

CASE STUDY 11: Organisational Perspective

PRO-BONO LEGAL PANEL

THE PRO-BONO LEGAL PANEL IS AVAILABLE TO OFFERED SUPPORT, ADVICE AND GUIDANCE ON ANY ASPECT THAT MAY REQUIRE LEGAL ADVICE AND GUIDANCE AT ANY POINT THROUGHOUT THE 18-MONTH SPONSORSHIP PERIOD.



The Open Community, through the Cairde Allies Partner Network launched a Free Legal Advice Panel in 2021 which is coordinated in partnership with the Public Interest Law Alliance (PILA). The panel is comprised of four leading Irish law firms: A&L Goodbody, Arthur Cox, Mason, Hayes & Curran and Matheson. These firms are available to offer free legal advice to people who have resettled in Ireland, community sponsorship groups (CSGs) or community hosts at any point throughout their resettlement journey.

Community Sponsorship, and more recently Community Hosting, are unique opportunities for people to come together and welcome refugees arriving in Ireland and help them rebuild their lives. They are positive and tangible ways to respond to the refugee crisis, mobilising the skills, resources and compassion of individuals and groups to change the lives of refugees.

However, this is a hugely complex process and there are many challenge and a variety of needs that need to be addressed to settled into life in Ireland. CSGs, community hosts and/or resettled persons may encounter issues that require legal advice and guidance at any point throughout this period.

The panel provide a highly valuable resource and essential safeguards for Ireland's community sponsorship programme and hosting solution.

The panel is available to offer support, advice and guidance on any aspect that may require legal advice and guidance at any point throughout the 18-month sponsorship period or during the host solution period.

It is vital that whilst people are restarting their lives in Ireland that they have full access to any legal support they may need.

"COMMUNITY SPONSORSHIP CAN PLAY A CRUCIAL ROLE IN SUPPORTING A FAMILY'S INTEGRATION INTO LIFE IN IRELAND. IT'S GREAT TO BE PART OF SUCH A VIBRANT AND COLLABORATIVE COMMUNITY"

"Community sponsorship can play a crucial role in supporting a family's integration into life in Ireland. Arriving to a new country can be challenging, and at times confusing when it comes to accessing services such as health, education and housing. We are delighted to be a part of the legal panel where our lawyers are available to guide and support both sponsors and families to navigate these systems. It's great to be part of such a vibrant and collaborative community" – *Eithne Lynch, A&L Goodbody.*

Further information: [The Open Community: Free Legal Advice Panel](#)

TELEPERFORMANCE PORTUGAL

"COMMUNITY SPONSORSHIP AND THE SOLUTIONS OFFERED CAN TACKLE THE REFUGEE CRISIS AS WELL AS ISSUES ON HOW TO EFFECTIVELY WELCOME REFUGEES."



Teleperformance Portugal has been in the country for 27 years and is one of the companies with the highest growth in Portugal, currently employing over 13 300 workers and growing, averaging 2000 new hires per month.

The company offers an omnichannel customer solution, providing digital integrated business services in the fields of customer care, technical support, customer acquisition, digital solutions, analytics, back office, or other specialized services.

Fostering diversity and multiculturalism is part of the company's DNA. Several strategies and projects that promote diversity, inclusion and equity have been developed over the years in partnership with NGOs such as CPR, as well as with government entities like the High Commission for Migrations (ACM).

In Portugal, the team is composed by people of 111 nationalities, and the company provides services in 35 different languages. Teleperformance Portugal describe their team as multicultural, highly skilled, and deeply knowledgeable, and focuses on making every employee feel welcome, supporting all newcomers adapting and integrating into the Portuguese society.

In an effort to support their staff and considering the difficulties surrounding the housing market, Teleperformance Portugal provides free shared housing to their employees. Additionally, all migrant and refugee employees have fiscal and legal support as well as logistic assistance.

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Within the company all employees have the possibility to access training and growth programs, thus allowing for the development of competences and skills as well as career progression opportunities. Also, there is a wide range of services and activities that staff can enjoy. Teleperformance Portugal has been distinguished as one of the 25 best companies to work for in Europe in 2021 by Great Place to Work.

"WE BELIEVE THAT SOCIETIES THAT EMBRACE DIVERSITY AND INCLUSION HAVE BETTER CHANCES TO SUCCEED"

Sponsorship is viewed as a solution not only for the current refugee crisis but also for welcoming and integrating refugees in emergency contexts. Recently the company was closely involved in supporting a refugee family from Afghanistan, in partnership with the ACM, by offering housing and employment for 12 months.

Teleperformance Portugal is a valuable partner of CPR, being involved in several activities and projects, the most recent being Destino: Integração. The company has been hiring and welcoming refugees for long, having joined the global support movement to Ukrainian refugees by employing 29 people fleeing the war.

Teleperformance Portugal is an active member of Parceiros Comunidade, CPR's partner network for community sponsorship in Portugal.

