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Leveraging technology for social inclusion

28 June 2023



香港基督教服務處
HONG KONG CHRISTIAN SERVICE

全人關心 卓越創新
care for all excel in all

科技應用 - 打造一個更有包容性的社會

Multicultural, Rehabilitation & Community Service
Service Head
Mike CHEUNG

Digital inclusion

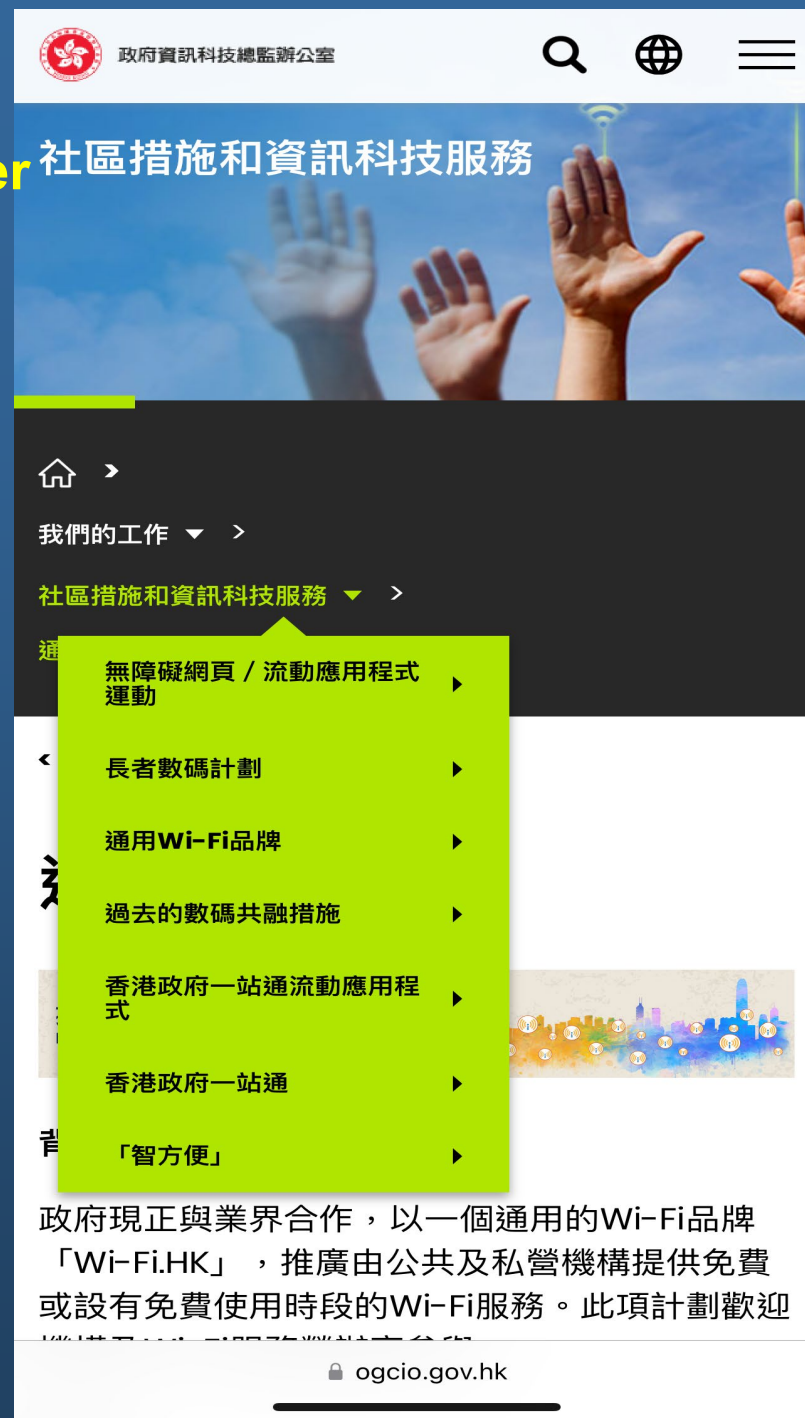
efforts and initiatives aimed at ensuring all individuals and communities regardless of their socioeconomic status or other factors...have equal opportunities to access and benefit from digital technology

Hong Kong current situation

Office of the Government Chief Information Officer (OGCIO)

Community Initiatives and IT services

- ICT Programmes for the Elderly
- Common Wi-Fi Branding
- Web/Mobile App accessibility Campaign



耆青樂動一長者數碼外展計劃

推行機構：香港青少年服務處



本宣傳資料內載列的圖像只供參考。
外展計劃提供的數碼科技產品和服務以推行機構的公布為準。



樂齡IT

7月11日 · 🌐

【📢📢「智醒防騙」網上課程介紹電騙手法 提高老友記防騙意識】…… 查看更多

智醒防騙

「樂齡IT易學站」網上課程



Provide digital service
access for
populations with difficulties



WITH THE SOLIDARITY CARAVAN, SOCIAL SERVICES COME TO YOU

Published on 26/04/2023



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香港基督教服務處 HONG KONG CHRISTIAN SERVICE

Digital inclusion with mobile team – “Caravane Solidaire”

By THE DEPARTMENT Hauts-de-Seine

Challenges and Common Issues

- ❑ Poor communities are often remote from the digital world and have difficulties accessing their rights.
- ❑ Professionals and local authorities need to “go to” this public and reach out to them, with the objective of preventing rather than repairing.
- ❑ These approaches are often separated, with different tools. In France, there are few responses from public actors, combining an integrated health and social care service and supporting the community in access to the use of online services.
- ❑ Département of Hauts-de-Seine promotes an integrated service with mobile teams providing social and health care services to local communities



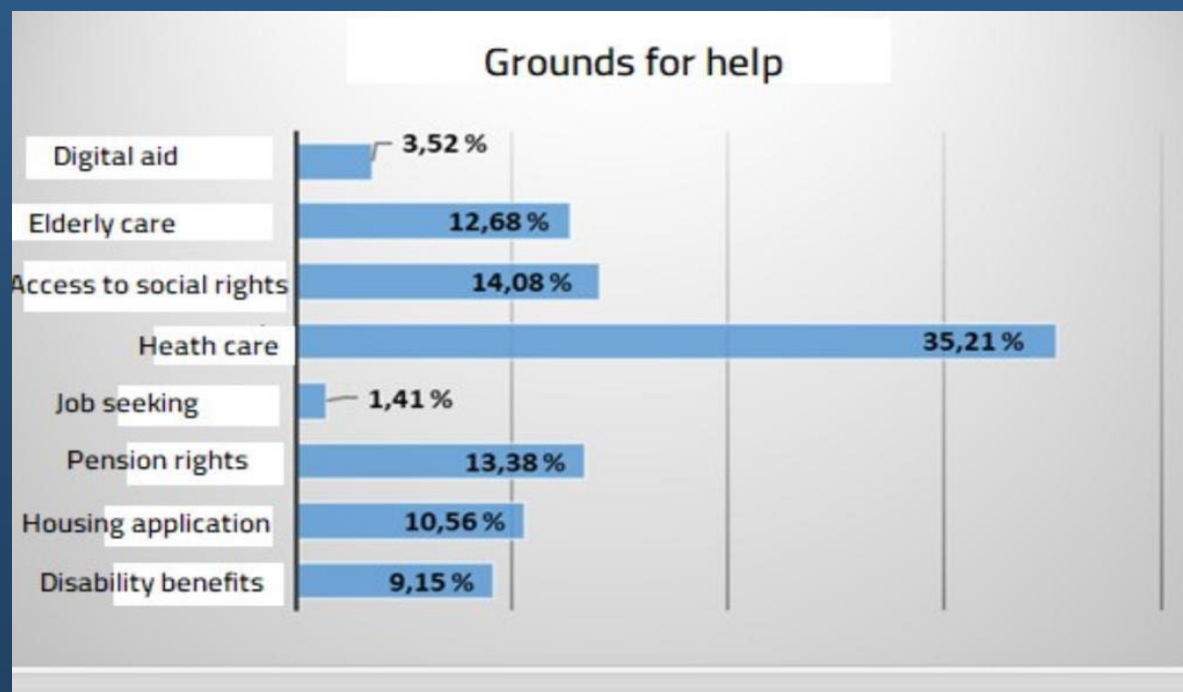
GOALS

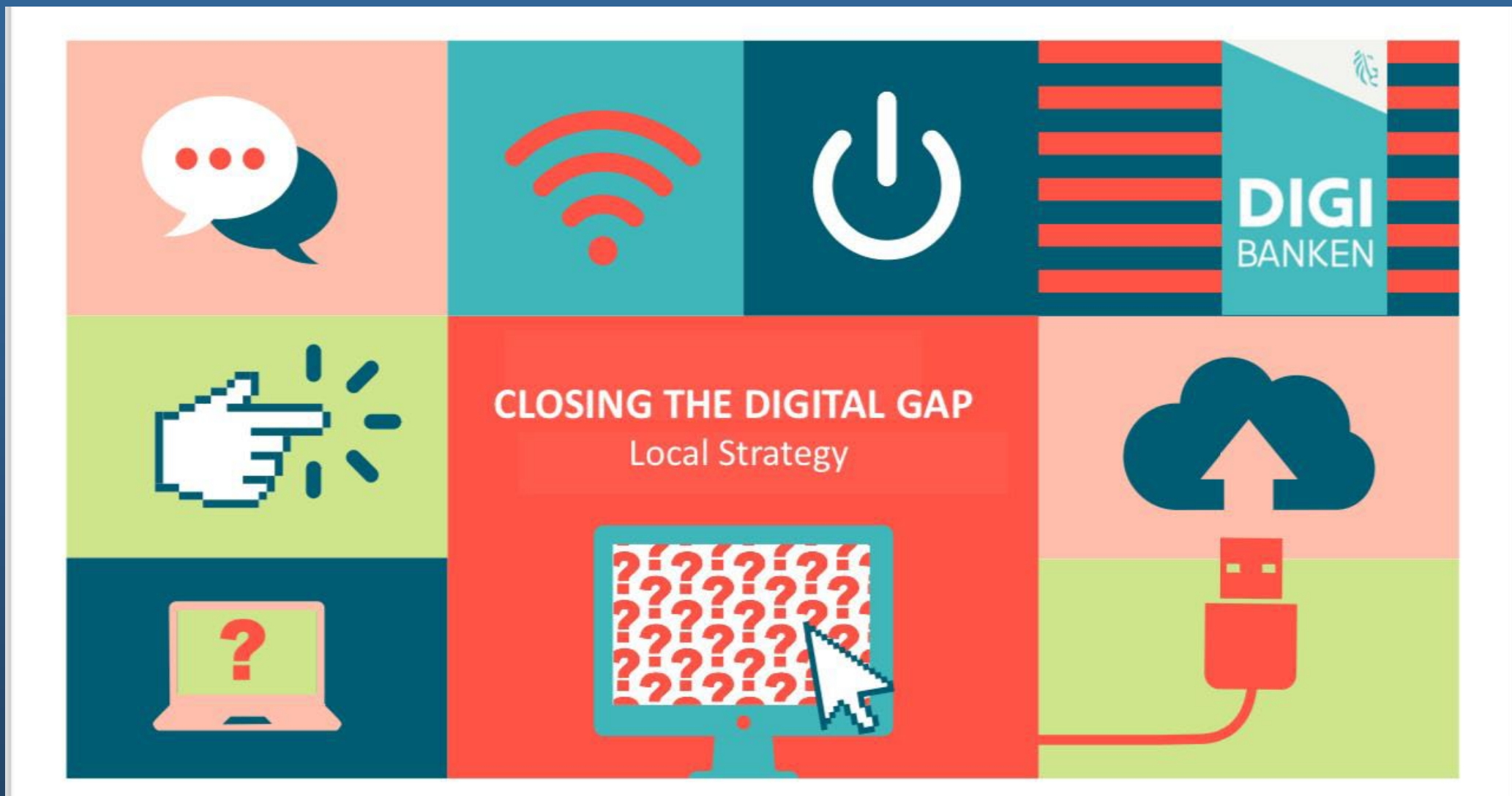
- Bringing social services as close as possible
- Supporting and giving advice for access to rights
- Create a local digital inclusion service

Caravane TEAM

Promotes an integrated service team

- ✓ consists of nurses, health professionals, social workers or communities networks
- ✓ Help is provided for digital inclusion , access administrative procedures & community help





Digital exclusion = complex problem

→ The digital gap widens with lower income, lower educational level, unemployment, family composition and age.

- 1 in 5 low income families do not have internet at home
- 27% of the low-skilled citizens above the age of 55 never use the internet
- 46% of the population is digitally vulnerable because they lack sufficient skills



Goal

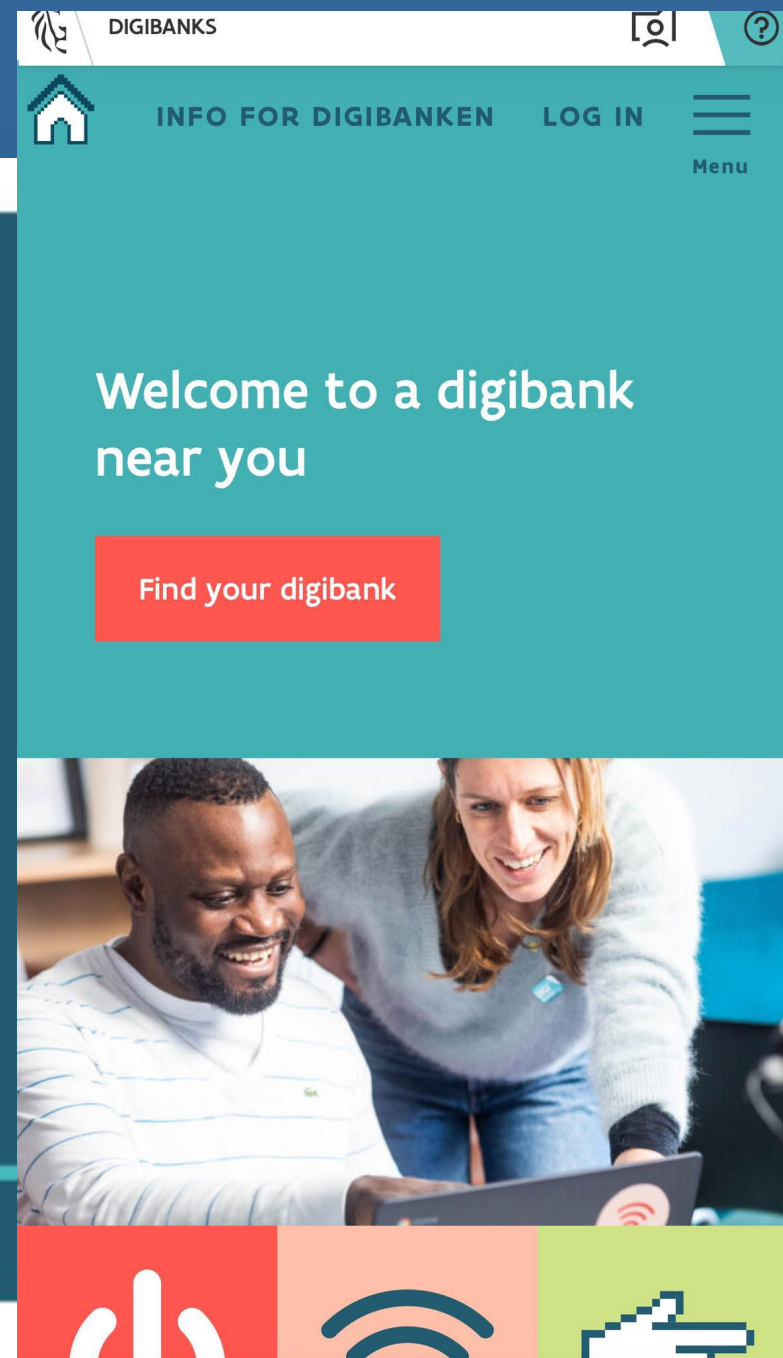
- Maintaining equal opportunities (enrolling in school, taking part in activities, applying for jobs, ...)
- Maintaining equal access to social rights
- Staying accessible as a government

Genk City
Located in the Belgian province of Limburg



Local strategy

1. Lending service and opportunities to use public facilities
2. Support networks in the region (digipoints/outreaching)
3. Ample possibility for trainings
4. E-inclusion by design = user-centered design



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☒ **Lenting a device**
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☒ **Using a computer**
☒ **Using WiFi**
☐ Guidance on digital questions
☐ To follow an education

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DIGIBANK

Genk library

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more information

DIGIPUNT

Info point Portavida

Welfare Campus 5, 3600 Genk

infopuntportavida@in-z.be

089 32 28 16

Visit our website

Opening hours

Monday	Closed
Tuesday	13:00 - 16:00
Wednesday	Closed
Thursday	13:00 - 16:00
Friday	Closed
Saturday	Closed
Sunday	Closed

Closed on holidays

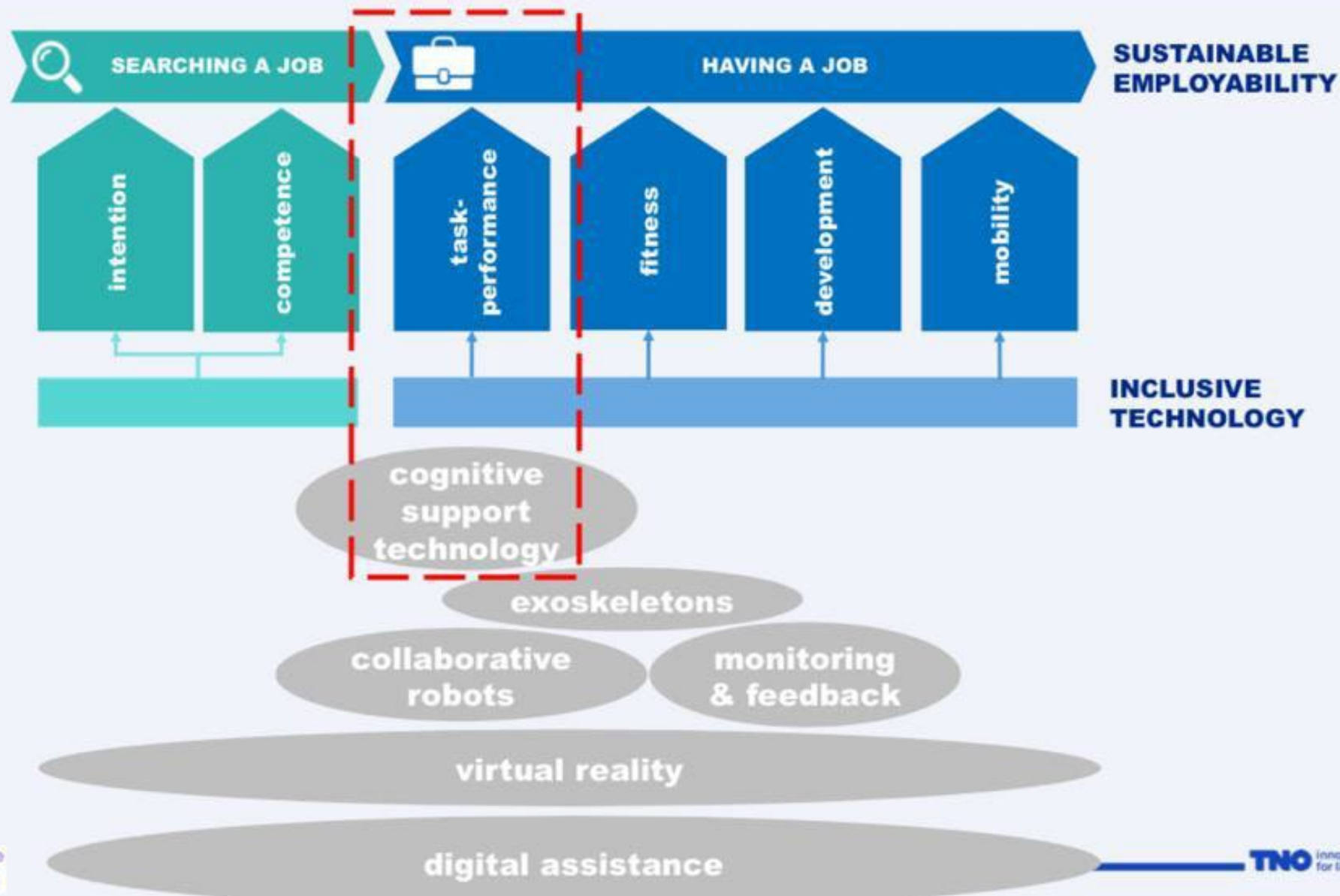
What we can help you with

- Guidance on digital questions
- Using WiFi



TECHNOLOGY TO SUPPORT ACTIVATION OF PEOPLE WITH INTELLECTUAL DISABILITIES

TNO: Inclusive Technology –
Implementing and Upscaling



SMART GLASS in ORDER PICKING

CURRENT PROBLEMS

- only a few workers can perform the task
- much walking and standing is physically stressful
- order lines are mixed up → wrong items picked
- counting the items to pick is difficult
- insecurity, fear to make mistakes
- dependency from supervisor



Cognitive Support Technology

1 remote assistance



2 digital work instructions



3 augmented reality



<https://www.youtube.com/watch?v=sGBNpvgT-kc>

<https://youtu.be/B6zPnVGS0VI?si=DM0eev-2uYadTJEh>

SMART GLASS in ORDER PICKING

CONCLUSIONS

- most people can learn the order picking task within a relatively short period of time
- this holds also for 50% of the people who cannot perform the order picking task without smart glass
- use of smart glass helps the supervisor: less time needed for helping and recovering of errors
- significant amount of people can move from simple to more complex work



Achieving inclusion and employment through digitisation and theory of recognition



**RÄKNA
MED MIG!**



Background to the project

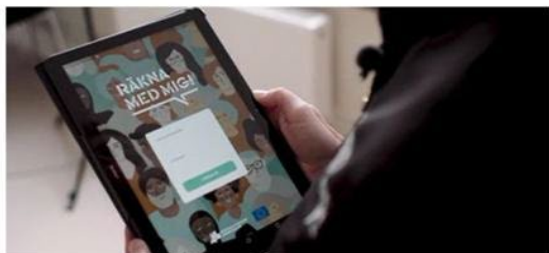
- 13 municipalities in Jönköping County, 370 000 inhabitants
- Common challenge identified - high unemployment among immigrant women in certain municipalities (<45%)
- During 2019: composition of project application financed by the municipalities (social services) and the European Social Fund
- Project started january 2020
- Length of project 30 months
- Target group immigrant women aged 18 to 64



Theoretical reference frame

- Using Theory of Recognition (Axel Honneth, 2003) to find and strengthen the individuals' intrinsic resources.
- To be recognised is a basic human need. In order to live a good life, we need to be recognised and considered by others in society.
- We need to be regarded as equal individuals by the people around us, by the social system, in order to feel valuable.
- 3 different actions of Recognition: Love, Social Appreciation, Legal Recognition.
- Involvement of PEER-supporters (people with personal experience)
- Social innovation, Empowerment, Inclusion



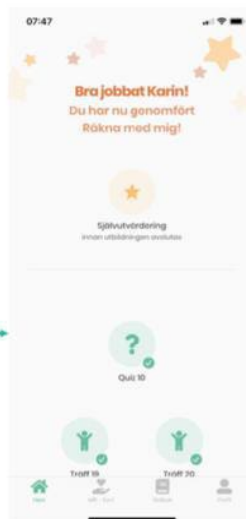


**RÄKNA
MED MIG!**



KOMMUNAL UTVECKLING
JÖNKÖPINGS LÄN

- 10 weeks physical group sessions
- project's app a tool to empower
- increase digital skills and habits
- more insight what they can and want
- digital tools + ftf = success
- on-site interpreter is valuable



"I have learned how
to dream and make
goals for myself."

Participant

"I can not count
everything I've
learned in Count with
me!" *Participant*

"Innovative work and
focus on recognition has
strongly contributed to
the participants'
development"

Evaluator, Ramboll

"I can not write or
read, yet I have
learnt a lot, I can
now pay my own
bills" *Participant*



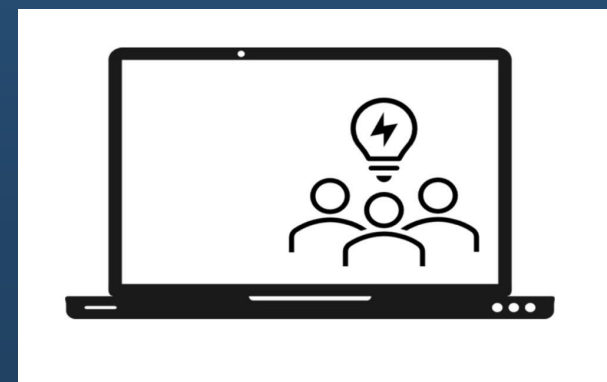
Take Aways

Maintaining equal access to social rights

Illiteracy is not an obstacle to increase digital skills

Start thinking from the human perspective point of views

Inclusive technology empowers a person and supports them to maintain or improve their independence, safety and well-being



THANK YOU

