

2018

## @HOME in transition: Encouraging asylum seekers towards more self-driven approaches to navigate the unknown they are surrounded with

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@Home in Transition

# 28,300 people

a day force to flee their homes  
because of conflict and persecution

UNHCR website



The world **population is growing** and this growth **will not be** in the developed world and advanced economies. Therefore, the **pressure on the borders will raise** and continue over the next years.

Jørn-Casper Øwre, NRC advisor



# *Home in transition*

Turning vulnerability to capability

Systems Oriented Design

Service Design

Participatory Design

Transition design

Oslo School of Architecture and Design

Spring 2018



- PROJECT 'S SCALE & CONTEXT OF IMPLEMENTATION
- ACTORS INVOLVEMENT
- MAIN FINDINGS
- CONCEPT & STRATEGY
- PROCESS & DESIGN MILESTONES
- EXTRACTED POSSIBILITIES IN TRANSITION
- SUSTAINING STRATEGY & DESIGN
- FUTURE SCENARIOS

## Other limitations

within the camp, as language,  
funding, space, resources, people, etc

## Europe

as the context of  
the so-called crisis  
since 2015

## REFSTAD, a transit camp

as the pilot  
implementation  
context

Displacement  
crisis around  
the world



## Oslo

as the first arrival  
point in the country

## Norway

as the target society  
and regulations





Report  
times a 3  
year from  
UDI to the  
Ministry

UDI

Norwegian Directorate  
of Immigration

Various kinds  
of information  
are given to  
asylum seeker

ARRIVAL  
CENTER

Temporary reception  
center (1 week)

Informs refugees  
about rights and  
obligations as  
an asylum seeker

Norsk organisasjon  
for asylsøkere

NOAS



TRANSIT  
CENTER

Temporary reception  
center (6 week)

In depth  
interviews

INTEGRATION  
CENTER

long-term reception  
center (months, years)

ORDINARY  
CENTER

long-term reception  
center (months, years)

Case is formed  
and ready  
to be processed

Waiting for  
processing  
take up to 6  
months





Staying still -



Eating



Tea time -



Living at the computer



Movies, news, etc



Reading



Living at the phone -



Talking on the phone



Sleeping



Tour around the city



For refugees and asylum seekers it is important to consider integration measures intertwined with reception, even **in the early stages** and despite of the notion that **not everybody will be granted asylum.**

PRIO - Oslo peace research centre



“

This waiting time is not psychologically good for the residents. So all kinds of activities are welcome.

However, NGOs get funding and come without any clear plans. their approach is **not sustainable and durable**. They **just do something and leave**.

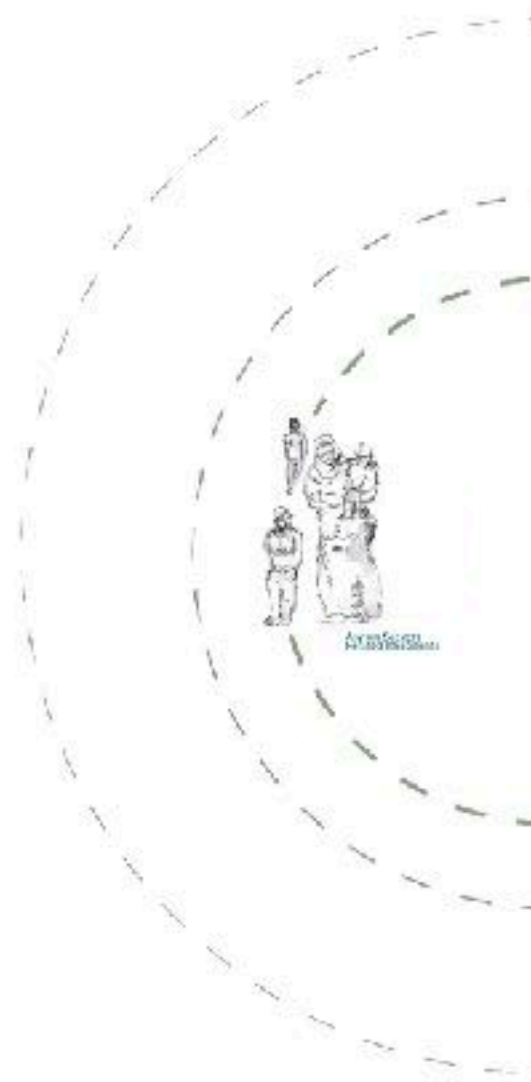
Balasubramaniam Venkatasamy - Refstad manager

”

There is no proper mechanisms within the system to **evaluate** their actual impacts.

IOM Nordic





User oriented

Focused on universal skill development like English, first aids, etc

Come earlier in the Journey of Asylum seekers

Proper collaboration among the involved stakeholders.

Long term self-development strategies

CO-DESIGN ACTIONS  
&  
DIALOGUE FACILITATION

among different actors involved  
In Transition



# Process

**INSIDE**  
the reception centre

**BORDER**  
of the reception centre

**BACKSTAGE**  
of design & interventions

**DEFINING** PRE-DIPLOMA

**CONSULTANTS**  
teachers & advisers

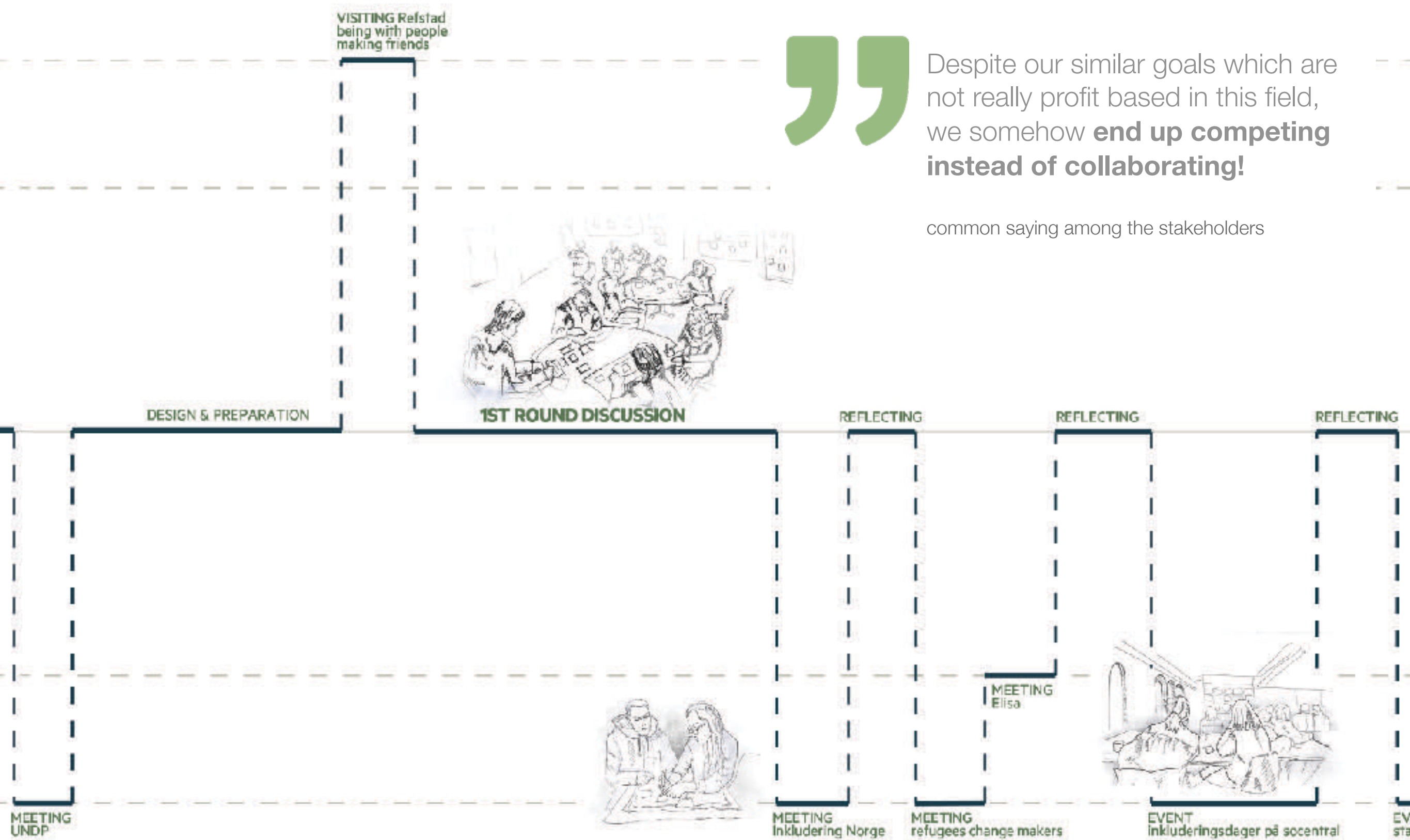
**HIMANITARIANS**  
organisations & authorities



”

Despite our similar goals which are not really profit based in this field, we somehow **end up competing instead of collaborating!**

common saying among the stakeholders





**1ST ROUND DISCUSSION**

# **TO DANCE WITH THE SYSTEM !**

Donella Meadows (2002)

REFLECTING

REFLECTING

REFLECTING

DESIGN & PREPARATION



MEETING  
Inkludering Norge

MEETING  
refugees change makers

MEETING  
Elisa



EVENT  
inkluderingsdager på socentral

EVENT  
start up community meet newcomers



WORKSHOP  
Hioa



MEETING  
IOM



## INTRO WORKSHOP TO THE INHABITANTS OF REFSTAD

## 1ST ROUND OF COMPTENCE WORKSHOP



REFLECTING

2ND ROUND  
DISCUSSION

REFLECTING  
& ANALYZING

DESIGN &  
PREPARATION

DESIGN & PREPARATION

PREPARAT

IG

MEETING  
Natalian & Adrian

MEETING  
Anna

MEETING  
Birger



MEETING  
refugees change makers

MEETING  
NRC

SKYPE MEETING  
flourishing business canvas enterprise

MEETING  
Inkluderer Norge

# Introduction Workshop

## **INTRO WORKSHOP TO THE INHABITANTS OF REFSTAD**





← Post



designwithfornow



Liked by amirarsalan\_shamsabadi and 27 others

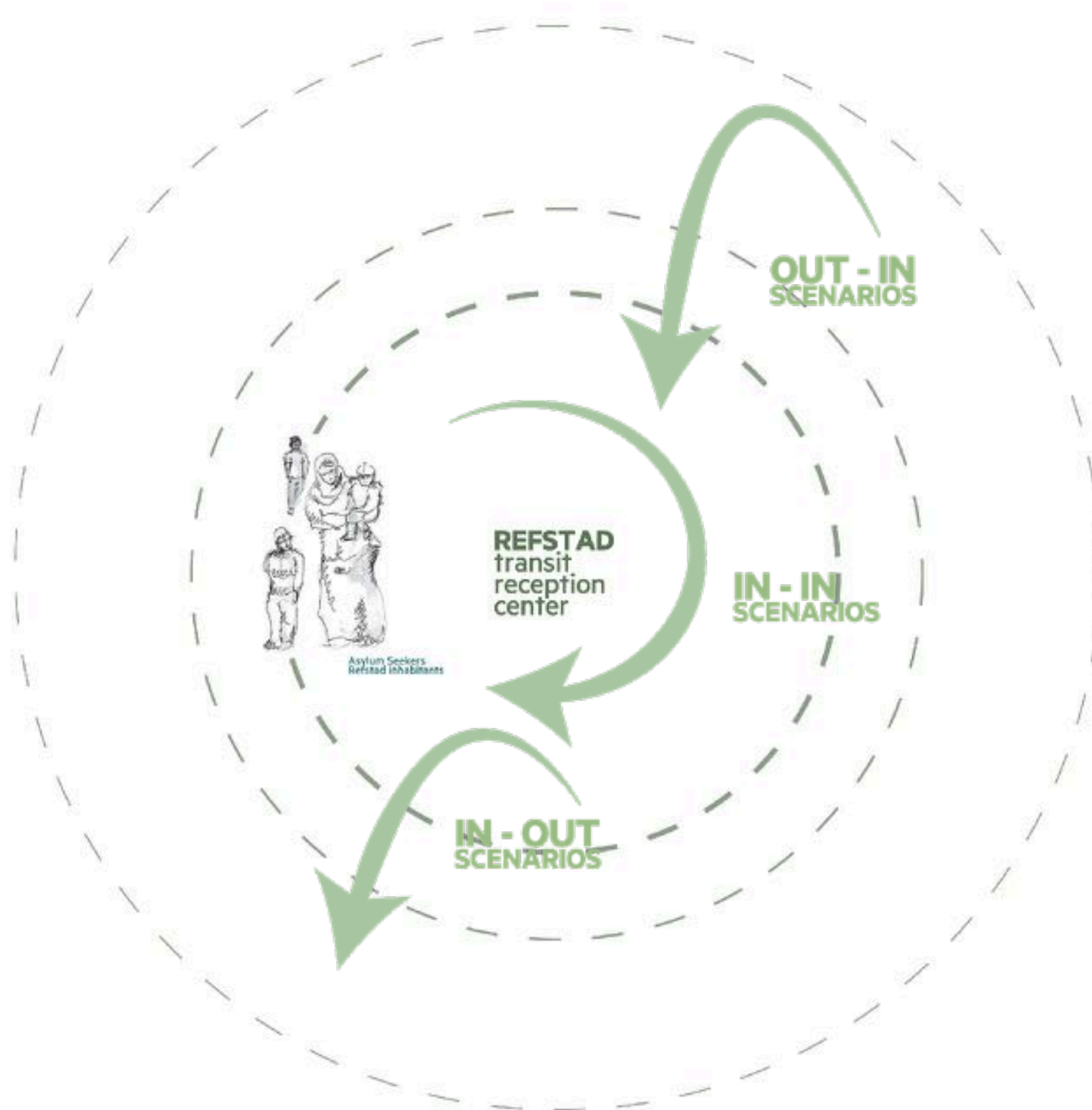
designwithfornow After the [#introduction](#) night at [#refstad](#) , we teamed up with the inhabitants based on their [#languages](#) and set a [#workshop](#) where they were asked to think of their [#background](#) , [#strength](#) , [#plans](#) in 5 years , [#situation](#) here and their [#role](#) in it, also what they can teach others or create. The workshop with Arabic speakers started with negative feelings of any kinds but ended up with nice concrete ideas of some courses which were initiated by themselves and we can pick to move on with to the next steps together :) This turn of atmosphere due to our work together was amazing!

15 MARCH



## 1ST ROUND OF COMPTEENCE WORKSHOP









89% 10:35 9% 10:36 83% 11:41 88% 10:37 36% 21:50 36% 21:49 6% 21:49



Post



designwithfomow



Liked by [amirarsalan\\_shamsabadi](#) and 22 others

**designwithfomow** As our [#design](#) [#process](#) is not [#linear](#), we have already done some [#testing](#) [#sessions](#).

Mohammad, a so-called [#formerrefugees](#), has an [#organization](#) and a [#course](#) for [#hope](#) and [#inclusion](#).

He was one of those amazing people from outside the camp the we approached and joined us for the project.

He [#adjusted](#) his course to our [#system](#) and delivered 2 sessions at [#refstad](#) for [#arab](#) speakers.

[View All 5 Comments](#)

**honeysy2011** Nice photo

**designwithfomow** [@honeysy2011](#) thanks :)

17 MARCH

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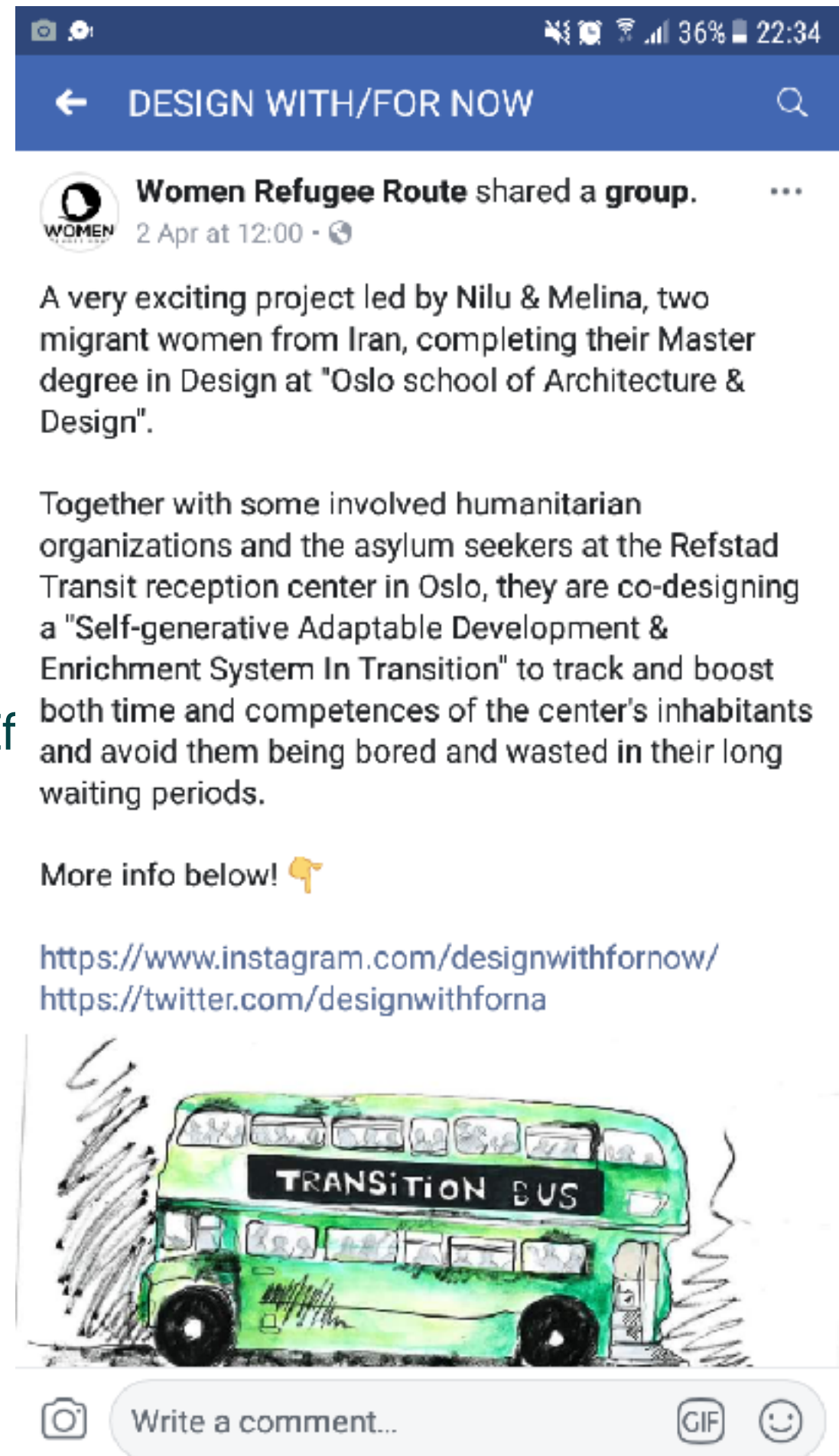
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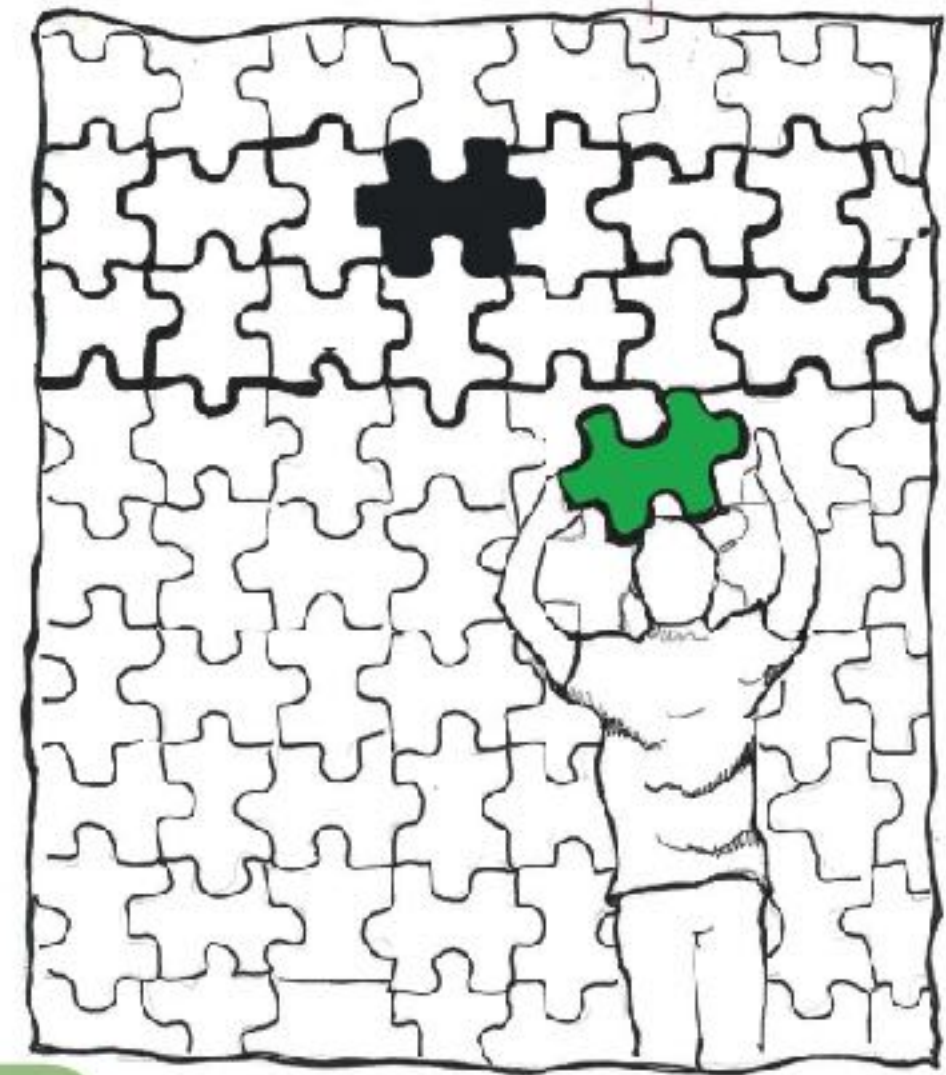
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These initiators,  
we call them  
**CHALLENGERS**

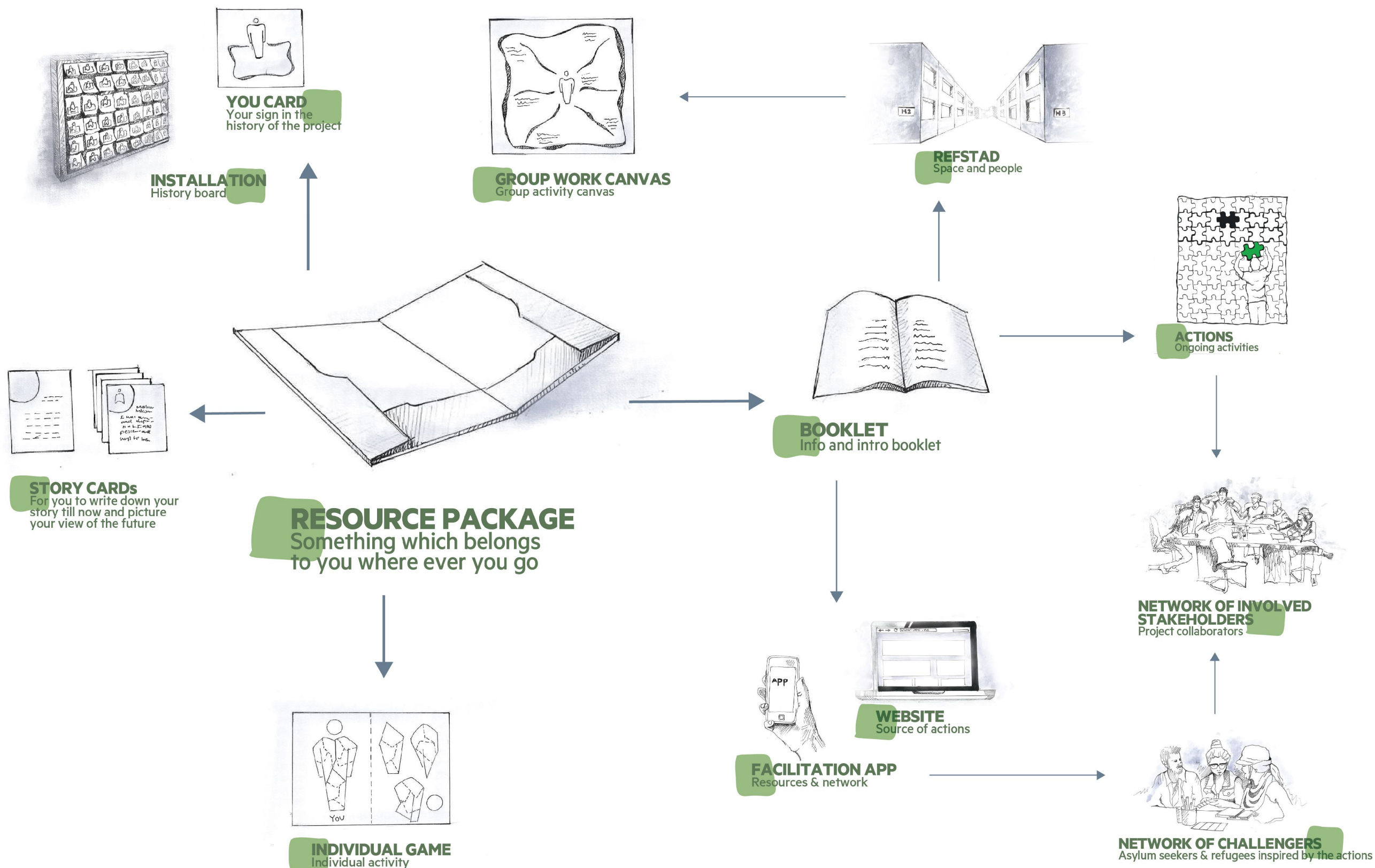




**Action Component**  
Emerging strategy and process



**ACTIONS**  
Ongoing activities

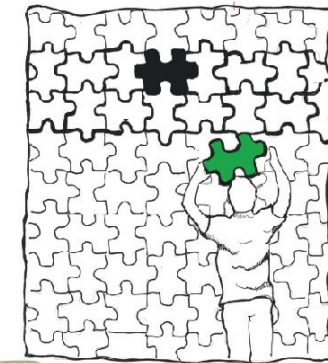


**Presence**  
at the context



**Uniqueness**  
Context specific  
Period specific  
Actor specific

**Onboarding**  
Relevant  
actors



**ACTIONS**  
Ongoing activities



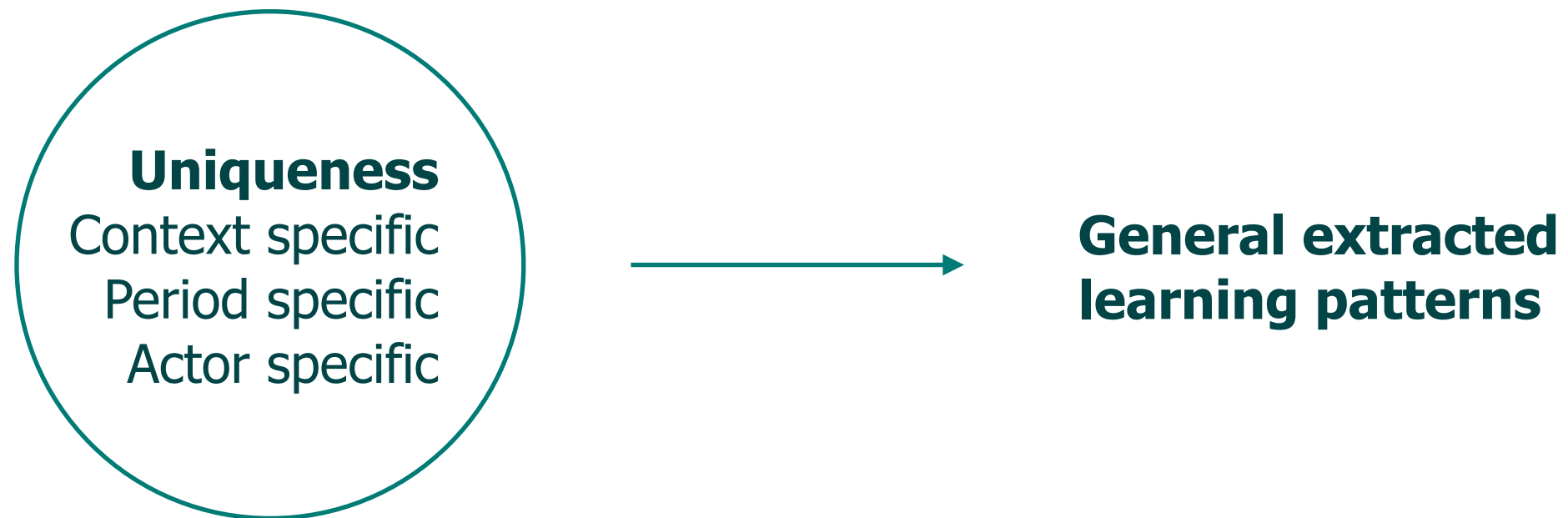
**NETWORK OF INVOLVED  
STAKEHOLDERS**  
Project collaborators



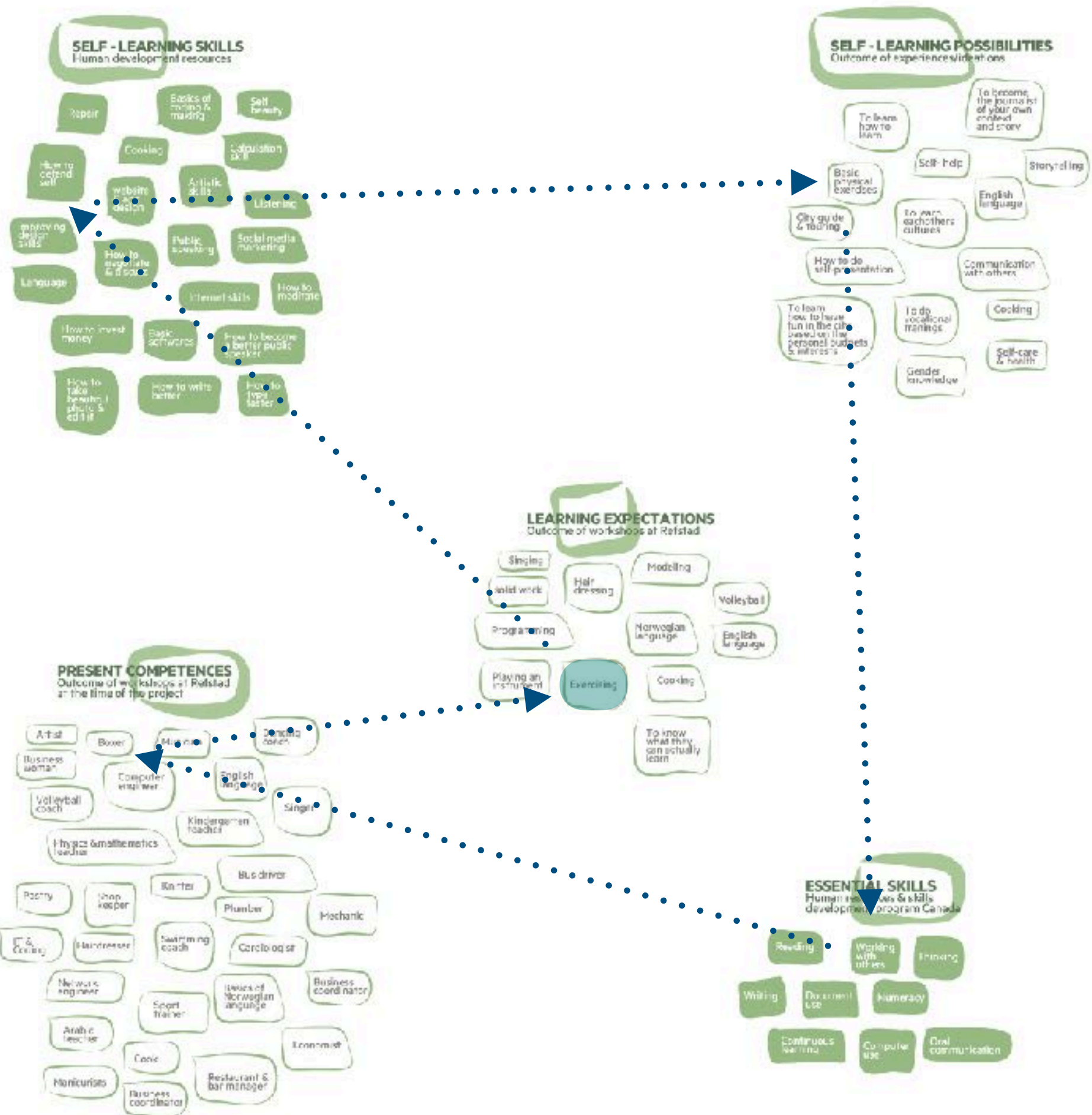


Reception facilities are always a solution of last resort and should be temporary in nature. But a **bridge towards more durable solutions** for the refugees and asylum seekers is required.

Dignified Reception guidelines by Nrc







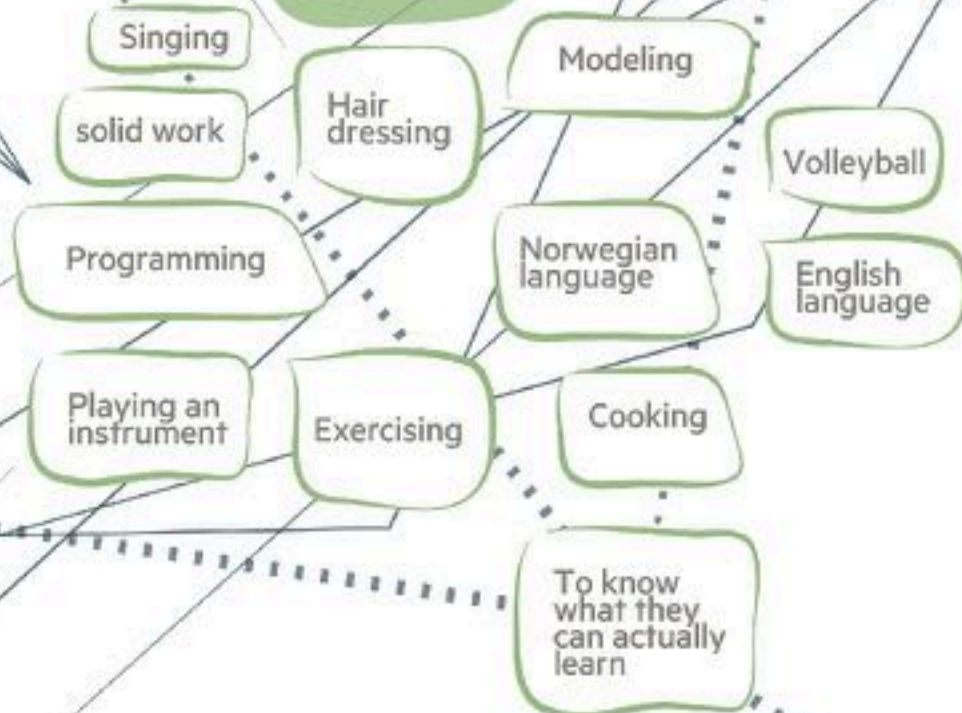






## LEARNING EXPECTATIONS:

Outcome of workshops at Refstad



To learn how to have fun in the city based on the personal budgets & interests

To do vocational trainings

Cooking

Self-care & health

Gender knowledge

## COURSE SUGGESTIONS IN TRANSITION

Outcome of this map based on experiences and research

Communication skills & Team work  
Self-presentation & Networking  
First aid & Self care  
Culture knowledge & Codes  
Personality & Gender knowledge  
English language  
Calculation & data use  
Computer skills & internet use  
Meditation & Basic exercise  
Cooking & social knowledge  
story telling and writing  
Hope & self-motivation  
Vocational skills  
Basic life skills  
City touring & transportation  
Entertainment & Self-interests  
Learning by doing & making

## ESSENTIAL SKILLS

Human resources & skills development program Canada

A large, stylized green quotation mark icon, consisting of two thick, rounded strokes that form the opening and closing of a quote.

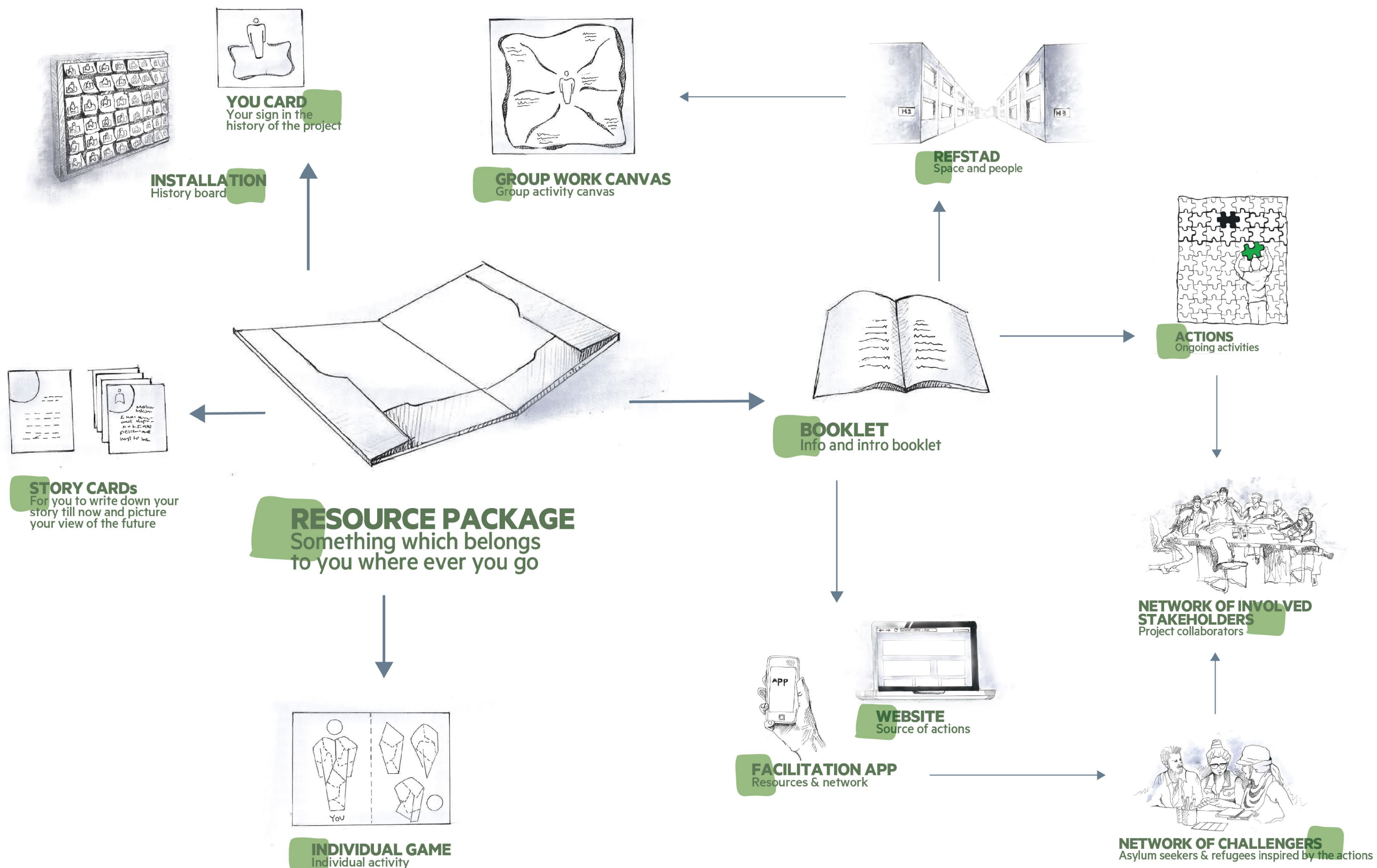
The challenge in transition is that you invest on making a friendship or do a project for some time and **suddenly resources are finished** and you should **leave**, everything could go wasted!

Elisa Pascucci, PRIO researcher

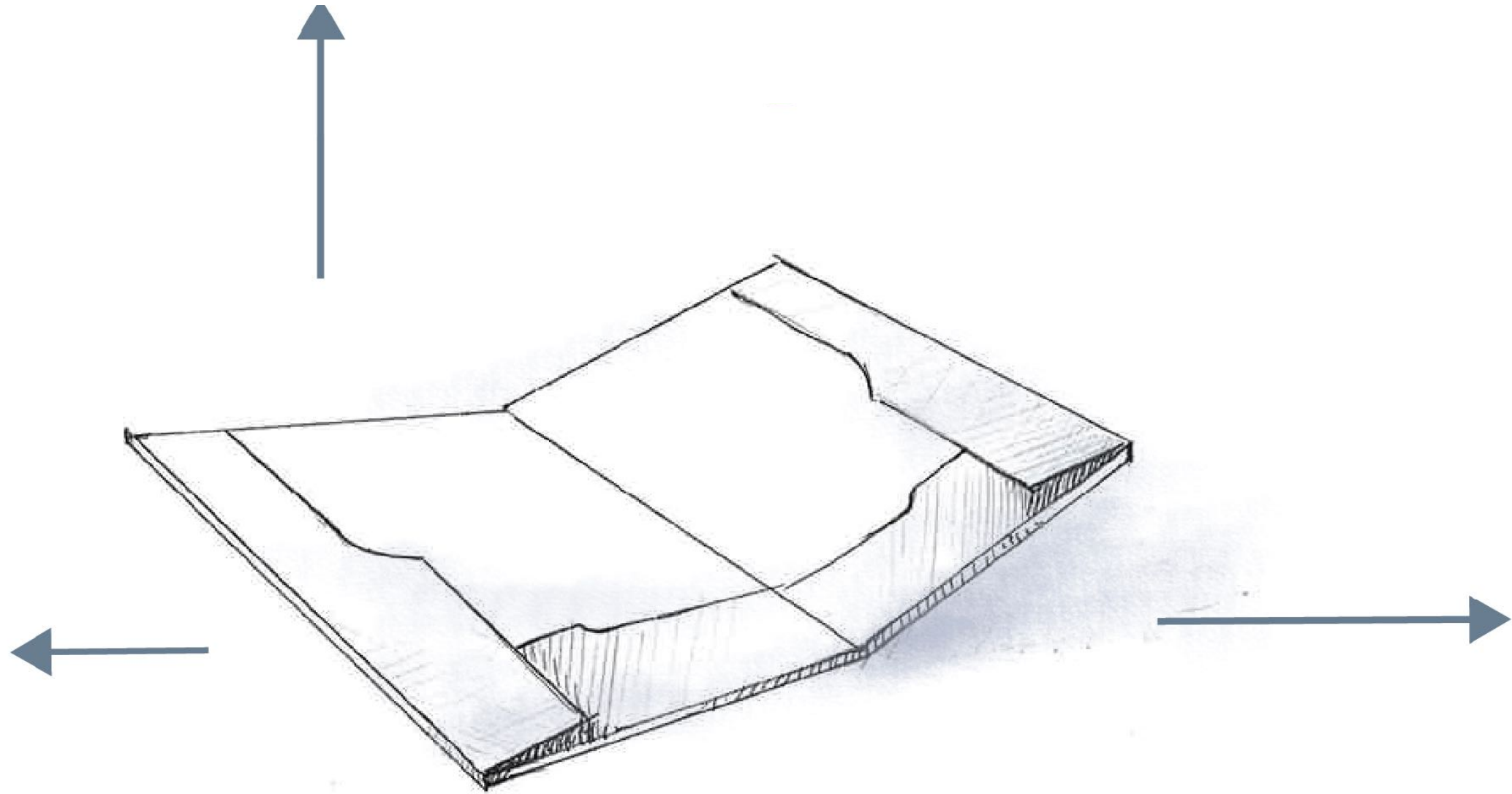
Refstad after this diploma  
and without our direct  
engagement?

For other reception centres  
around the world?

**SUSTAINING THE PROJECT!**







## **RESOURCE PACKAGE**

Something which belongs  
to you where ever you go



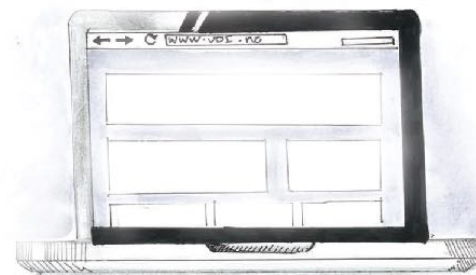




But what will happen to the asylum seekers when they go through this process and take some actions based on their competences?



**FACILITATION APP**  
Resources & network



**WEBSITE**  
Source of actions



**NETWORK OF INVOLVED  
STAKEHOLDERS**  
Project collaborators



**NETWORK OF CHALLENGERS**  
Asylum seekers & refugees inspired by the actions



The diagram features a light gray background with horizontal dashed lines. A solid dark blue line enters from the left, moves horizontally, then turns 90 degrees downward into a dashed line. From the bottom of this dashed line, a solid dark blue arrow points horizontally to the right, ending in a dark blue arrowhead. The text 'TO THE FINAL DELIVERY' is written in green above the arrow. To the right of the arrow is a white rectangular box with a thin gray border, containing the title 'FUTURE SCENARIOS' and three paragraphs of text.

## FUTURE SCENARIOS

Job description for an in-house designer at UNHCR headquarters.

Negotiations to do the project in other reception centres of Norway and other countries.

Blockchain Crediting and portfolio for challengers



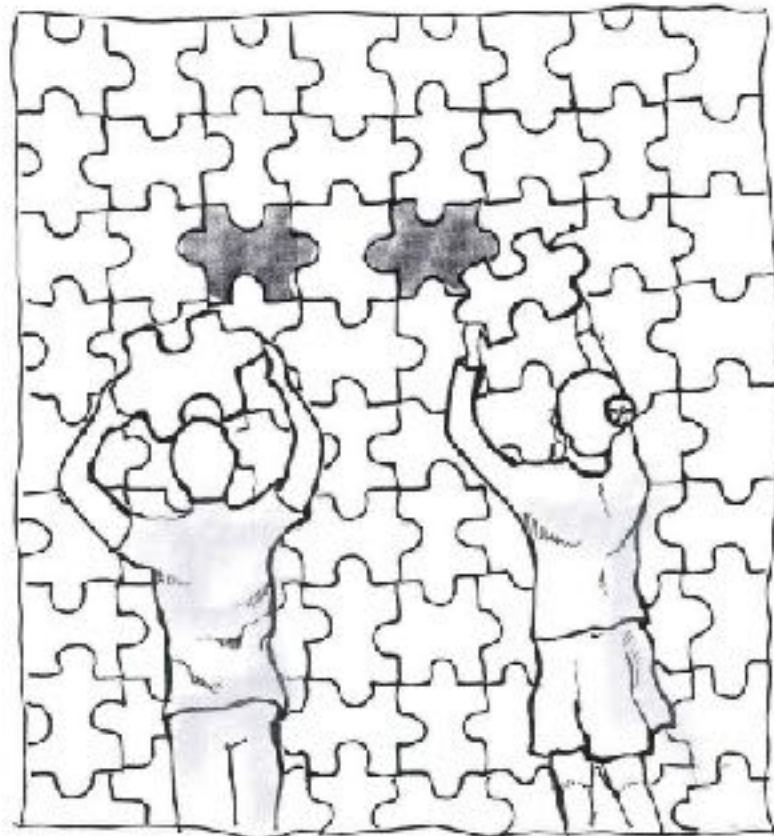
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[instagram/designwithfornow](https://instagram.com/designwithfornow)



[twitter/designwithforna](https://twitter.com/designwithforna)



## PROJECT IN NUMBER

Meetings: 90

Workshops and discussions: 10

Testing sessions: 5

Followed up scenarios: 8

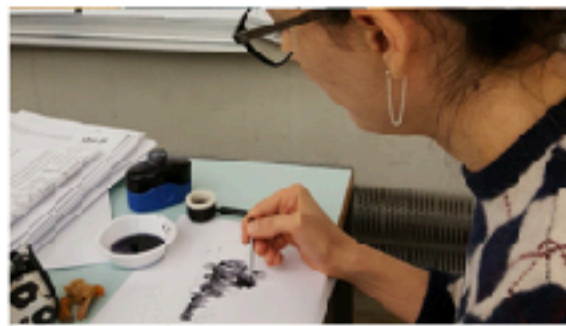
Courses: 2

On boarded Organizations: 42

Number of people who directly got involved:

10 Former refugees + 15 designers + 20  
consultants & collaborators + 10 staffs from Hero  
& Refstad + 50 asylum seekers at Refstad + around  
30 people from the organizations = 135! :D





Illustrator



Drummer



Host



Negotiator



Joker



Teacher



Actress



analyzer

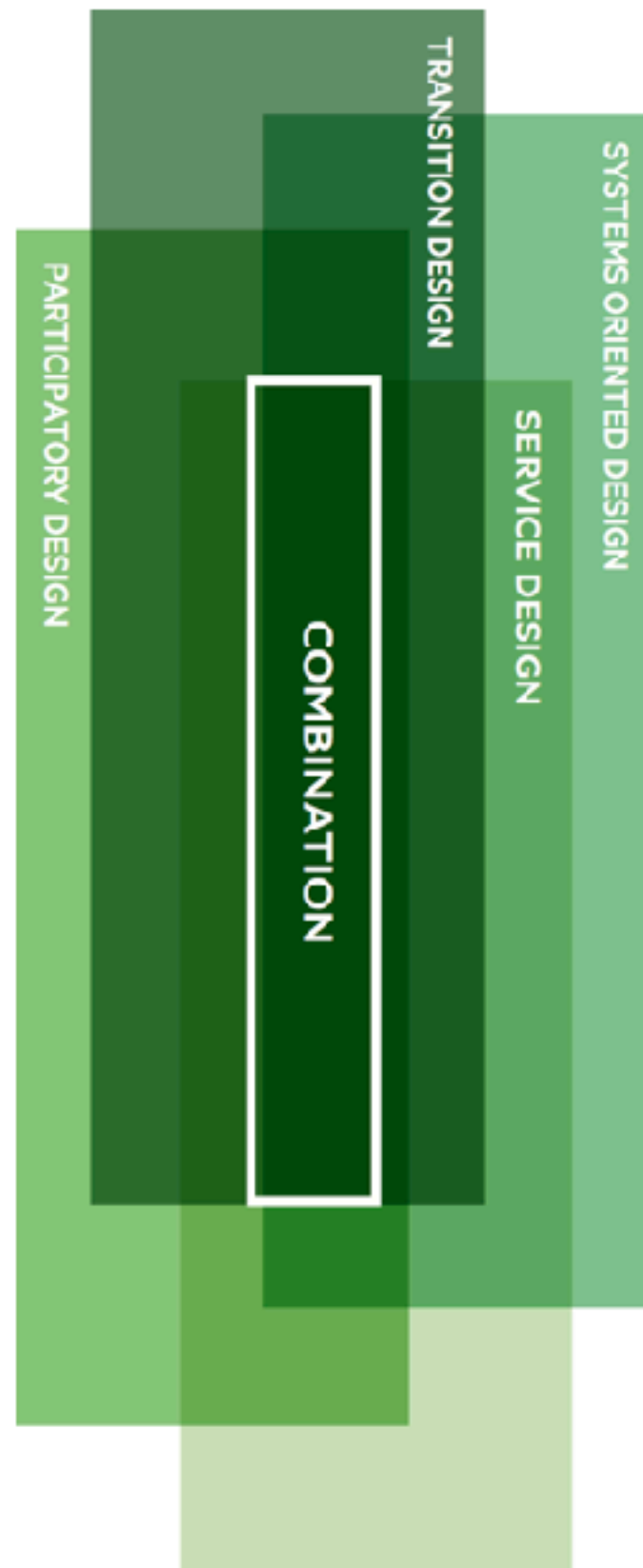


Facilitator



Friend

## FIELDs OF THE PROJECT



With a cross-disciplinary approach, this design diploma project is carried out across various design disciplines simultaneously to bring a combination of their values to the humanitarian context.

Among the involved design fields:

### **Systems Oriented Design:**

The emergence and development of a designerly approach to address complexity. (Sevaldson 2013 - [www.systemsorientedsdesign.net](http://www.systemsorientedsdesign.net), 2009)

### **Participatory Design and Co-design:**

As an approach attempting to actively involve all stakeholders (e.g. employees, partners, customers, citizens, end users) in the design process to help ensure the result meets their needs and is usable. (Simonsen & Robertson, 2013)

### **Service Design:**

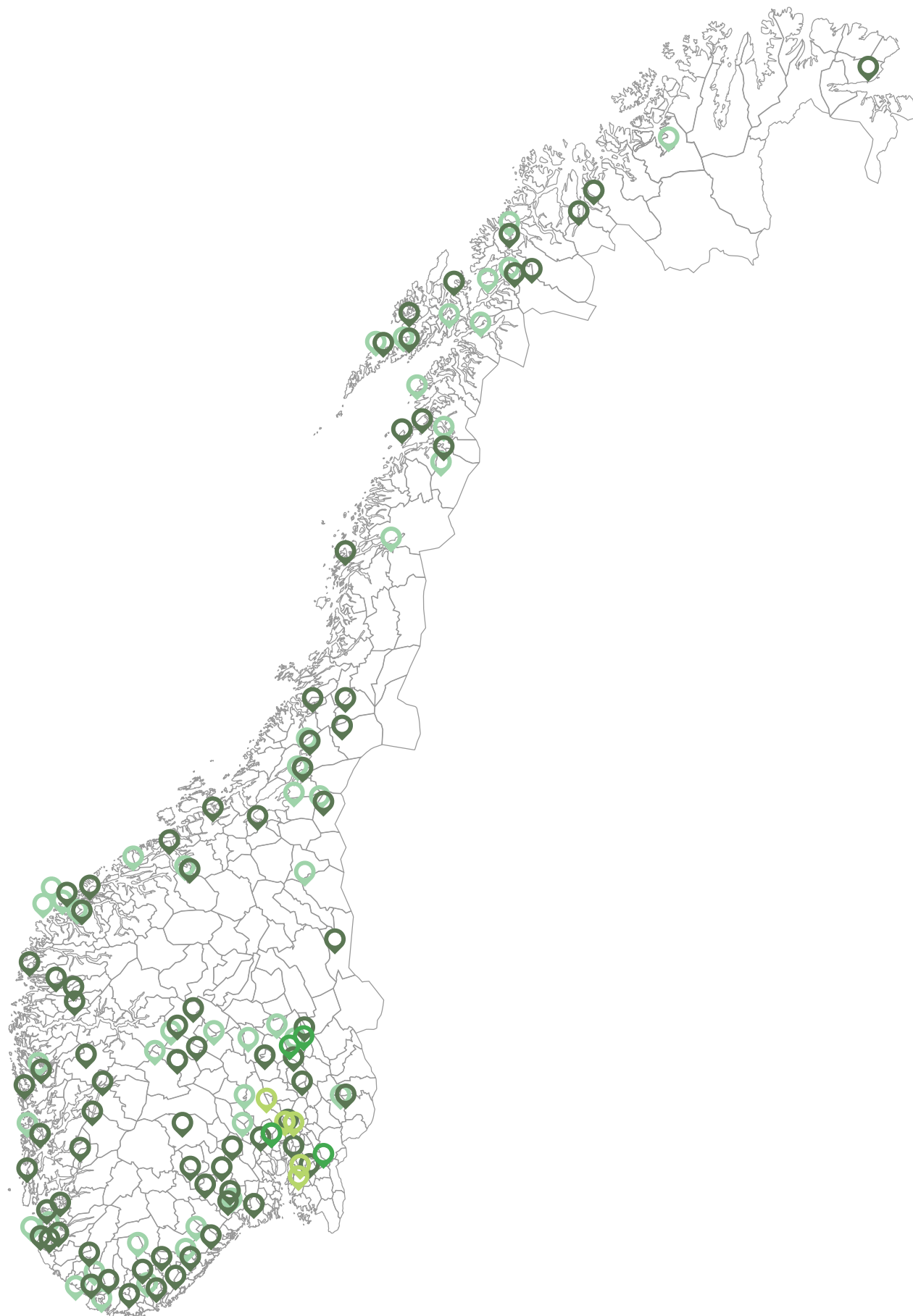
As a design approach to improve the quality of different actors' interaction and involvement by planning and organizing people, infrastructure, communication and material components of a service. (Brown & Wyatt, 2010)

### **Transition Design:**

An area of design research, practice and study which fosters design-led societal transition toward more sustainable futures. ("Transition Design 2015," n.d.)

Therefore, in this project, tools of Systems Oriented Design will provide a sufficiently holistic view over the complexity of the field. Service Design tools and approaches help the designer to go in details and design actions based on the target groups' needs. Co-design tools will facilitate discussions and collaborations among the designers and target groups. Together, these components benefit from the Ideations within transition design field.



[illegible]

# PARTICIPATORY DESIGN

