FAMILIES EUROPE

DIGITAL FAMILIES MAP

MARCH 2020

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DIGITAL FAMILIES MAP

MAPPING SUPPORT TO FAMILIES OF TODAY IN THE FIELD OF DIGITALIZATION

COFACE-Families Europe, has been involved for more than 60 years in building a strong social, family friendly Europe. We bring forward the voice of millions of families and we gather 60 organisations from all over Europe. Through the active participation of our members and thanks to the financial support of the European Commission, COFACE-Families Europe advocates for strong social policies that take into consideration family needs and guarantee equal opportunities for all families. Policies which reinforce families' strength and resilience are the best way to prevent poverty and social exclusion, especially at a time when the effects of economic downturn, cuts in public services and shrinking labour markets puts families under tremendous pressure.

The growing digitalisation of our societies and the rapid advances in digital technologies affects every family and lacking the skills or the means (including financial means) to positively engage with and access digital technologies can lead to social exclusion, discrimination from access to certain services, and being exposed to various risks (privacy, security, etc).

COFACE Families Europe therefore accordingly set digitalisation as a key priority in its overall policy and advocacy work, covering many different facets of digitalisation as expressed in the recently adopted 13 digitalisation principles. COFACE-Families Europe defends the public interest in managing the digitalisation process through responses to public consultations from the EU Commission, participating in key expert groups of EU Institutions, lobbying around key pieces of legislation such as the Audio Visual Media Services Directive, the Consumer Rights Directive or the General Data Protection Regulation, organising key events and conferences on the topic of digitalisation, including training and capacity building activities for its members. COFACE-Families Europe has also developed a number of tools over the years including multi-lingual videos on cyberbullying via the #DeleteCyberbullying project, policy briefs on digitalization and videos on the interpretation of the GDPR as well as shaping European policies and legislation in the digital field. Finally, COFACE-Families Europe is also engaged in many partnerships and collaborations with key stakeholders in the field of digitalisation including the Council of Europe, EUN Schoolnet, eTwinning, the ICT Coalition, ITU, the OECD, EDRi, eNACSO, the BIK network and many others.

In this Digital Families "Map", we have collected innovative practices from the COFACE Member organisations in Belgium, Bulgaria, Croatia, Finland, France, Germany, Greece, Hungary and Spain - civil society organisations representing or supporting families locally. These innovative practices cover many topics such as boosting digital skills, protecting children online, fostering digital inclusion of the most vulnerable (poor families, women, people with disability…), providing digital services to families, dealing with certain risks such as cyberbullying, using ICT to boost independent living, and many more. The practices also show the fundamental interplay and interconnectedness between the "offline" and "online" worlds, which cannot be artificially separated. Although the practices focus on initiatives linked specifically to the "digital", empowerment of people can permeate from digital to analog and vice versa.

With this publication COFACE-Families Europe wants to inform and to stimulate commitments in the field of digitalisation, we want to inspire and encourage our civil society organisations and a broad network of partners and citizens to engage further in improving and shaping the digital world. Through this publication and the active involvement of our COFACE-Families Europe Members, we will develop further actions together with a broad network of partners, tackle the different aspects of digitalisation and advocate for a better digital environment for all.

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B-RESOL - DIGITAL TOOL ASSISTING IN CONFLICT MEDIATION AND RESOLUTION

ASOCIACIÓN SALUD y FAMILIA– Spain

Brief description

B-resol is an innovative solution that empowers teenagers to alert a professional about any conflict that they don't dare to verbalize (Bullying, Cyberbullying, Sexual harassment, Eating disorders, Anorexia, Bulimia, Violence, Threats, Self-harms, Drugs, Psychological disorders, Discrimination...) B-resol gives adults the ability to know as soon as possible, manage and document all these types of conflicts... before it's too late.

Asociación Salud y Familia and BCN RESOL maintain a partnership agreement for developing and implementing tools of conflict resolution in family and community life.

Background information

B-resol is the first programme of BCN RESOL, founded in 2016.

The current version of b-resol was launched in December 2017. Since then, it has been awarded several prizes given its social impact and its technological innovations. B-resol was designed as an inclusive and global solution.

At present, 50 schools are using the solutions, mostly in Spain, but also in Andorra.

Aims of the initiative

BCN RESOL's mantra is: "Managing conflict to change the world".

B-resol was born to provide children with ICT tools, with the view that conflict is an opportunity for improvement and growth if it is resolved through dialogue.

B-resol promotes camaraderie among adolescents. In 80% of the cases it is the peers who warn of a situation that affects another adolescent, so that the adults can act as quickly as possible. Solidarity is encouraged and breaks the silence of the bystander.

Concrete actions

B-resol is an app, both in Android and iOS, confidential and safe, anonymous by default, though there is a self-identification option, with the possibility of selecting the adult interlocutors, with the possibility of adding any type of file, from any place, at any time, with very intuitive design and available in several languages.

The use of b-resol strengthens personal relationships without involving excessive smart phone use. The reports are processed in a timely manner and outside of the school or learning facility, and the processing and follow-up leads to personalized solutions that puts students and teachers in contact. As adolescents realize that they have adults at the school or learning facility who will help them and who will not, in any case, judge them for asking for help, they feel more capable of formulating their requests without having to use the telephone.

B-resol was born with the will to be integrated in all types of schools or other environments, with the firm intention of becoming a driver of social change.

Of course, privacy and data protection are key elements of the architecture of b-resol.

Results

Since December 2017, more than 3.000 reports or alerts were created and managed thanks to b-resol.

About 10% of them are really "strong conflicts", that have been brought forward thanks to b-resol. But about 80% are "weak conflicts" or in a very initial state, that hopefully can be discovered and treated before is too late, and many times allowing the use of alternative dispute resolutions methods.

Multimedia material

You can see here a video created by students:
https://www.youtube.com/watch?v=2-h9LOQLdjg

Website:
http://b-resol.com/index_en.html

Financial information

BCN RESOL was created by 5 founders, 4 women and one man. They invested 30.000€ ... and much personal time, effort and commitment.

In 2018, the UOC, Open University of Catalonia, also became a partner.

Partnerships

At present, our key partners are both the Ministry of Education of Catalonia, Spain, and the Ministry of Education in Andorra.

b-resol

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VEILIG ONLINE/SAFELY ONLINE

Gezinsbond - Belgium

Brief description

The Gezinsbond (Flemish League of Families) set up a training programme in 2008 for parents aimed to develop their knowledge and skillset on new media, that their children use daily.

Background information

Parents know too little about the online activities of their children and how to deal with it in their children's education.

Since 2013, we have had an agreement with the Flemish Education Department to provide at least 120 educational activities for parents in schools every year.

Aims of the initiative

The aim is to increase the understanding of and the response of parents to opportunities and risks of online activities to better inform their children. The programme consists of tools - a website www.veiligonline.be (safely online) with accessible information on the topic - and of several interactive training activities.

The training activities are for all families, with a very low access threshold since the admission fees are very low. In September 2017 we updated and renewed the content. The topic safely online is now presented in 5 different interactive modules. These new modules were developed in collaboration with specialized organizations, universities and with feedback from focus groups consisting of parents and professionals, including parents from 'disadvantaged' backgrounds (poverty).

Organizations working with disadvantaged people and schools for children with special educational needs and disabilities can book these trainings free of charge for their members/parents.

Concrete actions

The programme consists of 5 training sessions (workshops) and online modules: Internet & privacy, gaming, social media, cyberbullying, online relations & sexuality. The new modules are now more interactive with testimonials (from parents, children, youth and experts), quiz, simulations, interactive game, testimonials, videos).

Based on the conclusions of an evaluation and impact study of 10 training activities in the Spring of 2019 we renewed the 5 modules.

In addition to the testimonials from teenagers, parents and experts, the participants mainly ask for testimonials from young children and concrete educational tips. We made videos with testimonials from children between 8 and 12 years old in 5 primary schools spread across Flanders and Brussels. We divided each theme into 4 to 6 sub-themes and created a video with testimonials for each sub-theme in which pop-ups with facts, figures and specific educational tips (new methodology) appear.

Results

Parents indicate that after participating in a training, they are more positive about the use of new media and can communicate better with their children about using new media. Half of the participants still apply the parenting tips several weeks after the training.

Nearly 200 training sessions were held in 2017 and in 2018 (we connected to more than 5000 parents) of which 40 training sessions with disadvantaged families.

Multimedia material

www.veiligonline.be (website of the project)

https://www.youtube.com/watch?v=2qMN8Z5qOAU&t=1s (short presentation of the project)

www.safelyonline.eu (from October 2019)

Financial information:

To make and design the new modules, we received 60,000 euros from the Belgian National Lottery.

Every year we receive funds from the Education department to organize the training in schools and to renew and update the modules.

We also recently received 10,000 euros for the #SaferInternet4EU-award, with which we have funded the evaluation and impact study and the new testimonials from young children.

Partnerships:

Child Focus, Educational department, specialized organizations, universities

safely online

Gezinsbond
groeit met je mee

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WEBETIC – ONLINE SAFETY

Ligue des Familles - Belgium

Brief description

The training programme is directed at parents aimed to develop their knowledge and skillset on new media that their children use daily. The aim is to increase their understanding of and respond to opportunities and risks of online activities to better inform their children.

Background information

The Webetic project was developed on the basis of the joint project of the Gezinsbond and Child Focus (see the initiative Veilig Online), and was adapted for the French speaking part of Belgium.

The Ligue des Familles supports parents in the upbringing of their children. For decades, the Ligue des Familles has developed educational programmes adjusted to parents' questions, related to the family and family life.

The Ligue des Familles sees education as a circular process, where parents influence their children and vice versa. Education is a constant learning process. The Ligue des Familles does not offer an educational model, but believes in the skills and competences of parents themselves to choose their own values and approaches. The Ligue des Familles aims to strengthen parents in these educational skills and competences. A positive attitude, based on dialogue and trust, are central to this vision.

Aims of the initiative

The initiative aims to provide information and resources for all parents and children on a variety of topics related to online safety.

Concrete actions

For over 3 years, the Ligue des Familles, together with Child Focus (partner P1) has informed parents all over Wallonia and Brussels with the WEBETIC programme. The training programme is directed at parents aimed to develop their knowledge and skillset on new media, that their children use daily. The aim is to increase their understanding of and response to opportunities and risks of online activities to better inform their children. The program consists of tools, the website www.webetic.be (safely online) with accessible information on the topics.

These trainings were developed by the Ligue des Familles and Child Focus in collaboration with partners, such as schools and local organizations to reach a broad public.

From 2020, the Ligue des Familles will participate in the Erasmus+ 'The European Safely Online' project to scale up the Flemish Safely Online project for different countries. The Ligue des familles will work on a French version of the 5 interactive modules: internet & privacy, gaming, social media, cyberbullying, online relations & sexuality. These modules were developed in collaboration with Child focus and Gezinsbond.

Results

In 2018, Webetic undertook 160 training sessions for 1.500 parents.

Multimedia material

www.webetic.be

Financial information:

The sessions are financed by the organizers (schools, etc)

They pay 160 € for one sessions.

For over 3 years, we received a subsidy from the Loterie Nationale (25 000 €/year)

This subsidy was used for the training of the animators and the development of a new module around the topic of "gaming".

Partnerships:

Child Focus and Gezinsbond

la ligue des familles
citoyenparent

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NEVER ALONE – EMPOWERING ISOLATED PEOPLE WITH TECHNOLOGY

Instituto de Robótica para la Dependencia - Spain

Brief description

Cloud software, started in 2018, to support elderly people with care needs living alone at home and coordinate all the service providers and social network around the person.

Background information

The experience is based on two existing software designed and developed by the Ave Maria Foundation which supports organizations and service providers. The new programme will also support municipal services and autonomous services in order to include the entire spectrum of service providers.

Aims of the initiative

This project wants to help the increasing number of people with a degree of cognitive disability, living alone at home, due to the longevity of life or the desire to extend the stay in their own home, postponing the entry in a care facility. It will also support these individuals in their daily lives providing personalized support, empowering the user. It will increase the efficiency of the coordination between all service providers and the community.

Concrete actions

Different market studies have been conducted involving all stakeholders to determine the best functionalities and services this software should provide to reach the project objectives. A Quality of Life study was conducted to determine the current situation of the population on the test area of operation of the project. Also, a social ROI (Return of Investment) study was realized in order to conclude how the project can support public entities and society in general in delivering a better service whilst saving money from public expenditure. The software has been designed and is being currently developed. End user tests have been scheduled.

Results

The main figure that we currently have, since it is an ongoing project, is the Social ROI study conducted by the external consultancy firm ALPHA Consulting, that has shown a preliminary results of 17€ of saving per each 1€ invested in the project by public bodies.

The first tests we have run suggest that the increase of the overall quality of life of dependent elderly people living alone in their home will be improved by 56%.

Financial information:

The project has received the support of the Generalitat de Catalunya through a European Regional Development Fund (ERDF); the Garraf regional area has decided to specialize as an Active and healthy aging and dependence area and this project is part of the strategy. The project's total cost is 214.500,00 Euros and the Development Fund has covered 50%. Another 25% has been ensured by local municipalities. The missing 25% still needs to be funded and is, at the moment, being supported by the participating entities.

Partnerships:

The Ave Maria Foundation is a key partner since they own the software and experience in which this project has been based and created. We have a partnership with the software development company ExtraSoftware who won the corresponding tender bid. We also have key partnerships with the geographical area of Garraf government and with its city councils.

Instituto de Robótica
PARA LA DEPENDENCIA
FUNDACIÓN PRIVADA

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EQUAL SPACE ONLINE LEARNING PORTAL

Center of Womens' Studies and Policies - Bulgaria

Brief description

The Equal Space Online Learning Portal was created within the Erasmus+ funded Equal Space project, implemented between September 2017 and August 2019 in Austria, Bulgaria, France and Portugal to offer a digital tool for lifelong learning for Community Educators and Facilitators in migrant, refugee and minority communities.

Background information

The project EQUAL SPACE's aim was to enable more participation, empowerment and involvement of migrant, refugee and minority women in adult education by developing a training for Community Education Facilitators in the field of intersection of gender and diversity. Adult education often neglects the integration of migrant, refugee and minority groups and especially women from these groups. Therefore, the EQUAL SPACE project faced this challenge by providing a variety of educational products such as a Curriculum and Toolkit for face to face training and a Platform for Online Learning, available in English, French, Bulgarian and Portuguese language.

Aims of the initiative

In the process of Community Education there are many different actors involved as Community Educators and Facilitators, and they may vary from country to country depending upon the social and cultural context and local/regional structures. Community Educators and Facilitators might be professionals - social workers, psychologists, trainers and educators, but also people from the community itself - community leaders, community workers, health/social and cultural mediators. For all of them, regardless of the level of their professional development, we offered an online tool for self-learning.

Concrete actions

The Equal Space Online Portal is bringing the Community Educators and Facilitators to a deeper educational level by offering them four sections of video lessons, summarizing rich educational content on the main topics of the project: **Community and Community Education; Sex and Gender/Stereotypes; Intersectionality; Gender and Diversity in Practice and Cultural Shocks/Overcoming Oppressions**. It is easy to follow, tailored to their needs and a very smart and relaxing method to learn about intersectionality between gender and diversity, based on a very recent collection of theoretical knowledge, practical experiences and lessons gathered from more than 80 interviewed experts and educators in Austria, Bulgaria, France and Portugal, summarised in national reports, available on the website of the project www.equalspace.eu. Every section contains unique valuable content, which is interesting to be viewed, because it is based on very recent practices and lessons learned from Southern, Eastern and Western European contexts. Some of them focus on the specific work with women migrants and refugees and Roma women, who on many occasions face more complex forms of discrimination and exclusion.

Results

The Portal will open a door to a space where Community Educators and Facilitators can learn how to discuss and approach sensitive questions like contraception, family planning, violence against women in Roma communities, refugee and migrant communities, how to deal with cultural differences and build mixed and women only groups with a potential to learn and co-construct the educational program with and for the community members. In contemporary European societies, diversity and interculturality in community work becomes more and more important, so we hope that the Portal is a place where Community Educators and Facilitators,

as well as teachers, social workers, psychologists, social/cultural and educational mediators may learn how to take into account gender and diversity in their everyday work with men and women and families. For two years we trained over 60 Community Educators and Facilitators in 4 EU countries, our Portal was visited by 762 users and we reached more than 18 000 experts, community members, representative of institutions and broad public via all our dissemination activities.

Multimedia material

http://equalspace.eu/welcome-to-equal-space/

Financial information:

The project was financed by the Erasmus+ Programme of the European Commission.

Partnerships:

The Equal Space project was implemented by a partnership: PERIPHERIE Institut für praxisorientierte Genderforschung in Graz (Austria) – coordinator, Center of Women's Studies and Policies, Sofia (Bulgaria), Elan Interculturel, Paris (France) and Rede de Jovens para a Igualdade, Lisbon (Portugal).

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TECHNOLOGY FOR ALL

FFM Isadora Duncan - Spain

Brief description

Since 2004, Isadora Duncan has developed an empowerment programme based on access to technology, focused on adults and the elderly, with a special emphasis on women.

Background information

The project started as an initiative on digitalisation, focused on single-parent families as a way to improve their employability and quality of life. It was successfully extended to all kinds of families. In the last years the aim of the programme has been closing the digital gap between the elderly and society, and also extending the fight against the gender gap. The programme provides digital tools and skills for managing electronic devices, smartphones and tablets. It gives participants the ability to manage their digital life (shopping, finances, citizen-government relations, etc.) as informed and critical users.

Aims of the initiative

To provide basic knowledge in technologies and digitalisation that improves the daily lives of families, by promoting their social inclusion, allowing them to work on values, tools and attitudes that improve their access to public and private services.

Internet and electronic devices are important tools nowadays for improving the quality of life. Being part of the digital world can enable people to widen and deepen their fields of knowledge. In particular the elderly need to be aware of the risks that exist linked with the Internet.

Who is it for? All of society, in particular women outside of the digital world, without previous experience in management of personal data, smartphones, electronic devices or personal computers.

Concrete actions

Two different activities were carried out:

- Workshops: "Technology for all", duration of 20 hours, hosted by our new technologies department and adapted to the demand received. Nowadays the workshops are focused on the use of smartphones, messaging and calling using apps, social networks, ebanking and cybersecurity.
- Free access room: an open room with twelve computers is available during working hours to all people who cannot afford a personal computer or to pay for Internet access.

As an example of the workshop content, we provide training sessions about parental control tools and the issues that emerge from spending too much time online or behind screens.

Our programme is an integral experience, parental control tools and good practices for health are present as transversal values in all Isadora Duncan activities.

Results

Our programme is in high demand, and we currently host three workshops per year. Linked to other programmes that allow further developing the potential of the users, as a second step, the beneficiaries can learn other digital skills to improve their electricity bill, manage their digital counters, use their online banking services, etc.

More than one thousand people (1060) have attended our workshops in the last years, and hundreds make use of our personal computers in the open room. Most of them are heads of the family, so the real impact in the society cannot be captured as simple number and is much bigger than can be measured.

Multimedia material

https://isadoraduncan.es

https://gestionfamiliar.es

https://www.youtube.com/user/iduncanleon

Financial information:

In the first phase, the project was funded by Esplai Foundation during 2004, they paid for personel and the equipment. Since 2005 all the budget is provided by Isadora Duncan, our new technologies trainers and volunteers keep the computers running smoothly and host the workshops; at the same time, the Foundation started five years ago a STEAM camp focused on closing the gender gap and promoting equality between girls and boys in childhood.

Partnerships:

In the first phase, Microsoft and Esplai Foundation, nowadays some Isadora volunteers and people linked to other organisations such as Caixabank, EREN (Energy Regional Entity).

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INTEGRATED – ONLINE TOOLS FOR MIGRANTS AND REFUGEES

KMOP - Greece

Brief description

IntegratED is an AMIF project that started in 2018. The aim of the project is to provide online tools to help refugee and migrant students' integration in the new school environment.

Background information

The general objective of the IntegratED action is to strengthen the successful participation of newly arrived third-country national (TCN) children in education and to contribute to combating discrimination against third-country national children in the educational environment in Greece, Italy & Spain, and the EU in general.

Aims of the initiative

The main objectives of the project will be achieved by:

- Raising participation in education and the rate of attendance among third-country national children/youth;
- Supporting the academic performance of secondary education of third-country national pupils;
- Enhancing the competences of teachers, school heads and staff;
- Facilitating and promoting the involvement of third-country national parents in their children's school life;
- Improving the knowledge of third-country national pupils and their parents about the education systems;
- Maintaining mother tongue & culture knowledge of third-country national pupils;
- Fostering exchange of experience & promote educational support model(s);
- Raising public awareness on the role of education in promoting inclusive societies;
- Promoting increased attention to diversity and inclusion in policy planning in education.

Concrete actions

The target groups are:

- children/students & parents (including third-country nationals);
- teachers and school staff; educational institutions/schools;
- educational authorities and other relevant authorities at local/regional/national level;
- policy makers;
- civil society;
- EU/international networks.

Results

The project is ongoing and aims to achieve the following results:

- The development of a programme for peer to peer mentoring;
- Workshops for improving communication between educators and parents;
- Workshops for teachers aiming to improve school policies, so as to create school environments that respect diversity;
- The development of an on-line training platform that is going to provide information and help to children, teachers and parents, about the better integration of the children at mainstream schools;
- Those practices aim for a smoother integration of students of migrant background into to their new schools.

Multimedia material

https://www.integrated-project.eu/index.php/outputs/

Financial information:

The project is funded by the Asylum, Migration and Integration Fund.

Partnerships:

- KMOP
- CESIE Fundación InteRed
- CANARY WHARF CONSULTING LTD
- Regional Directorate of Primary & Secondary Education of Central Macedonia (kmaked)
- EUROPEAN PARENTS ASSOCIATION (EPA)

KINDLING A BETTER WORLD

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LIVE WITHOUT BULLYING

KMOP - Greece

Brief description

The idea behind the creation of the online platform http://www.livewithoutbullying.com was born in 2015 at KMOP in the context of searching for contemporary ways of providing help to children and teenagers that were facing bullying incidences. Drawing inspiration from foreign programmes we strove to create a user-friendly tool for online counseling, via messaging that would use anonymity and the easy access that is offered by the Internet and is available for free to children, parents and teachers that are affected by bullying anywhere in Greece.

Background information

The inspiration of the "Live Without Bullying" project primarily came from the Kids Platform Helpline which is a free, private and confidential, telephone and online counseling service specifically for young people aged between 5 and 25 in Australia. It has an easy to use interface and the opportunity to provide free of charge counseling service to everyone in need with the sole prerequisite of a stable network connection. Afterwards, we were inspired by a British project called Beat Bullying, which used to provide peer to peer digital counseling and support to children who were affected by bullying at school.

The project Live Without Bullying offers counseling to children, parents and teachers by professional psychologists who work voluntarily on a 24 hour basis. Moreover, it provides a holistic approach to the phenomenon of bullying, since it addresses all groups who may be involved somehow in it, that is children, parents and teachers.

Aims of the initiative

To provide free counseling regarding bullying to children, parents and teachers throughout the country. Also, to provide educational tools to all three target groups - children, parents, and teachers - addressing mainly to the most common everyday needs of each one of them.

It is for all children, parents and educators who are directly or indirectly involved in bullying incidents.

Concrete actions

We provide training sessions to students at schools, on how to tackle school bullying and cyberbullying and how to defend their rights by being assertive in a proper way.

Developing recorded online training webinars for educators. Those webinars focus on providing educators with vital knowledge about bullying and good practice examples, so as to help them create a classroom and a school without bullying.

Developing recorded online training webinars for parents. The aim of those webinars is to help parents whose kids struggle with bullying, understand better the psychological consequences of bullying and meet their kids' needs by exercising good parental communication techniques.

Raising awareness through campaigns, big events and social media strategies, in order to make the counseling platform known all over Greece.

Results

- 3800 new messages on the platform, during the school year 2018-2019.
- 2950 signed users on the platform.
- 2200 students were trained during the school year 2018-2019.

Multimedia material

https://elearning.coeus.online/course/view.php?id=84

Financial information:

Live Without Bullying is a self-funded programme. We try to find sponsors in order to support the organization through big awareness and fund-raising events.

Partnerships:

In 2016, a Memorandum was signed between KMOP and the Ministry of Education, so as to enable the Live Without Bullying team to inform a number of public and private schools, every year.

KINDLING A BETTER WORLD

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"LET'S SWITCH OFF"– A MOBILE-FREE SERIES OF EVENTS

Single Parents Center - Hungary

Brief description

Between November 2018 and April 2019, Hungary's Single Parents' Center organised a project involving different generations with the title "Switch off".

The project involved sharing personal experiences, both positive and negative, as well as demonstrating model exercises with the help of experts. An important part of the project was linking several schools in Budapest and holding interactive sessions for students during lessons.

Background information

The events were held in nine Hungarian towns and Kolozsvár (Cluj-Napoca) in Transylvania. "Digital coming together" was one of the most important aims of the series of events.

Our aim was to provide family experiences whereby both parents and children could rediscover the joy of being together, participating in enjoyable joint activities. At the same time, we deemed it important for parents to learn more about their children's digital world. So we also organised events presenting the opportunities and advantages of digitalisation.

Aims of the initiative

We wanted to initiate a dialogue between children (digital natives) and parents as well as grandparents (digital migrants) about their opinion concerning the use of mobile phones and the Internet, rules, customs, the pros and cons of recognizing and handling dangerous content, and mobile and Internet dependence as a risk, all of which are present and causing conflict in almost every family. Unfortunately, we still do not know much about the consequences and long-term effects, but experience shows that we as parents do not present another model or offer an alternative to children.

Concrete actions

The series of events included interactive programmes, presentations in secondary schools and professional functions, which were organised with the involvement of psychologists, teachers, mobile experts and specialists on data protection. We held several sessions about Internet security and gave practical advice to parents. A number of presentations were devoted to cyber bullying, which currently is very frequent.

In addition to professional presentations, family events were also held. The aim was to draw parent's and children's' attention on how important it is for families to be together in real life, besides digital presence. We offered alternatives for that, such as:

- "Cooking customs of generations" where there was an attempt to harmonise the differences between traditional and digital cooking;
- the family day Hello Spring, welcoming spring;
- at the event "Tuned to the Carnival for Saying Farewell to Winter".

Topics covered by the project:

- "Child in the family – families around the child" – family event;
- "Tuned to the Carnival for Saying Farewell to Winter" – family event;
- Dangers in the Online World – presentation on how to avoid online dangers;
- Cyberspace – workshop for teachers of pupils between the ages of 6 and 18;
- Parents' Forum – Presentation about the dangers of online shopping, opportunities of digital tools;

- Events held in schools;
- Cooking customs of generations – cooking together with and without the Internet;
- Worldcafe – opportunities and dangers of digital tools;
- Cyber security beyond filtering software;
- Cyber security – presentation. What is a conscious parent's child like?;
- Positive effect of the digital world – presentation on the positive effects of mobile phones and the Internet – workshop with robots;
- Relationship between digital tools and generations;
- Digital world and toddlers – What research results are there about toddlers' digital habits in the home and the analysis of the effects of tablets on development?;
- Family life and online children in the 21st century – presentation and workshop;
- Digital family discoveries – The event was held for parents, children and families with the aim of different generations understanding each other in the digital world.

Results

Due to the importance of the topic, a publication guiding parents through the digital world was issued. The printed booklet is accompanied by a website (www.digiokos.hu), which contains information and materials about the topic, reports, articles and colourful pieces about the events in the project.

During the implementation of the project the following objectives were achieved:

- events connected to the projects were held in 21 locations in a total of 10 towns;
- presentations were organised on 18 occasions;
- playful, creative family events were held on five occasions;
- sessions about the dangers of Internet use were held for 356 pupils in five Budapest schools;
- 2000 people directly participated in the events ;
- nearly 100,000 people were reached by our online platforms, publications, posters, leaflets and the social media.

Multimedia material

www.egyszulos-kozpont.hu/digiokos-projekt

Financial information:

25,000 euros

We applied for a state bid in the framework of the Year of Families.

Partnerships:

Key partners were other Hungarian civic organisations.

Contact information

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#BULLYFREEZONE

Parents Association Step by Step - Croatia

Brief description

Project #BullyFreeZone is an ongoing project and started in 2019. It is aimed at strengthening the competences of parents and children to grow up safely without peer violence, by providing the necessary knowledge and skills in prevention, recognition and response to bullying and cyberbullying cases.

Background information

Since the Association has been implementing child protection programmes for many years, many parents contact us in situations where their child is a victim of bullying or cyberbullying, especially in situations where there is a lack of good cooperation with the school. For this reason, we have decided to launch a series of activities for parents and children, to provide them with education and support and to encourage better communication with the school.

Aims of the initiative

The activities are intended for all parents and children (preschool and elementary school age).

Through the project, we aim to raise awareness of bullying and cyberbullying, improve the recognition of signs that a child is a victim of abuse, improve the knowledge of children and parents about non-violent communication, and enhance the knowledge of children and parents about the safe use of digital technologies.

Concrete actions

Workshops for parents # BULLY-FREE-ZONE - A cycle of 5 workshops lasting 90 minutes for parents of preschool and elementary school children (6-9 years and 10-14 years). Workshops are held to empower parents for positive and responsible parenting, non-violent upbringing, and to identify situations in which the safety and well-being of children is impaired. Workshops include topics of encouraging assertiveness in children, identifying signs of child endangerment, responding to and acting in the event of detected bullying and cyberbullying, safe use of the Internet, social networks and communication tools, communication with kindergarten, school and other institutions.

Individual psychological counseling is also made available for parents and children related to child safety and well-being, positive parenting, identifying signs of child abuse, and handling bullying and cyberbullying cases.

Results

The project is still ongoing. The first evaluation results will be available in January 2020.

Financial information:

The total budget for 12 months' implementation of the project is €27.200, provided by the private sector (company Konzum d.o.o.).

After this period we will try to ensure financing from the City of Zagreb and the Ministry of social affairs.

Partnerships:

We're collaborating with different preschools and elementary schools, and children from those schools.

korak po korak
UDRUGA RODITELJA

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DISCUSSION PAPER: DIGITAL CHANGE AND ITS IMPACT ON FAMILIES

Association of German Family Organizations (AGF) - Germany

Brief description

This discussion paper reflects on questions regarding digitalization for different areas of life from the point of view of families. It takes a lifecycle perspective to discuss the consequences of digitalization for children, adolescents, parents and the grandparent generation and its impact on their relationships.

Background information

The paper focuses on the promotion of participation on the one hand and the protection of vulnerable family members on the other, as well as balancing the responsibility for these tasks between public and private actors as well as families and their individual members.

Aims of the initiative

In view of the rapid developments in the digitalization of all areas of life, we have deliberately chosen the form of a discussion paper, which formulates positions and open questions and thus represents a snapshot of the discussions taking place within and outside the Association of German Family Organizations (AGF). It will be used to contribute to shaping Germany policies impacted by digital transformations, and to mainstream the family perspective in discussions and debates.

Concrete actions

The paper is divided into 5 sections:

1. Digital change and its consequences for families.

Digitalization in general has the potential to improve the participation of families in social, political, cultural and educational processes by facilitating access. The Internet enables families and family organizations to formulate, organize and publicly present and promote their interests. In addition to opportunities, digitalization also entails risks. There is a danger that digital media and means of communication do not contribute to a deepening of family exchanges, but rather promote an individualization of family members and their retreat into an isolated preoccupation with the media.

2. Principles for shaping digital change from a family perspective

Balancing the opportunities and risks of digital media or technologies is not always easy. For the AGF, the evaluation focuses on the following fundamental aspects and questions. Participation: Does technology help families to carry out their tasks of educating and supporting family members? Participatory Justice: Do all family forms benefit equally from new opportunities to participate in educational processes, culture, working life or social activities? Perspective of skills: Do families and their members possess the competences to use digital media/techniques profitably and to avoid dangers? Protection perspective: How should protective measures be designed for the different age groups? Share of responsibility: Is there a balanced share of responsibility between individuals, families, politics, administrations and providers for the dangers that can be associated with digital media/techniques? Transparency and democratic control: Is there transparency for users about the short- and long-term implications of their acceptance of general terms and conditions (GTCs) and their use of digital media and technologies?

3. Children and young people: a mix of measures for greater participation and safety on the net

Childhood and adolescence are essentially characterized today by digital media and techniques. This begins with observing the media consumption of parents and older siblings. But even one's own media use begins at a very young age. This also applies to

the "classical" media such as radio and television. The responsibility for protection against digital risks must not be unilaterally assigned to families.

4. Digitalization and Middle Age: Parenthood, Reconciling Family and Work Life

In order to improve the reconciliation of family and professional work life satisfactorily, the family associations believe there is a need to expand the opportunities for parents and caregiving relatives to have a say in the timing of their work and, if possible, also in the place of work. This expansion of available options is intended to benefit all employees and not just those working in typical office jobs.

5. Families with elderly family members in need of help – digitalization and care

The digitalisation of care needs a framework of values that is relevant from the perspective of people in need of care, care-providing relatives and professional actors, and which is reflected in the digital and technological solutions. The Association of German Family Organisations (AGF) welcomes a broad social debate about guidelines and limits of digitalisation in an ageing society. In contrast to the very much technology and professionally-driven debate, it is needed to focus in on the perspective of people in need of care and their families.

Results

It has been published at the end of 2019, and is being disseminated widely.

Multimedia material

https://www.ag-familie.de/news/1574957425-papier-digitalisierung.html?en

Financial information:

N/A

Partnerships:

We are collaborating with different organisations, schools, and ministry departments..

Contact information

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RESEARCH ON DIGITAL WELL-BEING IN FAMILIES

Väestöliitto - Finland

Brief description

Research into the links between screen time and well-being of families.

Background information

Digitization has been the fastest and most extensive technological change in human history. In ten years, smart screens have become a part of everyone's everyday life and have had unforeseen effects. A significant additional dimension is the practices of the community around the individual, who also convey well-being effects. If the child's parents spend a lot of time on their screens, the child will probably start to do so. Family life contains countless repetitive digital situations, the effects of which start early and accumulate over the years.

Aims of the initiative

This research into the digitalisation of everyday life assesses the human impact of digital transformations with a focus on the health and well-being being of families. One socially significant trend is that digital disadvantages and benefits are not randomly distributed among different users. Indeed, digitalisation can accelerate social inequality through its numerous everyday effects. The research aims to assess the state of play for Finnish families and come up with concrete policy recommendations for supporting digital citizenship and education of individuals, address the digital inequalities which persist today by reaching out to vulnerable groups, formulate recommendations for the ICT industry to redesign their online services in line with the GDPR and other key legislation, rethinking tax policy for digital services, and developing briefs and toolkits for use in the education and public sector to support digital citizenship education.

Concrete actions

The project consists of three work packages.

Work package A: Research on national trends of screen time and use of digital services and systematic synthesis of peer-reviewed research on digitalization and family relations. This work package informs work package B and C.

Work package B: Research-based digital guidelines and recommendations for citizens and material for teachers and parents.

Work package C: Based on the research and work shop -activities with stakeholders, a road map will be devised. The road map is a multi-level societal action plan as to how Finland can best support the digital well-being of its citizens.

Results

Research still ongoing until June 2020. Preliminary results show that although Finland is not leading the statistics on screen time in Europe, screen time has continued to grow. Digital activities, especially social networking, has displaced face-to-face interactions. Mediated friendship interactions have displaced interactions with family.

A synthesis of peer-reviewed research on how digital devices and services affect family relations reveal that digitalization has a distinct effect depending on the relationship type. Connectivity and co-use afforded by digital technology have benefitted certain relationships. For example, siblings and parent-child relationships benefit from co-use. Family members residing away from each other benefit from multimodal connectivity. As for harms, "technoference", e.g. digital interferences and "phubbing" have harmed romantic relationships and parent-child relationships, especially. Furthermore, romantic relationships confront the specific encumbrance of romantic alternatives afforded by ubiquitous social networking sites.

The research results will inform the other materials produced in the project. These materials will be published in 2020.

Multimedia material

http://www.vaestoliitto.fi/tieto_ja_tutkimus/vaestontutkimuslaitos/perhetutkimus/digitaalinen-hyvinvointi-perheis/

Financial information:

The project is funded by the Finnish government's analyses, assessment and research activities.

Partnerships:

The Population Research Institute of Väestöliitto is implementing the research project in cooperation with Demos Helsinki oy and the Media Education Association. The project, which ends in June 2020, is part of the Government's Research Plan (TEAS).

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Väestöliitto

PÉDAGOJEUX

Union Nationale des Associations Familiales - France

Brief description

PédaGoJeux is a partnership created in 2008 with one objective: to inform and raise awareness of parents about gaming in order to create a positive video gaming experience within the family. PédaGoJeux is coordinated by the Union Nationale des Associations Familiales (UNAF) which uses a reference website, www.pedagojeux.fr, to provide key information to parents on the different layers of the gaming world.

Background information

Pédagojeux brings together all key stakeholders in the gaming world : policy-makers, the gaming industry, the media, players and families, in order to provide families with a balanced discourse on the different aspects of video games. Therefore the governance of PédaGoJeux is driven by a Steering Committee which meets 7 to 8 time a year, composed of the following representatives : the Direction Générale de la Cohésion Sociale (DGCS – the social affairs ministry), l'Union nationale des associations familiales (UNAF- the families), le Syndicat des Éditeurs de Logiciels de Loisirs (SELL- the trade union of software editors), as well as NGOs like Internet Sans Crainte, Action Innocence Monaco, JeuxOnLine et l'Association Nationale pour l'Amélioration de la Santé Visuelle (ASNAV – national association for the improvement of visual health)

On 25 September 2019, a PédaGoJeux expert committee was set up bringing together twice annually experts from different fields, creating a space for reflection and debate on the scientific, ethical and societal impact of video games. The aim of the committee is to provide advice to the PédaGoJeux Steering Committee in building its discourse and actions. The diversity of views in the expert committee allows for dialogue across sectors and gradual consensus-building. Furthermore, it enables potential pooling of resources in relation to the gaming world. Eighteen personalities are currently in the PédaGoJeux expert committee.

Aims of the initiative

The aim of PédaGoJeux is to guide parents and educators, helping them to understand the gaming world and providing them with tools and good practice to support children in this leisure activity. This includes advice about the content of video games, the choice of age-appropriate video games, issues of screen time and sleep, as well as the health and well-being dimension of gaming. PédaGoJeux is especially keen to help parents and educators interpret the labelling of video games in order to foster the use of age-appropriate games, and games adapted to the character of the children and the values of different families. To this end, dialogue with the child about their gaming experience and collective gaming in the family are also essential for PédaGoJeux.

Concrete actions

PédaGoJeux carries out several activities:

- The website www.pedagojeux.fr, a unique hub of information on the world of gaming dedicated to parents. The website was modernised in 2019 and proposes a wide range of content related to gaming including practical tips for parents. It is managed and edited by UNAF with the support of a communications agency.
- The presence of PédaGoJeux ambassadors. In order to reach out to local communities across France, PédaGoJeux set up in 2014 a network of ambassadors, made of voluntary organisations and public authorities which propose different activities in the field of gaming (awareness-raising, prevention, information, workshops for

beginners, discovery and creativity workshops). Media libraries, gaming libraries, schools, local authorities, early childhood education and care professionals, NGOs focused on gaming, youth organisations, but also teachers, health professionals, help to raise awareness about gaming and provide support to families in this area using the good practices and resources of PédaGoJeux. It received a child rights award in 2014, in the context of the 25-year celebration of the UN Convention on the Rights of the Child.

- The creation of resources for parents and educators. PédaGoJeux proposes different types of practical factsheets for parents on different topics. In 2019, a specific action on the theme « e-sport explained » was organised in cooperation with France Esport, the French federation of electronic sports.
- The participation and support to video game events targeting families, notably through making PédaGoJeux resources available and accessible to all. Every year, PédaGoJeux organises a Junior-Family space at the Paris Games Week, the Video Gaming Salon.

Results

In 2018, the activity of around 70 ambassadors resulted in 740 actions reaching out to around 125.000 people. Moreover, every year around 15.000 leaflets are distributed to parents via the ambassadors. UNAF ensures training of the ambassadors for the dissemination of information, and they are also invited to take part in conferences to exchange on key daily successes and challenges in the field.

Multimedia material

www.pedagojeux.fr

http://www.pedagojeux.fr/accompagner-mon-enfant/video-jouez-vous-avec-vos-enfants/

https://www.youtube.com/watch?v=RaK-mwCVpsw

http://www.pedagojeux.fr/accompagner-mon-enfant/video-parents-tenez-vous-compte-de-la-signaletique-pegi/

http://www.pedagojeux.fr/a-propos-de-pedagojeux/actualites-pedagojeux/video-lesport-explique-aux-parents/

Financial information:

PédaGoJeux is implemented through three main resources:

- A grant from the social affairs ministry (Direction Générale de la Cohésion Sociale) ;
- Grants from private funders ;
- Human resources and meeting venues of UNAF for the training of ambassadors.

Partnerships:

The partnership is made of key stakeholders in the gaming field : policy-makers, the gaming industry, the media, gamers, and families.

Contact information

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MY CHILD AND SCREEN-TIME

Union Nationale des Associations Familiales - France

Brief description

My Child and Screen-time **is a website and Facebook page which supports parents, educators, social workers, culture organisations, media organisations, providing practical tips, fun resources and more to help them navigate the digital world and empower children.**

Background information

The target audience of this programme is especially children from 0-13 years of age.

Aims of the initiative

The aim of My Child and Screen-time is firstly to boost the confidence of families and phase in better parental control in a context of omnipresence of screens. This means disseminating good practices, and triggering interest of parents about screens, as well as responsibilising parents and professionals, ensuring they realise that children need good role models around screen use. Second, UNAF wishes to propose practical tools and resources providing users with information they can realistically use in their daily life. My Child and Screen-time also tackles the wider context of screen-time use and not only limiting itself to parental support but also reflecting on the impact of screens on society, on health, on inter-family relations, and on access to knowledge.

Concrete actions

Beyond the use of the website and the Facebook page, the programme My Child and Screen-time also seeks to provide support to the UNAF professionals in the different French regions in their work to support families. UNAF provides the following to both its professionals and volunteers:

- Practical guides: "Surfing the Web" with HADOPI, «Children and screens, take back control » with a group of pediatricians called "Pédiatrie Générale", and "Digital well-being in families")
- Fun prevention tools to organise parent-children workshops around questions linked to screen-time (card games about screens, card games about video games, and more).
- A digital toolkit to support the UNAF network and partners in the implementation of practical actions (advice leaflets, practical factsheets).

Results

In 2018, more than 10.000 families and parents were supported through more than 450 actions implemented by the regional branches of UNAF in the framework of an overall action to promote better and more responsible use of digital tools.

Multimedia material

https://www.mon-enfant-et-les-ecrans.fr/

https://www.facebook.com/monenfantetlesecrans/

https://www.mon-enfant-et-les-ecrans.fr/wp-content/uploads/2019/10/livretfamilleetecrans.pdf

https://www.mon-enfant-et-les-ecrans.fr/guide-votre-enfant-navigue-sur-Internet-prendre-conscience-guider-et-proteger/

https://www.mon-enfant-et-les-ecrans.fr/mon-enfant-et-les-ecrans-reprenez-la-main/

https://www.mon-enfant-et-les-ecrans.fr/guide-le-bien-etre-numerique-en-famille/

Financial information:

This programme is self-financed by UNAF.

Partnerships:

UNAF wishes to promote dissemination and visibility of the website through different partners which are involved in parental support in France. The aim being to:

- Propose to all stakeholders in the field of parenting a communication toolkit online (posters, visuals, and more);
- Bring together key players in digital parenting, policy-makers, and researchers within one expert committee;
- Examine case by case the possibilities of disseminating the content of the website on partner websites (e.g. mon-enfant.fr).

Unaf
UNIS POUR LES FAMILLES

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HARNESSING THE POTENTIAL OF TECHNOLOGY FOR PERSONS WITH INTELLECTUAL DISABILITIES AND THEIR FAMILIES

UNAPEI - France

Brief description

Digital tool to implement access to communication for children and adolescent with multiple disabilities.

Background information

"Comm'handi": technology at the service of communication for non-verbal persons with disabilities. Since 2014, the University of Toulon and ADAPEI Var-Méditerranée have been developing innovative interfaces through the Comm'Handi partnership. The aim is to enable children and adolescents with multiple disabilities who do not have access to speech to express themselves.

Aims of the initiative

Every year, students and teachers at the University de Toulon (France) design and manufacture innovative and tailor-made objects dedicated for young people with multiple disabilities: glasses with laser pointer, virtual keyboard, eye-control, adapted voice synthesis triggered by a head movement or educational and fun serious games based on the designation by the gaze. Thanks to a close partnership with the University, persons with disabilities are involved in the entire process: from the design to the improvement of these innovative solutions, which should soon be accessible to the greatest number of people.

Concrete actions

Some interface examples:

Vocal synthesis

This interface has been developed in order to allow an adolescent with severe disabilities to communicate by forward and backward head movements.

Indeed, this interface project was designed for a 14 years old adolescent with multi-disabilities. This teenager uses a wheelchair and has some verbal abilities by articulating a few word, but these actions take a lot of effort. Also, due to his cortical blindness he can't learn a visual designation code. Also, it is difficult for him to wear headphones.

That is why the project aimed to teach him to use a switch connected to a voice box by using head movements to trigger phrases.

It is based on a "Velleman K8094 card" that allows several messages to be recorded. For example, the first time the switch is pressed, four messages from the "Wishes" menu will be activated: "go to the toilet, go to rest, go to watch the television, go to eat or drink". The adolescent will express his choice by making a second press. There are also other "menus" to regroup daily life situations in terms of wishes, needs, feelings.

Results

Regarding the vocal synthesis interface, the adolescent seems "to have understood the cause and effect relationship". However, there is also some limitation regarding this interface. Indeed, it's possible to observe some repetitive movements when the training or the demand is too long.

All the projects and tailor-made objects demonstrate that no matter what communication method is used, it is essential to adapt the existing material or to create new material so that the children and adolescents can use it more easily and correctly.

Multimedia material

http://www.unapei.org/presse/prix-unapei-gmf-2019/

https://lafabriqueaviva.fr/fr/project/1576/show

https://www.youtube.com/watch?v=WQmPltNSGDg

Financial information:

To finance their entire project, the Adapei Var-Méditerranée association supported the purchase of hardware and software.

Partnerships:

Partnerships between the University of Toulon (France) and the ADAPEI Var Méditerranée.

The "Comm'handi" project won the UNAPEI-GMF prize in 2019, a prize that promotes innovative experiences and projects. For the 2019 edition, the theme chosen was "digital tools, a lever for universal access to communication."

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GRANDPARENTS & GRANDCHILDREN

Gezinsbond - Belgium

Brief description

The Grandparents & Grandchildren initiative is about adult digital literacy improvement: it is aimed to promote and facilitate digital active citizenship of elderly people.

Background information

G&G (Grandparents and Grandchildren) is a peculiar learning setting aimed to:

- improve by little steps the digital literacy of elderly people to foster their full citizenship and participation in the digital society;
- use the communication technologies as a mean to stimulate and encourage intergenerational learning and mutual understanding between generations, respecting linguistic and cultural diversity.

The G&G initiative provides free teaching resources for all schools or training institutions that wish to organize G&G seminars with their students. The project's scope is to foster a process of local stakeholders involvement in supporting low cost training initiatives aimed to allow elderly people to gain full citizenship in the digital world.

Aims of the initiative

The most original aspect of the initiative is that the teachers of the elderly are young volunteer students, who have the role of 'grandchildren' assisting on a one to one basis the 'grandparents' in learning the very basics of Internet browsing and e-mail messaging. The project thus strongly encourages intergenerational dialogue as well as linguistic diversity and local cultural issues.

The G&G initiative is an attempt at merging enthusiasm with experience, movement with rest, dreams with destiny, youth with wisdom, innovation with aging. The project aims at having the future and past helping each other to use technology to foster citizenship, personal growth and mutual understanding. In other words, to transform information into knowledge and knowledge into wisdom for a better life in modern times.

Concrete actions

The G&G initiative is carried out locally by a number of different partners which, participating in the EU funded project, were in charge of translating (and adapting to local needs if necessary) all the G&G pedagogical tool kit in their local language and to experiment in at least one pilot test the G&G methodology, thus evaluating the quality of the training resources.

The G&G methodology foresees training seminars carried out by the "grandchildren" which are very short and made on a one-to-one basis (one grandchild tutors one grandparent). Further activities of self-training carried out by the "grandparents" are foreseen to allow the elderly to learn by doing at their own pace.

The initiative follows a very simple and effective scheme:

1. A tutor trains the grandchildren

In each school partnering with the G&G initiative, groups of volunteer students adhere to the project, thus being trained to play the role of "grandchildren".

They are trained by a tutor, which will assist them also in their training activities with the "grandparents", about the aged adults training methods and about the ICT contents to be taught.

2. Each grandchild trains a grandparent

In each school partnering with the G&G initiative, an ICT laboratory connected with Internet is available. In the laboratory each "grandchild" teaches one "grandparent":

- how to access and browse the Internet;
- how to use e-mail to communicate on-line;
- how to access local on-line services available on Internet.

3. The grandparents practice by themselves in the laboratory

In each school partnering with the G&G initiative, a laboratory is made available free of charge for the grandparents to further practice what they learned, assisted by a tutor. The "grandparents" have access to the on-line training resources made available on the G&G multilingual website.

Results

Adult digital literacy improvement to promote and facilitate active citizenship: the project's scope is to foster a process of local stakeholders involvement in supporting low cost training activities aimed to develop the adult's digital literacy levels thus allowing elderly people to gain full citizenship in the digital society;

Activation of a training setting able to encourage inter-generational dialogue: the involvement of secondary upper school, VET and university students in the role of volunteer "digital educators" makes this ICT learning approach a tool to foster intergenerational cooperation and contact;

Linguistic diversity and specific contents to address local culture issues: the project respects Europe's linguistic diversity, having its outputs in several languages it addresses cultural issues taking into account the characteristics of the elderly population and the online services available in each country developing locally specific contents.

Multimedia material

http://www.geengee.eu/geengee/

https://joinup.ec.europa.eu/collection/einclusion/document/grandparents-grandchildren-initiative-gg

Financial information:

The project was a learning partnership cofinanced by the e-learning programme, Grundtvig Partnership. The low cost of the organization of the training seminars ensured by the students as volunteer "digital educators" and the ease in finding support and sponsorship by local stakeholders guaranteed high visibility and sustainability. .

Partnerships:

- EnAIP FVG – Ente ACLI Istruzione Formatione Professionale Friuli Venezia Giulia (coordinator)
- Centro (Italy)
- Centro De Formaçao Profissional para o Comércio e Afins (Portugal)
- Vytauto Didziojo Universitetas (Lithuania)
- GRAD BUJE-BUIE (Croatia)
- Gezinsbond (Belgium)

Gezinsbond
groeit met je mee

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HYVÄ KYSYMYS – ONLINE SERVICE PLATFORM

Väestöliitto - Finland

Brief description

The Family Federation of Finland is developing a new customer and NGO (non-governmental organizations) driven service platform, www.hyvakysymys.fi , that combines organisations' wellness, relationship, health, research data and services. The project began in 2017 and will be completed in 2020.

Background information

The purpose of the service platform is to make NGO information and services available for the citizens in a form that is easy to find, use and access. Non-governmental organizations play an important role in complementing the gaps in services and as part of the service chain. Nonprofit services diversify into parenting and relationship services and operate on a low-threshold basis.

The service focuses on growing online collaboration and aims to include dozens of non-governmental organisations. Through collaboration, organisations' resources can be centralised for use in content and service production. The content of the web service is already provided by 36 organizations in 2019. In 2020 there will be 60 organizations.

Aims of the initiative

Hyvä kysymys – online service is giving citizens access to social support and assistance from experts in the convenience of their own home. The service is preventive and free of charge. Its target groups are people interested in their own wellness and health. The main target groups are young people, adults, couples, families and the elderly.

Concrete actions

Hyvä Kysymys -online service combines NGOs wellness, relationship, health, research data and services. Hyvä kysymys is giving citizens access to social support and assistance from experts. It provides user-oriented, accessible, preventive services, peer support and reliable information. Hyvä kysymys is composed of several different functionalities, offering expert advice as well as support from others in the same situation. On Hyvä kysymys you'll find for example traditional discussion boards, real-time live chats, closed web groups and interactive online lectures. On the website you'll also find research-based information on a number of topics, in the form of videos, articles, podcasts and exercises. The main themes are parenting, relationships, sexuality, wellbeing, drugs and addictions, youth life, multi-culturalism, crises and everyday life.

All types of services and contents are:

1. Scheduled chats, Group chats and Private chats
2. Discussion Forums
3. Q&A Articles
4. Lectures
5. Courses
6. Tests
7. Phone services
8. Articles and Exercises
9. Podcasts and Videos
10. Service cards

You may use the online service whether you are registered or unregistered/anonymous. You can also use Hyvä kysymys online service on your mobile phone or tablet computer.

Results

The project is still ongoing and the Family Federation of Finland is still collecting the impacts of the project.

Multimedia material

https://www.hyvakysymys.fi/ (online service)

https://youtu.be/OHCDEQMsdS8 (promotional video)

Financial information:

The project is financed by the Ministry of social affairs and health /STEA (Funding Centre for Social Welfare and Health Organisations). The costs of the project are 600 000 € (investment) 2017-2020 and 660 000€ (project) 2018-2020.

Partnerships:

The online service is developed by The Family Federation of Finland. The key partners for our project are until the end of 2020 non-governmental organizations, which deliver health and wellbeing services and information for citizens.

The content of the web service is already provided by 36 organizations in 2019. In 2020, it will be 60 organizations.

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