustainability	The knowledge disseminated through the seminars allows participants to take up discrimination issues with the trade union and the organizers
Innovative Elements	The seminars aimed to be innovative by disseminating practical material (booklets, CDs and other guides) to encourage a more direct engagement with the subject
Additional Information	More information on this practice can be found on the following website: www.inek.org.cy/english/index.php?article_id=62&subject=standalone&parent_id=0

Title of Good Practice

Members' handbook on the rights of workers

Country	Cyprus
Main Actors Involved	Pancyprian Labour Federation (PEO) members working in the following sectors: construction mining the timber industry and general workers' sector
Territory Coverage	National
Sector	Private Sector
Beneficiaries	Employees; trade unionists
Funding	<ul style="list-style-type: none"> • Funded by the European year of Equal Opportunities 2007 • Part funded by PEO
Timeframe	Published in 2007
Good Practice Principle	The publication of this handbook aims to raise awareness on the rights of workers who are vulnerable, such as migrant workers. Exploitation of workers is still present within the Cypriot labour market, particularly in relation to migrant labour. Therefore, this handbook was published and distributed to trade union members in an attempt to raise awareness on the rights of vulnerable workers.

Description of Practice	This practice consists of a handbook issued in several languages to trade union members, targeting primarily the sectors of construction, mining the timber industry, and general workers' sector. The leaflet describes the rights and benefits available in those sectors in terms of social insurance, annual leave, trade union health centres, and holiday and gratuity funds. This new edition is now available in five languages (Greek, Turkish, English, Russian, Slovak, Romanian and Polish) which cover the languages spoken by a large percentage of migrant workers in Cyprus.
Outcomes/Results of Practice	<ul style="list-style-type: none"> • Migrant workers feel more secure and confident in their work • Vulnerable workers are less likely to be exploited and discriminated against • Victims of exploitation and discrimination are aware of what steps to take to bring forth their case
Main Positive Elements	<ul style="list-style-type: none"> • The handbook provides clear and easily accessible information on the rights of workers within each respective industry • The handbook is published in five different languages, thus covering the languages spoken by a large percentage of migrant workers in Cyprus
Weaknesses/Obstacles	The handbook only covers members of the union – the most vulnerable migrant workers are those working in SMES or private homes (predominantly the agricultural sector and domestic work) with no opportunity for unionisation
Reproducibility	Adequate funding for the publication and dissemination of the handbook
Sustainability	Workers are more aware of their rights, thus strengthening the position and effectiveness of the trade union
Innovative Elements	The handbook is published in five languages (Greek, Turkish, English, Russian, Slovak, Romanian and Polish), therefore it is one of the few tools that migrant workers can access and utilize directly
Additional Information	N/A

Title of Good Practice**“Il lungo cammino dei Sinti e dei Rom: percorsi verso il lavoro”
(The long road of the Sinti and Roma: pathways to employment)**

Country	Italy
Main Actors Involved	<ul style="list-style-type: none">• Region of Emilia Romagna - Executed by: IAL Emilia Romagna. IAL is the vocational training organisation of CISL - Confederazione Italiana Sindacati Lavoratori which is the second largest Confederation of Trade Unions in Italy with 4.287.551 members, in 2005.• Partners/collaborators: 1. Associazione Them Romanò; 2. Comune di Bologna; 3. Comune di Parma; 4. Comune di Reggio Emilia; 5. Comune di Piacenza; 6. Provincia di Piacenza; 7. Ial Emilia Romagna.
Territory Coverage	Region of Emilia Romagna
Sector	Private Sector - Inclusion in the Labour Market Tackling Ethnic and Racial Discrimination
Beneficiaries	Sinti of Reggio Emilia and Piacenza Rom of Bologna and Parma
Funding	€700.520 - Funded by: Regione Emilia Romagna. The Project is an Equal Development Partnership Phase II IT-G2-EMI-042
Timeframe	July 2005 – December 2007
Good Practice Principle	The aims of the project are to increase the access of Rom and Sinti to the network of services provided in the region and to assist them in accessing the labour market. Roma and Sinti are the most discriminated ethnic group living in Italy and are totally excluded from the employment sector.
Description of Practice	<p>The project consists of the following components:</p> <ul style="list-style-type: none">• Advice and Counselling: carried out in new “Sportelli Integrati” or one-stop-shops in Parma, Piacenza and Reggio Emilia. Two “sportelli” are actually based in the Gypsy camps in Parma and Piacenza. The one-stop-shops are able to offer detailed information and advice on many aspects that affect the everyday living and working conditions of Sinti and Rom such as housing, health, schools and services for children, employment opportunities and work permits. These contacts also help Rom and Sinti people understand more about the complexity of Italian society and how to relate to, and interact with, its institutions, agencies, schools and political structures.• Individual Training: This consists of the development and implementation of personalised training programmes, starting with the analysis of individual needs. Following guidance sessions, the suitable area of employment for each participant is identified. Each individual is accompanied through the process of registering for work at one of the local public or private employment services. They are also supported in all aspects of job search and in preparing for job interviews. Prior to that, individuals participate in on-going vocational counselling and various types of training to improve their literacy and numeracy or to improve their social, communication and IT skills. Finally, more specific training courses are organised. To date, courses have been offered in health and safety at work, knitwear, office cleaning, fashion, services, motor mechanics, rubbish collection and the production of artisanal goods.

- Practical Experience: This phase of the project consists of a period of work experience for a flexible period of anything from six months to one year. “Il lungo cammino” is gradually building up a network of employers who are sympathetic to the idea of offering work experience opportunities. They are enterprises that are profit-orientated but also aim to offer education and training within the workplace that will enable the Rom and Sinti to gain vocational skills that will meet company needs or fill gaps in the local labour market.

Outcomes/Results of Practices Quantitative outcomes that have been achieved by all of the four “Sportelli”:

- 230 vocational guidance interviews or sessions;
- 25 courses organised;
- These courses involved 161 persons and lasted 8,007 hours;
- 27 stages or work experience placements have taken place.

Main Positive Elements

- The project created the basis for an actual socio-employment opportunity for the Roma and Sinti communities of four provinces of Emilia Romagna.
- The project created concrete territorial approaches to the integration of members of the Roma and Sinti communities through vocational training inter-agency partnerships and the involvement of a network of employers, that fostered the improvement of the social and economic conditions of the communities.

Main Weaknesses /Obstacles

- The difficulty in finding Roma facilitators and mediators able to represent needs and rights of the community, in absence of a concept of representance inside the Roma communities.
- Representatives of health and housing services were not involved from the beginning whereas their involvement could have tackled social issues other than employment.

Reproducibility

Any similar project must work towards ensuring that there is mutual respect amongst the community being targeted and the wider social community. Indeed, it must be taken into account that integration doesn't mean everyone having to be the same - there has to be mutual respect between the gypsy and non-gypsy communities and recognition that everyone has the right to their own culture and way of working

Sustainability

- A strong network involving Roma and Sinti communities, inter-agency partnerships and employers has been established.
- The Roman and Sinti communities are contributing the wider community through their participation in the labour market.

Innovative Elements

- An innovative methodology and cultural sensitivity in the implementation of the project
- Direct participation of target groups in the implementation of the project

Additional Information

- It is important to underline the gender impact of the project: more than half the participants are women, and they have a crucial role for the cultural change of communities, the resolution of inner conflicts and the improvement of children's future.
- More information can be obtained from:
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Title of Good Practice	Job meeting “Diversità al lavoro” (Diversity at work)
Country	Italy
Main Actors Involved	L’Oreal & UNAR in collaboration with Sodalitas (CSR development Centre), Adecco Foundation, ABB, Accor Services, Accenture, Allianz, Alcatel-Lucent, Autogrill, BMW, Coca-Cola HBC, Ernst&Young, Danone, Henkel, IBM, JTI, Oracle, Pirelli, Roche, Roche Diagnostics and Sweet.
Territory Coverage	National
Sector	Private sector
Beneficiaries	Disadvantaged people (such as persons with disabilities and migrant workers)
Funding	Each company participating in the initiative pays €1,800
Timeframe	1st April 2008 – 15th May 2008
Good Practice Principle	One of the main problems for the integration of disadvantaged social groups, such as immigrant workers and persons with a disability, in the workforce is the difficulty in gaining access to the labour market during the personnel selection process. The claims of racial discrimination during 2007, at UNAR’s toll-free call centre, are predominantly in the labour market (23.8%) and particularly within the recruitment process (22%). This has led UNAR to initiate a specific strategy aimed at going beyond legal support to victims of discrimination, but targeted at solving the structural causes of discrimination in the labour market.
Description of Practice	The Job Meeting initiative brings together companies and two categories of disadvantaged people, persons with disabilities and non-Italian workers, thus facilitating the encounter between companies and people who are often discriminated in the workplace. The aim was to organise an event which can overcome existing potential for discrimination, by offering job opportunities and conducting interviews with disadvantaged persons, thus making it easier for companies to discover “new talent”. During the Job Meeting fair, the persons working within the participating companies are able to interact directly with these disadvantaged communities, and thus disadvantaged persons are provided with a means of access to the labour market. The Job Meeting was concluded by a conference where a debate on practices to integrate disadvantaged persons within the labour market was held.
Outcomes/Results of Practices	<ul style="list-style-type: none"> • 18 participant companies • 23 Stands • 310 persons invited for an interview • 57% of interviewees were female, 43% were male • 125 (40%) of interviewees were foreign citizens • 213 (68%) interviewees were registered disabled persons • 115 interviewees were non-registered disabled persons • 160 participants at the conference

Main Positive Elements	A strategy of co-operation among private multinational companies working against discrimination and offering concrete action for the social inclusion of vulnerable groups.
Main Weaknesses /Obstacles	The involvement of companies working in the same market sector means that there was a degree of competition which may have been harmful within the context of the Job Meeting Fair.
Reproducibility	This initiative can be reproduced in any social context, particularly since many of the companies involved were multinational organisations that have offices all throughout Europe. This initiative is set to continue in the Italian labour market over the next years. Also, other countries such as England, are organising the same event in 2009. France has already organised a similar Job Meeting initiative.
Sustainability	By providing a steady flow of new labour power, the initiative entices more companies to participate in this scheme.
Additional Information	For more information contact: UNAR, Department of Equal Opportunities, Presidency of the Council of Ministers, Largo Chigi 19, 00187, Roma, www.pariopportunita.gov.it Tel. +39 0667792267 Fax. +39 0667792272 Email: antidiscriminazioni@pariopportunita.gov.it

8.0 Concluding Remarks

As can be seen throughout this document, a wide range of entities have undertaken a number of initiatives seeking to increase the degree of integration of excluded social groups. One can see that in many cases, the setting up of an initiative is a direct result of an observed social situation – be it the poor perception of migrants within the community, the low levels of employment of persons with a disability, or the need of greater social involvement for elderly persons, amongst others.

These practices are being presented to raise awareness on manners in which organisations and individuals can contribute to the process towards equality and cultural cohesion. Although in many cases their impact is restricted to a particular locality or country, it is clear to see that the concepts underlining these practices are universal, and can be adopted within any social context.

This document is intended to share knowledge and ideas across the various countries participating in the 'Voice for All' Research Study, as well as amongst various individuals and organisations working within different sectors.

It is vital that practices such as the ones presented throughout this Document are exposed to the public to ensure that all potential victims of discrimination are aware of initiatives being undertaken to protect their rights, and possibly entice them to adopt an active role within the implementation of similar practices. In this way, practices combating discrimination act as an essential cultural space where individuals can express their belief in the importance of creating a truly inclusive society, where all individuals enjoy equal opportunities regardless of their race, gender, age, physical or mental ability, beliefs, and age.



The "Voice for All" research study was developed within the broader framework of the "Voice for All" project coordinated by the National Commission for the Promotion of Equality (NCPE) and co-funded by the European Community for Employment and Social Solidarity – PROGRESS (2007-2013).

The "Voice for All" research study consists of a transnational analysis of the six grounds of discrimination, namely Race/Ethnicity, Gender, Sexual Orientation, Disability, Religion, and Age.

This Good Practices Document is a result of this transnational analysis where various good practices identified throughout the research process are compiled, in the hope that they will inspire the reader to take an active role within the promotion of equality.

ISBN 978-99909-89-35-9



This project is supported by the European Community
- Programme for Employment and Social Solidarity - PROGRESS (2007-2013)



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