



Help Desk for Social Integration

Solution

The Directorate of Social Integration of the Ministry of Migration and Asylum has created the service “Help Desk for Social Integration” in order to respond to social integration-related questions and queries of beneficiaries of international protection, such as Greek language courses, job counselling, housing, issuing Tax Identification Number, Social Security Number and so on.

Objectives

To make it easier for all-target groups, particularly those who are disadvantaged, to access employment and training opportunities
The creation of the platform facilitates the access of refugees to the use of services.

Impact

The creation of the platform facilitates the access of refugees to the use of services.

Key words

HELP DESK in 2021 responded to 380 questions and identified the need of a button at the Ministry of Migration and Asylum site in order to help people that don't understand English well and address them to the correspondent service or provide the relevant information.



<https://migration.gov.gr/en/migration-policy/integration/drasis-koinonikis-entaxis-se-ethniko-epipedo/helpdesk-entaxis-dikaioychon-diethnoys-prostasias/>