

CASE STUDY

4

**LINK WOMEN (FEMMES RELAIS)
AS SOCIAL AND INTERCULTURAL
MEDIATORS**



A ACTION
U UNITY
T TRAINING
P PEOPLE
O OPTIONS
S SYNERGY
T TRANSFORMATION



Co-funded by
the European Union

LINK WOMEN (FEMMES RELAIS) AS SOCIAL AND INTERCULTURAL MEDIATORS



Location / geographic coverage: France

Who implements the practice: Association nationale femmes relais médiatrices interculturelles
Category: Structure

The link-women, or "femmes-relais," are social and cultural intermediaries who arrange and accompany interactions between people or between people and institutions in order to facilitate communication or advance access to rights in France. The cultural mediation works with migrants to help them communicate more effectively or to settle problems arising from various value systems.

The major components of the mediation job are welcoming (reception), supporting (accompaniment), and orienting local residents or families in their interactions with institutions. The link-women are employed by a municipal agency or an organisation.

In order to overcome communication barriers with the local institutions, migrant women took the initiative to establish intercultural mediation by link-women in the late 1980s.

The National Association of Women Intercultural Mediators was founded in 1988. The femmes-relais médiatrices have remained active over the years, improving the calibre and standards of their offerings.]

The organisation puts a strong development of the mediator profession and empowering women through offering training, networking and multiculturalism as a way of promoting community cohesion across France.



A ACTION
U UNITY
T TRAINING
P PEOPLE
O OPTIONS
S SYNERGY
T TRANSFORMATION



Co-funded by
the European Union

LINK WOMEN (FEMMES RELAIS) AS SOCIAL AND INTERCULTURAL MEDIATORS



Why it is considered a good practice: The National Association of Link Women – Intercultural Mediators (Association nationale femmes relais médiatrices interculturelles) has a clear mission. A job reference system was first created in 1997. In 2006 this was elaborated, describing in detail deontology, qualitative standards, the mission, the intervention frame, the tasks, and working conditions of the femmes relais médiatrices.

This approach exemplifies migrant empowerment and high levels of engagement. The fact that it was created by end users is a key component. Since there are several regional organisations and a national organisation of link women, networking is organised. The continuous development of this activity is supported by several stakeholders from the fields of social services, adult education, social mediation, public, and municipal authorities.

Because it is purely focused on meeting needs, the method is quite effective. The steps to be made are dictated by real-world difficulties. The work of the femmes-relais has directly influenced several government initiatives for social inclusion.

This method has an exceptionally high level of social sustainability. It is a component of several well-known social mediation techniques in France. There is a tremendous amount of experience and structures that may be used as a starting point or a benchmark in terms of transferability.

Replication of this system depends heavily on human effort and efficient networking because it is a grassroots endeavour. The practice's success is in part due to the encouraging environment in France, which, of course, cannot be replicated everywhere.

• Developed by Dominika Marcinkowska (January, 2023) with the use of http://www.mediation-time.eu/images/TIME_O2_Good_practices_and_transfer_recommendations.pdf



A ACTION
U UNITY
T TRAINING
P PEOPLE
O OPTIONS
S SYNERGY
T TRANSFORMATION



Co-funded by
the European Union