

# RAN Collection practice template

<p><b>Name of the practice</b></p> <p>Please note that by practice we mean an activity/method/tool that has been used or is in use by professionals and/or community members.</p>	<p><b>Extremism Information Centre</b></p>
<p><b>Description</b> (max. 300 words)</p> <p>Short description of the aim and working method of the practice. Please note that in this description, it must be clear that <u>there is an explicit connection to preventing and/or countering radicalisation and/or violent extremism</u>. This means that in the aims and/or the activities/methods/tools of the practice, there is a link to preventing and countering radicalisation and/or violent extremism. Practices without this link cannot be included in the RAN Collection.</p>	<p>The Extremism Information Centre is a nationwide contact point for parents, teachers, social workers and any other persons seeking advice on issues of violent extremism. Our definition of extremism is broad and covers both politically and religiously motivated extremism. We are not only concerned with extremism at the margins of society, but also with the attitudes in the middle of society that are breeding grounds for extremism.</p> <p>The Extremism Information Centre was established in December 2014. It is financed by Austria's Ministry of Family and Youth and other European and national funding. Its services include a free helpline, face-to-face counselling and a broad variety of workshops and trainings on issues related to how young people become attracted to extremist groups, anti-discrimination, anti-Muslim racism, jihadism and right-wing extremism.</p> <p>The Extremism Information Centre offers anonymous counselling, free of charge. Its counselling model for sustainable solutions is backed by stakeholders and an interdisciplinary team of experts. In recent years, we have expanded our online work.</p> <p>We help to assess given situations and determine appropriate interventions by questioning whether the reported behaviour is a sign of radicalisation that could lead to violent extremism, or rather a sign of rebellion and provocation. We provide general information (on legal issues), as well as specific information. We refer people to other institutions such as family counselling centres or open youth work organisations. We also offer face-to-face counselling.</p>

	<p>When working with individuals at risk, the voluntary engagement of the client is a precondition. Implementing a long-term approach, we try to detect underlying problems and drivers of radicalisation, and remain focused on the affective aspect. The first advice we give parents is to maintain contact with their children and maintain the relationship. We advise parents to keep the channels of communication open with their children and encourage them to share their ideas. We also discourage them from arguing over ideological issues.</p> <p>Our intervention aims to provide individuals with emotional support, and to find ways to reinforce trust and a cooperative mindset by strengthening the family and adolescents within their social environment. We create a support system and provide alternative social contacts and an alternative perspective on school or work. We include a broad spectrum of professionals from the fields of probation work, youth work, family counselling centres, official bodies, job centres, therapists and (religious or other) experts. We work closely with the security service and the police, but they are only involved if requested (by the clients) or in cases of immediate danger.</p> <p>During the COVID-pandemic, special emphasis was placed on on family members believing in Conspiracy theories.</p> <p>Lately we have been dealing more and more with young people who are converting to a salafist orthodox orientation of islam.</p> <p>Moreover, we intensified our work with people accused of having committed terrorist acts or of having violated the Prohibition Statute (acts under the law banning national socialist activities).</p>
<p><b>Key themes</b></p> <p>Please <u>choose</u> 2 key themes most corresponding with the practice.</p>	<p>Family support</p> <p>Multi-agency cooperation</p>
<p><b>Target audience</b></p> <p>Please <u>choose</u> a minimum of one target audience most corresponding with the practice.</p>	<p>Families</p> <p>Educators / Academics</p> <p>Prison / Probation</p>
<p><b>Geographical scope</b></p> <p>Please indicate where the practice has been/is implemented (countries, regions, cities).</p>	<p>The Extremism Information Centre is a nationwide contact point. We work together with family counselling centres and open youth work organisations all over Austria.</p>
<p><b>Start of the practice</b></p>	<p>2015</p>

<p>Please indicate when (year) the practice was developed and implemented to indicate the maturity of the practice. In case the practice is no longer active, please indicate when it ended.</p>	
<p><b>Deliverables</b></p> <p>Please indicate if the practice has led to concrete deliverables, such as (links to) handbooks, training modules, videos.</p>	<p>The website (<a href="http://www.beratungsstelleextremismus.at">http://www.beratungsstelleextremismus.at</a>) provides information on the Extremism Information Centre's helpline, training and FAQs, as well as a news section with articles.</p> <p>A database provides useful tools for practitioners: <a href="https://www.beratungsstelleextremismus.at/datenbank/">https://www.beratungsstelleextremismus.at/datenbank/</a></p> <p>Video explaining extremism and the Extremism Information Centre's counselling model: <a href="https://www.youtube.com/watch?v=SDdXSzm7oYI">https://www.youtube.com/watch?v=SDdXSzm7oYI</a></p> <p>Video explaining the work of the Extremism Information Centre: <a href="https://www.youtube.com/watch?v=k8Tyuo-LQPo">https://www.youtube.com/watch?v=k8Tyuo-LQPo</a></p> <p>A basic training module focusing on self-reflection and exploring the question 'What does extremism have to do with me?' has been developed, including related workshop modules and lectures (<a href="https://www.beratungsstelleextremismus.at/info-expertise/fortbildungen/">https://www.beratungsstelleextremismus.at/info-expertise/fortbildungen/</a>).</p> <p>Information leaflets on the services offered by the Extremism Information Centre (in six languages) and on the workshops in particular, are likewise available online (<a href="https://www.beratungsstelleextremismus.at/news-info/materialien/">https://www.beratungsstelleextremismus.at/news-info/materialien/</a>)</p> <p>An online game focused on democratic citizenship in the face of hate speech, extremist and polarizing efforts has been developed:</p> <p><a href="https://www.beratungsstelleextremismus.at/wp-content/uploads/2024/03/HATE-HUNTERS-Handbuch-fu%CC%88r-Jugendarbeiter_innen.pdf">https://www.beratungsstelleextremismus.at/wp-content/uploads/2024/03/HATE-HUNTERS-Handbuch-fu%CC%88r-Jugendarbeiter_innen.pdf</a></p> <p><a href="https://apps.apple.com/us/app/hate-hunters/id6464066785">https://apps.apple.com/us/app/hate-hunters/id6464066785</a></p> <p><a href="https://play.google.com/store/search?q=hate+hunters&amp;c=apps&amp;hl=de_AT&amp;gl=US&amp;fbclid=IwAR2kyJMaE8zSVBOuRTjC74aVI2puiDs16c6Y_oHMEQjIUn2gC42RajjDg_F&amp;pli=1">https://play.google.com/store/search?q=hate+hunters&amp;c=apps&amp;hl=de_AT&amp;gl=US&amp;fbclid=IwAR2kyJMaE8zSVBOuRTjC74aVI2puiDs16c6Y_oHMEQjIUn2gC42RajjDg_F&amp;pli=1</a></p>

	<p>a guide for educators on dealing with antisemitic and anti-muslim narratives in the context of the middle east conflict has been developed</p> <p><a href="https://www.beratungsstelleextremismus.at/wp-content/uploads/2024/03/Antisemitische_und_antimuslimische_Narrative_paedagogischer_Umgang_2024.pdf">https://www.beratungsstelleextremismus.at/wp-content/uploads/2024/03/Antisemitische_und_antimuslimische_Narrative_paedagogischer_Umgang_2024.pdf</a></p>
<p><b>Evidence and evaluation</b></p> <p>Short description on <u>performance measures</u> of the practice, including</p> <ol style="list-style-type: none"> <li>1. <u>qualitative views and quantitative (statistical) data</u> e.g. measure of the success of your project or intervention.</li> <li>2. <u>evaluation and feedback</u>, including surveys and/or anecdotal evidence e.g. have you done either an internal or external evaluation, have you encouraged any feedback from your target group?</li> <li>3. <u>peer review</u> which feedback did the practice receive in the RAN working group and/or study visit where the practice was discussed.</li> </ol> <p>Please elaborate on the outcomes of your monitoring and evaluation efforts.</p>	<ul style="list-style-type: none"> <li>• Documentation of callers (short description of the situation and indicated problem) and intervention measures.</li> <li>• Feedback questionnaire: trainees fill out a standardised questionnaire</li> <li>• Evaluation of workshop settings through participatory observation by external experts has taken place.</li> <li>• Organisations that booked workshops and trainings are contacted after the training, and asked about their satisfaction with the service.</li> <li>• Team meetings and supervision.</li> <li>• Regular expert meetings with other organisations working in the field and the security service.</li> <li>• Documentation of media response.</li> <li>• Feedback via international meetings and conferences.</li> <li>• Participating in RAN Meetings. The extremism information is seen as flagship model and our counselling approach is shared and given as a working example in the field of preventing extremism.</li> </ul> <p>Information and data are available online (<a href="https://www.beratungsstelleextremismus.at/news-presse/presse-corner/">https://www.beratungsstelleextremismus.at/news-presse/presse-corner/</a>).</p>
<p><b>Sustainability and transferability</b> (maximum of 200 words)</p> <p>Short description on the sustainability and transferability of the practice, including e.g. information on the costs of the practice. <u>Please elaborate on which elements are transferrable and how.</u></p>	<p>The practice can easily be transferred to other countries. The costs in Austria are approximately EUR 500 000 per year. This covers five counsellors (one of whom works chiefly with formers and persons wishing to disengage from violent extremist groups), one person responsible for organising training sessions and workshops, one person for projects and project applications with partnering organisations, and the director of the centre (most employees work part-time). It also covers remuneration for trainers, rent and infrastructure, and public relation activities.</p> <p>Our counselling approach is easily transferrable since it is a common counselling technique based on the identity model of Hilarion Petzold combined with a non-judging systemic attitude in addition to the legal and juridical frame.</p>

### Presented and discussed in RAN meeting

Please note that to be included in the Collection, the practice is preferably nominated through one of the RAN meetings. Add name of the RAN Working Group/event, date, place and subject of meeting.

RAN Prevent education event, March 2015

RAN Thematic Event 'Dealing with Foreign Fighters', June 2015

Founding Conference RAN Austria, September 2015

RAN MS support workshop on helplines, December 2015

RAN MS support workshop on Local Approaches, October 2016

RAN Plenary, November 2016

RAN and IMPACT Member State support training on the evaluation of interventions, November 2016

RAN and IMPACT Europe Prison and Probation Services Evaluation Workshop, April 2017

RAN workshop 'Returnees', September 2017

RAN Family and Youth: lecture on project 'Jamal al-Khatib'), December 2017

RAN EXIT Working Group, April 2018

RAN workshop on the evaluation of PCVE practices, May 2018

EU Internet Forum: CSEP Campaigns Event #01, January 2019

RAN LOCAL Academy meeting - Evaluation: How are we doing?, March 2019

RAN P&P and RAN YF&C Multi-Agency meeting - 'Radicalised and terrorist offenders being released from prison: community and family acceptance, 6-7 June 2019, Prague

RAN Policy & Practice event 'Radicalised and terrorist offenders released from prison: involving and preparing communities and families', 19 September 2019, Helsinki

RAN\_FC&S\_Meeting\_Families of Foreign Terrorist Fighters, June 2020, Online

RAN Families, Communities & Social Care meeting, September 2021, Online

RAN small scale expert session: „Developing a Support Tool for Families on Dealing with Conspiracy Narratives“, June 2022, Madrid

	<p>RAN Practitioners Plenary, October 2022, Brussels</p> <p>RAN FC&amp;C Working Group meeting on evaluation, September 2023, Online</p>
<p><b>Linked to other EU initiatives or EU funding</b> (maximum of 100 words)</p> <p>Please indicate how your project was funded, if your practice is linked to other EU initiatives or projects, AND explicitly note if it is (co-) funded by the EU, and if so, by which funds? Such as Erasmus +, Internal Security Funds (ISF), European Social Fund (ESF), Horizon 2020, etc.</p>	<p>European Commission ISF — Police Action Grant: DECOUNT</p>
<p><b>Organisation</b> (enter maximum of 100 words and select organisation type)</p> <p>Please briefly describe the organisation behind the practice including the legal status e.g. NGO, governmental, limited company, charity etc.</p>	<p>boJA is the centre of competence for Open Youth Work in Austria. The association is the service and networking agency for Open Youth Work in Austria, as well as the expert office for quality development in Open Youth Work. It represents Open Youth Work at national and international level. boJA is the spokesperson for Open Youth Work — with the aim of positioning the topics, perspectives and needs of Open Youth Work and the young people who use its services, in the national and international (youth) political debate.</p> <p>boJA is a non-governmental, non-profit organisation.</p> <p>Type of Organisation: <a href="#">NGO</a></p>
<p><b>Country of origin</b></p> <p>Country in which the practice is based.</p>	<p>Austria</p>
<p><b>Contact details</b></p> <p>Please provide contact details of who can be contacted within the</p>	<p>Address: Lilienbrunnngasse 18, 1020 Vienna, Austria Contact person: Verena Fabris Email: <a href="mailto:verena.fabris@boja.at">verena.fabris@boja.at</a> Telephone: +43 660 6338944</p>

organisation, with name and email address.	Website: <a href="http://www.beratungsstelleextremismus.at">www.beratungsstelleextremismus.at</a> and <a href="http://www.boja.at">www.boja.at</a>
<b>Last update text</b> (year)	2024