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www.reintegrationfacility.eu
https://www.linkedin.com/showcase/return-and-reintegration-facility/

SUPPORT TO FRONTLINE WORKERS

DESCRIPTION OF THE PROJECT

The Support to Frontline Workers (SFW) is part of one of the thematic work areas of the Return and Reintegration Facility, namely Work Area 1: Outreach and Counselling. The initiative aims to strengthen collaboration across the European Union (EU) by improving and harmonising outreach strategies as well as counselling capacities for frontline workers. In the framework of this project, frontline workers are practitioners and experts providing direct assistance to migrants in irregular situation.

The main objectives of the initiative are:

- Foster collaboration between and amongst European representatives working in the field of voluntary return and reintegration as well as representatives of organisations working with the target group in a broader sense.
- Facilitate discussions on innovative ideas and common challenges related to outreach and counselling.
- Share good practices that will contribute to the daily work of frontline workers.

TIMELINE

March – December 2025

PROJECT PARTNERS

- International Centre for Migration Policy Development (ICMPD), which implements the Return and Reintegration Facility (RRF), ICMPD RRF Facility Support Office (Lead Implementing Partner): Oversees project coordination, implementation, and stakeholder engagement.
- European Commission (DG HOME): Provides strategic guidance and ensures alignment with EU return policies.
- Civil Society Organisations (CSOs) including Non-Governmental Organisations (NGOs): contribute with expertise in outreach and counselling undocumented migrants.

BUDGET

EUR 76 195

ACTIVITIES AND DELIVERABLES

- **Exchange Visits:** Facilitate peer-to-peer learning on outreach and counselling methods through visits to local organisations working with irregular migrants.
- **Forums:** Connect Civil Society Organisations, experts, and Member States (MS) counsellors for feedback, knowledge sharing, and identification of topics for exchange visits through an online platform with regular roundtable conversations.
- **Repository of Practical Tools:** Curate and share practical outreach and counselling tools via the RRF website for use by return counsellors and service providers.

CONTACT INFORMATION

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RESOURCES

RRF website

Support to Frontline Workers (webpage)

End of Action Report – Reaching Undocumented Migrants

Funded by

Implemented by

ICMPD
International Centre for Migration Policy Development