

DIGITAL INCLUSION OF MIGRANTS AND REFUGEES

NORDIC WEBINAR

06.10.2026

Nordic Council of Ministers

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PROGRAMME

- Welcome
- Why the human-centric approach matters in integration services
- Main findings from the report
- Case examples of digital tools: Viktor AI + Språkkraft/RÚV Ord
- Panel discussion: From digital ambition to human-centred practice
- Closing remarks

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THE HUMAN DIMENSION

Why the human-centric approach matters in integration services

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KEY FINDINGS FROM THE REPORT

Mapping Digital Tools and AI in Integration Services: A human-centric perspective and recommendations for the Nordic capital cities

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KEY OBJECTIVE AND APPROACH

OBJECTIVE

Map and explore existing and emerging digital tools and AI used by public authorities and related actors in the Nordic capital cities to support integration services

OUR APPROACH

A human-centric approach

Developed for this project: eight themes, from accessibility and trust to fundamental rights, which guided interviews, workshop and analysis.

A user-journey perspective

Tools were mapped along the areas newcomers meet on their way: arrival and reception, documentation and legal status, housing, capacity building, routes into work/education and social life.

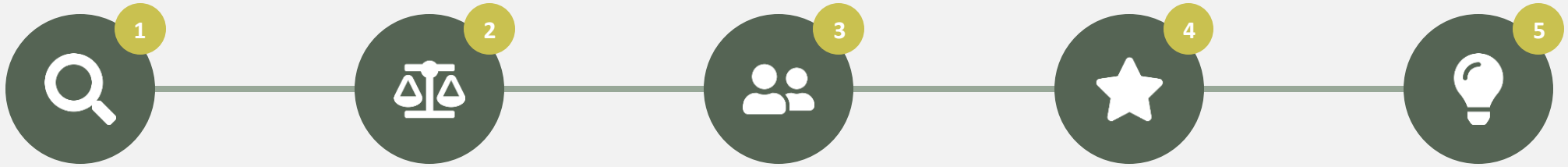
Close collaboration with practitioners and academics

Survey, interviews, a stakeholder workshop and a sounding board of Nordic researchers qualified findings and recommendations.

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MAIN TASKS OF THE PROJECT

Five main steps – from mapping the landscape to recommendations for the Nordic capitals



Map

Existing and emerging digital tools, platforms and strategies used in integration services in the Nordic capitals

Analyse

Where digital tools add value and where personal contact is essential – the appropriateness and effectiveness of digital solutions vs. human interaction

Explore

The personal experiences of migrants with the use of digital tools and AI along the integration journey

Identify

Good practices and illustrative examples of digital and AI-based solutions

Recommend

How to develop and scale solutions in the Nordic capitals – following a human-centred approach.

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INTERVIEWS AND STAKEHOLDERS

A qualitative design: desk research and mapping, qualified through practitioners, users and researchers

17

qualitative interviews

Caseworkers, NGOs, tool developers and migrants

20

survey responses

Public and NGO representatives in Copenhagen, Helsinki, Oslo, Stockholm, Reykjavik and Mariehamn

27

workshop participants

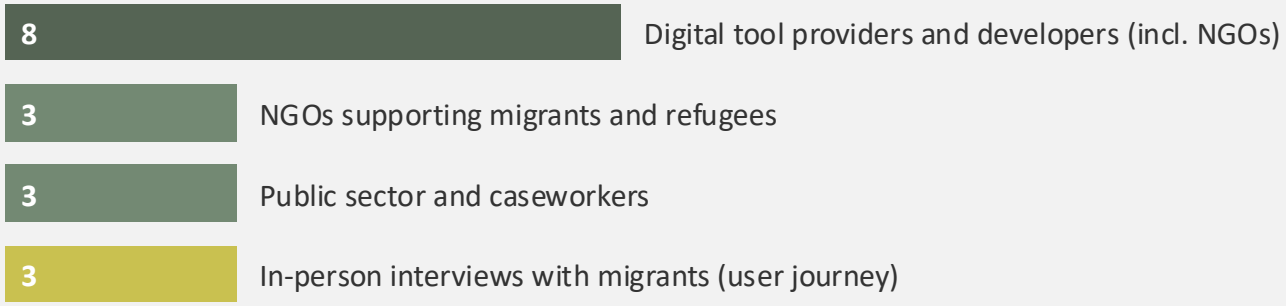
Nordic capitals, NGOs, researchers and the project steering group

4

sounding board members

Nordic researchers on migrants' digital inclusion validated findings and recommendations

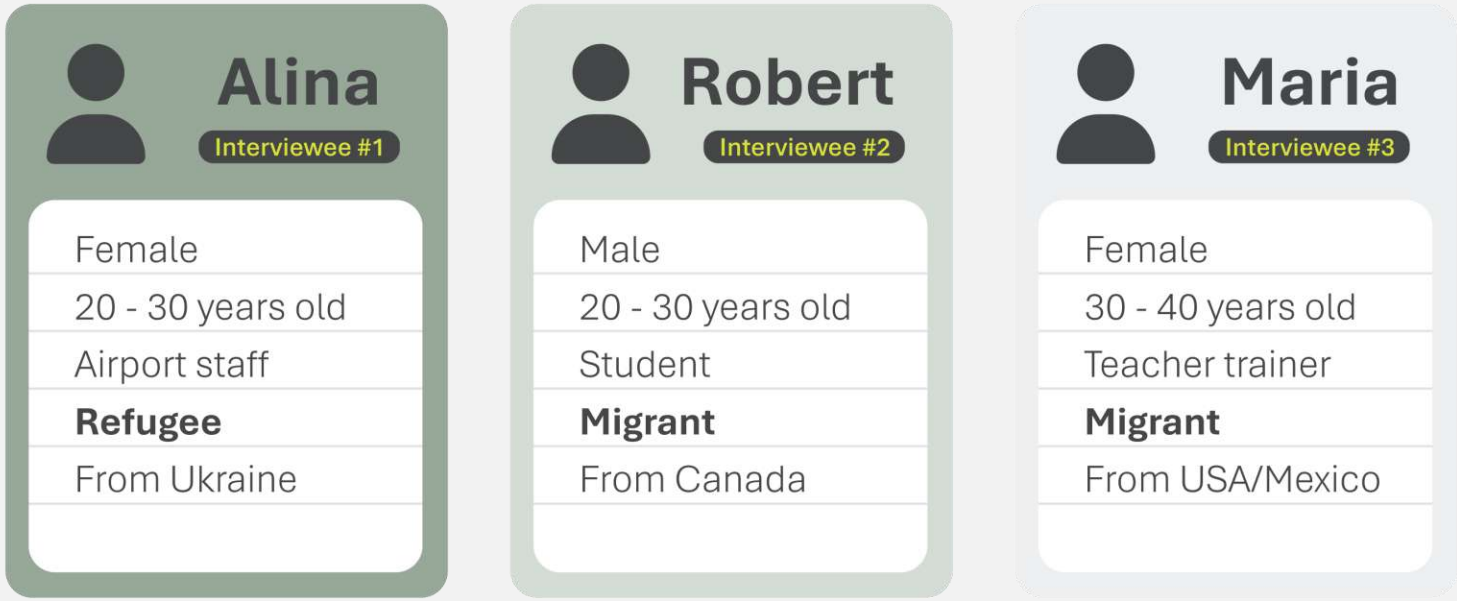
WHO DID WE INTERVIEW?



Migrants as professionals: Several interviewees also had a migrant background, but were interviewed in their professional capacity rather than about their own integration journey. Interviews were selected to cover different experiences across the Nordic countries and serve as illustrations of the themes in the report.

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INTERVIEWS: REFUGEES AND MIGRANTS



- **Target users:** Migrants and refugees
- Arrival within 1-2 years
- + Interview with refugee residency staff to support gap

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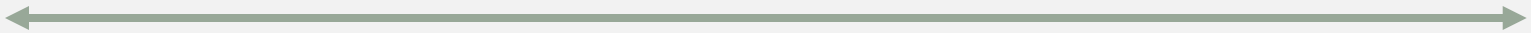
DIGITAL LITERACY

"A lot of the new Congolese families who have just received their MitID (Danish national eID) and have to try to log in for the first time, and then they have forgotten the code, and they don't understand that it is locked […]"

Staff member, refugee center

"It would be nice to have a universal tool for integration when you arrive."

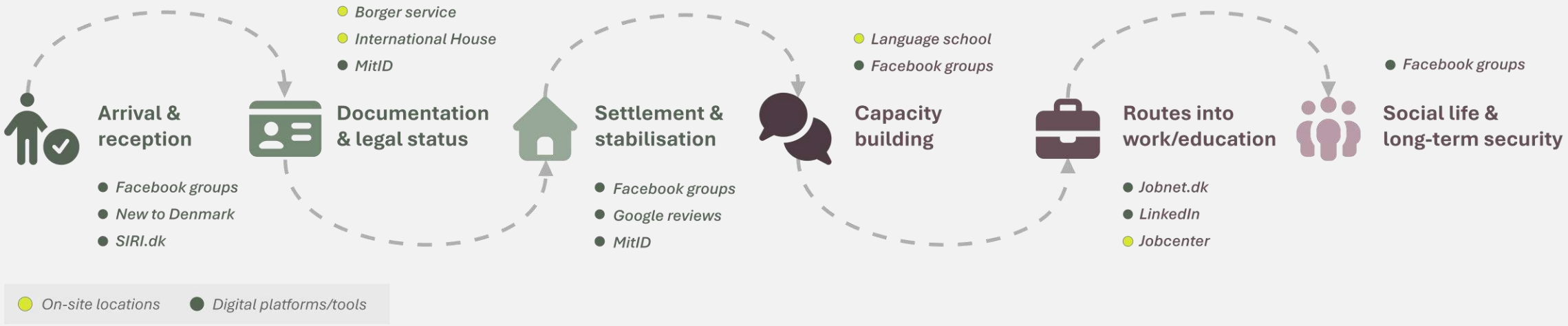
Alina, airport staff, refugee



Levels of digital literacy

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INTEGRATION JOURNEY



- **Scope:** starting by the arrival and reception as a first step
- **Informal tool:** social media platforms e.g. facebook emerges in multiple phases of the journey.

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PERSONAL EXPERIENCES

#1 Human support in navigating the integration journey

[...] there are many emotions involved; everything is new. ***If it's just a robot****, then I don't know how good it is for one's integration.*

Staff member, refugee center

Arrival & reception

#2: Finding trusted information and guidance

...not everything, but mostly everything is translated. That's very nice because it does make you feel in some tiny way that you're actually meant to understand this.

Maria, teacher trainer

Documentation & legal status

#3: Uncertainty and the fear of getting it wrong

I always want to make sure that all is correct, so I would ask my mom for help to check before applying...

Robert, student

Arrival & reception

MAPPING: TYPES OF TOOLS

Illustrative examples from the mapping

Area	Type of tools	Examples across the Nordics	AI use
Guidance and civic orientation	National and city newcomer portals in English and, in some cases, further languages; official information websites for refugees and migrants	International House Copenhagen and Helsinki • InfoFinland (12 languages) • Welcome to Oslo, Ny i Norge • Informationsverige • MCC Iceland	*Website chatbot at International House Helsinki; Chatbot Viktor (Bevar Ukraine); Trust-M research project*
Language learning	Online and blended courses, language learning apps/platforms, video calls with volunteers, real-time transcripts and translations for language classes	Språkkraft Reading Coach and RÚV orð • Sprogland (Red Cross) Digital Fika • Voki (Oslo) • Lingu (Norway) • Bara Tala (Iceland)	*AI tutors and personalised exercises (BetterDanish, Voki, DALAI-FIN, DigiTala – several still in research or pilot)*
Labour market integration	Job and employer portals, public information websites, digital activity plans, job-search and career-guidance tools, vocational language training	Workindenmark, Work in Finland, Work in Iceland • NAV Activity Plan • Jobbsprånget • Lingio (Sweden) • Digital JobHelp (Denmark)	*AI chatbots for CVs, applications and interviews (Jobbsjansen, Digital JobHelp)*
Access to health services	(National) health portals and apps for records, prescriptions, booking and video consultations, usually behind eID	1177 (SE) • Min Læge and sundhed.dk (DK) • Maisa (Helsinki) • Heilsuvera (IS) • Helsenorge and Oslo online doctor (NO)	*Limited so far*
Data integration and coordination	Platforms giving caseworkers a shared view of integration plans and client data across services	Flyktningportal (Oslo) • Koto-AJ, Tuutti and ALPO register (FI) • data exchange between Arbetsförmedlingen and municipal adult education (SE)	*Copilot integrated in Tuutti for finding training materials for staff*

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MAPPING: WHAT DID WE LEARN?

Findings across the Nordic capitals

Digital tools are already integral to integration services

Widely used for civic information, employment support and health services since most public services in the Nordics are now largely digitalised.

AI is increasing, but not yet widely integrated

Most AI-supported solutions are pilots or under development. Where used, AI supports translation, personalised language learning and help with CVs and job applications.

Access hinges on digital identity

Personalised services often require a personal number and eID. Many newcomers wait months or years for access, or get only limited access to public services. This is a main barrier before integration formally starts.

Ongoing research projects

Several ongoing Nordic research projects investigate how to improve migrants' access to digital public services in close collaboration with stakeholders, incl. development of some digital and AI-based solutions.

The most promising examples combine digital tools with human support

Chatbots that hand over to staff, volunteers on video calls, caseworkers guiding clients through AI tools. However, there is a risk that AI-based solutions are used to cut human support further.

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MAPPING: USE OF SHADOW TOOLS

Informal digital tools that are not part of organisational frameworks, but widely used in integration services

Which tools?

- General AI chatbots: ChatGPT, Copilot, Gemini, Le Chat, Claude, Chat.dk
- Translation apps such as Google Translate
- Free AI apps for creating videos and information material

> *"We use general OpenAI apps like ChatGPT and Copilot in communication. We use different free AI apps to create videos and to inform our clients."*
>
> Public employee, Nordic capital city (survey)

What are they used for?

- Language and communication support when official information or interpretation is not available in the client's language
- Producing videos and information for clients
- "Help to self-help": accessible even with limited language skills

Why it matters

- Shadow tools fill practical gaps, but their use is largely ungoverned
- Concerns: data protection, transparency of interests, user consent
- Dependence on non-European technology providers (digital sovereignty)
- Practitioners and clients are often uncertain about the risks involved

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CONCLUSIONS

Digital tools work best when they are supplemented with human interaction. A digital-only approach will, in most cases, reinforce exclusion for those already facing barriers to accessing integration services.

Digital is integral, AI is emerging

Digital tools are an established part of integration services across the Nordic capitals. AI extends them, e.g. through translation, personalised guidance and job-search support but mostly at pilot stage, and through informal shadow tools.

Benefits are unevenly distributed

Refugees and migrants differ in language skills, digital literacy, education, familiarity with Nordic systems and trust in institutions. Digitalisation tends to favour those already best positioned.

The human dimension is a precondition

Caseworkers, counsellors, volunteers, NGOs and community networks help people understand systems, judge information and build confidence to use digital services independently.

Long-term success is important

Digital services need maintenance, reliable content, technical and human expertise and long-term resources. Solutions cannot be transferred directly between countries without adaptation.

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RECOMMENDATIONS (I)

A human-centric approach based on concrete criteria. Digital tools and AI are not neutral. Any digital solution considered should be assessed against the eight human-centric criteria in the Human-Centric Assessment Tool (Annex I). Developers need to ensure that efficiency gains do not come at the cost of dignity, trust or inclusion.

Ensure the human dimension by design

- Treat direct interaction between caseworkers, counsellors, volunteers and migrants as a design requirement

Apply a fundamental-rights approach

- Apply a fundamental-rights approach to data integration and predictive analytics.

Provide early access to digital services

- Provide digital access to inclusion as soon as possible after the arrival to the country. The lack of digital access in the beginning of the integration journey causes a lot of frustration and stress.

Ensure equitable, inclusive reach

- Involve refugees and migrants in design and user testing
- Assess which target groups the tool might empower, and whom it might disempower, and how to mitigate for this
- Always keep non-digital alternatives

Strengthen the support ecosystem

- Foster collaboration between civil society and public authorities as tools scale. NGOs are an important bridge between public institutions and communities.
- Equip caseworkers and volunteers with critical digital and AI literacy

RECOMMENDATIONS (II)

Conditions for transferring and scaling digital solutions and AI across the Nordic capitals

Address barriers before scaling

- Identify barriers first: limited maintenance funding, shortage of specialist staff, shifting political and migration priorities
- Secure long-term funding and both technical and human resources since promising pilots often are discontinued when project funding ends

Test and adapt across borders

- Pilot in at least two Nordic municipalities before wider rollout
- Consider building a shared registry of tools with evaluation data, joint demonstration projects and shared documentation of successes and failures

Govern shadow tools and digital sovereignty

- Explicit, shared policies for the use of shadow tools in line with legal protections and fundamental rights
- Assess vendor dependency in procurement: price, availability, switching costs; consider open-source models and European providers

Address AI-specific risks

- Exercise special care with vulnerable groups
- Participate in regulatory sandboxes before scaling
- Apply core principles: continuous human oversight, co-creation with stakeholder consultation, digital sovereignty risk-management plans

The report presents 21 specific recommendations under these themes – see Chapter 4 and the Human-Centric Assessment Tool in Annex I.

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HUMAN-CENTRIC ASSESSMENT TOOL

PURPOSE

A guiding framework for the adoption and implementation of digital tools and AI in the Nordic countries in the context of integration services.

Eight human-centric criteria with an accompanying set of questions

Can be used to identify, describe, and assess tools and practices.

CRITERIA	Questions such as...
1. Accessibility	Does the tool work across commonly available devices (mobile, desktop, tablet) without specialised hardware?
2. Human Empowerment & Agency	Does using the tool increase users' confidence and self-efficacy in navigating public services, job-search, or language learning?
3. Human Interaction	Does the solution preserve essential human contact rather than replacing it entirely, with clear, accessible pathways to human experts?
4. Trustworthiness	Is decision-making logic explainable rather than a "black box," to both users and practitioners?
5. Education & Awareness	Is user education built into the implementation from the outset, differentiated by users' stage in the integration journey, background, and context?
6. Effectiveness	Does the solution reduce workload for users, caseworkers, and the wider ecosystem, without adding new tasks or duplicating existing processes?
7. Scalability & Adaptability	Can the solution be deployed across different geographic/administrative contexts with reasonable adaptation, including multilingual interfaces and cultural customisation?
8. Fundamental Rights & Ethics Compliance	Does the solution comply with data protection law (such as the GDPR, relevant digital inclusion laws, and the EU AI Act), and align with ethical and human rights standards?

PANEL DISCUSSION

From digital ambition to human-centered practice

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THANK YOU!

The report will be published soon

- hopefully this week ☺

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