Recommendations and conclusions on the "Programme of Support for Information Centres" Project

for NGOs supporting refugees in small towns, aimed at improving the standards of refugee assistance and strengthening regional integration and collaboration between organizations working on their behalf.

1. **Maintaining networking and joint initiatives**
   - Expanding the knowledge-sharing platform: Continuously maintaining and expanding spaces where organizations can exchange experiences, collaborate on projects, and connect with funders and partners.
   - Interregional meetings: Organizing study visits and workshops for organizations operating in different parts of Poland and abroad to share best practices and inspire one another.

   | What additional support would be helpful for your organization in the future?
   "We would love to see how large NGOs work to better understand how their internal operations function, especially in other countries."

2. **Support in management and financing**

   - Professionalizing staff: Organizing training on project management, recruitment, budgeting, and monitoring activities.
   - Creating permanent job positions: Facilitating access to funding that allows for the hiring of qualified staff and the development of existing team members' skills.
   - Business activity strategy: Offering workshops on social entrepreneurship and business management as alternative funding models.

   | What additional support would be helpful for your organization in the future?
   "Training on managing accounting, evaluation, monitoring, and

invoicing."
"How to manage finances, especially how to close and report on projects."
"Training on hiring employees and collaborating with volunteers."
"We lack practical experience in writing projects, especially in terms of language."

3. Addressing structural challenges

- Support in relations with local governments: Providing training and advice on how to establish and maintain effective relationships with local authorities, as well as how to argue for mutual benefits.
- Developing organizational procedures: Implementing systems that improve work organization and regularly reviewing internal policies and procedures.

| Have the consultations in this project helped resolve any issues for your organization? Please provide an example.
"Yes, for instance, we received practical advice on how to collaborate with volunteers and how to prepare volunteer agreements."
"We didn't know how to start working with local governments. The support and specific advice from the Foundation's staff helped us establish cooperation."

4. Thematic consultations and training

- Standardizing services and activities: Offering regular training and ongoing expert support, especially in providing advice and information to migrants.
- Developing new competencies: Training in using AI tools, social media promotion, creating compelling project proposals, and marketing strategies.
- Promoting social entrepreneurship: Offering education on economic activities that support the financial stability of organizations.

| What was most beneficial for your organization during the project's implementation? Please provide an example.
"The most important thing for us was staying in constant contact with

the Foundation's staff. This ongoing connection is crucial and provides confidence."

| What additional support would be helpful for your organization in the future?
"We would like to learn which AI tools can be used in our work and how to promote our activities on social media."
"We would appreciate more individual meetings."
"We need training on managing an organization, finances, and hiring employees."

5. Monitoring and project evaluation

- Developing monitoring systems: Introducing tools to assess the effectiveness of activities and gain a better understanding of the beneficiaries' needs.
- Involving migrants in evaluation: Directly involving beneficiaries in decision-making and evaluation processes to better tailor actions to their needs.

6. Further networking support

- Facilitating access to conferences and partner events: Providing up-to-date information on networking opportunities, grants, and events.
- Building international partnerships: Organizing study visits in other countries to implement proven solutions.

| What additional support would be helpful for your organization in the future?
"We lack informational support, advice on networking, and information about partner events."

7. Promotion and visibility of activities

- Developing communication strategies: Providing support in building the organization's image and increasing its visibility in both social and traditional media.

- Engaging local communities: Creating campaigns that promote the organization as a key partner in the integration of migrants.

   | What additional support would be helpful for your organization in the future?
   "We lack information on the areas where we can expand our support, as well as guidance on how to engage local authorities in social projects."

Conclusions:

1. Long-term support is needed: Smaller migrant organizations often face financial and staffing challenges, which require ongoing training and advisory support.

2. **Building competencies:** Training for teams and leaders is essential for organizations to effectively operate and compete for funding.

3. **Strengthening local relationships:** Effective cooperation with local governments and institutions is fundamental to the stability of organizations' operations.

4. **Adapting actions to beneficiaries' needs:** It's crucial to better understand the beneficiaries to provide more effective support and increase migrants' engagement in local community life.

5. **Ongoing advisory support**: Providing access to continuous advisory, mentoring, and expert support will be an effective tool for the growth and stabilization of migrant organizations.

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