

# Jasmin: ethnic women's club (40+) at Stjernen



Jasmin +40 is a group of 10-12 ethnic women who meets every Friday evening at the residential area Stjernen, at Frederiksberg. The women are all at least 40 years old. They meet to chat, discuss women's matters without children or men involved, drink tea and share cake and fruit. The women have mixed backgrounds and the main part of them has lived in Denmark for several years.

The women want to get inspiration about possible activities to have something to do together - and to get a better communication channel to Tinna.

Today, the contact to Tinna is through the "manager" Amal visiting Tinna during office hours or through SMS.

## Tinna a social worker

The owner of the community could be a joint venture between the municipality and KAB (social housing estate). The coordinator Tinna is employed by the municipality of Frederiksberg and KAB. Her role is mainly to support the women in sustaining their own community but sometimes she needs to intervene in conflicts by mediating between conflicting partners.

## Challenges and possibilities

The Give&Take platform was introduced to establish a better communication channel between Tinna and the women. The platform allows Tinna to provide suggestions or help them to get in touch with people to arrange talks or exercises. The challenge with the Give&Take platform was to move some of the conversations with and in the community from SMS and WhatsApp to their Give&Take space.

# JASMIN: WOMENS CLUB

1a Meeting w. Tinna - social worker at stjernen to discuss possible collaboration

2a Meeting w. Tinna - social worker at stjernen. Possible communities

2b Meeting w. Tinna, Sara and Mahdis - use cases and concrete possibilities are discussed

2c Meeting w. Tinna, Sara - Onboard the platform, create profiles and introduce how to use the platform

3a Meeting the communities introducing the idea with G&T introduction to the platform and profile

3b Meeting the communities: Second introduction to the platform and profile

4a phone meeting w Tinna ...

4b Meeting w. Tinna - continue to discuss possibilities and how to keep the women engaged

4c phone meeting w Tinna

4d Meeting w. Tinna. A follow up and evaluation

1

A

2A

2B

2C

3A

3B

4A

4B

4C

4D

5A

5B

# MEN'S FOOD CLUB



The men's food club counts about 20 men from Frederiksberg who meet and cook together. The men are retired and many are living by themselves. Some of them have taken part in earlier 'men's food' courses initiated by the health center. This time the men's food club is arranged in collaboration between the Give&Take team, the counsellor from the health center, Mette - and Eva and Helle from the NGO Samvirkende menighedspleje, which is an organisations who helps and supports the weakest in the society. The idea is to make it a sustainable community for the men.

In addition, the men want to extend their network and find a way to organise meetings. The Give&Take platform can become a 'place' to continue on their own and organise other events or ways to meet. The food course takes place 1-2 Thursdays per month. The men cook together, and Kurt (a chef and volunteer) manages the cooking. At the Thursdays in between cooking, the men meet with Mette and the Give&Take team for coffee, cake and introduction to the Give&Take platform.

## Owners & Coordinator relations

The ownership is shared: "Samvirkende Menighedsplejer" (SMP) an NGO organisation host the meetings.

Frederiksberg Health Center (FHC) recruit the men and provides resources (economical) and an health counsellor, Mette. They collaborate with SMP to be able to provide this 'preventive' offer.

Coordinators are Mette (FHC) that provide G&T support and Eva and Helle (SMP) that support and organise the practical and logistics with cooking and volunteers.

## Challenges and possibilities

FHC and SMP: to support this initiative to become sustainable and make the men be able to continue on their own - or to extend the community to other things than cooking.

The men: They want a network and a way to organise to meet with the others about other things. But also to share recipes, good advices, etc..

There could be possibilities to start up sub groups for special interests as some are joining "mænds mødesteder", walking groups etc.

# THE MEN'S FOOD CLUB

1a Meeting w. Irene - team leader of the prevention team at Frederiksberg Health Center: Possible coordinators and communities (initiatives).

1b Meeting w. Irene - use cases and concrete possibilities.

1c Presentation for the prevention team: - possibilities with G&T and use case: the walking group.

2a Meeting w. Mette - health counselor for 'men's food clubs'. A possibility to run a new men's food club with old and new members and connect it with G&T.

2b Meeting w. Mette -

2c Meeting w. Mette, Helle and Eva - E+H are from Samvirkende Menighedspleje

2d Meeting w. Mette, Helle, Eva and Bent (volunteer)

3a Meeting the communities introducing the idea with G&T

3b MtC: Introduction to the platform, profile, guidelines

3c MtC: Introduction to the platform, profile, exercises

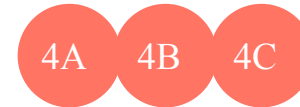
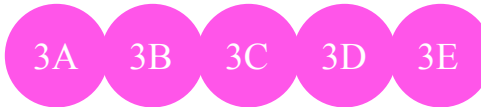
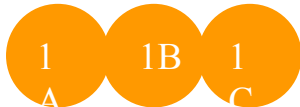
3d MtC: Introduction to the platform, profile, exercises

3e MtC: Introduction to the platform, profile, exercises

4. Providing guiding and support for coordinators.

Ongoing discussion with Mette on how to get all men on board (that wants to). Exercises and to educate superusers are very effectful

5. Handing over full responsibility to communities and owner (evaluating with the community, MSP and Mette)



# STJERNEKLUBBEN



Stjerneklubben is a senior club in a the residential area Stjernen. They are about 15 people who meet every Thursday afternoon either for Bingo, a tour somewhere or a chat, coffee and cake.

The club has two key persons, Sven and Anette, who are the main responsables for arranging activities and tours. The group helps each other with practical or handiwork, look after each other if some of them are sick, as well as help with IT especially for those without a computer at home.

The Give&Take platform was tried out in this group to see if the responsibility for organising trips or the other activities could be shared among more members. But also to make it more flexible to organise, change and cancel the different activities. Finally, it was introduced to see if the platform could support their sharing and helping each other in the group.

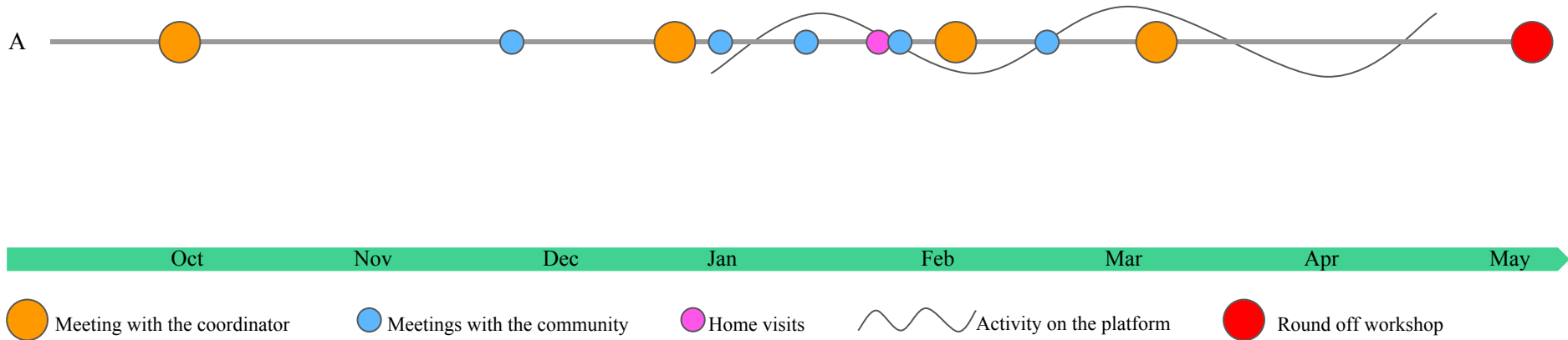
## Owners & Coordinator relations

The owner of the community could be a joint venture between the municipality and KAB (social housing estate). The coordinator could be the social worker at Stjernen that could support the group in using the platform and if they were in need of help somehow.

## Challenges and possibilities

The Give&Take platform could make it possible to share the planning and negotiation of their Thursday activities. It was also introduced to support the exchange among the members of things and different kinds of help. It turned out to be difficult to introduce the Give&Take platform especially due to the level of IT skills as well as an already very robust practice in the community of 'how we do things'.

# ACTIVITIES WITH STJERNEKLUBBEN



# THE WALKING GROUP (DOMUS VISTA)



A new community. This group meets once a week, walks together and drinks coffee. They are either "assigned" by a health supervisor or have read about it in the newspaper. The “walkers” come from all over Frederiksberg and did not know each other beforehand. The Give&Take platform was introduced to the group at the point when Karina (health counsellor) withdraw from the group and they were supposed to continue on their own.

The platform is used in the group to share everyday incidents, to care for each other in relation to illness or the like, and to invite each other for public and private events. Besides exploring what sharing through the Give&Take platform could be like for this community, we also explored the relationship between the health center and the community - and how the platform could work along with the coordinator's work.

## Owners & Coordinator relations

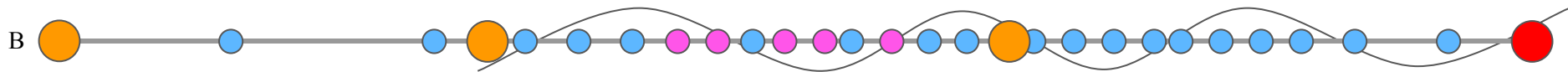
The ownership is the Health Center, Frederiksberg. They want to be able to extend their initiative beyond the ‘course period’ and make them sustainable - to make it possible for the groups to continue on their own. Coordinator: Karina (health counsellor) - the platform could make it possible for her to follow the group on distance and give a helping hand if needed.

## Challenges and possibilities

When the platform was introduced, only about half of the group wanted to join. This evoked a risk of splitting the group. However, this changed slowly during the months the Give&Take team was present. Some became interested when they heard how the other were using it. Through the platform the group also has a channel to Karina from the health center. She inspires the group by posting offers or other activities from the health center - and she reaches out if the group needs help.

# ACTIVITIES WITH THE WALKING GROUP

B



-  Meeting with the coordinator
-  Meetings with the community
-  Home visits
-  Activity on the platform
-  Round off workshop



# DANAGE



IT-volunteers at Danage Frederiksberg is a group of around 25 people, who help members of DanAge (an organisation for seniors) with IT problems. They run computer cafes, where the members can come by and get help. They also run a homeservice especially for people with stationary computers, limited mobility or problems with TV or printers. Finally, many of the IT-volunteers are also teachers or assistants at the different IT courses for the members.

The Give&Take platform was introduced as a way for the IT-volunteers to exchange experience and ask the others for help. We wanted to together with the group explore the possibility for exchange among IT volunteers. Later on this could be extended to the teaching groups in DA. Could the platform be a way for them to stay in contact and meet on their own after the courses?

## Owners & Coordinator relations

The owner is DanAge.

The coordinators are here Finn (vice chairman) as well as Peter and Ole, who are the managers for the IT volunteers.

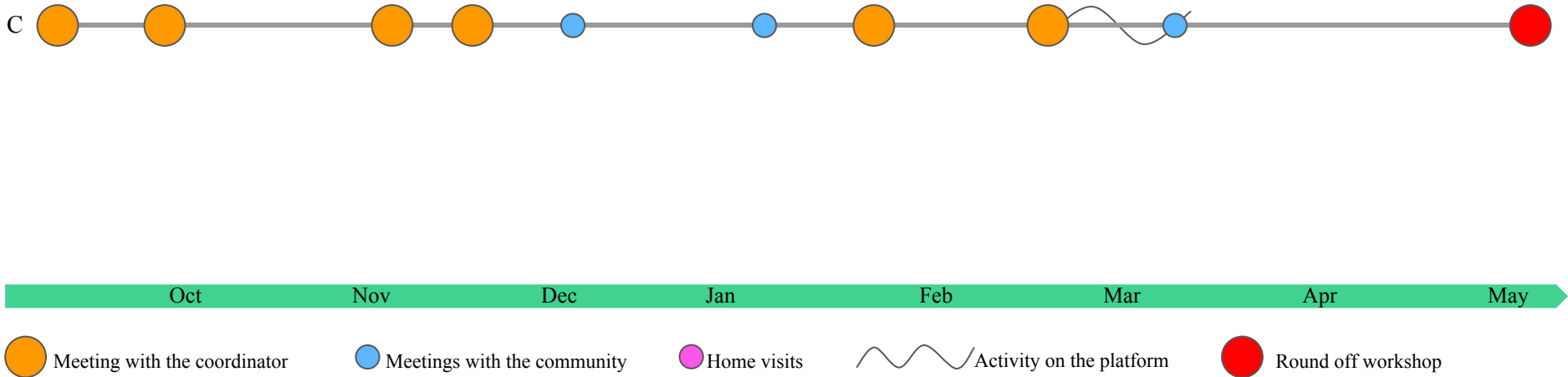
We mainly collaborated with the vice chairman and the two coordinators for these volunteers.

## Challenges and possibilities

Here we wanted to explore the possibility for exchange among IT volunteers. Later on this could be extended to the teaching groups in DA. Could the platform be a way for them to stay in contact and meet on their own after the courses?

Since the group already had a well-established practice for this, Give&Take never succeeded becoming a new platform for the IT-volunteers.

# ACTIVITIES WITH DAMAGE



# USE OF THE GIVE&TAKE PLATFORM (FRB)

## Damage

The IT-volunteers had a very established and robust practices.

The Give&Take platform was introduced as a way for the IT-volunteers to exchange experience and ask the others for help.

Since the group already had a well-established practice for this, Give&Take never succeeded becoming a new platform for the IT-volunteers.

## The walking club

The platform is used in the group to share everyday incidents, to care for each other in relation to illness or the like, and to invite each other for public and private events.

Through the platform the group also has a channel to Karina from the health center. She inspires the group by posting offers or other activities from the health center - and she reaches out if the group needs help.

## Stjerneklubben

An existing group. The Give&Take platform was tried out in this group to see if the responsibility for organising trips or the other activities could be shared among more members. But also to make it more flexible to organise, change and cancel the different activities. It turned out to be difficult especially due to the level of IT skills as well as an already very robust practice in the community of 'how we do things'. It was mainly used in G&T meetings - or by the coordinators.

## Jasmin +40

An existing group  
The Give&Take platform was therefore introduced to establish a better communication channel between Tinna (social worker)) and the women.

Tinna uses the platform but there is very little activity among the community. The challenge with the Give&Take platform was to move some of the conversations with and in the community from SMS and WhatsApp to their Give&Take space. It didn't really happen.

## Men's food club

This G&T community was initiated as part of initiating a new cooking course for men.

The idea is to make it a sustainable community for the men. In addition, the men want to extend their network and find a way to organise meetings for the food club members.

The men use the platform for signing up to events, share ideas, recipes and shopping tips. They also use it as diary for their cooking events and to share pictures..

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# NBZ Rennbahnweg: the social space



## Sandra, the coordinator

The manager of the community center could be a joint venture between the municipality and the housing community. She is employed by the "Hilfswerk" of Vienna. Her role is having the overview of all activities in the NBZ and also communicating with the umbrella organisation, other NBZs and the large group of volunteers supporting the NBZ.

The Neighbourhood Centre Rennbahnweg (NBZ 1220), runs a number of activities for people living in the closer local environment. It is an established place in the middle of a social housing with 10,000 inhabitants, a place to meet, talk and to seek help. The participants in the Give&Take community did not know each other beforehand, but most had already attended events at the NBZ or simply knew about it.

Social Workers from the NBZ wanted a platform to create a network of people in this residential area. *"Even though so many people live in such a close vicinity, people hardly know their own neighbours and so loneliness becomes a big problem, especially among older people."* - NBZ affiliate

This NBZ wanted to use G&T to strengthen social contacts and engage people without many social contacts. The platform could also help with organizing the center's activities, and lessen the burden of the social workers.

## Challenges and possibilities

The manager of the space, as well as other social workers are very busy and, at the same time, they want to have an eye on everything to be sure that everything runs smoothly.

G&T can help delegating tasks to volunteers. There are many NBZs in Vienna and having a success story in this NBZ can help G&T to have sustainable connections to Hilfswerk.

# NBZ RENNBAHNWEG

1a Creating interest with 'owners' and 'coordinators'

2. --

3a Meeting the communities introducing the platform

4a, b Providing guiding and support for community members (sometimes overlapping with meetings in step 3)

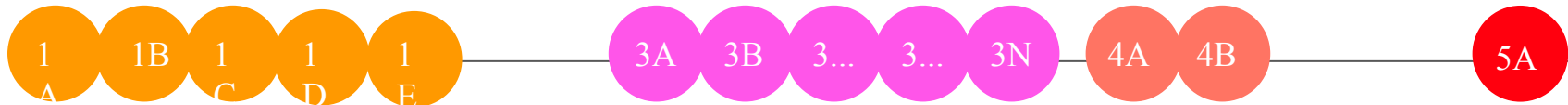
5a Final Event - Handing over full responsibility to community and manager of NBZ

1b Creating interest in the people in the neighbourhood by promoting the project

3b...n Regularly meeting the communities on- and offline

1c-d Workshops with people living in the area, strengthening interest

1E tablet course



# NBZ Gumpendorf: English Excursion Group



## Sandra, the coordinator

Tinna wants her groups to be able to communicate better about events. The NBZ lacks space for events and new groups. More communication (online) between leaders and group members could help with meetings/events outside of the NBZ. There is no current way to such groups, only course/weekly/class type groups.

*"...people come and they meet and that is expected... less effort"*

Desire has been shown for events.

## Challenges and possibilities

This type of group is new to NBZ, so it struggles with some issues:

- Attendance is spotty, people don't sign-up/sign-up in time
- Difficult to plan with no incentive to show up or not

### **Platform could help with:**

1. Sign ups online for all to see - help leaders make plans
2. Information collection about event/group:
  - "...To find other useful information, funny stories etc."*
  - "...To have a quick overview about the upcoming events and to read comments written others."*
3. Connect leaders/events across NBZ
4. Create events where people actually build relationships

The NBZ Gumpendorf's English speaking excursion community meets on Thursdays to practice their English. The group converses about culture, education, and politics, while exploring the city. Recent meetings have included a picnic and walk through the city.

Ages range from late 30's to early 70's, with most members being over 50 years.

The group is organized by Wiener Hilfswerk (NBZ 1060).

Meetings are released as a monthly plan and participants (*should*) sign up by *calling* the NBZ. The group naturally works together to improve their English. Everyone is excited to meet people with similar interests regarding language learning.

This is different than other NBZ groups - it is event based and people get to know each other more. Relationship building/strengthening social contacts is a key focus.

# NBZ: ENGLISH EXCURSION GROUP

1a. Meeting with NBZ supervisor, organize the group, see what is possible

1b. Explore other excursion groups and english speaking groups offered in Vienna - see demand

1c. Converse with other NBZs to see their currently offered language groups

2a. Meeting with supervisor and research team - present G&T and show possibilities with the platform

3a. Begin meeting with the group - Presenting G&T while also forming group

3b. Continued presence of G&T in conversation - interest building, problem discovery, barrier identification

4a. Understand desirability of G&T, get feedback about pros and cons

4b. Discuss NBZ supervisor and other leaders of groups at NBZ about group/event organization

4c. Collect information - get G&T to be event organizer

5a. (possible) Handing over full responsibility to NBZ community\*

5b. (possible) Provide information to expand on their own to other NBZs\*

\*planned for June 2017



# Seniorencolleg: computer classes for older adults



Seniorencolleg exists for more than 10 years. Mrs. Schubert is the owner, teacher and the driving force behind this. Participants meet at the Seniorencolleg premises and the members are people with an interest to learn about computers, tablets and smart phones; they are between 60-90 years old. The minimum is the courses for once in a month. The owner further organises courses upon request. She usually stays in contact with former students.

The owner envisioned that the platform could sustain contact and continuous learning among her and her students and also allow students to communicate in between courses. In addition she was hoping that the platform could help her spend her time and resources more efficiently: *“I can save time by not having to reply individually to students’ questions the after courses.”*

## Mrs. Schubert: the owner

The owner of the college thinks G&T could be a “good case” as she offers her course in multiple spaces. Once she is finished with the course, the course members could sustain a community.

She is self-employed and active in many online and in-person channels. Her role is mainly sustaining the community and starting new courses in different locations.

## Challenges and possibilities

The owner is very much aware of how hard it is to motivate people to get engaged in new tools. One of her ideas is to put some kind of quizzes or tasks on the platform where members can also win prizes like a tablet or some free tickets for one of her courses, etc. Still she is hoping that both she and her customers can benefit from G&T by strengthening the relationships between her students and saving her some time by giving them an opportunity to help each other reciprocally.



# SENIORENCOLLEG

1a Meeting w. owner  
(prior connection  
though previous  
collaboration)

2a Meeting w. owner - G&T  
Platform introduction.

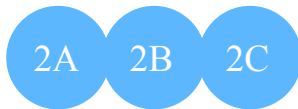
2b Meeting w. Owner-  
Owner's plan and clarification  
of possible challenges

2c Meeting w. owner  
Checking initial entries,  
troubleshooting

3a Meeting the community  
introducing the idea of G&T, how it  
can be beneficial to them and  
introduction to the platform and  
profile

4a Phone meeting with  
owner where she  
explained that the  
group does not want to  
continue with using  
G&T

5. --



# Computerclub Margareten



The Computerclub Margareten was founded 30 years ago and is a club that offers help and knowledge about computers and IT to everyone interested for free. It currently has around 70 members, most of them older adults. The group meets about once a month around a certain topic. There is no contact between the group's members in between.

G&T was presented to a group of people from the club - most who came to the presentation mentioned they were interested in 'new technologies'.

The group's coordinators saw a possible chance to strengthen relationships outside of their meetings.

## Matt and Edgar, Coordinators

The two main coordinators were open to the platform, but saw more use in it for the community than for themselves as coordinators as they were satisfied with their current communication practices. However they felt that if the group wanted it, they would go with it. (It is always about group/group's interests)

They were happy to show their club new technologies and opportunities - continuing the theme of the club.

## Challenges and possibilities

Since the community did not have much contact/relations outside of the meetings, there was a possibility for G&T to help increase contact of members...

However, due to limited interest into adding 'more technology' into their lives, many did not sign up.

The group enjoys the in-person, tri-weekly meetings, they learn a lot during the meetings and did not want more outside of that.

# COMPUTERCLUB MARGARETEN

1a. Creating interest with 'owners' and 'coordinators' - email/phone contact

2a. Introducing the platform to the coordinators.

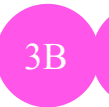
3a. . Introduction to the group (larger presentation)

4.. --

5. --

3b. Longer, smaller group presentation - open to anyone interested in the platform

3c. In-person feedback during and after meeting - with members and coordinators



# Schwechat seniors



Schwechat seniors is a loosely coupled group of senior citizens living in a small city (Schwechat). There is no central organisation around these people or no interest they currently meet about regularly. These adults just want to share, engage, and help other people engage and starting a more active and social life.

Although digital support was provided through tablet courses and routine meetings with the research team, the critical mass to make the platform work has never been reached within project time. Instead, the most active members on the platform started to create a smaller network of care by exchanging phone numbers and supporting each other on daily activities, but these activities were not exchanged through the platform.

## Owners & Coordinators role

In this group we tried starting and sustaining a community without an owner, coordinator, or a place where the members meet regularly.

## Challenges and possibilities

The group was very motivated to join the platform seeing the initial idea of sharing and neighbourly help and socialising with lonely people. But the actual members were the active ones waiting for help requests - those who would need help or company never made it onto the platform within project time.

# SCHWECHAT

1A Creating interest  
within people living in  
Schwechat

2. --

3. Meeting the community  
introducing the platform

4. Providing guiding  
and support for group  
members

5. Final event, which also  
marked the closing of the  
group

1B-C Workshops with  
seniors living in  
Schwechat



# Common room: ceramics and handicrafts atelier



Mrs. Konnoner: the owner

The owners of the atelier are looking for a space to grow knowledge around making and community. They are concerned that all the social spaces (facebook, whatsapp, ..) are not capturing enough knowledge accumulation from managers that is reachable after they leave.

Commonroom is a space to create and exhibit things, where people meet and learn from each other and share their passion for ceramics, arts and design.

Two owners and multiple coordinators organise the activities and courses in the center. The group has an atelier exhibition space in a very central location in Vienna. The group grows a community via usage of social channels and they use whatsapp for the communication among the managers.

The group has a mixed background, majorly english speaking, quite some experts.

TU Wien and Commonroom will try out Give&Take complimentary to their existing platforms in order to figure out how and what can be benefited from this platform.

Challenges and possibilities

The main possibilities the volunteers of this group see in using the platform are exchanging organisational tasks, as well as seeking help for the materials they need for the organisation of events.

Though as in most existing communities G&T is an additional tool that might either replace a current practice, work in parallel to this practice or will be discarded after a while.

# COMMONROOM

1A. Attending to get together

1B. Creating interest with 'owners' and 'coordinators' to build a community

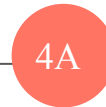
1C. Creating interest to have digital platform

3A. Meeting the owners and attending open days introducing the platform

3B. Meeting the managers

4. Providing guiding and support for coordinators and managers

5. Handing over full responsibility to communities and owner



# USE OF THE GIVE&TAKE PLATFORM (VIE)

## Nachbarschaftszentrum

The NBZ group is the most active community, mostly driven by some community members.

The community uses the platform to stay in contact and exchange information, such as daily happenings or interesting events.

Only once did a successful exchange happen, however, this functionality is not the main driver for the group and hence not that relevant for the ongoing activity on G&T.

## Seniorencolleg

This G&T community was initiated as part of senior computer courses. As such, the platform is mostly used in test cases, showing how older adults approach and interact with new technology.

Some comments also document their difficulties in using the platform along with some unwanted behaviour.

## Computerclub Margareten

While members of the G&T team worked hard to fill the platform with information relevant to members of the Computerclub Margareten, there was little to no activity on the platform.

As is, the postings include Computerclub meetings, relevant events in the vicinity and interesting information to Viennese citizens.

## Schwechat

The platform was mainly used in connection to G&T meetings or related activities, such as the tablet course.

Users seemed to have problems with the interface, as they would repeatedly start threads instead of answering to existing ones.

There was one successful transaction and two relevant events, however, entries lack detail that might make others interested in participating.

## Commonroom

The commonroom group is the reflection of an already established local community.

The volunteers of the community use the platform for exchanging organisational tasks, as well as for seeking help for the materials they need for the organisation of the events.

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# Screenshots of a G&T conversation

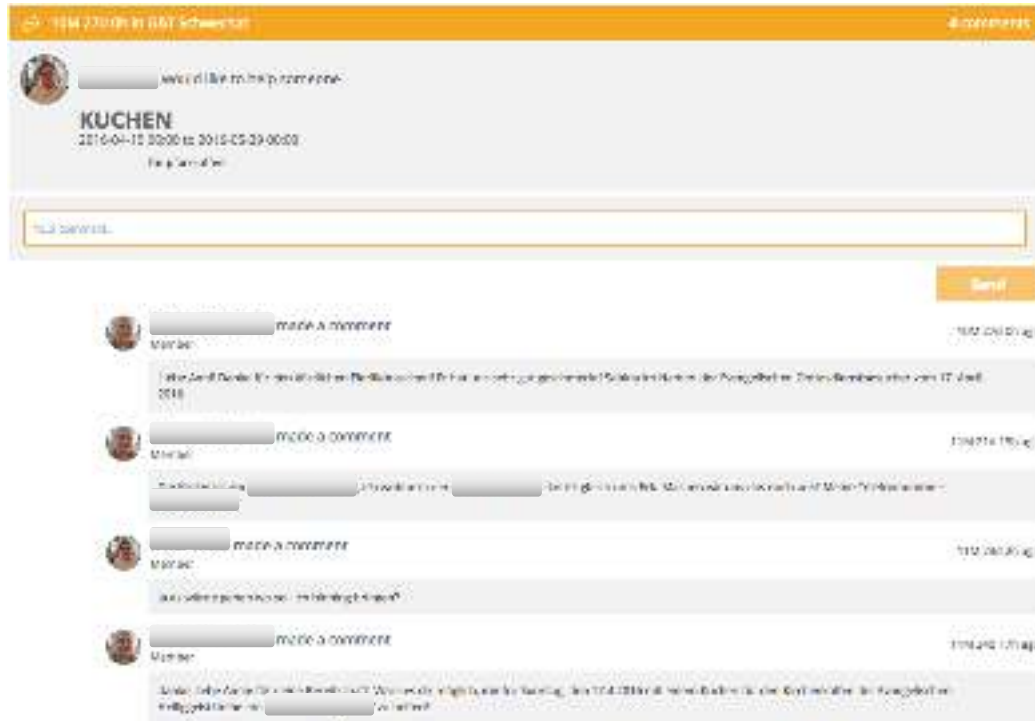


## Conversations

The Conversations Section is by far the most used functionality of the platform in all groups.

The screenshot to the left shows an example of a conversation in the Nachbarschaftszentrum community. The picture shows tea time with another NBZ community member, in the appended text, the member also discusses newly noticed functionality of the website.

# Screenshots of a G&T transaction



## Requests & Offers

There are only few successful transactions on the platform, however, that is not for lack of interest from other community members but for a lack of requests. Only one serious request was not answered to, either because of no available tools or because of the inexpensive description of the request.

The screenshot shows a successful transaction. A member provided a cake for a church meeting. In the interaction the members exchange more information about time, place and contact data for the exchange

# Screenshots of a G&T event



## Event

Events in the system mostly relate to happenings in and around the community centers where the G&T groups originated from.

The screenshot shows a Christmas crafting event organised by one of the community members. Another member offers to bring materials to the meeting, a third member asks for another crafting meeting for Easter.