

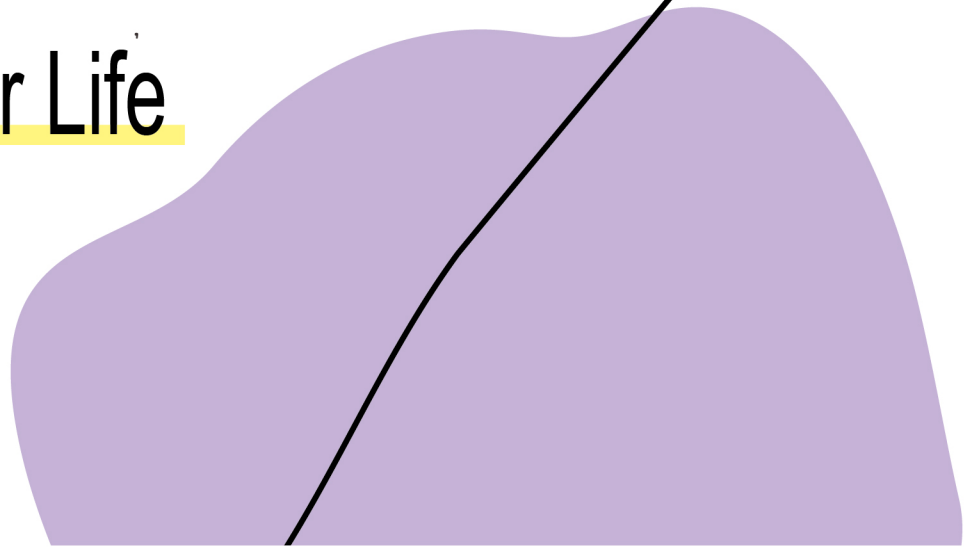
Taipei City New-Immigrant Participatory Budgeting Achievements



Participatory Budgeting for a New Future

One Heart for Ideals

Co-work for Life



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Words From the Mayor

Voice Your needs

Together We Make Good Things Happen in Taipei

Taipei City Government is leading the nation in implementing participatory budgeting to make sure all policies are based on public opinion. We invite Taipei City residents to participate in the process of allocating budgets for public policies to truly fulfill the idea of "by the people, for the people." There has never been a city in Taiwan that advocates participatory budgeting, a budget allocation process where city residents can directly propose a policy and have it implemented after deliberation. The advocating of participatory budgeting is a new idea in Taiwan; therefore, the establishment of an SOP is extremely important. Everything we do must be started from the drawing table, such as how to help city residents to understand the essence of participatory budgeting, make proposals, conduct deliberation, plan budgets, etc.

Through actually participating in policy proposals, city residents will have actual experiences, and a sense of achievement. They can also oversee and make sure the contents of the proposals are fully implemented, and they can understand if there are any difficulties during implementation. After proposing policies during the participatory budgeting process, city residents will have a better understanding of the efforts that are being put into the process. In the future, when chiefs of villages or city councilors are advocating policies with larger budgets, city residents will be able to appreciate the work and analyze each councilor's efforts in city affairs.

New immigrants have always been an important group of people. There are 30,000 new immigrants who have settled in Taipei City. For them, Taipei City is not merely a city; it is a place to call home. To make home more like home is to have policies that are more suitable to the lives of new immigrants. This has long been Taipei City's goal. In the process of caring for new immigrants and helping them integrate into local life, we discovered new immigrants' needs are different from those of other city residents. Therefore, one of the best ways to help new immigrants participate in society and further integrate with other city residents is to have them



directly discuss policies and be involved in the usage of budgets.

The advocacy of new-immigrant participatory budgeting is a difficult challenge for Taipei City. Like new immigrants, the city government starts on this endeavor without prior experience. We will put our minds together and gradually achieved our dreams. At the end we were able to successfully draft eight ideas. Taipei City has executed these eight proposals so that new immigrants can take ownership and, in the process of chasing after their dreams, gain a sense of achievement.

Building a city where old residents and new residents live harmoniously together has always been the goal of the city government. The advocacy of new-immigrant participatory budgeting is the best channel for new immigrants to invest themselves in society and pay attention to public affairs. We believe new immigrants who participate in the policy proposal process will become the seeds that lead more new-immigrant friends to join public services and make Taipei, their home, a better place.

Taipei City Mayor

Ko Wen-Je

Words From the Commissioner

The Most Important Small Thing

New immigrants are important partners to Taiwan society, and an important group of people to Taipei City. Many of the city government policies, including those that affect people's livelihood, social welfare, education, and vocational training, have touched on the lives of city residents, but new immigrants' lives and needs are different than those of other city residents. In view of these differences, the idea to invite new-immigrant friends to participate in policy budget planning was born. We hope this effort will allow the policies to better meet the true needs of new immigrants.



Nothing is easy in the beginning, and Taipei City Department of Civil Affairs' scholars and officials have frequently interacted with new immigrants through classes and workshops since 2016. Our efforts have led new immigrants to start paying attention to and participating in public policies and issues. New immigrants have become truly proactive policy makers.

Daily necessities are often what affect our lives the most. According to the experience we gained from Department of Civil Affairs' interaction with new immigrants, we understand that most new immigrants' immediate needs are related to children's education, job searching, and language. For example, most new immigrants stay home to take care of young children or old family members. Even when the government hosts vocational training classes, new immigrants in such situations often cannot leave home to attend and are therefore unable to enjoy the resources that are available. Through the advocacy of participatory budgeting, we allowed new immigrants to tell us their actual needs and help the city government to upgrade the existing policies to the better, 2.0 version. Changes include providing daycare services during vocational training classes and reducing class time so that new immigrants can return home in time to prepare meals. These thoughtful services are small differences when compared to other vocational training provided by other local governments, but they are exactly what new immigrants need.

It is said that "the best politics is to create the most happiness!" For Taipei City, listening to

the needs of new immigrants and realizing their small wishes is a big thing. Through the experience of executing participatory budgeting in the past two years, the Taipei City Government staff now knows how to best discuss policies with new-immigrant friends. Furthermore, new immigrants also learned to pay attention to public issues and reach out for help meeting their needs. Participatory budgeting is the best way for new immigrants to collaborate with the city government. We also believe that we have set a great example for city governance.

Today, the most difficult stage of advocating for participatory budgeting is finished. We are proud to tell our new-immigrant friends that the foundation has been laid. Let us continue to work together in the future to build Taipei City into a new home that is safe and beautiful.

Taipei City Department of Civil Affairs Commissioner

Lan Shih-Tsung

Words From the Convener

Spending the Government Budget Wisely

Taipei is the capital of Taiwan and an international city. More and more new immigrants are making their way to Taipei. Their lives, careers, and children's education in Taipei are things to which we should be paying attention. Through participatory budgeting, new immigrants can propose policies according to their ideas and needs. It is a very good thing.



The proposals and drafting process of new-immigrant participatory budgeting are different from the current district participatory budgeting process. New-immigrant participatory budgeting does not have to go through the i-Voting process. Every city resident and new immigrant can join the proposal sessions. Everyone can discuss the contents of the ideas, and the Department of Civil Affairs staff will help city residents turn these ideas into proposals. Once the proposals are voted on and go through the deliberation of the residents' assembly, the proposals can be implemented without voting. This process is efficient and saves a lot of time.

Proposals made by new immigrants are almost always related to employment, adult learning, and children's education. The content of new immigrants' proposal have helped the plans and work of relevant offices to be more comprehensive and actually meet the needs of new immigrants. The participatory budgeting process creates good interaction. Because of the proposals, we were able to host many education forums to help new immigrants better understand Taiwan's education system. These sessions also helped them understand where they can find information that will make their children's path to education much smoother. Many new immigrants are hungry to learn. They are highly interested in computer, language, and other related education programs. Through the education forums, they are able to learn more about the available channels for adult education.

In the process of participatory budgeting, it is common to have varying opinions between the participants. The most difficult part is communicating and negotiating to reach common ground that can be carried out as policy and satisfies everyone. For the city government staff members that work on the case, it is always a joy to see a proposal come to a conclusion and be successfully implemented with good results.

The most important principle of participatory budgeting is participation. I am looking forward to advocating for this new system so that more new immigrants can understand the process of participatory budgeting. In the future, new immigrants will be able to make proposals according to their needs and guide the government to allocate the city budget to the places that need it the most. To fully utilize the intended functions of participatory budgeting, we rely on city residents' active participation. We also want to achieve this goal for participatory budgeting in the future.

Participatory Budgeting Division Convener

Shih Shin-Min

Simple Budgeting Process

How can we successfully make a proposal and use budgeting to build a better future?

Start

1

Taipei City Department of Civil Affairs organizes new immigrant participatory budgeting event.

2

Inspiring ideas

By guiding participants with classes, participants will discover many aspects of their lives that can be changed, and will put forward their solutions.

3

Residents' assembly

Solidify consensus and discuss the contents of proposals

4

Voting on proposals

Cast votes to fairly show the opinions of the participants and allowed each case to be represented.

5

During workshops accompanying teachers and relevant agencies are available to help new immigrants at all times.

Support

6

Deliberation workshop

Transfer proposal contents into comprehensive plans for the deliberation of residents' assembly and to be recorded as an official case.

7

Reveal proposals

Reveal proposals in exhibition format to gather public opinions and make the proposals more practical.

8

Proposal evaluation

Relevant agencies will evaluate and plan the budgets.

9

City Government Designating Budget

Officially enter the process of allocating budgets to provide sufficient funding for the proposals.

Support

Considering culture and language barriers, during the proposal process we provided ample supports, such as experienced lecturers and assisting instructors to help new immigrants to successfully make their proposals. The lecturers and accompanying teachers also provides support and accompany new immigrants when so they do not feel alone when making proposals.

Resources

New immigrant participatory budgeting is not a slogan, through efforts of various government offices, we are giving new immigrants the most convenient city affairs participation channel.

What is Participatory Budgeting?

Tips to Advocate

Start from the scratch, start with empowerment

Xu Min-Juan(Taipei City Department of Civil Affairs Deputy Commissioner)

There are 1,500 cities around the globe that implemented participatory budgeting, such as Porto Alegre, New York, Paris, and Seoul etc. However, every city has different methods of implementation and the purposes to implement are also different. There is no one standard and their standards cannot be used in Taiwan. Taiwan practices representative democracy, village chiefs and councilors are the ones that help city residents to get the budgets. Now, city government wants to be closer to public opinion, so a channel is given to the general public and new immigrants to directly participate in proposal making and budgeting process.

Taipei City wants to walk our path, therefore, Taipei City Department of Civil Affairs decided to handle the advocacy of participatory budgeting ourselves, and we take charge as the main driving force. However, nothing is easy in the beginning, establishing SOP is a big issue! We analyzed the old process of civic participation model, and combined it with the process of budget review to outline the major stages of participatory budgeting SOP. Moreover, city government must take on all of the works in the advocacy of participatory budgeting. The most important aspect is to have city residents and government officials understand the logic and reason behind participatory budgeting, so the most important work is to empower. The participation of new immigrants also starts at this stage. With the efforts of city



government officials and accompanying teachers, we have worked out the most suitable method and courses for new immigrants to make a proposal. It is only through the direct involvement and advocacy of the administrative system that city departments were able to swiftly integrated together. And it is only then that the wishes of the new immigrants can be achieved rapidly by

the "shortcut" known as participatory budgeting. Now, even small policies can be put through the process in great efficiency.

Simple Words, Perfect Execution

Prof. Chen Chin-chun(Ming Chuan University Department of Public Affairs)

“What is Participatory Budgeting? Helping Government Officials and New Immigrants Understand Participatory Budgeting.”



Prof. Chen Chin-chun is a witty lecturer that knows how to package difficult knowledge into vivid stories for easy learning. He gave an example during his lecture. One day he saw his son's shoes were torn, so he bought him a new pair and placed it on his desk for him as a surprise. He thought his son will think of him as the best dad in the world. But, two weeks went by and the shoe box was still unopened. He couldn't help it, so he asked his son about it. His son told him that he saw

the shoes, but he didn't like them. Then he said to professor Chen, "Weren't you teaching new immigrant participatory budgeting? Why not give me the money and I'll buy the shoes myself. For you to buy shoes for me is like city government spending money on things that didn't meet the needs of the city residents. Let me buy the shoes I want is in essence participatory budgeting."

Every government wants to do the right things, but social exclusion inevitably happens sometimes. Because of language barrier or lifestyle differences, new immigrants might not be able to enjoy the good government policies that are available. Furthermore, government officials might not cover all of new immigrants' needs, it is like buying the "wrong shoes", spending money on things that did not meet the needs of the people. For policies to touch the hearts of people, the best way is for the people to tell policies themselves.

Deep involvement from the education system, young students join the participatory budgeting team

Prof. Wei Hsiu-chen(National Taiwan Normal University Department of Human Development and Family Studies)

See the needs of different socioeconomic and ethnic groups through the process of assisting new immigrants making their proposals and implementing the proposals as

policies.

Professor Wei Hsiu-chen has long focused on the issues of family relations, marriage, and family education in Taiwan. She has a long history with new immigrants in Taiwan. During her early studies, she would take her students to listen, study, and read first hand sources from new immigrants, and encouraged new-immigrant friends to bring forth their thoughts and voice for their rights in life. Under the guidance of professor Wei, student discussions received great help and gained valuable experiences. This guidance also helped the city establishing interactive relationships with new-immigrant friends. When new-immigrant friends bring forward their needs, it is best to avoid empty words and losing focus on the content. Therefore, when designing a framework we recommend referencing current benefits and measures that are for the new immigrants. It will help them to seek out their needs and what can be done. An open-ended question might be difficult, but a multiple choice question will be much easier to answer. In this way, new-immigrant friends will know how to better handle the discussion. During small group discussions, government officials would often join to listen to what new immigrants have to say. Sometimes they can answer to the questions on the spot and give immediate advices, sometimes suggestions are collected as feedback for the city government.

Compared to other cities in Taiwan, Taipei City's new immigrant benefits are well rounded. It would seem the general direction that we are going is correct, but in practice we might fall short from what was expected.

Through the implementation of new immigrant participatory budgeting, we noticed that the discrepancies are not difficult for the city government to solve. Sometimes all it requires are communications and connections between government departments, and small tweaks and collaborations before the value of our works began to show.



Walk In Their Shoes Empathy Makes A Policy More Touching

Yang Li-yu and Hsu Chun-chi(Taipei City Department of Civil Affairs)

"Can we really tell this to the government?"

"Yes, please do, we are listening."

These two sentences are frequently heard amongst new immigrants. Because of different backgrounds, new immigrants that moved to Taiwan from foreign countries have many questions, and they don't even know where to ask those questions. Case officer Yang Li-yu said that sometimes because of language barrier, lack of confidence, lack of interpersonal interactions, or lack of time and equipment to go online and search for information, situation such as information not reaching new immigrants will happen.



For instances, there was a new immigrant that didn't know how to help her child in 9th grade choose a field of study, and have no idea who she can ask. During a new immigrant participatory budgeting meeting, she mustered up courage and asked her question. It is then that city officials realized that even though relevant information are on government websites or are available at the counseling room in the schools for parents. However, most of new immigrants' problem is remaining stuck without know to seek help, they do not know help could be found in the counseling room.

Though this is only a small example, it clearly shows using Taiwanese mindset to think about new immigrant problem is inadequate. We must guide them to share their thoughts, it is only then that government officials will be able to understand that their blocking stones are things that we couldn't anticipate. In 2016 and 2017, Taipei City started new immigrant participatory budgeting ahead of other local governments in Taiwan. The process is carried out using small table discussion format that guided new immigrants to ask the questions that had for a long time. Their questions could even be used to plan for budget improvement, and adjustment. Questions will no longer be a problem. Whether it is establishing onlie platform, asking city government to help matching part time jobs or short working hour jobs, or to provide diverse learning classes, once a proposal is passed, participating new immigrants will be able to proudly said

to their friends, "The class I proposed is now available, come and take the class."

In the process of suggesting policies for the participatory budgeting, we saw many new immigrants that went from being timid and quiet to openly expressing their thoughts, and gained the ability to propose a policy. The entire Taipei City Government is moved by the growth exhibited by the new immigrants. Through the entire process, they built their confidence and figured out how to live a satisfying life a in Taipei.

Case Study

Local Learning & Cultural Exchange

Proposer: Shu Fen Guo, Chun Ting Jhang

In recent years, the government has held various kinds of events and courses related to new immigrants regularly to shorten the gap between different cultures. However, these activities could easily be reduced into showcasing exotic cuisines and clothes, expressing very little idea that lacks a comprehensive understanding of new immigrants.

Organize local learning and growth activities by utilizing participatory budgeting. For example, Taiwanese courses, English summer camps, cultural sharing activities of new immigrant mothers, etc. Also, translation hotline 1999 is set to help families that have new immigrant members or workers crossing the language gap.

The number of new immigrants in Taiwan has been growing, more than 1,500,000 people now if the second generation included. Sometimes people look at new immigrants with bias because they don't understand them. Guo and Jhang hope to combine multi-cultural festivals and events and invite both local people and new immigrants so the people become more open-minded and the new immigrants can easily find their place in the Taiwanese society.

Written by/ Huan Pong Jhang

Picture/ Taipei City Government

Illustration/ Shih Ai Sang

Shu Fen Guo is a warm-hearted teacher who often participated in social service activities at her leisure. Besides being a teacher, she is also the director of the Taiwan Immigrant Family Service Association whose main goal is the help new immigrants and their families. There are professors, social service workers, and new immigrant spouses in the association. They host cultural events regularly where new immigrant mothers are seen happily participating.

The Problem – Language and Cultural Differences

Taiwan Immigrant Family Service Association has found that many new immigrants have a hard time trying to fit in because of language and cultural differences.

For example, Chi is a new immigrant spouse from Thailand who wanted to work in Taiwan but did not understand Chinese. Through a Thai translator, the association told Chi that she

might only find heavy labor jobs in factories if she didn't learn Chinese, so Chi started to go to Chinese courses. As her Chinese gets better, she gradually adapts to the Taiwanese society.

There's another case from the association. A new immigrant spouse had been discriminated by other family members and bullied verbally and physically by her husband because of her identity. With the assistance of the association, she and her husband started to take computer classes together and slowly became closer as a couple. Her husband's drinking problem and bullying problem were greatly improved. Her husband, later on, visited her home country and got to know the wife's home and culture.

"A lot of people stereotype new immigrants and look at them with a biased view. Cultural differences and language gaps are the two main factors stopping the new immigrants from adapting to the Taiwanese society. This could cause loss of self-identification of the second generation of these new immigrants," said Guo.

Cultural differences and language gaps are the two main factors stopping the new immigrants from adapting to the Taiwanese society.

Origin - Study Participatory Budgeting with a Humble Heart

Guo started participating in activities by Taiwan Immigrant Family Service Association about nine years ago, therefore got the chance to know many new immigrant families. Guo thinks that cultural exchange is the key to communication and mutual understanding between Taiwanese people and new immigrants. The association hosts various activities and courses to help new immigrants integrate themselves into the Taiwanese society.

Guo has never heard of participatory budgeting before. With the help of the association, she participated in the new immigrant participatory budgeting on behalf of the organization. Chun Ting Jhang, on the other hand, is a new immigrant mother from China. "Before the proposal, a professor specializes in public policy introduced and showed us what participatory budgeting is and the process of the proposal." With the assistance of a professional, Guo quickly understood the topic.

Guo's proposal is mainly about holding local learning and sharing activities. There are three items - translation assistance for new immigrant and their families, language learning courses, and cultural exchange with the home countries of the new immigrants. "I found that new immigrants are very interested in courses and cultural exchange activities when I participated in activities by Taiwan Immigrant Family Service Association," Guo said.

Change - Understand and Respect Cultures of Different Countries

With new immigrant participatory budgeting, multiple local learning and growth courses were held, including picture book reading, multi-cultural English camp, new immigrant drama activities, intermediate level Taiwanese courses, Loy Krathong Festival, immigrant festival, and so on.

For example, in intermediate level Taiwanese courses, the teacher made use of scenario simulation to make the classes more interesting. By integrating Taiwanese into daily life scenarios, new immigrants learned useful conversations and had great improvements. Loy Krathong Festival, on the other hand, combined attractions and cuisines from southeast Asia and brought new experience and stimulation to Taipei City, and introduced the citizens to the learn, respect, and appreciate different cultures.

“Language exchange can quickly improve new immigrant’s Chinese communication skills, and therefore help improve in terms of education, communication, and career. During the language classes, students also talked about their questions in their lives to volunteer teachers. With these courses, new immigrant families got the chance to interact with Taiwanese people and learn about each other,” said Guo.

Reflection - Participation is a great chance to learn about each other.

Guo learned about this by participating in the new immigrant participatory budgeting. “Participation is learning,” said Guo. By actually being there, one can learn the process and details of the proposal, and also learn and improve from other people's proposals.

During the proposing process, Guo saw other teams’ projects are all related to the learning and training of new immigrants and their children. Although there were similarities between their plans and Guo’s, each group had a different point of view. For Guo, this was the best time to learn and exchange opinions.

“People ask questions when you are presenting.” Guo thought this was a great chance to interact. She observed where other people had questions and disagreements, and reflected on her plan, which helped the comprehensiveness and feasibility of the proposal. Guo said she had learned a lot through participating in new immigrant participatory budgeting.

Students sharing their thoughts in Taiwanese during Taiwanese course in Beitou.

Proposal Topic:

We Are All In This Together~Local Learning and Growth

Shu Fen Guo / Female / Taiwan

Chun Ting Jhang / Female / Mainland China



- ◎ New immigrant proposal presentation: They participated in the briefing class of the first year of participatory budgeting during 2016, and got more than 50% of affirmative votes at the proposal session. The plan has been executed and closed in 2017.
- ◎ The proposers came up with their proposal about translation service, language learning, and cultural exchange to improve the relationship between new immigrants and the local people based on their experience of interacting with new immigrants.
- ◎ During March - December 2017, picture book reading, multi-cultural English camp, new immigrant drama activities, intermediate level Taiwanese courses, Loy Krathong Festival, immigrant festival, and more activities were held.
- ◎ Assisted more than 100 people with their translation service with new immigrant participatory budgeting.

Case Study

Organizing the education system for new immigrants' easy access

✘ Organizing Education System Information and Make It Accessible to the New Immigrants

New immigrant mothers usually have a hard time finding information about higher education and the education system in Taiwan compared to local mothers. With a language barrier, it is even more difficult for them to find access to learning resources for their children...

Proposer: Jing Ma, Siao Jieh Jhang, Yu Fen Jhang

With New immigrant participatory budgeting, the Education Bureau hosted briefings about the features of schools in Taipei City and ways to apply for immigrant mothers, and, at the same time, provided the mentioned information to schools to distribute to immigrant mothers during parents' day.

They are full-time new immigrant mothers from China who value their children's education. They were worried about their children's future because of the lack of information about the education system, resources, and features of different schools in Taiwan. After being introduced to new immigrant participatory budgeting, they filed a proposal to gather and organize education information for new immigrant mothers and the second generation of new immigrants.

Written by/ Huan Pong Jhang

Picture/ Taipei City Government

Illustration/ Shih Ai Sang

Organize Information Systematically

Siao Jieh Jhang came from Heyuan, Guangdong Province. She has been staying in Taiwan for 13 years. Jing Ma was from Xi'an City, Shaanxi Province. She has been married for 22 years and staying in Taiwan for almost 10 years. They are both mothers of two children who were once very worried about their children's education when they first came to Taiwan.

"Because of the huge difference between the education system and policy between Taiwan and China, we were very confused about how to choose schools and arrange further education plans for our children after elementary school," said Jhang. They now provide education information and consulting services by utilizing the new immigrant participatory

budgeting.

Problem - Difference of education systems between Taiwan and China could confuse new immigrant parents.

“The children are our future. That’s why education matters a lot,” said Jhang. It is the parents’ responsibility to provide the children with a decent education. As she recalled, she had no idea that for first and second graders in elementary school, the children only have to attend school in the morning until her first child went to school. She was worried that only going to school half a day would leave the children learning nothing.

“In China, children attend school full-day from first grade and have really heavy pressure from schoolwork,” said Jhang. With the difference between education systems, Jhang felt worried and anxious because she thought it was not enough for the children.

“My friend’s child was in fourth grade and had an average score of only 20-30,” said Jhang, “But the kid was happy as a little bird after being transferred to drama school.” That was when Jhang knew that it was possible to choose from drama schools and art classes according to the child’s interest and talent - even for children who are not good at academic subjects. “I just needed more related information so I could plan for my children, but I never knew where to get this kind of knowledge.”

Ma had lived in Guangdong and Shanghai, and moved to Taiwan with her family 10 years ago. “I took my children to the bookstore. The clerk asked me which school my kids were going to, then I realized different schools use different textbooks.”

“No matter in which province and which school, we all use the same textbook in China,” said Ma.

Seeing that different schools use different textbooks, Ma canceled her plan to transfer the children, because she was afraid that this might affect the children’s learning.

The children are our future. That’s why education matters.

The difference in education systems between Taiwan and China could confuse new immigrant parents.

Origin - Information from the District Office

“The people decide what the people need.” These words marked a deep impression in

Jhang's heart as she heard this at the participatory budgeting course. Before participating in new immigrant participatory budgeting Jhang and Ma had no idea what this was. They learned about this policy through the training courses of participatory budgeting held by the Neihu District Office.

As residents in Neihu district, Jhang and Ma often attended classes held by the District Office. The District Office also informed them about any new courses and activities, including the 2016 new immigrant participatory budgeting. Jhang and Ma had been attending from the first training course and learned to come up with a unique proposal through discussion.

“We were all full-time moms, so the children’s education became our main focus.” Inspired by their own and other new immigrants’ experiences, Jhang and Ma decided to concentrate on the education of new immigrants’ second generation. They planned to host briefings for the new immigrants where the related government officers could talk face to face to new immigrant parents. They then put the materials from the briefing into documents and distribute them to schools and district offices, while also uploading the information onto the website of the new immigrant area.

The people decide what the people need.



Change - Comprehensive education information eliminates the confusion of new immigrant parents.

Associates from the Civil Affairs Bureau and Education Bureau had provided assistance during the composing of the proposal. Group members also gathered whenever they were free and discussed the project. Some new immigrants did not understand Chinese, so the New Immigrant Area website was not quite helpful for them. After their proposal, the Civil Affairs Bureau and Education Bureau held two briefings to provide answers to the questions

of new immigrant parents about the children's education.

Now, the New Immigrant Area website has added a Learning Area with translations of seven languages. Education Bureau organized some useful information including higher education application, diverse development, school features, and education consult. For example, you can find information about schools with art classes or music classes in the Learning Area. Compared to the scattered information in the past, all information is now systematically organized.

By providing clear and useful education information, new immigrant parents can now make learning plans and arrangements for their children.

Reflection - The people's voices were heard. The proposal was executed with great efficiency.

"The people's voices were heard," said Ma. After their proposal about the education of the new immigrants' second generation was approved, it was carried out in a very short time. Ma was amazed by the efficiency of the government and felt that the needs of the people were being seriously taken care of. It was the first time for both Ma and Jhang to participate in new immigrant participatory budgeting. It was incredibly satisfying to see their proposal being executed.

"I hope the information about participatory budgeting can be more accessible," said Ma. If it were not for the notice of the Neinu District Office, she would never have known about participatory budgeting. Ma suggests reinforcing the promotion and accessibility of related information so that more new immigrants can get to know and participate in the activity. Jhang thinks the topic of participatory budgeting proposals should focus on the public interest instead of personal interest so most people can benefit from it. She suggests citizens who want to participate in participatory budgeting to avoid minor topics.

Jing Ma

Siao Jieh Jhang

Yu Fen Jhang/ Female / China

Proposal Topic: Unlimited Info & A Warm Environment

◎ The proposers came up with their proposal about providing useful education-related information for new immigrants based on their experience of interacting with new immigrants.

◎ They held briefings at Wanhua and Nangang New Immigrant Hall with Civil Affairs Bureau and Education Bureau and answered questions according to the needs of new

immigrant parents.

© Taipei City Government translated the content into seven languages including Bahasa Indonesia, Thai, Burmese, Cambodian, and Vietnamese. All information could be accessed from the new immigrant area of the district offices' websites.

Case Study3

※ A Comprehensive Talent Matching Platform Maximizes the Advantage of New Immigrants

When new immigrants are utilizing public and non-governmental resources to find a job or training courses, the gap between supply and need of information is often a problem, which left them a hard time finding suitable jobs.

Proposer: Shu Sian Huang, Yu Shih Lin, Lin Fang, Nguyễn Thị Tuyết Minh

By utilizing new immigrant participatory budgeting, they gradually integrated the needs of new immigrants and related operating systems to make a multifunctional and diversified talent matching/information platform.

There are more than 500,000 new immigrants in Taiwan. For them, finding a stable job is not only a way to support the family, but also a way to find confidence and a sense of achievement. The three new immigrants, all from different countries, learned about participatory budgeting, thought of the career/employment issues of the new immigrants, and aimed for creating an information platform to help new immigrants find their best fit in the local job market.

Written by/ Huan Pong Jhang

Photography/ Jyun Yu Lin

Picture/ Taipei City Government

Illustration/ Shih Ai Sang

A Comprehensive Information Platform

Yu Shih Lin, Nguyễn Thị Tuyết Minh, and Lin Fang are three new immigrants who came from Myanmar, Vietnam, and China who are currently working at the Pearl S. Buck Foundation, Taipei. Yu Shih Lin, who has been staying in Taiwan for 18 years, has worked at a Hong Kong-style Dim Sum House, a Wulong noodle restaurant, and domestic OEM before entering the foundation.

Nguyễn Thị Tuyết Minh learned Chinese at the foundation and was later on recruited by the foundation. This is her first job in Taiwan. Lin Fang once worked part-time at an electronics factory and has been working at the foundation for more than ten years now. Because of their job, they meet new immigrants every day, and one of the most popular topics these

new immigrants ask about is job seeking.

Problem - New immigrants have a hard time trying to enter the job market.

Some new immigrant mothers, after many years in Taiwan, wanted to enter the job market or start up a business to help support the family after the children grow up but had no idea how. Because of the language barrier, they were often discriminated against or treated in an unfriendly way during the job searching process. Some new immigrants could not make good use of their talents at work despite having professional certificates, and could only work at lower positions. These were all problems new immigrants had to face when they were searching for jobs. “They used to require a deposit certificate to apply for a working permit,” said Nguyễn Thị Tuyết Minh. Now financial statements are no longer necessary to apply for work permits, which is a more friendly policy.

Over the past two or three decades, public departments and non-governmental organizations have been investing in a lot of resources and efforts, trying to give the new immigrants a stable life in Taiwan. They have held various job training courses and established business startup subsidiary plans for new immigrants, and assisted new immigrants to get professional certificates, but many new immigrants did not know about these policies and where to get the related information from.

Public departments and non-governmental organizations invest in a lot of resources and efforts, trying to give new immigrants a stable life in Taiwan.

Origin - Learn about participatory budgeting out of curiosity.

“I was coming with curiosity,” said Shu Sian Huang, a supervision officer from the Pearl S. Buck Foundation. She was invited by the Civil Affairs Bureau but had no idea what new immigrant participatory budgeting was. With a curious heart, she decided to attend the briefing with Yu Shih Lin, Nguyễn Thị Tuyết Minh, and Lin Fang.

“After grouping, the team leader at each table led the discussion about participatory budgeting,” said Huang. “Everyone got a pen to jot down ideas.” At first, the group members were all confused. After a heat discussion and brainstorming, the keyword “job” popped out. How do new immigrants find a job? Where is the need for new immigrants workers? How to provide training for new immigrants to gain professional skills? Ideas became popping out one after another

Huang combined the discussion results and drew a tree - the roots meant new immigrants living and working in Taiwan stably; the trunk meant training and education; leaves and

branches meant new immigrants making full use of their talents in Taiwan and becoming fruitful. This was the origin of the 3 in 1 (employment, training, talent) information matching platform.

New immigrants can learn about participatory budgeting, and voice for their community.

Change - A good balance of supply and need makes a stable job market.

During the proposal, the professionals and teachers on-site provided encouragement. “No matter what plan we came up with, the teachers gave us positive feedback,” said Huang. The professionals provided a lot of encouragement and helped the participants turn thoughts into a feasible proposal.



After the new immigrant participatory budgeting proposal, the government started to listen to new immigrants’ questions and provided answers and solutions. Meanwhile, new immigrants in Taiwan were able to learn more about participatory budgeting and voice for their group. Currently, the Taipei Employment Service Office distributed employment information DMs in five languages - Simplified Chinese, English, Thai, Indonesian, and Vietnamese; there are also specialists to assist new immigrants who are willing to find a job.

They provide consulting, job search service, employment/business startup training, job recommendation, etc.

New immigrant participatory budgeting gives people a chance to come up with good ideas that can improve people's lives.

Reflection - Voicing for yourself is worth encouraging.

Recalling the days when she just came to Taiwan, when new immigrant spouses have to leave the country every six months, Yu Shih Lin said, “Now the policy is much more new immigrant-friendly.” “New immigrant participatory budgeting gives people a chance to come up with good ideas that can improve people's lives,” thought Lin. One example is the establishment of the 3 in 1 information matching platform, which has helped numerous new immigrants.

“There must be at least one Taiwanese in the group,” said Nguyễn Thị Tuyết Minh, who

speaks fluent Chinese and won the essay contest held by the Civil Affairs Bureau. Despite her fluency in spoken Chinese, Nguyễn Thị Tuyết Minh was not very confident in composing a proposal in Chinese, so she suggests new immigrants who would like to apply for participatory budgeting find a local Taiwanese friend who supports the plan to compose the proposal.

Participatory budgeting gives every new immigrant a chance to voice for him/herself to solve the problem in his/her daily life - just like the 3 in 1 information matching platform that provides information for both the need and supply parties. "We come up with solid ideas, and ask the government to help us make it into reality." Huang hopes that new immigrant can receive more attention and assistance, and find their own fit in the society.

Teacher - Siou Jhen Wei

New immigrant participatory budgeting gives every new immigrant a chance to voice for him/herself.

Shu Sian Huang / Female / Taiwan

Concept: Yu Shih Lin / Myanmar, Lin Fang / Mainland China,

Nguyễn Thị Tuyết Minh / Vietnam

Proposal Topic: The 3 in 1 (employment, training, talent) information matching platform for immigrants

- ◎ The proposers from China, Myanmar, and Vietnam came up with their proposal about based on their and other new immigrants' experience of job searching and thought about providing job search and training for the new immigrants.
- ◎ Establish a new immigrants talent database, integrate related information, create an employment system to recommend and match new immigrant talents.
- ◎ OkWork.com, which is under the Taipei Employment Service Office, provides service focusing on training and employment, also having an area for new immigrants..

Case Study 4

✂️ Matching new immigrants to cook and provide meals for the elderly to dine together

There are many new immigrants who need a job. However, as they have to take care of the family, it could be difficult for them to find a suitable job, even a part-time job. Where can they find a job that fits in their busy schedule?

Proposer: Syueh Chin Guan

Syueh Chin Guan gathered the experience of cooking and delivering meals for the elderly group dining from her friends, and created a new employment model in which the cook only has to work in the morning and has time for the family in the afternoon for the organizations in need and help to match them with available new immigrants by utilizing new immigrant participatory budgeting.

Guan has been living in Taiwan for 14 years as a full-time mother. She did not start working at her husband's laundry factory until the children were big enough. Even as a full-time mother, she lived a colorful life by actively participating in the parents' association and joining the volunteers at school. However, she found that many friends around her were stuck in the dilemma where they were willing to work to support the family but were caught up with housework at the same time. Is there a solution?

Written by/ Wan Jing Lai

Picture/ Taipei City Government, Syueh Chin Guan

Illustration/ Shih Ai Sang

Social welfare and new immigrants - a win-win

Guan has been living in Taiwan for 14 years and 13 years as a full-time mother. She did not start working at her husband's laundry factory until the children were big enough. As a full-time mother, she joined the parents' association and was on TV sharing her parenting experience as a new immigrant. Before she came to Taiwan, Guan studied physical education in China. She's an expert in judo. Although there were not many chances for her to show off her excellent sports skills, she was very concerned about the employment circumstances of the new immigrants. Maybe it was because Guan lived in Wanhua district, where she usually saw new immigrants busy with not only children but also the elderly at home after marriage. They had no personal time, and no chance to earn money for

themselves because of endless housework.

Problem - New immigrants are caught up with housework and cannot find a career because their free time is so scattered.

It's very common in Taiwan that career women hire babysitters to take care of the children while they work and support the family. This gives women a sense of achievement and self-value. However, this is not common among new immigrants - they usually devote all their time to the child and elderly in the family. While these new immigrants also long for a sense of achievement, it is not easy for them to go out and find a job when the children are still too young.

There were many friends around Guan who suffered from this situation. While they might have a few hours to go to Government held classes - Guan herself has been to manicure classes, cooking classes, tailoring class, and Taiwanese classes - for new immigrants who were under financial pressure, it would be more helpful if they would make good use of their leisure time to earn money. Where can they find a job that only works in the morning?

Creating suitable job opportunities brings relief to their financial pressure.

Origin - The experience of new immigrant friends motivated her to fight for the right to work

Many new immigrants who are caught up with their daily lives but at the same time want a career have a hard time finding a job. In the beginning, Guan just listened to her friends. She was not in need of a job, but she could relate. Until one day, Guan talked about the right to work for new immigrants with Lu, who worked at the Wanhua District Office. Lu invited her enthusiastically to come up with a proposal for the "new immigrant participatory budgeting." Perhaps this could be the chance to change.

Guan had never heard of participatory budgeting and did not understand what it meant. Therefore she started from the entry-level courses and thought about the goal of the proposal and how it might benefit people. She thought of several families in need and thought, "maybe if we can create suitable jobs for new immigrants through participatory budgeting, this could really solve their financial problem."

What kind of job can we create for new immigrants? Is there a job that only takes a few hours every day, and leaves you time for the children and elderly in the family?

Guan lived in Wanhua District, where the elderly population is rather big, so related job opportunities emerged consequently. A new immigrant friend of hers cooked food for the

elderly in the church, and the other helped the elderly who lived alone. When their children were at school, they prepared and delivered meals. They could get the work done by noon and therefore did not affect housework. Although the income was not a lot, being able to meet new friends and help the elders and, most importantly, having the opportunity to integrate themselves into the Taiwanese society, was worth it. Therefore, Guan put forward the idea of "new immigrants cooking and delivering meals for the elderly," and got big and positive feedbacks after group discussion.

Change - Social welfare of the elderly and the employment of new immigrants create a win-win situation

The idea of the proposal was made and confirmed by the city government staff and the teachers. With some help, Guan came up with a detailed plan in which feasibility is greatly improved. For the city government, the case requires cooperation between the Civil Affairs Bureau and the Social Affairs Bureau. Guan's proposal not only found the care centers suitable people to cook and deliver the meals but also gave the new immigrants a stage to show their cooking skills, earn an income, and, most importantly, provided the new immigrants who are responsible for taking care of their families and unable to work full-time jobs a perfect job to do.

A proposal that requires cooperation of multiple parties certainly increases the complexity of implementation. With that being said, with the assistance of the city government staff, they first asked the Social Welfare Department to post and distribute the information related to the elderly's dining group on the New Immigration Area of the Civil Affairs Bureau's website, so that when there was a need from the service center, new immigrants could immediately find the job position on the website and apply according to their availability, distance, and time schedule. Meanwhile, with this proposal, the government also encouraged service centers to hire new immigrants for meal arrangements and preparation.

Reflection - Even a part-time job can enhance self-confidence.

It is worth mentioning that although Guan has been busy with work from her family laundry factory after the proposal passed review, the city government staff always took the initiative to inform her of the progress of the proposal. She felt quite honored to be the proposer. Guan remembered that during group discussion, she invited her new immigrant friend who cooked in the church to share her work details, while the city government staff and teachers listened very carefully. Through such experience, her friend also had the opportunity to learn about new immigrant participatory budgeting. Most importantly, she felt like a part of Taiwan. As a citizen, she could make suggestions that change and benefit the society. Guan also mentioned the kindness and politeness of the city government staff.

She saw that the Government is very serious about their proposal even it is quite complicated. She as a new immigrant cherishes this feeling of being respected and valued, and she will find other chances to speak for the new immigrants in the future.



Syueh Chin Guan / Female / China

Proposal topic: Matching new immigrants to cook and provide meals for elderly dining groups.

© Invited by Lu from Wanhua District Office, she joined the new immigrant participatory budgeting course and came up with the idea of fighting for the new immigrants' right to work.

© Seeing her new immigrant friends cooking and delivering meals for the elderly to earn an income, Guan integrated the information and proposed a plan to encourage new immigrants to work at the community care centers, which received positive feedback and passed review.

©As the case required to be implemented by multiple departments, the city government integrated the Social Affairs Bureau and the Civil Affairs Bureau to set up a platform on the website of Taipei New Immigration Woman and Family Service Center and the New Immigrant Area where job updates are posted and encourage new immigrants to apply.

Case Study 5

✂ Marketing and promoting the new immigrant dancing group' s website

JW Dancing Group wanted to share their moves with more people, but they did not know how. For the lack of performance opportunities, members were questioned by their families. This put the future of the group at stake...

Proposer: Wun Ying Guo

By utilizing new immigrant participatory budgeting, the dancing group set up their own website, spread their name and expanded to a larger scale.

They are new immigrants who love to dance. As they are busy with children and housework, they still hope to have chances and time to dance. With Wun Ying Guo leading, and the Wanhua New Immigrant Hall providing the perfect venue, the JW Dance Group was born. JW is short for Joyful Wing - hoping everyone has a pair of happy wings. However, even with enthusiastic members and beautiful dancers, there was little who knows about the group because of the lack of promotional channels.

Written by/ Wan Jing Lai

Picture/ Taipei City Government

Illustration/ Shih Ai Sang

A website for the new immigrant dancing group

Wun Ying Guo, who has been practicing dance since she was a child, has been married and living in Taiwan from China for more than 10 years. As her children grew up and left her with more personal time, she formed a dance group with several new immigrant sisters who also love to dance. "At first, I just wanted to bring the people who are interested together, so that everyone can have a hobby and practice dancing beside their daily matters. I am very grateful that there was Wanhua New Immigrants Hall. It is the perfect venue to practice dancing. There's not only large mirrors and wooden floors but also a children's reading room next-door. It is convenient for the new immigrants who are coming with young children, so there is a place for the children to stay."

Problem - Lack of promotion and marketing leaves good dancers with no stage

From just a gathering of a few friends into a dance group with 20 members, Guo, as the team leader, has been working very hard these years. She takes care of everything from the dance moves, dance clothes, props, to music. She is happy and grateful for having so many enthusiastic new immigrant sisters around her and help build the dance group.

When the dance group grew from a local gathering and became a cultural performance group, it would need marketing and promotion. However, as new immigrants in Taiwan, the group members did not have access to a lot of resources. Promotion has become a major problem, especially creating a website for the dance group.

"A lot of members have this experience - they went out with dance dresses and makeup to the group practice. Their families started to feel suspicious because they have not seen any public performance while the members have been practicing for so long. Sometimes this even became a point of dispute between the members and their families."

Actually, this is a common problem among not only JW Dance Group but also other new immigrant performance groups in Taipei. This gave Guo the idea to establish a page for the new immigrant performance groups so that everyone can see their updates and have access to them.

New immigrant performance groups needed exposure and ways of contact. How to promote the group and set up an online platform has become a major problem for many dance groups.

Origin - "A small wish can turn into a proposal topic," said the teacher.

"Before learning about participatory budgeting, we had little idea about public policy, let alone the experience of participating in related discussions," said Guo, head of the group. "But thanks to Wanhua New Immigrant Hall, I participated in the participatory budgeting course in 2016. All the way from the entry-level to the advanced level. And I gradually understand what participatory budgeting is under the guidance of the Taipei City Government and the teachers."

However, it was not enough to only understand. How to make a proposal? Guo had no confidence at all. "Participating in the participatory budgeting course by the Civil Affairs Bureau of the Taipei City Government made me feel like they were very serious about this," said Guo. It was not easy to write a proposal. "For one thing, I was afraid that my idea was immature and would be laughed at, for another, I didn't know how much budget it would need and I didn't want to do it recklessly. Until Professor Chin Chun Chen, one of the

teachers, told me something.”

“Just do it first. How can your needs be heard if you never say anything? Passing the review is one thing, but voicing out for yourselves to the City Government is another, and a way more important one. Don’t overthink, just do it!” said Chen.

Teacher - Professor Chin Chun Chen

“The City Government wants to hear your thoughts. Don't overthink, just do it!”

Change - a local mothers’ dance group become a multi-cultural performance group.

With the encouragement of Professor Chen, Guo took the first step to get an official web page for the new immigrant performance groups under the New Immigrant Art Groups section on the Taipei City New immigrants area website. It benefits not only JW but in total 10 groups such as VIT Dance Group and Câu Lạc Bộ Nam. Each group now has its own page and space. In addition, the Taipei City Government Civil Affairs Bureau immediately found these groups a performance stage - they performed at the 2018 Loy Krathong Festival, and was loved by all the audience.

"For us, it is not easy at all to manage and build a website. It is a very complicated process to collect information such as group contact information, video and images, and manage the web content. You need money to go to classes and learn, and you need hardware to set up and manage a website. Through new immigrant participatory budgeting, we put forward ideas, and the staff of the Taipei City Government Civil Affairs Bureau would help us do the rest - posting information and updates, and maintain the site. Even after the website was already online and working, they asked for our opinions and improve the website. The process from proposal to practice has been magical. It feels good that our voice is valued and heard."

“The reason why these new immigrants gather and practice dancing is actually very simple. It is to find their value in daily lives,” said Guo. Everyone comes from different countries and has different cultural backgrounds. Whether it is the people of India or Vietnam or the people of Western countries, everyone can become a part of Taiwan. Multi-cultural exchange makes distinctive art and dance.

The process from proposal to practice makes me feel good because our voice is valued and heard.

Reflection - The government values and encourages the new immigrants to voice for their



civil rights.

"In the past, only the Taipei City Government would invite us to perform, because no one else knew that there were new immigrant performing groups expect for the government. Without a website, even if someone liked our performance, there was no way for them to contact us."

Now, there is a small section under the government website. Although this is just a small breakthrough, working with the government by participatory budgeting is already a big inspiration for Guo and many new immigrants. With the experience from the first case, they are ready to come up with more beneficial proposals to make the new immigrants' lives better.

Although the website has just gone online and the traffic is not yet too much, the number of people who contacted the new immigrant dance group through the website has increased. Some organizations have begun to invite JW to perform via the website. "This is a good start. I suggest that the Taipei City Government Civil Affairs Bureau work on making the website accessible to people who are not new immigrants. It will be helpful to connect with other sites and spread their performance footage."

Guo mentioned with a smile that she used to spend a lot of time practice dancing and busy with the dance group. Her family didn't object but was not very supportive either.

"As the dance group gradually have some chance to perform, and even succeeded in making a proposal through the participatory budgeting, the group has grown a lot. Now my husband is my biggest fan. He always takes pictures like a crazy fan when I am performing on stage," said Guo with a smile.

Guo Wun Ying Guo / Female / China

Proposal Topic: Dance your way out

- ◎ Proposal Presentation Session: Guo participated in the 2016 participatory budgeting presentation course, from entry-level to the advanced level, and filed a formal proposal in the next year.
- ◎ Inspired by her own experience, Guo thought an official website is needed for new

immigrant dance groups, but the new immigrants didn't have the ability to set up a website.

© Encouraged by the Taipei City Government Civil Affairs Bureau and teachers, Guo came up with initial ideas, and the staff from Civil Affairs Bureau assisted her on details, execution, composing the proposal, and making the budget.

© The New Immigrant Art Groups section on the Taipei City New immigrants area website was officially launched in 2018.

Case Study 6

✂ Vocational Training License Course for New Immigrants

Many new immigrants finally get their ID and work permit after staying in Taiwan for many years, but have trouble finding suitable jobs. They even feel detached to the society because they have been away from their careers for so long.

Proposer: Siao Hong Tseng

After attending the entry and advanced level courses of participatory budgeting, Tseng listed the needs for new immigrants when searching for jobs - babysitting service enables the new immigrants to bring their children during the classes; the classes should end before afternoon so that the new immigrants can go home and cook for the elderly - she hopes that these trifles will not stop the new immigrants from learning in the future.

Siao Hong Tseng has been staying in Tainan, Taiwan for 25 years. She was a nurse in China before she got married. Even with professional skills, she had to stop working because of the work permit and focused on raising the children and taking care of the elderly at home. However, career is a very important source of a sense of achievement, is there a chance for the new immigrants to shine again by having a career again?

Written by/ Wan Jing Lai

Picture/ Taipei City Government

Illustration/ Shih Ai Sang

Start Vocational Training License Course for New Immigrants.

Siao Hong Tseng was from Sichuan, China and has been staying in Taiwan for 25 years. After marriage, her husband regularly flies between Taiwan and China, while she stays in Tainan taking care of the children and her mother and father-in-law. She was a nurse before marriage, but could not continue working as one because her license was not recognized in Taiwan.

Problem - "There are so many new immigrants who have professional skills -like accountants and architects- but cannot find jobs that match their profession because their certificates are not recognized in Taiwan," said Tseng. Take herself as an experience, she could not become a nurse even she has a certificate, and while Taiwan is so in need of

nurses. She could only start from nursing school. For most new immigrants, it already takes most of their time to take care of the children and the elderly, let alone going to school.

It worried Tseng to see the new immigrants forced to end their careers. Even she did not have the pressure to support the family financially, her sense of justice drove her to voice for the new immigrants.

She never knew what to do until she learned about new immigrant participatory budgeting two years ago. Tseng has been participating in community activities in Wen Shan District, so the staff always notify her when there is a new event, and the participatory budgeting course is no exception.

“I never heard about participatory budgeting, so I started from the entry-level course, learn about its origin, purpose, and cases. Then I went to the advanced course by Professor Chin Chun Chen in Ming Chuan University to learn more about coming up with an actual proposal.”

Origin - An Invitation from the District Office

The need of new immigrants are very different from the local citizens, therefore their proposals focus on different topics. After learning the basics of participatory budgeting, curious new immigrants from all over in Taipei gathered into small groups for discussions. There were City Government staff, professors, experts and scholars at every table. After a heated discussion, Tseng’s table came up with the idea of hosting courses that help the new immigrants get professional certificates. With the assistance of the city government staff, the proposal was completed and sent to the city government.

After the members came to a consensus at the table, they had to decide what kind of vocational training courses they wanted to hold. The city government staff made spreadsheets and put them on new immigrants' websites for new immigrants to vote, and see what most people are interested in learning. Among all the subjects, manicure is a very popular option, because it is easier to start up a related business. In the end, C-level Chinese cuisine vocational training courses got the most votes (73 votes). These new immigrants could get the certificate and learn about entrepreneurship before starting their own business in the future with cuisines from their home countries.

“It took about a month to turn the idea into reality. However, our proposal was the least feasible and we almost couldn’t make it happen...”

Change - All we want is to be a little bit different.

Zheng's proposal requires the most budget and cooperation between the Civil Affairs Bureau and the Labor Bureau. Seeing that other government departments have courses for new immigrants such as manicure, caretakers, and babysitters, the city government staff thought everyone can take many vocational training courses as long as he/she applies as a new immigrant or gets referred to the relevant courses through the Taipei City Government if needed. Then why do new immigrants need to submit proposals through participatory budgeting to set up special training courses for new immigrants?

Therefore, the city staff invited the proposer to discuss the topic with the relevant personnel and staff from the labor bureau. Zheng shared her experience of attending a babysitting course and successfully obtaining the license. "The government has organized so many courses, but I could only make it to this babysitting class, because I could go home and prepare dinner for the elderly after the class ended at noon, and there were babysitters so that new immigrants with young children can join the class as well."

After Zheng shared her experience, the officials immediately understood that it was the small things they had missed that stopped the immigrants from attending the courses even if they wanted to.

Career is an important source of a sense of accomplishment in a person's life. What new immigrants need are suitable jobs.

Reflection - Vocational Training Courses light up the new immigrants' spirits of work.

After Zheng's presentation, the proposal passed the review, and the C-Level Chinese cuisine course was successfully launched. The class was scheduled in the morning so that the new immigrants could go back to prepare lunch. The courses were shortened and didn't require students to go every day, which is convenient for the new immigrants because they could take care of the family and children; There were on-site babysitters so that the new immigrants no longer have to give up their dreams because of children and wait until the children are old enough, and the new immigrants themselves older, less energetic and strong in learning, to join the classes.



"The first C-Level Chinese cuisine courses had a total of 24 spots. Once the registration was

open, all the spots were immediately taken. “Even me, as the proposer, didn't get a spot,” said Zheng with a smile. She felt honored that the courses were so popular. Despite the fact that she did not get a spot in the class, Zheng cared about the classes very much. Once she saw the male babysitter was caught up with too many kids. Zheng, as a babysitter with a certificate, did not hesitate to help.

After this successful experience, Zheng has been constantly thinking about what she can do to improve the lives of new immigrants by utilizing participatory budgeting. “Career is an important source of a sense of accomplishment in a person’s life. What the new immigrants need are suitable jobs, instead of just the jobs that they are told to do,” said Zheng. Many new immigrants have given up their careers and come to Taiwan to become a part of this country, but they are limited by education and the certificate policy. Even though the government provided training resources for new immigrants, they were often related to jobs that are “for the new immigrants” in people’s stereotypes. “With the experience of participatory budgeting, many new immigrant friends asked me about the details, and the idea of participating in public issues started to grow in their hearts. They asked me about the process, rules, and conditions of the proposal, etc., and gradually have the concept and perspective of a global citizen.”

Siao Hong Tseng / Female / China

Proposal Topic: Vocational Training License Course for New Immigrants

- ◎ Zheng has been in Taiwan for 25 years and has a nursing license. She also has a babysitter license and a caretaker license.
- ◎ Invited by the Wenshan District Office, she went to every participatory budgeting briefing and completed the entry and advanced level courses. She sent out her proposal in 2017.
- ◎ Focusing on the new immigrants' needs for job seeking, on-site babysitting and a class schedule that fits the daily routine like making meals for the elderly in the family at noon and sending the children to school in the morning. The existing courses provided by the government were not satisfying these requirements.
- ◎ Encouraged the city government staff and teachers, Zheng successfully sent out her proposal. However, because the project requires a larger budget and it is similar to the existing vocational training courses, the city government even invited Zheng to discuss in person to gain a deeper understanding of the new immigrants.
- ◎ The C-Level Chinese cuisine course for new immigrants was officially launched in November 2018. There were 24 spots in the first year, which were immediately all taken.

Case Study 7

✂ Cultural Entertainment Activities For New Immigrants

After leaving their home countries, new immigrants not only have to adapt to the new environment but also need to gain public recognition from the locals. The government and related organizations often held a variety of new immigrant training activities and courses to help them establish a skill, but there were few parent-child and tourism activities.

Proposer: Guang Huei Wong, Li Nuo Jhang

By utilizing new immigrant participatory budgeting, the district offices held various cultural entertainment activities for new immigrants to help them adapt to the local lifestyle. By traveling, camping, educational trips, and other activities, new immigrants can bring their families and children, leave the house, and get to know the landscape, humanities, and history of Taiwan, and improve the relationships between the new immigrants.

When new immigrants first come to Taiwan, it's common for them to have a problem integrating themselves into the local society due to language and cultural differences. They come here for the first time and are unfamiliar with the people and places. Without any families and friends to talk to, they often feel vulnerable and helpless. Guang Huei Wong and Li Nuo Jhang are both from China. They hope that by holding decent parent-child activities, the new immigrants can enhance their relationship with their families, and get to meet other new immigrants from different countries so that they can get used to living in Taiwan in a very short time.

Written by/ Huan Pong Jhang

Picture/ Taipei City Government

Illustration/ Shih Ai Sang

Guang Huei Wong came from Fuzhou, Fujian Province. She has been living in Taiwan for 13 years. She enjoys and is very familiar with life in Taiwan.

"When I first came here, life was dull since there were no friends and relatives around," Weng recalled that when she first arrived in Taiwan, she could only stay at her husband's house and did not have her own life. One day, the Neihu District Office called to invite her to join in the rice dumpling packing event at the District Office. Weng, with no idea how to pack rice dumplings, went with her mother-in-law. During the event, she met many new immigrants living in Neihu District, including some also from Fuzhou. "I later on joined the

Neihu New Immigrant Group. I participated in many interesting courses, and also made many good friends." Weng is now very familiar with the lifestyle in Taiwan and lives a full and happy life.

Problem - Leaving Home Country Because Of Marriage Often Makes Immigrants Feel Lonely and Helpless.

More than 90% of new immigrants in Taipei are foreign spouses who come from different countries to Taiwan. They often feel anxious about living in a foreign country. They have to overcome language and cultural differences. In addition, many Taiwanese are prejudiced and stereotype these foreign spouses, thinking that they come to Taiwan because their home countries are poor, so they come to Taiwan for a better life. On the other hand, after new immigrants come to Taiwan, besides language and cultural differences, they also have to overcome the differences in climate and eating habits. These give them huge physical and spiritual pressure. In addition, many new immigrants do not speak Chinese and Taiwanese. They cannot communicate with their families nor work outside, thus their life circle becomes smaller and smaller.

"I met a lot of new immigrants and sisters because I have joined the group. I am happy with my life," said Weng, who used to feel lonely. She could relate to what other new immigrants are going through. She thought if they could get the opportunity to go outdoors with their children and meet other new immigrants and Taiwanese. Meeting other new immigrants relieves homesickness and help them adapt to the lifestyle in Taiwan in a shorter time.

Wong joined the New Immigrant Group in Neihu. She participated in many interesting courses, and make many good friends.

Origin - Let the government hear the voices of new immigrants.

Introduced by Li Hua Syu of the Neihu District Office, Weng joined "Hu Xin Group" which is a group of new immigrants from Neihu District coming together and become friends. The group members are from different countries and places such as China, Hong Kong, Singapore, Indonesia, etc. Wong said he has never heard about participatory budgeting before. When the Neihu District Office staff asked her whether she would like to participate, she immediately agreed.

"I feel that I can voice for my sisters so that they can be heard by the government." She thinks that it is a precious opportunity to fight for the new immigrants' rights and wellbeing



as well as to learn how to participate in public affairs. Wong went to the new immigrant participatory budgeting proposal presentation session hosted by the Taipei City Government Civil Affairs Bureau on June 15, 2017. On the day of the event, Wong happened to return to China, so her proposal was presented by the colleagues of the Neihu District Office instead of herself.

On the day of the proposal presentation, the Taipei City Civil Affairs Bureau, the Education Bureau, the Social Affairs Bureau, the Labor Bureau, and the Health Bureau took turns to introduce new immigrants-related issues and budgets. Until Professor Chin Chun Chen, an assistant professor from the Department of Public Affairs of Ming Chuan University led the discussion to shed light on issues related to new immigrants such as new immigrant families, organizations of related business, government staff, as well as schooling and employment to get familiar with the proposal process try to increase the feasibility. Besides Parent-child Cultural Entertainment Activities For New Immigrants, there were four other proposals discussed on that day, each of them was highly feasible and got more than 50% of affirmation votes.

I feel that I can voice for my sisters so that they can be heard by the government.

Teacher - Chin Chun Chen

By promoting new immigrant participatory budgeting, our policy will become more diverse and all-embracing.

Change - Finding a sense of identity and a sense of belonging in a “new home”

The “Parent-child activities for new immigrants” proposal has been evaluated as highly feasible. Therefore, the proposal was sent to the district offices for execution and was successfully completed in December 2018. Many new immigrants from different countries made friends with each other when they participated in these activities. Outside of the activities, they gather regularly to share their lives and thoughts on educating their children.

“During parent-child activities, we have the opportunity to learn about the culture and natural beauty in Taiwan, and get to know more about the history and culture here,” said Wong. “It is a great experience for new immigrants from different countries to share the culture and history of their home countries.”

In recent years, Taiwanese people have become more and more friendly and familiar with new immigrants, and there have been more and more activities and courses designed for

new immigrants. Wong believes these friendly moves make new immigrants more enthusiastic and grow a sense of belonging to Taiwan and make a positive circulation.

During parent-child activities, we have the opportunity to learn about the culture and natural beauty in Taiwan.

Reflection - Cultural exchange and mutual learning

The number of new immigrants in Taiwan has increased year by year. According to statistics, the number of new immigrants in Taipei City has reached a total of 35,811, accounting for 1.34% of the city by the end of December 2018. These new immigrants from various countries bring different languages and cultures, making Taipei a city of diversity. "If there is another chance in the future to participate in a proposal, I would be very happy to do it again." Wong believes that through new immigrant participatory budgeting, the government can hear the voices of new immigrants and know their needs. She felt even happier and had a sense of achievement after her proposal passed the review - she felt that her opinion was valued by the government. Her husband and family were also very supportive of her participating in new immigrant participatory budgeting.

" Fujian Province is very close to Taiwan. There are almost no differences in climate, food, and culture." Wong got familiar with the local lifestyle in less than a year after she came to Taiwan. However, there are still many new immigrants from Southeast Asia and other provinces in China who don't understand the history and culture of Taiwan. Wong suggested that citizens who want to participate in participatory budgeting in the future to also list the history and culture of Taiwan as the topic of the proposal. It will be a very good cultural exchange to give the other new immigrants the chance to understand the history and culture of Taiwan and learn from each other as well.

Guang Huei Wong, Li Nuo Jhang / Female / China

[Proposal topic: Parent-child Cultural Entertainment Activities For New Immigrants](#)

© They participated in the participatory budgeting briefing course held in 2017. The new immigrant life counseling course has been planned in 2018. After the course was completed, the new immigrant parent-child activities of each district office have been executed in December.

Case Study 8

✂ Well-Designed Courses For The New Immigrants Accelerate Learning

To help the new immigrants adapt to the new environment more quickly, Taipei City Government has put in a lot of effort to hold various courses. However, for many diligent new immigrants who have been taking many classes like these, they often find the courses held by the government too easy, while the advanced classes too difficult. Moreover, these classes are time and money consuming.

Proposer: Yueh Ying Liu

Yueh Ying Liu came up with the idea of launching various courses supported by the government by utilizing participatory budgeting. The new immigrants need classes that are not too difficult and not too easy. The city government knows it and launch classes that suit their needs perfectly.

There are many ways for new immigrants to pursue further study. The city government has been putting a lot of effort and providing extensive service to hold a variety of courses ranging from vocational training and leisure activities. However, sometimes the courses are very similar to each other. Some new immigrants who have been staying in Taiwan for a long time wish to attend some advanced level courses but do not know who to talk to...

Written by/ Wan Jing Lai

Photography / Junyu Lin

Picture/ Yueh Ying Liu

Illustration/ Shih Ai Sang

In-depth learning enriches your life

Yueh Ying Liu was from Xi'an, China. She has been living in Taiwan for nearly 20 years. Back when she was in China, she was proficient in Russian and ballet. She was full of desire to learn new things. Although Liu has been busy with housework, as versatile as she was, she still made time to attend many interesting courses. Perhaps because new immigrants are mostly female, and have little time available, so the courses were in very similar nature, like babysitting, manicure, hairdressing, and so on. For Liu, she wanted to learn something different, so she has been to computer classes and handicraft courses.

Problem - Courses are too similar to each other

Taipei City Government has done a lot - perhaps to most among all cities in Taiwan - to take care of the new immigrants. There are vocational training courses, language courses, and recreational activities. You name it, they've got it.

As a senior new immigrant who has been in Taiwan for more than 10 years, Liu plays the role of "the big sister". She kindly offers help for new immigrants who have just arrived in Taiwan and don't know where to attend classes and get familiar with Taiwan. Liu Yueying will be enthusiastic to help, dance the foundation. She also established a dance group, led the new immigrant sisters to dance and do choreography, and made it a professional dance group.

The more diligent a person is, it's easier to have the idea of going to advanced level courses, or even courses that are not yet available. However, for the city government, there are already a large number of courses for new immigrants, how come there are courses that they missed? The city government staff were also very curious about this.

It only takes a little change to meet the new immigrants learning needs.

Origin - Quality of the courses matters.

How to make an already decent new immigrant course better? Liu admitted that she did not know at the beginning either. It was only until the district office staff told her that the city government had the new immigrant participatory budgeting policy and invited her to come to class to learn about the regulations and objectives that the door was opened for her. Through the entry and advanced courses, Liu gradually learned that she has always wanted to make the new immigrant course more diversified and that this could come true by utilizing new immigrant participatory budgeting.

Guided by the city government staff and teachers, Liu put forward the idea of diversified courses for immigrants. Besides the existing courses, the new immigrants also need some practical learning like basic law and English conversation; computer classes like the internet, marketing, and social media; skills training like bridal makeup; and also Taiwanese courses. When Liu presented her ideas, the city government staff understood that it only takes a little change to meet the needs of the new immigrants.

Change - English conversation courses help improve language ability

After the proposal was successfully passed, Liu was very excited. As the head of the dance group, she informed the members immediately. They realized that there could be a real change without the complicated administrative process. All you need to do is just discuss



your plan with the teachers and staff, then sent your proposal.

After the proposal was approved, several new courses were launched according to Liu's plan. Among them, the English conversation course enables the new immigrants to speak English in a very short time, so that they will not be confused and anxious when they visit another

country. Since everyone has different language abilities, it was a little challenging for the city government to design the course - it has to be fun and informative to everyone.

Therefore, the first course focuses on practical travel conversations like shopping, hotel check-in and check-out, asking for directions and so on.

Liu said that she is a very "senior" new immigrant. She knows a little bit Russian but is not unfamiliar with English. She went to English classes where they started from Grammar, but it was difficult for her to memorize. She felt confident and happy to learn by speaking, so that she could use what she learned next time when she travels.

There was babysitting service at every class so that the new immigrants can learn with no worries. Also, the courses were fast-paced so that they didn't take too much time, which was a big plus for the new immigrants. The classes were very popular and offered a different choice for the new immigrants among similar classes like beauty, manicure, hairdressing, and cooking.

Through new immigrant participatory budgeting, new immigrants have a variety of courses to choose from.

Reflection - Courses Updated: Science and Law included

By utilizing new immigrant participatory budgeting, new immigrants have more interesting courses to choose from. Liu was grateful to the city government staff for their assistance to make the proposal happen. The first series of courses were greatly improved, and made Liu even more excited about the courses in the future - she was thinking to add basic law courses since the new immigrants are often not very familiar with the law in Taiwan. She hoped the course covers common scenarios and law services so that the new immigrant can deal with problems related to family, marriage, work, or business startup more smoothly and feel protected and accepted by the local society.

This proposal benefits not only new immigrants but also the city government staff. They learned what the new immigrants actually need during the process and how to create an advanced level course in an immigrant-friendly manner.

Yueh Ying Liu / Female / China

Proposal topic: Well-Designed Courses For The New Immigrants Accelerate Learning

- ◎Married from Xi'an to Taiwan for 20 years, Liu is proficient in Russian and ballet. She is an enthusiastic learner and wants to learn until she is old.
- ◎She leads the new immigrant dance group and has a good relationship with many new immigrants who have just come to Taiwan. She becomes the bridge between the city government and the new immigrants and helps spread the information related to immigrant-friendly policies.
- ◎As a diligent learner, she has been to a variety of courses held by the city government but often felt there were not many choices in terms of advanced courses.
- ◎She learned about new immigrant participation budgeting and voiced the new immigrants' needs of diversified courses to the government. Therefore, practical skill courses, computer courses, Taiwanese courses, bridal makeup courses, and other courses were successfully launched. Among them, the English conversation class included useful travel conversations. With babysitting service and a tight class schedule which enables the students to go home and take care of the family after noon, the class was a big success.

Words from the Project Consultants

✘Ying Zu Fang

Participatory budgeting focuses on the right of people to participate in budget decisions, especially for groups like the new immigrants, who are not able to voice themselves because they are the minority. Then live among us, but never get the chance to participate in democracy. By feasible plans and courses, the new immigrants become more capable and come up with practical ideas that meet the needs of the people. Participatory budgeting might be the key to resolving the democratic predicament!

✘Pei Shan Lee

Because of new immigrant participatory budgeting, I have the opportunity to participate in the process of the new immigrants living their dreams. Every proposal is made up of a series of confusion, breakthrough, and harvesting. I am deeply moved by the courage and persistence of the new immigrants. I believe this is just the beginning. We have to keep going with our new immigrant friends to make a better future.

✘Chong Sin Wu

There is a dream in everyone's heart waiting for the ignition of the flame - new immigrants participatory budgeting is the flame that ignites the dream of the new immigrants. Seeing everyone working hard together to turn the flame into a torch, I feel very honored to be a part of this. I hope that the light of the torch can light up more dreams in the future.

✘Guan Ling Lin

In 2017, I saw the confidence on the new immigrant sisters' faces when I participated in the review session of the new immigrant participatory budgeting. Surprisingly, these new immigrant sisters have turned into the "participants" in the community.

Yes, the sisters have turned into participants who want to participate in the community: Syueh Chin Guan's proposal of cooking for the elderly has turned the new immigrants from the ones who receive the service to the ones who provide the service. They not only care about their own matters, but the whole community - I'm touched. In Siao Hong Tseng's case, we launched the level C training courses, which was fully enrolled in just seconds after the launch! The new immigrant group benefits from these proposers' efforts, and I am so honored to learn and grow with them!

✘Fong Yan Tseng

Listen to understanding, take action to make it come true. For the new immigrant friends

who have just joined the big family of Taipei City, they can identify the need by listening, and fulfill every one of them by taking action. It is in this idea that we trust. We believe listening and taking action are the two main elements of participatory budgeting. Participatory budgeting allows the Taipei City government to become a sincere listener and executor so that new immigrants can really feel our friendliness and will to help them integrate into this society soon.

✧Chyuan Luo Sheng

I saw the government's willingness to serve the new immigrants during each of the milestones of the new immigrant participatory budgeting. From regular discussion with the proposer, execution, to results presentation, I am happy to assist the new immigrants to take part in social issues and live their dreams.

✧Hao Yi Luo

It is human nature to just focusing on personal wellbeing, so most people do not participate in public affairs that much, let alone new immigrants who have different languages and cultures. However, these proposers didn't just voice for themselves, they dared to stand up and talk about the thoughts of probably the whole new immigrant community. They are the bridge between the new immigrants and the government, which is fairly admirable.

✧Shih Min Su

At first, I thought the name "new immigrant participatory budgeting" sounded very complicated. When I really got into execution, I found the new immigrants to be very diligent - just like a strong mother. I see endless potential and possibilities. A big round of applause for the participatory budgeting and the new immigrants!

✧Yi Shan Gu

I was confused when I first heard about participatory budgeting, then I got even more anxious when I learned that we are working this out with new immigrants. I did not know if we can do this. However, through the challenge and exploration during training and workshops, the new immigrants' ideas started to shape into something shiny and beautiful. When the proposals are made true, I am amazed and touched. I also saw the enthusiasm of the new immigrants towards public issues. Their hard work and perseverance is something I would never forget.

Taipei City New Immigrant Participatory Budgeting Achievements

One heart for ideals,

Co-work for life.

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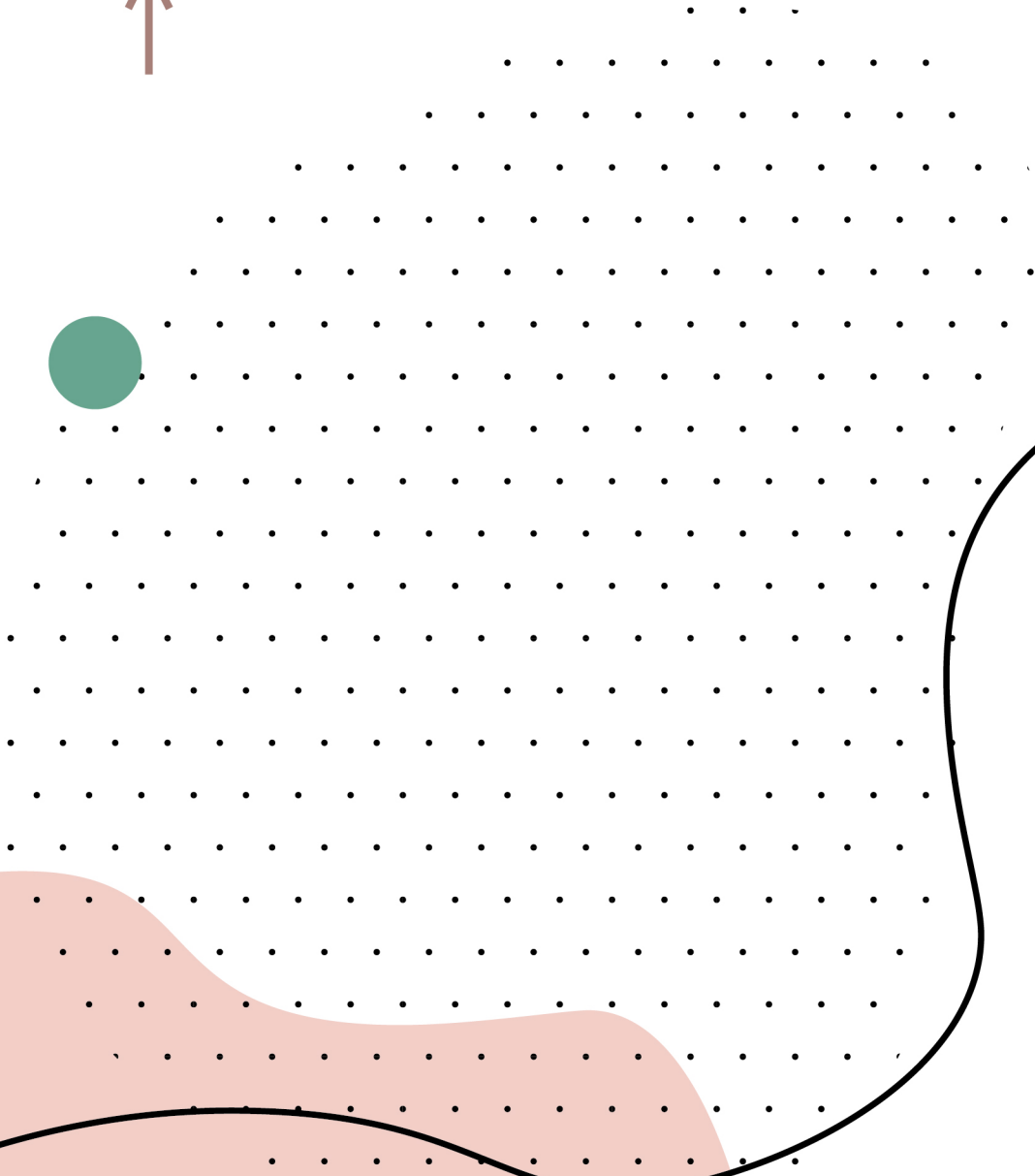
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