



SELECTION OF GOOD PRACTICES IN ITALY

**Giovanna Marconi
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INTRODUCTION

The considerable presence of immigrants living in Veneto, makes this north eastern region the second most foreign-populated (12% of the total), after Lombardia (23%). According to recent estimates (end of 2004) in the Veneto region there are almost 278.000 registered foreign residents and up to 60.000 irregular ones.

Traditionally Veneto has been considered by international migrants just as a transit area from which reaching more popular destinations in other European countries. However in the last fifteen years this trend has rapidly changed and nearly all Veneto major cities have themselves become final destinations. In 1991, there were nearly 43,000 international migrants living in the urban areas of the region (6.6% of the national total); 11 years later, the number has increased threefold, with an estimated 154,000 people by the end of 2002 (10.2% of the national total), of whom 27,000 arrived between 2001 and 2002. The number of families reunifications and foreign children enrolled in the schools within the region is growing continuously, as well as the number of immigrants regularly employed: in 2004 one every five new workers hired was of foreign origin.

The 2006 *Caritas* Report on immigrants integration, places Veneto first among Italian regions for its high degree of migrants inclusion as well as quality of urban policies and practices addressing international migration. In 2005, the regional government set aside € 6.6 Million for assessing the socio-economic trends of migrant population, monitoring in and out-flows dynamics and implementing activities promoting migrant inclusion in different sectors (employment, housing, education, social integration).

As a result, Veneto region provides interesting insights for describing how municipalities cope with the unprecedented increase in migrant inflows and stock, often in collaboration with the many third sector organisations working in the region.

This first collection of practices for MIUrb/AL Observatory explores some initiatives selected for their successful impact and good practices potential.

GOOD PRACTICE 01 – “MELTING POT EUROPE”

1. PROJECT PROFILE

1.1 Project promoter(s)

Venice Municipality and Teleradio City – Radio Sherwood

Partners:

No profit Organisations:

- *Ya Basta* (Bologna, Trieste, Marche, Parma, Reggio Emilia, Padova)
- *Entrata Libera* (Monfalcone)
- *Razzismo Stop*
- *Caffe' Esilio* (Marghera)
- Ambasciata dei diritti Marche
- No border (Rimini)
- Radio Kairos (Bologna)
- CIAC (Parma)
- Città Meticcica (Ravenna)

Others:

- Legal assistance desks of ADL/Rdb (Veneto region)
- Officina sociale A.p.s. di Trento



1.2 Project name

Melting Pot Europa Project, Promoting Citizenship Rights

1.3 city(ies) where it is implemented

Initially Padova (Veneto region)

1.4 Level

Initially local (Veneto region), afterwards, with the availability of new media, it became an innovative communication project at the National and European levels.

It actually has editorial offices in 4 northern and central Italian regions (Veneto, Friuli Venezia Giulia, Emilia Romagna and Marche), but with the web-site and a satellite radio channel (Melting pot radio, transmitting all over Europe and the Mediterranean areas - Northern Africa and the Middle-East) it aims to reach with its communications the wider public as possible.

1.5 Period of implementation

Melting Pot Europa was created in 1996 as a local radio programme supported, since year 2000, by a website www.meltingpot.org. Since then, the quality, quantity and diffusion of information has been constantly growing and the project is not supposed to have a conclusion in the short term.

1.6 Budget

Initial and permanent funding sources

Municipality of Venice, immigration and promotion of citizenship rights service
Social Cooperative Teleradio City s.c.s. - Onlus¹.

¹ ONLUS stands for No-Profit Organisation having Social Utility

Other funding sources

- a. via participation to regional funding competitions
 - Emilia Romagna Region
 - Friuli Venezia Giulia Region (since 2005)
 - Regione Marche Region (since 2006)
- b. From local organizations
 - Municipality of Mogliano Veneto
 - Municipality of Rimini,
 - Sportello degli Invisibili
 - Associazione Ya Basta
 - Radio Città 103 Bologna
 - Global Project
- c. Fund raising through
 - private donations
 - 5‰ of the income tax return (from 2006 Italian government gave opportunity to all Italian workers to devolve the 5‰ of the income tax return to non profit organizations)
 - Furthermore, for translations and news monitoring, the project relies also on volunteering

2. DESCRIPTION

2.1 Field(s) of intervention

The project is structured around two main focuses: Communication and Citizenship. It has been conceived as an instrument supplying useful services and up-to-date information on immigration processes and Italian immigration policies, laws and procedures.

2.2 Main objectives of the project

The overall objective of the project is promoting migrants' integration through raising their awareness about legal opportunities for entering Italy and their citizenship rights as Italian residents.

Other objectives are:

- to create an efficient instrument able to respond to immigrants' needs, by free legal advice and analysis, social self-organisation, information on violated rights and their denunciation, promotion and support of social and cultural activities favouring a sense of community and new welfare services demands to institutions.
- to ensure access to information to everyone by using different languages and media (internet, local radio, global radio) to supply it
- to raise awareness among Italians about the multifaceted aspects of international migration and the consequent growing cultural diversities in their cities.
- to foster cultural exchanges among diverse societies.

2.3 Target group(s)

would-be migrants in countries of origin, Italian immigrants, Italian social workers in the public and private sectors and all Italian citizens interested to migrants' integration issues.

2.4 Number of beneficiaries

Wide, potentially unlimited

2.5 Summary of the practice

Strategy:

Through satellite broadcasting radio and the internet, Melting Pot's information and legal advice go beyond the front office service initially offered, actually reaching European and global extension. It is now conceived not just as a practical facility delivering information, but an ambitious democratic experiment that makes large use of modern communication means for promoting cultural exchange and migrants' integration.

Activities:

The awareness raising through broad dissemination of information on migration issues is the core activity of the project.

THE RADIO

Melting Pot radio programmes are broadcasted in several languages: Serbian, Arabic, French, English, Albanian, Italian and Romanian. The programmes' schedule is composed by a common format, edited by a lawyer specialized in Juridical Studies on Immigration and by a second format with specific and local contents, different for each editorial office.

THE WEBSITE

The website is structured into two major sections: the legal area and the area dedicated to news, analysis and initiatives on immigration. The first section (*Sans Papiers*) gathers significant information about regulations, interpretations and comments on the normative framework concerning immigration and asylum. A detailed up-to-date archive of Italian, European and international regulations is available for consultation. There is also a FAQ section, Legal advice supplied via email and a section dedicated to practical charts that can be used to carry out most frequent legal actions, such as visa or a residence permit applications.

News and analysis section (*Right to Citizenship*) deals with social and cultural problems international migration might raise and the related projects and services promoted by Italian and European Organizations. It is divided into different topics: editorials, analyses and reports, interviews, press and agencies news and releases, appeals and calls for action.

Results

Melting Pot Europa makes of communication a tool for promoting rights, citizenship and democracy. In Italy, there is only another website supplying complete information as Melting Pot does (www.stranieriinitalia.it) but it charges many of the services it offers.

The number of visitors to Melting Pot's web-site is constantly growing, the daily average being now of over 5000 accesses, reaching peaks of 15,000 during particularly "hot" periods (such as those nearby the publication of annual flows decree). Every day, about 20 emails asking for information are sent to the legal advice office and it is registered a continuous increase of information requests from Italy and from migrants' countries of origin.

3. STRENGTH AND WEAKNESSES

3.1 Sustainability

During its ten years of implementation, the web of contacts, supporters and partners of the project has been constantly widening contributing both to reach a good level of economic self-sustainability and to increase the quality, quantity and diffusion of the information proposed.

3.2 Actual and potential advantages

Due to its wide use of ICTs for disseminating information, the project is actually able to reach a broad public both in destination (Italy) and sending countries. Radio broadcasting is a source of information easily accessible at a low cost. Furthermore migrants usually make large use of internet for keeping in touch with households left back home. Obviously personal internet connections are seldom available, but internet points where accessing the web for affordable prices are quite diffused in Europe and are available also in many countries of origin. Finally, despite there is no specific research on this aspect, it can be said that the communication project carried on probably may have also a strong potential for reaching many migrants indirectly, since it is quite probable the existence of a wide informal exchange of information among migrants who use Melting Pot's services and others who don't.

4. REPLICABILITY

4.1 Context

Technically speaking, the replication of this experience in other contexts would not present major problems: the initial investment and technology for setting up a broadcasting station are relatively low including the space on the internet for creating a web-site. The skills for setting up and updating an internet web-site are easily available; however, the use of the internet should be considered only if it appears to be a good mean for reaching the target population.

The real possibilities, strategies, methodologies and costs for collecting useful, up-to-date and reliable information is also an issue that need to be studied and evaluated in depth before implementing the initiative.

4.2 Requirements for successful replication/adaptation

Implementing such a practice demands two essential conditions:

1. Setting up a private radio directed mainly to a foreign audience must be legally feasible and accepted by local authorities; freedom of opinion and communication should be granted by local law, or at least not openly banned.
2. At least one local promoter (i.e. an organization interested in fostering information spread among international migrants) must be available to deal with the organizational aspects (fund raising, mobilizing volunteers for a first experimental period of activity, programming and advertising the initiative, training and hiring personnel and so on).

5. BIBLIOGRAPHY AND LINKS

AAVV (2005), *Migrest project: Management of Migration Flows and Role of Migration Officers*, edited by Venice International University in cooperation with the Project's Partners

<http://www.meltingpot.org/>

GOOD PRACTICE 02 – “AISA, AGENZIA DI INTERMEDIAZIONE SOCIALE ALL’ABITARE (SOCIAL INTERMEDIATION AGENCY FOR HOUSING)”

1. PROJECT PROFILE

1.1 Project promoter(s)

La Casa (The House) Foundation Onlus

Partners:

Cooperative *Nuovo Villaggio* (for the province of Padua)²

Social Cooperative *Porto Alegre* (for the province of Rovigo)

Social Cooperative *Villaggio Globale* (for the province of Venice)



1.2 Project promoter(s)

La Casa (The House) Foundation Onlus

1.3 Project name

AISA – Agenzia di intermediazione sociale all’abitare (*social intermediation for housing Agency*)

1.4 city(ies) where it has been implemented

3 capitals of 3 Veneto Region’s provinces (Venice, Padua and Rovigo) and some municipalities of their territory.

For simplification of the “good practice” description, only AISA VENICE (coordinated by La casa Foundation and implemented by the Social Cooperative “Il Villaggio Globale”) will be analysed in detail.

1.5 Level

Regional

1.6 Period of implementation

AISA is an “umbrella” agency established in 2004, led by La Casa Foundation³ and implementing its activities in Padua, Rovigo and Venice provinces through the three partner cooperatives. In Venice province the project is being implemented since January 2004.

1.7 Budget

The La Casa Foundation is self-financed thanks to its membership fees (founding member, € 250,000; full member, € 100,000; supporting member, € 10,000), to deposit certificates (loans) issued by the Banca Popolare Etica (ethic bank) and to private contributions (free loan agreements for property management purposes, donations and legacies exempted from inheritance taxes).

² Throughout its decade-long activity, this Padua-based cooperative has been capable of developing innovative and quality-oriented approaches to the housing needs of immigrants by compounding entrepreneurial skills with social vocation.

³ The La Casa foundation was established as real-estate management organisation pursuant to the intent expressed by the Chamber of Commerce of Padua, by the provincial A.C.L.I., by the Nuovo Villaggio Cooperative and by the Banca Popolare Etica, with the support of the Dioceses of Padua and of the CARIPARO Foundation (a bank foundation). The project was subsequently joined by the Provinces of Padua, Venice, Rovigo, by some municipalities of these provinces and by the Veneto Region.

In the case of AISA VENICE, the project is co-financed by the Province of Venice that, a part from being a founding member of La Casa Foundation, assigned it € 105,000 (plus € 40,000 as earmarking) to be explicitly invested for activating sustainable micro-credit loans to be used for access to housing by migrants living in the province territory.

2. DESCRIPTION

2.1 Field(s) of intervention

The lack of information, the high costs for renting or buying houses in the Veneto region, the structural shortage in the Italian rental housing stock and the frequent distrust attitude of house owners vis à vis migrants as renters or buyers, often hinder foreigners' access to adequate housing.

AISA aims to overcome such difficulties by supporting social housing projects aimed at integrating segments of the population at risk of social exclusion, including international migrants.

2.2 Main Objectives of the project

- Purchasing, selling and restructuring real-estate properties with the aim of fostering the inclusion of disadvantaged persons, migrants in particular.
- Propose and test an integrated system (interlinking mediation services, outreach services and social networking) in managing real-estate initiatives and housing services to make the experience, replicable, sustainable, exportable, testable, comparable and appropriate to different types of housing needs.
- Construction of a Third Housing Sector

2.3 Target group(s)

The users of AISA services are single individuals and families, principally but not exclusively foreigners, lacking adequate shelter.

2.4 Number of beneficiaries

During the first year of activities (2004) ASIA VENICE helped nearly 150 migrants in finding housing in the Venice area.

2.5 Summary of the practice

Strategy:

The AISA project has been launched with the aim of linking, coordinating and empowering the many isolated initiatives already experimenting social housing projects in the Veneto region since the beginning of the 90s.

Experience showed that migrants are not a homogeneous group and each family or individual might have different housing needs and encounter different problems in accessing housing. Through the sharing of lessons learned and the exchange of the knowledge accumulated by the different cooperatives active in this sector, AISA is now able to offer locally a full range of integrated services to help migrants and disadvantaged people in accessing adequate shelter.

Activities

INFORMATION AND GUIDANCE

4 front desks are active in the province of Venice, where migrants can get information on the real-estate market, guidance in seeking a house, guidance on the services available on the territory, on how to file an application to acquire access to public residential housing

units, on how to file an application to acquire access to subsidized rental benefits, and so on.

HOUSING SEARCH

AISA continuously monitor affordable real estates for renting or sale available in the province of Venice, then trying to match the collected applications with the market offer. Furthermore, individual migrants looking for rental are usually offered the opportunity of grouping with other applicants so to share the costs and make easier the “housing search” activity.

INTERMEDIATION:

In order to overcome eventual distrust attitude of real-estate owners regarding migrants’ reliability, AISA through La Casa Foundation stands surety for renting or housing loans by guaranteeing a fund constitution and management to be resorted to in case of contractual non-performance arising from delayed payment, and of damaged suffered by the building or by third parties.

PROPERTY DIRECT MANAGEMENT

La Casa Foundation has the juridical power of i) investing part of funds raised for real estates acquirement; ii) being devise beneficiary; iii) managing real-estates for third parties. The buildings made available by La Casa Foundation can be used by AISA both for renting housing units or accommodating newcomers or houseless migrants until they are able to access adequate housing.

A common practice is that of restructuring decaying vacant buildings belonging to third parties (religious, public bodies or private owners) in exchange for a minimum 15 year rent-free lease contract.

MICROCREDIT PROGRAMME

AISA VENICE has constituted a fund to help regularly employed migrants who cannot afford the initial investment for renting or buying a house. In fact in the first case usually is required a deposit equivalent to four months of rent, while in the second a initial capital is needed for applying for a bank loan as well as sustain bureaucratic expenses. Microcredit scheme grants up to 2.500 € - refundable in 36 months with no added interests - for migrants intentioned to rent a house and up to 10.000 € refundable in 60 months for buyers.

SOCIAL SUPPORT

Users’ insertion in their new neighbourhood is also supported with information on mutual rules and rights and available local social services, while their participation and smooth integration into local communities is facilitated with the intervention of cultural mediators.

Results

From 2001 to 2005, LA casa Foundation restored and placed 35 housing units at cooperatives’ disposal (19 in the province of Padua; 8 in the province of Rovigo; 8 in the province of Venice). 19 additional apartments were purchased in 2005 and are currently being restored.

During the first year (2004) AISA VENICE front-desks assisted 217 people, helping 143 in finding a house and initiated 14 microcredit loans for a total amount of €105.000.

3. STRENGTH AND WEAKNESSES

3.1 Sustainability

Though recent, AISA can count on the pluriennial experience of some of its partners. The project is implemented through local cooperatives highly integrated with the local context (local institutions, real estate agencies, local demand).

For its independence and as the central capital holder for the cooperatives, la Casa Foundation represents a transparent and accountable organization for public and private donors. Local municipalities are increasingly devolving the implementation of migrant-oriented housing projects to the Foundation.

The gradual enlargement of the Foundation housing stock will represent both a consistent capital and a sustainable resource for offering social housing to migrants in the years to come.

Finally, loan recovery rate for microcredit to migrants has been quite high in past experiences, also due to the strength of social ties among ethnic communities, and it is believed to be self-sustainable also for the new schemes implemented.

3.2 Actual and potential advantages

The third sector organisations involved have proved their capacity to adopt particularly flexible forms of actions especially suitable in meeting the needs of the many communities living in the area. AISA integrated approach that takes into account both immediate (housing) and long-term (social inclusion) migrants needs, is a promising practice for promoting peaceful cohabitation with, and a smooth integration in, their new community.

4. REPLICABILITY

4.1 Context

This initiative is clearly in an advanced stage that might seem, at first glance, too ambitious for being implemented in cities of developing countries. However it is the result of a slow and long process started with small initiatives carried on by single third sector organisations working with migrants.

In the cities of the South, the general lack of access to adequate shelter and the widespread growth of informal settlements is surely a condition that might prevent the implementation of projects directly promoting social housing for migrants. However, often migrants find difficulties even in accessing the informal housing market or are excluded from secure tenure and regularisation campaigns eventually promoted. Migrant oriented NGOs and local organisations might support them in accessing informal housing market and assist them in the bureaucratic procedures for legalizing their position when available.

4.2 Requirements for successful replication/adaptation

There should be at least one local organisation, possibly already assisting international migrants or active in pro-poor housing projects, interested in promoting migrants' access to housing.

The promoter should have experience in, and capacity for, fund raising.

A basic knowledge about the dynamics and functioning of local formal and informal housing markets is necessary.

5. BIBLIOGRAPHY AND LINKS

AAVV (2005), *Housing Policies and Services for Immigrants in Italy*, census, Rome

AAVV (2004) *Relazione annuale delle attività di Fondazione La Casa Onlus*

<http://www.agenziaisa.org/>

GOOD PRACTICE 03 – “INFO BADANTI”

1. PROJECT PROFILE

1.1 Project promoter(s)

*Italian Ministry of Labour through Italia Lavoro S.p.A.*⁴

Partners:

Regional Council on Migratory Flows of the Veneto Region
Friuli Venezia Giulia Region,
CARITAS - Patriarchate of Venice



1.2 Project name

“Info Badanti (information for caregivers)” within the framework of the two-year pilot project
“Employment and services to people”

1.3 city(ies) where it has been implemented

A total of 20 cities, including all the principal cities and some municipalities of the two regions in North-eastern Italy (Veneto and Friuli Venezia Giulia)⁵

1.4 Level

Regional

1.5 Period of implementation

The project was launched in January 2004 and is active since January 2005.

1.6 Budget

€2.371.200,00 for the first two years of activities, provided for by the *Italian Ministry of Labour* through *Italia Lavoro*. Annual budget needed for implementation: € 900.00,00.

2. DESCRIPTION OF THE GOOD PRACTICE

2.1 Field(s) of intervention

The request for care workers by families with elderly or disabled members have been rapidly growing in northern Italy, this demand being increasingly fulfilled by migrant women coming principally from Eastern Europe and some former Soviet Republics. This led to, on the one hand an unprecedented expansion of caregivers black market, consisting in thousands of migrant women being irregularly employed by Italian families and, on the other, a growing need for overcoming unavoidable difficulties between caregivers and families themselves, due to communication problems, cultural, tradition and value differences.

The project's focus embraces the two aspects: i) the inclusion of migrant care workers into the formal labour market through the promotion of legal employment and regularisation; ii)

⁴ Italia Lavoro is a Technical agency of the Ministry of Labour and Social Policy. It is responsible for the promotion and management of actions in the field of employment policies and social inclusion.

⁵ Cities list - **VENETO Region:** Mestre (VE), Mirano (VE), Padova, Vicenza, Montebelluna (VI), Schio (VI), Rovigo, Treviso, Vittorio Veneto (TV), Belluno, Verona, Villafranca (VR). **FRIULI VENEZIA GIULIA Region:** Pordenone, Maniago (PN), Udine, Tolmezzo (UD), Latisana (UD), Trieste, Gorizia, Monfalcone (GO).

the matching between Italian families demand for caregiver assistance and the wide offer of foreign workers in this sector.

2.2 Main Objectives of the project

The project objective is to harmonise families' needs with care workers' professionalism in order to facilitate legal labour contracting. Moreover, the project aims at orienting both migrant women and families who often find difficulties in accessing information on the job-related regulatory framework and have scarce knowledge about existing legal opportunities.

2.3 Target group(s)

Migrant caregivers, families living in Veneto and Friuli Venezia Giulia with a member needing assistance, local social workers in the public and private sectors.

2.4 Number of beneficiaries

Potentially unlimited, since the service aims at reaching as many as possible interested people.

2.5 Summary of the practice

Strategy:

The project aims at reaching all directly involved stakeholders of the migrant care workers labour market by:

- i) offering foreign caregivers information on job opportunities, courses and vocational training
- ii) helping families in finding an assistant suitable to their needs and in dealing with bureaucratic processes for contracting her.
- ii) giving advice to local social workers who might face some aspects of the issue during their normal activities of social assistance.

Activities:

FRONT-DESKS:

Front desks are active in 16 cities (11 in Veneto and 5 in Friuli Venezia Giulia Region) and are the operative branches of the project. They are normally open five mornings a week and are ran by two full-time operators or by several part-time trained personnel.

By keeping an updated database with the details on both the needs of persons looking for assistance and the skills of care workers applicants, the counters' operators try to match demand and supply.

A part from giving all the information and assistance on necessary steps for starting-up legal working contracts between employers and caregivers, front desks also give help in preventing or solving problems that might emerge during the employment relationship. The objective is to protect both parties by making clear what are the mutual rights and duties, and make them formally agree since the beginning what care workers' tasks will be, by drawing up an "individual assistance plan".

CONTACT CALL-CENTER:

A telephone number at local-call cost is also available since September 2005 for the two concerned regions. This call center gives multilanguage general information on the services offered and directs the caller to the nearest information desk.

WEB SITE

The website (in Italian) is structured into three dedicated sections: for families, for caregivers and for local social workers. In each session users can find general information, FAQs, thematic guides, normative documents and standard forms.

In particular, a comprehensive vademecum for families interested in employing a caregiver is downloadable from the web-site.

An e-mail address is also active for further information requests.

Results

During the first year of implementation of the project (2005), 15,000 interviews to would-be migrant caregivers were realized, 500 legal employment contracts were signed, 5,000 forms describing available care workers' profiles and 2,000 forms recording the specific needs of families looking for care assistance have been filled and inserted in the data-base. By August 2006, a total of 31,141 interviews was reached, other 724 new contracts were signed while caregivers-forms and families-forms added to the data-base were respectively 3,091 and 1,869.

In the first two months of activities the contact call-center received nearly 1,400 calls (42,4% asking for information and advices, 28,4% by migrant care workers looking for a job and 29,2% by families looking for care assistance), clearly showing that such a service is strongly needed.

3. STRENGTH AND WEAKNESSES

3.1 Sustainability

In the Veneto region, the total number of migrants care workers is estimated to be between 30 and 40 thousands, 70% irregular (including undocumented migrants, regular migrants working without a legal employment contract and legally employed workers employed for more hours than those officially declared). Regularisation of this expanding black market is one of the priorities of the regional government, which has also officially recognised that migrants care assistance strongly contributes in terms of public savings for welfare (a 2000 study showed that 10 thousand caregivers employed resulted in € 6 million savings for the public health system). The results obtained during the first year of *Info badanti* have demonstrated to be good enough to secure a long-term financial support by the Regional government.

3.2 Actual and potential advantages of the practice

The number of users applying for the services offered by *Info badanti* has been constantly growing and the first results show that the project is effectively contributing to the regularisation of migrants working in the elderly care sector.

Furthermore, data collection is giving a realistic picture of the actual demand for care assistance in the two concerned regions. The regional governments are already using these data for lobbying national government to provide for coherent entry quotas when planning the annual flows.

4. REPLICABILITY

4.1 Context

The expansion of informal employment market that characterises most cities in developing countries surely questions the possibility of implementing projects benefiting exclusively

migrant workers. However, even in the cities of the South there is evidence of a migrants prevailing occupational clustering in few sectors, often corresponding to the lowest socio-occupational categories of the wage scale and subject to the harshest working conditions. Under such conditions, the possibility of replicating *Info badanti* might be taken into consideration, since it could benefit both international migrants and native workers.

4.3 Requirements for successful replication/adaptation

A basic assessment of which sectors register high levels of migrants' informal employment is a pre-requisite for the replication of *Info badanti*.

Political will of promoting actions for the regularisation of informal labour market is also an essential condition.

5. BIBLIOGRAPHY AND LINKS

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AAVV (2006), *Immigrazione straniera in Veneto*, Osservatorio Regionale sull'Immigrazione, Franco Angeli, Milan

Statistical Data released by Marilena Pistolato (Italia Lavoro)

<http://www.venetoimmigrazione.it/badanti>