



DIGITAL TOOLS FOR EMPOWERMENT IN SOCIAL WORK

EUROPEAN INNOVATIVE PRACTICES
– NEF PROJECT



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INTRODUCTION

- DIGITAL TRANSFORMATION IS RESHAPING THE WAY SOCIAL SERVICES ARE DELIVERED ACROSS EUROPE.
- BEYOND TECHNICAL SOLUTIONS, DIGITAL TOOLS CAN BECOME POWERFUL RESOURCES FOR EMPOWERMENT, PARTICIPATION, AND SOCIAL INCLUSION, ESPECIALLY FOR VULNERABLE GROUPS.

- THIS BROCHURE WAS DEVELOPED WITHIN THE EUROPEAN PROJECT NEF – DIGITAL AND EMPOWERMENT IN SOCIAL WORK TRAINING, FUNDED BY THE ERASMUS+ PROGRAMME. IT PRESENTS INNOVATIVE DIGITAL TOOLS AND PRACTICES FROM FOUR EUROPEAN COUNTRIES, HIGHLIGHTING THEIR ROLE IN EMPOWERING INDIVIDUALS AND COMMUNITIES THROUGH SOCIAL WORK.

EMPOWERMENT IN DIGITAL SOCIAL WORK



EMPOWERMENT IN SOCIAL WORK
REFERS TO **STRENGTHENING
PEOPLE'S CAPACITY** TO MAKE
INFORMED CHOICES, DEVELOP
AUTONOMY, AND ACTIVELY
PARTICIPATE IN SOCIETY.



IN A DIGITAL CONTEXT,
EMPOWERMENT GOES BEYOND
TECHNOLOGY AND FOCUSES ON
HOW DIGITAL TOOLS CAN **ENABLE
PEOPLE**, RATHER THAN EXCLUDE
THEM.

IN A DIGITAL CONTEXT, EMPOWERMENT MEANS:



ACCESS TO DIGITAL INFORMATION AND SERVICES



DEVELOPMENT OF DIGITAL SKILLS



PARTICIPATION AND SELF-EXPRESSION THROUGH TECHNOLOGY



REDUCTION OF SOCIAL, GEOGRAPHICAL, AND INSTITUTIONAL BARRIERS

DIGITAL TOOLS SHOULD BE USED AS MEANS TO SUPPORT DIGNITY, AUTONOMY, AND INCLUSION, NOT AS ENDS IN THEMSELVES.

THE ROLE OF DIGITAL TECHNOLOGY

DIGITAL TECHNOLOGY SUPPORTS SOCIAL WORK THROUGH:



Facilitating access to services and resources



Improving communication between professionals and beneficiaries



Creating safe spaces for learning and expression



Supporting participation and social inclusion



AT THE SAME TIME, RESPONSIBLE USE OF DIGITAL TECHNOLOGY REQUIRES ATTENTION TO:



ETHICS



DATA PROTECTION



DIGITAL INCLUSION



TYPES OF DIGITAL TOOLS IDENTIFIED

THE NEF PROJECT HIGHLIGHTS SEVERAL CATEGORIES OF DIGITAL TOOLS USED IN SOCIAL WORK:



ONLINE PLATFORMS & PORTALS

Access to information, guidance, and services



DIGITAL COMMUNICATION AND MEDIATION TOOLS

Participation, dialogue, and community engagement



MOBILE APPLICATIONS

Personalised support, education, and communication



DIGITAL LEARNING TOOLS

Training and skills development



ACCESSIBILITY SOLUTIONS

Inclusion of people with disabilities or specific needs

INNOVATIVE PRACTICES ACROSS EUROPE



KEY CHARACTERISTICS OF THESE PRACTICES

THROUGH EUROPEAN WORKSHOPS, 12
INNOVATIVE DIGITAL PRACTICES AND TOOLS
WERE SELECTED FROM:



ROMANIA



PORTUGAL



FRANCE



BELGIUM



*RESPOND TO REAL
SOCIAL NEEDS*



*USE DIGITAL TOOLS IN AN
ETHICAL AND INCLUSIVE
WAY*



*PROMOTE EMPOWERMENT,
PARTICIPATION, AND
HUMAN DIGNITY*

***THEY DEMONSTRATE THE DIVERSITY AND CREATIVITY OF DIGITAL
SOCIAL WORK INITIATIVES ACROSS EUROPE.***

HOW INNOVATIVE PRACTICES CREATE IMPACT



PRACTICE

Digital tools used
in real contexts



APPROACH

Ethical, inclusive,
needs-based use



ENGAGEMENT







Active participation
of beneficiaries



IMPACT

Autonomy, access,
stronger
relationships

IMPACT AND ADDED VALUE

IMPACT FOR BENEFICIARIES	IMPACT FOR SOCIAL WORKERS
 <p>INCREASED AUTONOMY</p>	 <p>STRONGER RELATIONSHIPS WITH SERVICE USERS</p>
 <p>IMPROVED ACCESS TO SOCIAL SERVICES</p>	 <p>NEW METHODS FOR INTERVENTION, LEARNING, AND INNOVATION</p>
 <p>DEVELOPMENT OF DIGITAL COMPETENCES</p>	 <p>REDUCED ADMINISTRATIVE BURDEN</p>



CHALLENGES AND KEY MESSAGES

CHALLENGES



UNEQUAL ACCESS TO TECHNOLOGY



DIFFERENT LEVELS OF DIGITAL LITERACY



LANGUAGE AND CULTURAL BARRIERS



ETHICAL ISSUES AND DATA PROTECTION RISKS



DIGITAL EMPOWERMENT REQUIRES TRAINING, ETHICAL USE OF TECHNOLOGY, INCLUSION, AND CO-CREATION WITH BENEFICIARIES.

KEY STEPS

IN DIGITAL EMPOWERMENT

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1 Identifying Digital Needs

What digital tools do you need?

2 Training on Digital Tools

Let's practice this together!

3 Supporting Inclusion and Ethics

4 Evaluating Impact

Are these digital tools helping?

Turning steps into sustainable impact





NEF Project – From Practice to Training

The results presented in this brochure will be integrated into:

Work Package 3 – Training

supporting the development of digital competences in social work

Work Package 4 – Experimentation

encouraging the testing and adaptation of digital tools in real contexts

Overall impact

The NEF project strengthens European cooperation and promotes innovation in social services.



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Habble





ABOUT THE PROJECT

NEF – DIGITAL AND EMPOWERMENT IN SOCIAL WORK TRAINING
ERASMUS+ FUNDED PROJECT

MORE INFORMATION:

<https://nef-initiative.eu/>



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