



**Organization for Security and Co-operation in Europe  
Secretariat**


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ENGLISH only

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## **Conference Services**

Please find attached the presentation by Mr. Maurizio Busatti, Chief of Mission, Tirana, IOM, delivered to the Session IV (*Providing services for migrants*), of the 13<sup>th</sup> OSCE Economic Forum, Prague, 23 -27 May 2005.




**Providing Services to Migrants**  
 13th OSCE Forum, Prague 23-27 May 2005

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Assisting countries of origin to provide relevant information and training to potential migrants and to create migrant service centres

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**Countries of origin: availability of information and services to migrants**

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Constraints:

- Lack of technological structure, facilities
- Financial and human resource shortages
- Concept of “classified information”

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**Practical implications: creation of Migrant Service Centres in the countries of origin**

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Main focus:

- Research, compilation, verification and dissemination of information to migrants
- Direct services to migrants: counseling, provision of training
- Capacity building of governmental structures to provide service to migrants
- Data collection

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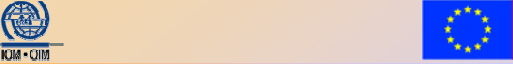
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### Information and Services to potential migrants

<b>Information</b> <ul style="list-style-type: none"> <li>• Decision-making</li> <li>• Pre-departure</li> <li>• Transit</li> <li>• Stay</li> </ul>	<b>Services – training</b> <ul style="list-style-type: none"> <li>• Administrative orientation</li> <li>• Vocational training</li> <li>• Language training</li> <li>• Cultural orientation</li> </ul>
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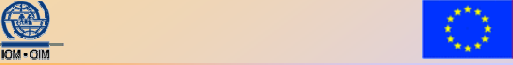
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### Information and Services to returnees

<b>Information</b> <ul style="list-style-type: none"> <li>• Pre-return</li> <li>• Post return/reintegration</li> </ul>	<b>Services</b> <ul style="list-style-type: none"> <li>• Direct services</li> <li>• Referral services</li> </ul>
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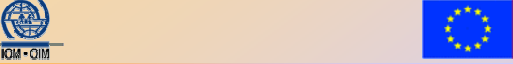
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### Centres providing information and service to migrants



- EC funded IOM Migrant Service Centres in the Western Balkans
- OSCE IOM information resource centre for migrants in Dushanbe, Tajikistan

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### Future

- Links with Governmental and non-governmental local organizations
- Gradual hand over of the provision of the services to local partners
- Provision of services to migrants by the local structures in the countries of origin

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### Conclusions

- Migrants should have access to information and training in the countries of origin
- Creation of migrant service centers is an efficient way of meeting the needs of migrants
- Through the cooperation of International organizations and local government and non-governmental stakeholders provision of services to migrants shall be ensured

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## Thank you for your attention!

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