

O1-A1 Research Report on Intercultural Mediation for Immigrants in Austria

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1. What is IMfi in Austria

In Austria the professional profile of the “Intercultural Mediator” does not exist, despite the fact that the number of migrants is high (15.7% of the total population). The professionals who act as intercultural mediators have different kind of qualifications, educational background and skills, depending on their role and position. In general, though the professionals who carry out the tasks of an Intercultural Mediator for Immigrants (IMfi) are usually people living in the country, speaking a different language and are responsible for facilitating communication with the authorities on behalf of their peers. Nevertheless, this fact makes the process of having the professional profile of the IMfi in Austria more difficult, given that a lot of beneficiaries (i.e. people who make use of these services) are satisfied with solely the linguistic interpretation/ mediation that is offered.

2. Trace the genealogy of the term- phenomenon

Intercultural mediation has not been officially recognised in Austria. The activities that would fall under the responsibility of an Intercultural Mediator are provided by organisations and institutions.

3. Different terms used

In Austria, there are two types of professional categories currently active which could be related to the IMfi profile. These are:

Community Interpreter provides people, whose native language is not the one of the host country, access to public facilities in the host country (hospitals, courts, schools, police, etc.). They help two or more parties that are not equal to each other and have different knowledge and socio-cultural background to communicate successfully to their mutual satisfaction. They translate and interpret in the service of the community for individuals or small groups (families), mostly for immigrants or refugees in talks with the authorities and social security offices, in schools or in health institutions. Especially in demand are interpreters with rare language combinations¹. Community Interpreting has been also defined as: *a social field in which different social actors battle for their positions within the social system with the capital available to them*².

Cultural Interpreter³: is a person who knows different cultural spheres and has the ability to reflect on the differences and trenches to support therapists or counsellors as a “coach”.

¹ Jobchancen Studium, Sprachen, AMS, Ausgabe 2013/2014

² Translationskultur revisited, Nadja Grbic, Gernot Hebenstreit, Gisella Vorderobermeier, Michaela Wolf, Oct 1, 2010.

³ <http://www.zebra.or.at>

4. Forms – contexts of IMfi

The main application areas for community and cultural interpreters are in the sectors of health, social welfare and education.

As far as the health sector is concerned there are only limited practices of language support assistance offered to migrants in an attempt to facilitate their interaction with health care professionals. This lack of support services is much more evident in remote areas, rather than the big cities. To make up for this deficiency, immigrants use informal networks or family members (for instance their children or relatives who are already established in the host country and are already familiar with the language). Nevertheless, this practice does not guarantee the quality of interpretation, nor does it address any issues that require mediation.

In certain hospitals, the staff retain a list of professional interpreters who can assist immigrants when they are in need of health care services. An example is the Kagenfurt state hospital, where a list of bilingual civil servants, who can facilitate the aforementioned procedures for free, if their services are required during their working hours. Another example is the Innsbruck state hospital, where interpreters can be called for to assist at the outpatient department, as long as they register themselves. Moreover, the state psychiatric clinic in Linz has issued a multilingual guide in Albanian, Bosnian-Croatian-Serbian, German, English, French, Spanish, Romanian, Russian and Turkish, which provides information on the social security and health care issues and also includes the list of physicians with knowledge of foreign languages⁴. The need arose when a significant increase in the number of non-German speaking patients was registered. In addition to this guide, a registry of interpreters was also set-up, to address the languages which were most usual (Serbo-Croatian, Turkish and Russian), as well as a second one for languages which are less frequent.

In the same spirit, the city of Graz, with the support of the support of Caritas and the Omega organisation offer on demand assistance to migrants, once necessary. In Vienna some efforts have been made via the establishment of “native speaking counsellors” who act as community interpreters. Nevertheless, this attempt was not very successful, since the costs for the employment of the counsellors increased the costs, the turnout from the interested people was not very high and the results were not very good.

As far as the social sector is concerned, there are some organised interpreting services available in some cities, such as the “Alien Integration Office” in Linz, involving approximately fifty interpreters in for a total of 27 languages, in government agencies in the for youth and family issues, as well as counselling. The majority of the people employed are cultural mediators. Finally, when it comes to legal aid, only registered court interpreters can be called for and there are several available to cover Turkish, Serbo-Croatian and Russian and some for Polish, Czech/Slovak, Arabic, Albanian, Armenian, Farsi and Afghan⁵.

⁴ http://www.jku.at/Auslandsbuero/content/e11656/e43234/e43235/e43412/e43424/HealthyinLinz11-12_ger.pdf

⁵ Dokumentation der EPIMA 2 Arbeitstagung Modelle der Gegenwart – Strategien in die Zukunft
http://www.epima.at/produkte/a1_suk_im_gesundheitsbereich.pdf

5. Presentation of the political- legal framing of IMfI

Migrant self-organisations are involved in the implementation of integration policies and thus act as a civil society actor of integration policy. They act in the integration policy field and are often the first point of contact for migrants.

6. Stakeholders – Target groups involved

The main target groups involved in the delivery of services related to the profile of an Intercultural mediator are:

- Immigrants, operating in their close unofficial networks and who become responsible for the provision of intercultural mediation services to assist members of their close environment;
- Social Workers, who are involved with migrants;
- State institutions;
- Medical and health care professionals;
- Translators and interpreters;
- Adult trainers
- Schools
- NGOs
- Cultural associations
- Self-organised communities

7. Presentation of projects implemented (areas)

7.1. The project integration house⁶

The idea for this project was born in the early 1990's when due to the wars in Yugoslavia, a great number of refugees came to Austria and, in most cases, were only accommodated inadequately. Integrationshaus wanted to offer an alternative to the common practice of refugee support.

Since its establishment, Integrationshaus has become a model project for the accommodation and integration of asylum seekers, refugees and migrants both at the national and international level. The

⁶ <http://www.integrationshaus.at/>

integral intercultural principle of work, the vibrant multilingualism, the professional approach and the promotion of empowerment and innovative development work are methods that have proven extremely well in practice and in part, have been transferred. For ten years, support, counselling and training projects have been professionally implemented with great success.

On average, 110 people are supported at Integrationshaus. Additionally, 20 unaccompanied minors have been taken care of in two residential groups under the CARAVAN project since May 2004. At Integrationshaus's Migrants' Academy, 300 to 500 people participate in the educational and cultural projects every year. In this context, a key approach is the active involvement of the migrants' languages. Other essential factors supporting integration are empowerment, guidance to self-help and strengthening self-confidence. Training courses for volunteers in refugee work also form part of the Migrants' Academy.

The multilingual kindergarten is a project implemented in co-operation with Wiener Kinderfreunde, where multilingualism plays a very important role. Children from fifteen different countries with almost as many different native languages from the integration of the house and the neighbourhood are cared for here. The children are divided in groups of 20 and a kindergarten teacher, along with a native language teacher. The service follows the approaches of integration and intercultural learning. The children are in so-called "family groups", which facilitates the creation of bonds among the different age groups, cultures and languages. Social skills such as responsibility towards younger, cooperation and acceptance are encouraged, but also linguistic and cultural openness, self-reliance, appreciation and presence of other cultures and languages made aware.

7.2. Community Interpreting and Communication Quality in Social and Health Care⁷

The objective of the project (2007-2009), implemented by ZEBRA-Intercultural Centre for Counselling and Therapy, in Graz, Styria, was to improve the everyday practices of communication between the public authorities and people with a migration background. Existing barriers should be identified and eliminated by targeted strategies, with the aim to make the communication between migrants and institutions of social and health more effective. The project consisted mainly of a study, which was conducted at two selected social work organisations, the Bürgerbüro Kapfenberg and the housing office of Graz. Both organisations had agreed to participate in the project after preliminary discussions. During the project implementation, it was evident that interpreting services are rarely delivered on a professional level. In many cases, especially when informal groups of mediators/ interpreters intervene, such as relatives, friends or children of the clients, many misunderstandings arise, as the official language is very complicated. The situation is worse when clients ask their children to assist and they (the latter) are undergoing a lot of stress to perform well, as they realise the importance of the task they have been assigned.

⁷ <http://www.zebra.or.at/projekte.php?show=archiv&file=communityinterpreting>

The results of the study have demonstrated that the most common challenges in communication between the authorities and migrants were attributable mainly to structural barriers, such as lack of time, work overload or spatial limitations. The results of the survey highlight the importance of the improvement of institutional communication. The direct anchorage of research results in practice shows how effective meaningful improvements can be achieved at the interface between theory and practice. The project ran as part of the larger project under study migration research at the Centre for Cultural Studies and was sponsored by the Future Fund Styria.

7.3. MIDAS: an EQUAL Project⁸

The MIDAS project was funded by the European Community Initiative EQUAL since autumn 2002. As part of a sub-project of MIDAS, which was entitled "Intercultural opening", developed by the Graz club ZEBRA with the support of the Tyrolean place ZeMiT and the Carinthian migrants counselling centre examples practices which aim to facilitate communication between migrants and health organisations were shared. Fourteen people with a migrant background were trained to become competent intercultural coaches. Following their training, they migrants were placed in three pilot positions in the Styrian health insurance in Graz, the spa Eisenkappel in Carinthia and the SOS Clearinghouse in Salzburg. In these institutions they worked as external coaches and analysed the permeability and accessibility of facilities for migrants and developed suggestions for improvement.

The results of the pilots were presented and discussed among the participating organisations, as well as during an international conference.

7.4. "Cultural interpreters"-migrants as coaches in counselling and therapy⁹

Multicultural counselling and therapy translates in more than merely transferring language codes into another one. Expressions acquire meaning in the context of social and cultural contexts, most of which are provided between members of a cultural group for granted, but must be constantly thought along and opened in intercultural dialogue.

The overall objective of the project was the development of the professional profile of "cultural interpreter". During the project implementation, it was decided that "cultural interpreter" is a person who knows different cultural spheres and has the ability to reflect on the cultural differences and act as a therapist or counsellor. ZEBRA developed a training model in the framework of the training concepts of culture and socio-cultural contexts of different cultures which were defined. The participants of the pilot phase were immigrants from diverse cultures, possessing different language skills and educational background and were reflectivity) who completed the training phase and obtained a certificate of "cultural interpreter". They are eligible to be involved as cultural interpreters for the following countries: Morocco, Egypt, Afghanistan, Bosnia and Herzegovina, Ghana, Nigeria, Sri Lanka, Congo, Tunisia, Turkey, Turkish Kurds, Mozambique, Burundi, Chechnya

⁸ http://www.zebra.or.at/projekte.php?show=archiv&file=midas_abschl

⁹ <http://www.zebra.or.at/projekte.php?show=archiv&file=kulturdol>

The newly formed group became part of the ZEBRA consultants, but also of other institutions and counselling centres who are dealing with culturally sensitive issues.

7.5. I-Connect¹⁰

In 2012 the project "I-Connect" started, in cooperation with the Integration Department of the City of Graz and three key project partners: IFA Styria (Institute for Labour Market Services and Research), GEFAS Styria (Society for Active Ageing and Solidarity between generations) and nowa - training, consulting and project management.

The project was funded by the Federal Ministry for Education and Women and co-financed by the ESF. The main aim of the project was to increase immigrants' educational participation effect. Only those who take educational opportunities and participate in educational processes, improving access to further training and thus increase the chances in the labour market. The project target group was migrant communities from Graz and its members. During the project implementation, the partners collected the skills and competencies of older migrants, with the intention of training them to help younger migrants, as well as second generation migrants, in exploring their training opportunities. In total, 12 women from different communities completed the training course developed and were made responsible for the direct communication with adult education providers. In specific, they are the contact point for education-related issues in the respective migrant community. They provide members with information about available programmes, requirements and coordinate and organise internal trainings. Education coordinators understand itself as a hub for educational issues among the members of self-help organizations and adult education organizations. Sharing knowledge and can build a bridge between the communities and adult education.

7.6. Multilingual and Education Counselling in an Intercultural Context¹¹

Multilingual education and counselling in intercultural context is an offer introduced to support persons with migration background in Austrian education. The different methods that were used in this project (such as multilingual individual and group counselling, education multipliers, counselling by E-mail and telephone, as well as multilingual info-box for mobile counselling) makes sure that the project addresses as many migrants as possible and informs and accompanies them to the meeting point/intersection "Migration and Education". The project was implemented within the framework of the network for Education counselling in Austria.

The objectives of the project were the following:

- Inform people with a migrant background about the multilingual free courses and counselling services available;
- To demonstrate the benefits of education and training, through various forms of counselling provided;

¹⁰ <http://www.graz.at/cms/beitrag/10239147/3723278/>

¹¹ <http://www.migrare.at/cms1/>

- Provide training to people with a migrant background and present them as “educational ambassadors” to foster lifelong learning within their networks;
- Translate information on educational topics in various languages and prepare for the target group.

During its implementation, the project achieved the following:

- About 950 people participated in individual counselling
- 500 people participated at group counselling
- Approximately 400 people were advised by telephone or e-mail
- Training and deployment of 30 educational multipliers
- Creation of 12 multi-lingual information suitcases for the mobile professional

7.7. NachbarInnen (Neighbours)¹²

The project aims to train people to “neighbours” to support integration of migrant families in Vienna. Unemployed women who speak the same language and have deep understanding of the traditional background act as companions, offer support and provide connection to measures to promote integration. The aim is to embed disadvantaged groups in a stable social environment. The main focus is on the children's education and to help people help themselves. The interventions aim at changing to the better habits regarding health and nutrition, and improving performance of children at school / learning. There are also measures to increase their mobility and provide support in applying for documents or kindergarten placement.

16 women are trained by professionals, who (most of them) have migration experience themselves. The course includes the acquisition of knowledge and professional skills, which they are able to pass on to women or families as well the enhancement of intercultural skills and preparation for the activity as neighbours. The course has a duration of five months and is possibly followed by an employment at the implementing association *Association NachbarInnen in Wien*.

8. Trainings planned and provided

In Austria there are various training programmes provided and are interlinked with the tasks of an IMfl. These are summarised in the table that follows:

Course	Organised by	Target Group	Scope	Duration
Training: Coach for	AMS (Employment)			2012

¹² <http://www.nachbarinnen.at/#post-21>

Course	Organised by	Target Group	Scope	Duration
Intercultural Cooperation and Integration for the regional offices of the employment Centre	Centre), Vienna			
Training course legal advice in asylum systems	CARITAS, Burgenland			
University Course Community Interpreting	Department of Translation Studies, University of Graz in cooperation with the clubs Danaida, ISOP, Omega and ZEBRA.	Professional interpreters as well as interpreters who worked already as mediators in the social sector. The course was also recommended for students of Translation Studies and employees of social, communal, medical and therapeutics.	The training was offered blocked three semesters and mediated communication psychological knowledge and specific aspects of the culture, is interpreted for their representatives. Furthermore, the placement of the required translation and notes techniques was carried out. Coping with role conflicts, crises and communication disorders was also practiced. For the successful completion of the course, an internship at a public institution was to be completed. The proof of the necessary language skills was a prerequisite. For those interested, took an aptitude test instead of.	The course began in October 2004 in Albanian, Arabic, Bosnian / Croatian / Serbian, Russian and Turkish and ended in February 2006. The exams were held from 16 January to 24 January 2006.
Tutorial hospital interpreters	Vienna Hospital Association	The course is designed for health care professionals, specifically physicians, qualified for health and Nursing staff and fine medical-technical staff designed.	Basic concepts of interpretation, migration and cross-cultural interaction, cultural external and self-perception, communication psychology basics, translation scientific principles, Interpreting, research and terminology work, professional ethics, liaison interpreting.	The case involved a unique conducted 16-day pilot course for the training of bilingual Hospital staff for internal hospital interpreting.
Pilot project for the training of health multipliers - co-counsellors	club ZEBRA	Migrants and asylum seekers who should occupy the position of a volunteer assistant in their respective communities to facilitate navigation through the often difficult health system, to interpret for doctor visits or simply to raise awareness in the health sector.	This low-threshold "link-workers" were given theoretical and practical training to Health issues.	1997-2002 - three training runs

Course	Organised by	Target Group	Scope	Duration
Course for migrants on health issues	Cooperation between migrare - Centre for migrants Upper Austria and the Association for prophylactic	Migrants with good knowledge of German from the region of Upper Austria with an interest in the subject of health and the willingness to share the knowledge acquired in their living environment.	Training for migrants in major health issues, multiplying the knowledge of other migrants: migrants as "bridges" between the Austrian health care system and people with a migration background. The aim was to provide a framework for a successful integration of migrants in the health system. Better accessibility of migrants is an important "cornerstone" in their groups and communities by multipliers. Topics addressed were: Austrian health system, migration and age, occupational health, infectious diseases, childhood diseases, family planning, healthy eating, trauma, psychosomatics, addiction and drugs, verbal and nonverbal communication, methodology - Moderation	2003-2004
Mig2eb-member of the second generation of migrants as professional trainers in adult education	Austrian Society for Political Education (ÖGPB), the Federal Institute for Adult Education (BlfEB) and the Institute of Educational Sciences at the University of Graz.	Members of 2nd generation migrants as professionals in adult education.	Application-oriented research project to open new perspectives in adult education mig2eb deals with the question of how people of the so-called second generation - with migration experience and history - are represented as specialists in adult education, and which structural conditions make it difficult or allow access to the professional field of adult education.	June 2013-May 2014

9. Description of IMfl profile (skills, knowledge, competences)

10. Eligibility

Since the job profile does not exist there is no formal framework either. However, the most important characteristics required to carry out the tasks associated with the activities undertaken by an Intercultural Mediator for Immigrants can be grouped as follows:

- Appropriate expertise, depending on the field of the mediation required (i.e. legal issues, housing, financial, medical, administrative, etc.);

- Appropriate language skills in both languages (i.e. of the migrant as well as of the host country);
- Social background acquired either through formal or informal learning;
- Emotional sensitivity and empathy.

11. Qualifications

Based on the aforementioned fact (that formal guidelines in terms of eligibility and qualifications do not exist in Austria), this report narrows this section to the skills and competencies which are considered to be important for any person who wishes to become or is already involved in the provision of intercultural mediation services in the country. These are:

- Neutrality and impartiality, in order to be in the position to actively and essentially help the migrant communicate with the service provider he/ she wishes to. One of the most important attributes of an intercultural mediator is not to get personally involved in the communication; instead, they should remain objective and neutral;
- Negotiation and dialogue: intercultural mediation is not an authority relation even though the respect of the law and common rules of collective life are important;
- Free will and participation of participants: at any time, any party may leave the mediation; free agreement is the main principle; mediators should explain also the limits of his/her action;
- Empathise and actively listen to the two parties that they aim to assist (i.e. the migrant and the service provider);
- Protection and defence of rights: mediation doesn't replace institutions; it is improving social relations without avoiding anyone to defend his/her rights.
- Respect of fundamental human rights: rights proclaimed in the European convention for human rights and any reference text such as the Fundamental Social rights. The intercultural mediator should not be biased and predisposed in favour of any one of the two parties.

12. Employment opportunities

A person who wishes to be involved as an intercultural mediator could be employed or offer his/ her services to the following organisations:

- Migrant organisations, as they are active in facilitating the integration of migrants, often being their first point of contact for important information related to their establishment in the host country. The migrant organisations have also a networking function for the migrants, helping them in this way get connected with other people who are in the same

situation and dealing with the same problems. They also often offer contact people, who are responsible of providing basic information and tips for a smooth integration and could also act as representatives of the immigrants. Finally, it could be the case that migrant organisations offer language learning courses or other training courses.

- Migrant self-organisations/NGOs/Private Coaches or Interpreters, who are responsible for legal and establishment issues, such as visas, citizenship arrangements, accommodation, driving permits, health care, insurance, social security, education opportunities, employment, socio-cultural integration.

13. Tasks in which an IMfl are involved

Intercultural Mediators for Immigrants, as well as professionals acting as such are responsible for facilitating the communication between a migrant and the public authorities or service providers in general, who are crucial for the quality of living of all citizens. It is therefore established that the mediation services provided would be applicable to the following sectors: health care, education, economy, legislative services, accommodation, economy, etc. The most important reasons behind the need for the specific professional group are the following:

- Immigrants do not have the appropriate amount of information to effectuate a request or a registration related to their establishment in the host country
- Immigrants (in most cases) do not possess sufficient knowledge of the language spoken in the host country;
- There are numerous cultural and linguistic issues which should be taken into consideration when migrants (especially new-comers) need to communicate with people employed a service provider;
- There is no provision for the establishment of professional interpreters in the departments of public organisations/ institutions and, often, it is not feasible.
- Often distrust toward a system that is unknown is create.
- In many cases there initial contact problems arise, which do not improve the aforementioned distrust created.
- Different systems and legislative framework among the countries, as well as different norms, values and social behaviour;

The tasks of the mediators, apart from addressing the issues aforementioned, also include the identification and clarification of cultural related misunderstandings during the communication of the two parties. Therefore, the IMfls need to possess the appropriate skills to carry out this communication, to possess deep knowledge of the two cultures and command of both languages.

14. Issues to consider

The main issues when it comes to the profession of IMfIs in Austria are that:

- So far, no steps have been taken in creating a profile for this group of professionals. The reasons behind this are various, but mostly related to the fact that the immigrants either continue to use their internal networks or community interpreters who have been undertaken these specific tasks until today.
- The creation of lists of interpreters available to undertake mediation services for hospitals and health care providers is also another barrier to the creation of a standards and regulatory framework for IMfIs.
- The trainings provided to assist people involved in intercultural mediation activities are sporadic and mainly undertaken by isolated initiatives. The exception to this rule is the city of Linz, due to the high turnout of migrants over the past few years.
- The majority of the problems currently being implemented in Austria and are related to this issue mainly focus on the empowerment of migrants to deliver mediation services to their peers. This is mostly due to the language constraints (many immigrants from different countries and it is therefore very difficult to cover all languages), as well as cultural issues which need to be taken into consideration.

15. Conclusions

Taking into consideration the aforementioned, it is evident that the official creation and promotion of a professional group that undertakes the responsibility to moderate social interactions and tackles any misunderstandings and miscommunications created due to the linguistic and cultural differences of two worlds, needs to take into consideration all the parameters which apply, as well as the restrictions. The skills and competencies required to become and successfully perform as an Intercultural Mediator for Immigrants are very complex and diverse, that much thought should be put before the development of a training course which would cover all areas necessary.

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