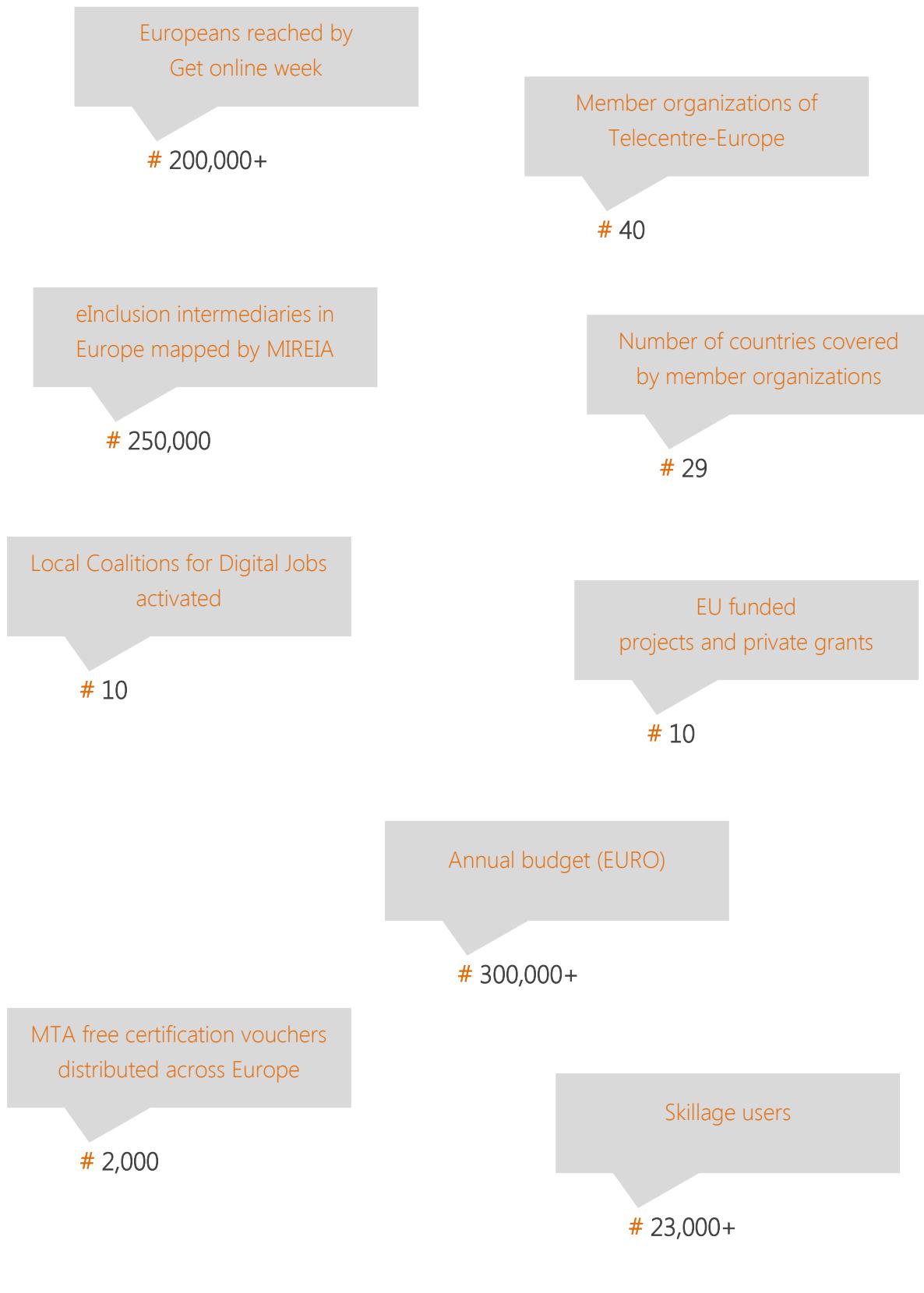




# #ANNUALREPORT



## #2013 BY NUMBERS



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# FOREWORD

2013 has been a year of consolidation of Telecentre-Europe as a relevant pan-European non-profit organization contributing to the public good. Early this year Telecentre-Europe pledged to activate at least 10 Local Coalitions for Digital Jobs as a tool to deploy at national and regional level the actions of the Grand Coalition for Digital Jobs announced by President Barroso last March. Formally announced by VP Kroes together with a set of new pledges back in June at the Digital Agenda Assembly, six months later the Local Coalitions are already rolling out in Latvia, Lithuania, Romania, Slovakia, Greece, Italy, Spain and Ireland. Thanks to our participation to the GC4DJ working groups from the very beginning, new relationships with the IT industry and other pan-European organizations were developed. First concrete results of our increased engagement with stakeholders led to a donation of 10.000 Microsoft certification vouchers subscribed through an agreement signed by Mr. Ballmer (CEO, Microsoft Corporation) and myself last November in Rome; and with Telecentre-Europe invited to play a relevant role in consortiums led by Digital Europe and European SchoolNet to run two upcoming initiatives which will be highly policy relevant: the GC4DJ Thematic Network and the eSkills for Jobs campaign.

An old aspiration from Telecentre-Europe to support policy and back funding requests with robust evidence reached a milestone in 2013 with a pan-European survey JRC-IPTS commissioned us (with scientific contribution from the University of Washington) to map and characterize the European eInclusion sector that Telecentre-Europe proudly represents. We came out with the first reliable number of organisations working to improve Europeans welfare through digital skills and tools: at least 250.000, one every 2.000 inhabitants! This study had the privilege to be presented at the High Level Conference on eGovernment organized under the Lithuanian EU Presidency last November.

That was only one in a remarkable list of conferences and events where Telecentre-Europe has the honour to contribute actively: those organized by the EC on the Grand Coalition for Digital Jobs, the e-Competence Framework conferences, the Digital Agenda Assembly or PARES (PARtnership between Employment Services); IT industry events (Mobile World Congress, Microsoft and Oracle thematic workshops); learning and inclusion related conferences (European Congress on eInclusion; EaSA's e-Skills for the 21st Century; Media & Learning; Online Educa); and a number of national events across Europe. Not to mention our increased collaboration with other pan-European networks and that Telecentre-Europe succeeded to organise SPARK, the Fourth International Telecentre Forum which took place for the first time ever in Europe (in partnership with Telecentre.org and Consorcio F. de los Ríos), and its traditional Get Online Week pan-European campaign (March) and Annual Summit (Malta, October).

Telecentre-Europe has also proven its efficiency as a delivery-oriented organisation, playing a relevant role in five simultaneous EU funded projects, two of which coordinated by our team. One of these, Unite-IT, is almost ready to become the platform to expand our community of stakeholders and supporters. In the internal front, we consolidated our staff team and developed a culture of collaboration with a committed Board of volunteer members. We secured the budget baseline to run 2014 activities while improved our internal accounting systems and voluntarily passed an auditing process for the two last years, which reinforces our vocation for transparency and efficiency. Developments like updating our corporate image and online presence are in our pipeline, together with the creation of a European affairs & fundraising service or the improvement of channels for knowledge exchange and cooperation between our members. So let's go on working together in 2014 to achieve our challenging goals for the benefit of our society.



**Gabriel Rissola**  
Managing Director, Telecentre-Europe aisbl

# OVERVIEW



*We are aware of the great work that is done by thousands of telecentres across Europe in an effort to help those without a job, to improve their employability*

Mr Laszlo Andor  
European Commissioner on employment, social affairs and inclusion

2013 has been a year of consolidation for Telecentre-Europe....

With the new staff and Board members joined last year the organization revitalized its strategy for the upcoming years, which was approved by the General Assembly, and now is working hard to implement it. The new strategy focuses on four areas: *Training & Certification, Advocacy & Campaigns, Research & Innovation, and Sustainability & Fundraising*.

Telecentre-Europe has also consolidated its position and visibility, by addressing directly EU policies on skills and employment. As a consequence, during the Grand Coalition for Digital Jobs, Telecentre-Europe and Get Online Week have been recognized as main contributors by 4 European Commissioners and the President of the European Commission.

The European Commissioner on employment, social affairs and inclusion, Mr Laszlo Andor opened the Telecentre-Europe Summit in Malta, reaffirming how important is the work of telecentres to achieve policies goals on skills and employment.



Moreover, Telecentre-Europe joined two important consortiums running crucial programmes for the advancement of the Grand Coalition for Digital Jobs:

- A thematic network aiming to contribute to a rapid dissemination of industry-led initiatives to improve the level of eSkills in the labour force
- A campaign aiming to provide a pan-European platform for awareness raising on e-skills

## WORKING TOGETHER

***In the last couple of years, Telecentre-Europe has defined a schedule of face to face meetings for its members, creating two opportunities each year for members to join such events. One of them is the General Assembly hold in February and second is the Summit organized in October.***

On 14–15 of February 2013, the Annual meeting of Telecentre Europe members took place at the Microsoft office in Paris. Representatives of 24 member organizations gathered together in order to make a summary of accomplished activities and to establish new strategic directions for the future.



A summary report of the General Assembly is available [HERE](#)

Later in the year, the Telecentre-Europe larger community met again in Malta for the TE Summit. The 6th edition of Telecentre Europe's annual summit attracted telecentre leaders and stakeholders from across Europe to explore strategies, plans and common actions on the themes of digital inclusion, digital jobs, youth unemployment and telecentre sustainability. The focus of the event was the recent shift in the EU from digital inclusion to digital empowerment of citizens.



A summary report of the Summit is available [HERE](#)

## YEAR HIGHLIGHT

**Local Coalitions for Digital Jobs is Telecentre-Europe's pledge to the Grand Coalition for Digital Jobs. It is our approach to address a global problem with local adapted solutions. Ten local partnerships across Europe are raising their communities' awareness on the ICT careers and digital jobs that are near them.**



Even if Europe is going through a slow economic recovery, youth unemployment has reached maximum rates in a number of countries. However, it is projected that almost one million ICT jobs will remain vacant by 2015, because young people lack the necessary set of skills required by those jobs.

The Grand Coalition was formed to prevent the loss of so many employment opportunities, and tens of stakeholders committed their support to the initiative started by the European Commission.

Telecentre-Europe was one of the stakeholders, and we committed to engage our most valuable resource, the network of members in partners in Europe. Based on Get online week partnerships, we have built Local Coalitions in 8 countries, and another 3 to 5 are underway.

Most of the Local Coalitions developed their own action plans that are now being implemented. Their partnerships involve businesses, public institutions, and NGOs.



By enabling these partnerships to get active at national level, Telecentre-Europe hopes to make a substantial contribution to the Grand Coalition, a great opportunity for telecentres and for Telecentre-Europe to validate the shift from digital inclusion to digital empowerment.

In 2013, Telecentre-Europe entered a new stage of its existence, with a renewed strategy that is fully aligned with EU policies. We are ready to put together technology and people to enhance employment and to improve lives.

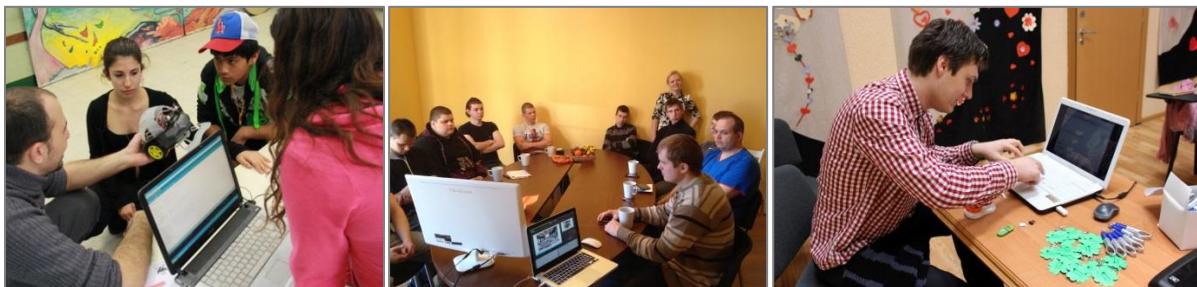
## GET ONLINE WEEK 2013

**The Europe-wide Get Online Week campaign, organized in 26 countries between 18 and 24 March 2013, highlighted the essential role ICT skills play in today's society and focused on encouraging young people to take up a career in ICT.**



The Get Online Week campaign was organized for the fourth time by Telecentre-Europe and supported by the Get Online Week Alliance - formed by Accenture, Liberty Global and Microsoft.

Youth unemployment in the EU27 is higher than 20% [4], while the unmet demand for e-skills will be high in 2015, at a level that will be as much as double the number of qualified graduates [5]. That's why the campaign this year focused on youth, especially on how to direct more young people into digital qualifications and jobs.



In the field, 26 national Get Online Week campaign partners joined efforts with ICT companies and public authorities and organized a range of activities in both the urban and rural areas of their countries to empower people to use technologies for better jobs and better lives.



The Get Online Week 2013 mini-survey was an important tool to capture the campaign participants but also to better understand their online behaviours. The tool was developed pro bono by Accenture through its Skills to Succeed global corporate citizenship initiative, and provided live online data on how Europeans were getting engaged through the campaign activities across Europe.

From all the employed respondents, only 11% do not apply digital technologies to their job tasks. From those that are unemployed, a significant percentage of 35% do not use the internet for job search yet. And 23% of the retired group used the computer for the first time this week!

Telecentres promoted Skillage during the campaign, a tool especially designed for young people that helps them understand their ICT skills and the skills that are needed for the job market. Young people aged under 24 formed two thirds of the

respondents of this test and their average score came to 54.5%. This confirms the existing mismatch between the digital skills young people possess and those asked for at the workplace.



Get Online Week 2013 also empowered youth by building upon their knowledge to use technology to further develop their personal and professional lives and to develop a secure and responsible digital identity, as this is becoming increasingly important for young people when applying for universities or jobs. Telecentre-Europe's Employment Toolkit and Liberty Global's educational handbook The Web We Want have been widely disseminated by the European telecentres to facilitate the above mentioned effort.

See the [\*\*Get online week 2013 report\*\*](#) for details!

[www.getonlineweek.eu](http://www.getonlineweek.eu)

## MAPPING E-INCLUSION ACTORS

**Commissioned by the European Commission's Joint Research Centre, Institute for Prospective Technological Studies, in collaboration with DG CONNECT, Telecentre-Europe and the University of Washington conducted the MIREIA online survey to provide a 'map' of telecentres, libraries and other eInclusion actors that operate in the EU.**



The survey was conducted online, between 2 January and 28 February 2013 and made available in 15 languages.

A total of 2,352 organizations responded to the survey, which was complemented with 400 responses from a similar recent exercise in

Germany, giving a total of 2,752 actors included in the map.

Key findings of the survey are:

- » There is a huge variety of eInclusion Intermediary actors and roles. Most of these actors belong to the public sector (58%) and mainly consist of public libraries, municipal/local government organizations and government-run telecentres. Third sector organizations make up almost 40% of the sample and include associations, charitable organizations, or foundations and NGOs combined. The private sector (6%) is mostly represented by private training organizations and cybercafés.
- » The majority of eInclusion intermediaries are small organizations with less than ten employees and operating budgets of less than €100,000. In addition, network membership seems particularly relevant as 60% of these organizations belong to one or more networks.
- » The services most often offered to users are a) ICT access to computers and the Internet (88% of the organisations offer this) and b) Basic ICT digital literacy training (80%). Employment-related training services are offered by half of the intermediaries. Finally, access to government and social services and access to online courses is offered by 45% of the organizations.

**The research estimated that there are almost 250,000 eInclusion organizations in the EU27, or an average of one eInclusion organization for every 2,000 inhabitants.**

The full report can be found [HERE](#)

## A GLOBAL SPARK IN EUROPE

**Telecentre Europe was one of the co-organisers of Spark: the 4th Global Forum on Telecentres, in partnership with Telecentre.org Foundation and Consorcio Fernando de los Ríos, held on May 28-29 in Granada, Spain.**



By many measures, the event was a resounding success, with more than 1,100 attendees from six regions across the globe. Participants had the opportunity to listen to and interact with 240 speakers who presented topics, programs, research, and projects in four plenary sessions, 26 concurrent sessions, 38 Hub sessions, and 19 Apps Lab showcase sessions.

Beyond these numbers, however, Spark13 was always envisioned as an opportunity

for new beginnings—igniting not just awareness on telecentres and information and communication technology for development (ICT4D) but forging partnerships and identifying opportunities. While many partnerships were undoubtedly formed, the Spark team has recorded over 50 formalized agreements at the national, regional and local levels, as direct outcomes from Spark13.



Telecentre-Europe took advantage of this opportunity to announce the launch the Local Coalitions for Digital Jobs initiative. We have also facilitated the video participation of two European Commissioners in SPARK. Neelie Kroes, Vice-president of the European Commission and Commissioner responsible for the Digital Agenda for Europe conveyed through a video message at the introductory plenary session, while Laszlo Andor, European Commissioner for Employment, Social Affairs and Inclusion closed the Spark forum through a video address.

SPARK provided a place for the Telecentre regional networks to come together, share knowledge and best practices and create new partnerships. Get online week 2014 will be organized by two networks in Africa, as a result of SPARK connections.

## GET CERTIFIED. GET A JOB.

**Telecentre-Europe and Microsoft announced a new Youth Spark partnership to give 10,000 young Europeans Microsoft certification exams free of charge to support unemployment in Europe.**



Telecentre-Europe ran in the first half of 2013 an MTA campaign, where 2,000 vouchers have been distributed, impacting fifteen countries, five of which have exceeded expectations in terms of awareness and the number of students that have had the opportunity of taking an MTA exam.

Distributing the 2,000 vouchers was rather challenging due to the lack of experience of

Telecentre-Europe and part of its members in certification, but also due to challenges we identified regarding the existing training options and testing facilities. Therefore, Telecentre-Europe subcontracted E-SCN to assure an efficient implementation of the campaign.

Based on the experience and knowledge gained throughout the MTA campaign, but also taking advantage of the Local Coalitions for Digital Jobs, Telecentre-Europe and Microsoft wanted to continue the efforts to get young unemployed Europeans certified. Microsoft CEO Steve Ballmer and Telecentre-Europe's Managing Director Gabriel Rissola meet and sign the next cooperation steps between the two organisations.

*At Telecentre-Europe we are committed to making a significant contribution to fight the dramatic youth unemployment rates evident in many European countries. Thanks to our Local Coalitions for Digital Jobs initiative, we are already activating partnerships for digital skills and jobs with governments, enterprises and the civil society in 10 European countries. Microsoft's donation of 10,000 certification vouchers through its YouthSpark initiative will allow us to equip our local partnerships with a powerful tool to deliver our goals.*

**Gabriel Rissola, Managing Director, Telecentre-Europe**

We are excited to empower youth around the globe with opportunities for education, employment, and entrepreneurship through our YouthSpark program. In Italy alone, more than 25,000 students have been trained so far and we're continuing to invest so thousands more young people can tap into the same opportunities.

**Steve Ballmer, Chief Executive Officer of Microsoft**

# PROJECT CARDS



## Telecentre Multimedia Academy

Period: Nov 2012 - Oct 2014  
 EU grant: 59 508 €  
 Own contribution: 19 587 €  
 Source of funding: Lifelong Learning Programme, Grundtvig Coordinator: Telecentre-Europe

<http://tma.telecentre-europe.org>

The TMA project aims at designing, developing and piloting a learning programme on media literacy addressed to adult learners. The programme equips learners with skills related to understanding, use and production of media, based on ICTs, including audio, video and photography. The initiative has arrived to the mid-term of implementation. The first year served to define the role of media literacy in adult education, to study already available media literacy programmes in Europe, and to design the framework of a comprehensive training programme on media literacy for adult learners.

The TMA was extensively promoted at the Global Forum of Telecentres (SPARK) in Granada and at the Media literacy for the 21st century conference in Croatia. The second year has started with the development of learning materials. All partners involved in piloting have begun to identify and recruit trainers who will be involved in the programme and will be trained on the media literacy learning pathways and learning materials developed in the TMA project. The pilot activities will be implemented between April-July 2014.

At least 10 adult learners from each piloting country will be involved in piloting. Personal and technical support will be given to all participants along the full pilot period by trainers and ICT specialist. By October 2014, Telecentre Multimedia Academies as reference points for media literacy in Europe will be established in 6 piloting countries. TMAs will offer the full media literacy programme on regular basis in the learning offer of the telecentre/institution. The results of the project will be shared at the final conference in October 2014 to be held in Brussels or Zagreb.



## uniteIT e-Inclusion Network

### Uniting Europe through digital empowerment

Period: Nov 2012 - Oct 2015  
 EU grant: 109 067 €  
 Own contribution: 36 356 €  
 Source of funding: Lifelong Learning Programme, Key Activity 3 (ICT)  
 Coordinator: Telecentre-Europe

<http://telecentreeurope.ning.com>

Unite-IT is a 36 months network project aimed at raising awareness as well as foster sharing and joint actions to overcome digital divide, by means of sharing knowledge, exchanging good practices and developing new strategic partnerships involving relevant actors across all societal domains (business, societal organisations, education and training stakeholders; user organisations, etc.).

It targets to identify the enabling conditions, success factors, barriers to digital competence provision and acquisition by groups-at-risk of exclusion, and foresee further steps to be undertaken to reach the aim. During the first year of implementation, the Consortium was pooling of resources aiming at collecting ICT-based practices on successful cases and strategies that lead to an improvement of social inclusion, as well as collecting present national and European policies tackling the digital divide. Good practices and policies are available in an online database at Telecentre-Europe's community site.

The first *Digital Empowerment – All Inclusive* annual conference was held on 24-25 October 2013 in Malta, where – in addition to the presentation of research – four Unite-IT working groups were officially launched in the following topics: 1) Education, training, and certification, 2) Youth employability, 3) Vulnerable groups at risk of exclusion, and 4) Gender equality. The goal of working groups is to identify core issues, collect data, propose joint activities, improve policies and practices, and ensure European collaboration. In the second year the Unite-IT will aim at creating a wide network of individuals, business organisations, research centres, public agencies, and other stakeholders by uniting them at the renewed Telecentre-Europe community site.



**Building ICT competencies in the long-term care sector to enhance quality of life for older people and those at risk of exclusion**

Period: Jan 2012- Feb 2014  
 EU grant: 33 032 €  
 Own contribution: 11 010 €  
 Source of funding: Lifelong Learning Programme, Key Activity 3 (ICT)  
 Coordinator: Institut FEPEM, IPERIA (France)

[www.carenetwork.eu](http://www.carenetwork.eu)

The careNet project is aimed at developing a critical set of ICT competences for 2 identified 'at-risk' target groups: care-workers and older persons. The project is designed to work in a synergistic way to tackle identified problems in the low skilled and under professionalised care-worker sector while at the same time promoting social inclusion and enhancing the quality of life of older people. The careNET training is based on the identification of digital competences and a scaffolding of the learning architecture and resources. Project partners have produced a Map of Competences defining three areas of digital competences of care workers and care, including common digital competences, day-to-day area of competences containing the specific competences of care recipients, and vocational area of competences gathering the specific competences of care workers. A pilot programme – involving the two main publics of the project: care workers and care recipients – is aimed at implementing and validating the learning architecture, pathways and resources produced. The pilot is currently taking place in two European countries: Spain and France, both in urban or rural areas. Telecentre-Europe – responsible for the exploitation of results – has recently published a Call for Open Pilot inviting home care service providers or other organisations dealing with home care workers or older people as receivers of home care to an open and free possibility to take part in the pilot exercise.



**Ageing well in the community and at home: developing digital competences of care workers to improve the quality of life of older people**

Period: Mar 2012- Feb 2015  
 EU grant: 183 267 €  
 Own contribution: 183 267 €  
 Source of funding: Competitiveness and Innovation Framework Programme  
 Coordinator: Institut FEPEM, IPERIA (France)

<http://www.carerplusproject.eu>

<http://carerplus.eu/>

ICT-supported learning is now present in everyday life and is a meaningful method to further develop skills and competences. The Carer+ project uses ICT-supported learning for the professionalization of care work and improving the quality of life for people who require care in their homes. Telecentre-Europe is responsible for designing and coordinating pilot actions through local partners in 5 piloting countries: Romania, Latvia, Italy, Spain, and France. Piloting new technologies and approaches is a key element of the project including the detailed assessment of internet tablets and other smart networked objects tested with 500 professional care workers, informal caregivers and care recipients. In the pilot phase 250 carers will be involved in a 200-hour blended learning training programme. At the same time, 200 carers and 250 care recipients will be equipped with internet tablets. Five mentors – prepared through a 60-hour capacity building training programme – coordinated by a "super-trainer" in every country supports the learning activities. The training is followed by a monitored 6 months home care service provision period. In this phase, carers will develop their individual caring practices by using the applied ICT tools. The pilot programme is continuously evaluated by using an Impact Assessment Framework and will contribute to further home care recommendations for policy makers. At policy level, policy working visits across piloting countries will promote peer learning and exchange of good practices between policymakers, create a framework for European cooperation, and raise awareness and build consensus at policy maker level regarding the Carer+ initiative.



**Motion-based adaptable playful learning experiences for children with motor and intellectual disabilities**

Period: Dec 2012 - Nov 2014  
 EU grant: 41.070,00 €  
 Own contribution: 13.690,00 €  
 Source of funding: Lifelong Learning Programme, Key Activity 3 (ICT)  
 Coordinator: Politecnico di Milano – Dipartimento di Elettronica e Informazione (Italy)

<http://www.m4allproject.eu>

The project aims to design and develop a new type of motion-based playful learning experiences for children with learning disabilities, and more specifically children with motor or intellectual disabilities. To address their educational needs, the main goal of M4ALL is to offer disabled children and their caregivers – educators, therapists, parents – new technological and methodological tools for learning. The project combines two educational paradigms: game-based learning and motion-based computing. After the 1st year of activities, the learning needs for the intended target groups have been elicited, a preliminary set of games designs and prototypes has been created, and a vast amount of ancillary documentation has been produced. Evaluations are ongoing in therapeutic centres in different EU countries. Contacts have been established with researchers, parent associations, teachers' associations, hospitals, special schools in EU and US for the dissemination and exploitation of the project outcomes. Training sessions for parents, special educators, and therapists will begin in 2014. Telecentre-Europe is responsible for coordinating dissemination activities including the set-up and maintenance of project website. Telecentre-Europe is involved in the piloting phase of the project by organising pilot user trials in Belgium and/or other countries through telecentres and evaluating the effectiveness of the developed playful learning experiences at authentic environments. The pilot will be supported through info days addressed to teachers, therapists, and parents in various countries through local telecentres.

## NEW ENTRIES – STARTING IN 2014

### eSkills for Jobs

One of the main support measures for the Grand Coalition for Digital Jobs, this campaign aims at providing a pan-European platform for awareness raising on e-skills, with a special focus on digital jobs and careers that brings together relevant public and private organisations. The project starts on 6th of January 2014 and its duration is for 12 months.

Telecentre-Europe is one of the key subcontractors in this tender, contributing to the communications tasks, and organizing its own awareness raising campaign – Get online week.

### DIGITALJOBS

Another support measure for Grand Coalition for Digital Jobs, this thematic network aims at contributing to a rapid dissemination of industry-led initiatives to improve the level of eSkills in the labour force, specifically ICT practitioners, with a view to increasing ICT employment. It will also contribute to facilitate the matching of the needs expressed by employer services and training organisations, educational needs and industry requirements. The project start is estimated for 15th of February, with a duration of 24 months.

Telecentre Europe is one of the main partners in this project, coordinating the Dissemination and Scalability work package, but also contributing to work package on Attracting people to ICT: Awareness raising.

## MEMBERSHIP IN 2013

**Telecentre-Europe is growing with the continuous support from its members. The list below illustrates the breadth and diversity of telecentre movement across Europe and the vast potential of the Telecentre-Europe network.**

Telecentre-Europe AISBL formal members		
• Aeldremobiliseringen	Denmark	<a href="http://www.aeldremobiliseringen.dk">www.aeldremobiliseringen.dk</a>
• Albanian Institute of Science	Albania	<a href="http://www.ais.al">www.ais.al</a>
• Alliance of Access to Information and Training Community Centres	Moldova	<a href="http://www.infonet.md">www.infonet.md</a>
• Aptech	Slovakia	<a href="http://www.aptech-europe.com">www.aptech-europe.com</a>
• Associació per a Joves Teb	Spain	<a href="http://www.jovesteb.org">www.jovesteb.org</a>
• Associação Portuguesa para o Desenvolvimento Local (ANIMAR)	Portugal	<a href="http://www.animar-dl.pt">www.animar-dl.pt</a>
• Association Creatif	France	<a href="http://www.creatif-public.net">www.creatif-public.net</a>
• Association Langas i Ateiti (Window to Future)	Lithuania	<a href="http://www.langasiateiti.lt">www.langasiateiti.lt</a>
• Association of Community Telecentres Network	Spain	<a href="http://www.comunidadtelecentros.net">www.comunidadtelecentros.net</a>
• Community Empowerment Organization	Malta	<a href="http://www.mca.org.mt">www.mca.org.mt</a>
• Center of Telematics and Applications for regional development	Greece	<a href="http://www.westgate.gr">www.westgate.gr</a>
• Cities on Internet Association	Poland	<a href="http://www.mwi.pl">www.mwi.pl</a>
• Consorcio IdenTIC	Spain	<a href="http://www.identic.tv">www.identic.tv</a>
• Dedalo Foundation for the Information Society	Spain	<a href="http://www.fundaciondedalo.org">www.fundaciondedalo.org</a>
• Digidel 2013	Sweden	<a href="http://www.digidel.se/eng">www.digidel.se/eng</a>
• Educating for an Open Society Foundation (EOS)	Romania	<a href="http://www.eos.ro">www.eos.ro</a>
• European Projects & Management Agency (EPMA)	Czech Republic	<a href="http://www.epma.cz">www.epma.cz</a>
• Fast Track into Information Technology LTD	Ireland	<a href="http://www.fit.ie">www.fit.ie</a>
• Fondazione Mondo Digitale	Italy	<a href="http://www.mondodigitale.org">www.mondodigitale.org</a>
• Foundation ECP EPN	Netherlands	<a href="http://www.ecp-epn.nl">www.ecp-epn.nl</a>
• Foundation Esplai	Spain	<a href="http://www.fundacionesplai.org">www.fundacionesplai.org</a>
• Foundation for Development of Democratic Rights (DemNet)	Hungary	<a href="http://www.demnet.hu">www.demnet.hu</a>

• Foundation Supporting Physically Disabled Mathematicians and IT Specialists	Poland	<a href="http://www.fpmiinr.org.pl">www.fpmiinr.org.pl</a>
• ICT Development Bulgaria Association	Bulgaria	<a href="http://www.ictdbg.eu">www.ictdbg.eu</a>
• Information Society Development Foundation	Poland	<a href="http://www.frsi.org.pl">www.frsi.org.pl</a>
• Interface3	Belgium	<a href="http://www.interface3.be">www.interface3.be</a>
• International Aid Network	Serbia	<a href="http://www.ian.org.rs">www.ian.org.rs</a>
• Internet Saloon - Associazione Interessi Metropolitani	Italy	<a href="http://www.internetsaloon.it">www.internetsaloon.it</a>
• Latvian Information and Communication Technology Association (LIKTA)	Latvia	<a href="http://www.lipta.lv">www.lipta.lv</a>
• Learn More about ICT Network	Denmark	<a href="http://www.itst.dk">www.itst.dk</a>
• Migrant's Help Association	Hungary	<a href="http://www.mighelp.hu">www.mighelp.hu</a>
• Novi Sad Humanitarian Center	Serbia	<a href="http://www.nshc.org.rs">www.nshc.org.rs</a>
• Online Centres Foundation	UK	<a href="http://www.onlinecentresfoundation.co.uk">www.onlinecentresfoundation.co.uk</a>
• Open the Windows	Macedonia	<a href="http://www.openthewindows.org">www.openthewindows.org</a>
• Peabody	UK	<a href="http://www.peabody.org.uk">www.peabody.org.uk</a>
• Project Harmony, Inc. (PH International)	Russia	<a href="http://www.ph-int.org">www.ph-int.org</a>
• Research and Organizational Development Association (RODA)	Bosnia and Herzegovina	<a href="http://www.rod-a.com">www.rod-a.com</a>
• Smart Work Association	Estonia	<a href="http://www.smartwork.ee">www.smartwork.ee</a>
• Stiftung Digital Chancen	Germany	<a href="http://www.digitale-chancen.de">www.digitale-chancen.de</a>
• Telecentar	Croatia	<a href="http://www.telecentar.com">www.telecentar.com</a>

Our online community has registered members from more than 100 organisations in 55 nations from every continental area across the world. The 35 European nations are represented by around 80 local, regional and national telecentre networks, which between them include more than 30,000 telecentres.

Find more details about all members of Telecentre-Europe [HERE](#).



#telecentre-europe.org

Telecentre-Europe AISBL  
Rue de Meridien 30  
B1210 Brussels  
Belgium  
Email: [info@telecentre-europe.org](mailto:info@telecentre-europe.org)