

## Intercultural Mediation and Support Service

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### ORGANIZATION\*

ACCEM

### COUNTRY AND CITY/IES

Spain: Valladolid, Madrid, Valencia, A Coruña and Murcia, Cartagena.

### FIELD OF WORK

Community mediation, intercultural mediation, social inclusion, migration, access public services

### THE ACTION IS ADDRESSED TO (BENEFICIARIES)

Third-country nationals who are legal residents in a European member state and third-country nationals who are in the process of obtaining their legal residence permit.

### DESCRIPTION OF THE ACTIVITY

The project develops intercultural mediation interventions in cases where the mutual unawareness can lead to conflicts. It also develops activities like Living libraries and raising awareness workshops at the university level or activities on conflict resolution at the primary school level.

### MAIN GOALS

Promotion of interculturality and diversity, especially in schools, health centres and in all the fields where social mediation can be a necessary intervention tool. The project seeks to support the social integration of third-country nationals at risk of vulnerability by supporting their social inclusion process and supporting them in their integration in different fields: social, health, community, administrative, training, etc.

### IMPACTS OF THE ACTIVITY

- Improving access to services. The service has supported third-country nationals in obtaining access to basic aids, school support for children (homework and support in the studies), access to social and community support and resources.
- Improving situation of beneficiaries. The project has improved the situation of social vulnerability/weakness of third-country nationals. It is important to highlight the importance of the mediation process between users and social work units of districts and municipalities.
- Improving climate of coexistence. The project has contributed to improve the climate of coexistence between socioculturally diverse groups, through workshops and other educational activities.

### COOPERATION WITH STAKEHOLDERS

There are coordination and collaboration relations with public administration, public resources and relevant local social agents. More than 300 entities and Organisations have been contacted.

### SUSTAINABILITY (ECONOMIC, SOCIAL AND INSTITUTIONAL SUSTAINABILITY)

Collaboration and cooperation with public ADMINISTRATIONS and local associations, Organisations, etc

For the economic sustainability, the project has been supported by the Spanish Ministry of Inclusion, Social Security and Migrations and for AMIF (Asylum, Migration and Integration Fund)

### TRANSFERABILITY

It's transferable.