



Migrant E-nclusion

Advancing Migrants' Digital Inclusion for Integration and Social Cohesion



DISC INITIATIVE
IOM Diversity, Inclusion and
Social Cohesion Initiative

Context

As the world recovers post-pandemic, societies witnessed first-hand how digitalization has helped confront the crisis and kept communities informed and connected. Nevertheless, digitalization is not without its caveats: there are large sections in society, particularly migrant communities, who are continuously excluded due to pre-existing and widening digital divide.

With the pandemic, the issue of digital inclusion has gained a bigger traction in IOM's policy discussions and pre- and post-arrival programming, leading to further investments in and transition to digital services and platforms. These include digital pre-departure or cultural orientation, distance education and language learning, virtual counseling, digital job fairs, as well as digital film screening, virtual concerts and at-home talent contests, as well as community-driven digital campaigns to combat xenophobia and hate speech (see [DISC Digest on Digitalization](#)). Some of these working modalities and interventions adapted during the pandemic are expected to stay, even post-pandemic.

While there is an emerging transition of a wide range of programmatic activities into digital spaces, there is currently limited effort to take stock of these developments, as well as leverage digital solutions and digital upskilling of migrants and diaspora communities for long-term integration and sustainable development. As IOM offices, public authorities and other practitioners continue to face similar challenges related to digital inclusion and literacy, service provision and

the broader issue of social exclusion, there is an urgent need for a structured and collaborative exchange and learning to promote equitable and sustainable solutions to promote safe and orderly labour mobility and migrant's digital inclusion.

Within the framework of the [Joint Global Initiative on Diversity, Inclusion and Social Cohesion](#) (DISC), and in synergy with other work in labour mobility and diaspora engagement, the IOM's **Migrant E-nclusion** project aims to enhance IOM capacity to innovate and facilitate inclusive digital solutions in IOM's pre and post arrival programming to support migrant inclusion and social cohesion.

Global Policy Agenda

In line with the Global Compact for Safe, Orderly and Regular Migration (GCM), this project aims to contribute to operationalizing Objective 16: Empower migrants and societies to realise full inclusion and social cohesion, as well as advances 2030 Agenda for Sustainable Development's overarching principle on 'leaving no one behind' and targets (10.2 and 16.9) on ensuring everyone's equitable access to services.

It also responds to the UN Secretary General on the [Roadmap for Digital Cooperation](#) and the UN [Our Common Agenda](#) which both emphasize the importance of digital cooperation, as well as the opportunities of digitization of public space and services for the most marginalized populations, including migrants.



IOM Migrant E-nclusion's Approach and Activities

Building on the resources and knowledge gathered from the DISC Initiative ([download the Resource Pamphlet](#)), the project pursues a three-pronged approach to elevate the agenda of digital inclusion:



Research & Knowledge Management

In promoting digital inclusion of migrants, it is of paramount importance to invest in research that looks into understanding and identifying barriers and enablers of migrants' digital inclusion starting from pre-arrival to migrants' long-term integration trajectories. This initiative explores existing trends, thematic issues, and build upon good practices related to digital inclusion and remote service delivery, across various service sectors of integration.



Learning & Capacity Development

It is crucial to invest in building and developing capacities of both policymakers and practitioners in crafting interventions to facilitate migrant inclusion and leverage digital tools and platforms for learning. This initiative provides structured exchanges between stakeholders and development of digital learning platforms based on evidence and findings from research and documented good practices.



Innovation & Partnerships

Participatory and human-centered models of engagement and collaboration are essential in order to co-create innovative solutions and recommendations for improving programming of digital solutions targeting migrant newcomers. Through the initiative, partners draw inspiration from each others' diverse experience, bringing valuable lessons from the field and evidence to the table to advance digital access and literacy of all migrants.

In its first phase, the project implements the following activities:

- **Extensive Assessment.** Carry out an extensive assessment of available research on trends, challenges and risks of migrants' digital exclusion and map out relevant best practices and strategies, and interviews from thematic experts.
- **Network of Expertise.** Establish a network of expertise in pre-and post arrival programming to facilitate structured exchanges and connecting with similar platforms and programmes to build on existing knowledge and scale initiatives.
- **Collaborative Workshops.** Organize collaborative and multi-stakeholder workshops and focused group discussions for systematic exchange of ideas, mutual learning and innovation on empowering migrants to participate in new and emerging digital spaces.
- **Online Hub.** Establish a dedicated online hub on digitalization and innovation to support knowledge management and sustained collaboration among IOM missions
- **Digital Inclusion Report.** Draft a strategic report to identify practical and strategic recommendations for incorporating digital inclusion considerations in pre-and post arrival programming.

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