Investing in a fair
and inclusive future for Europe:

**Building inclusive pathways
for better digital services**

13th & 14th March 2024
The Egg, Brussels

TAKE PART IN THE CONFERENCE DURING THE BELGIAN EU-ROPEAN PRESIDENCY ON DIGITAL INCLUSION AND HELP BUILD SOLUTION FOR INCLUSIVE DIGITAL SERVICES!

On 13 and 14 March 2024, a European conference will kick off in Brussels to strengthen the digital inclusion of vulnerable groups by further building solutions for inclusive digital services.

Instead of looking back at recent accomplishments, the conference looks forward to work on today's challenges so that no one is excluded from a digital society of tomorrow. Two well-filled days with which to feed the next Belgian and European agendas.

There is therefore a lot on the programme. After an introductory key note on the challenges of a digital society anno 2030-2040, there will be a debate between Belgian regional and national ministers on the one hand and several European ministers on the other, all responsible for (part of) policies on digital inclusion and skills. Interaction with the audience is guaranteed.

Afterwards, a variety of Belgian, national, local as well as regional projects will be presented alongside other European strategies, good practices and projects during the many break-out sessions on day 1 and 2. During the coffee breaks, all participants can also drop in on projects we have been able to launch thanks to the support of the European Relance Fund.

Given that a lot of projects have emerged in recent years, one can sometimes lose track. One might also ask who is best placed and which strategy seems most appropriate to help people in digital distress. Belgian and other European experts will discuss with each other in a second debate to find out who is best placed to help people in digital distress and which strategies are successful in offering help to people with digital help requests.

After the first day dedicated to building solutions for inclusive digital services, day two will also dive deeper into the skills needed to engage with these digital services. We therefore cast our eyes on acquiring digital (basic) skills that are essential for tomorrow's digital society and labour market.
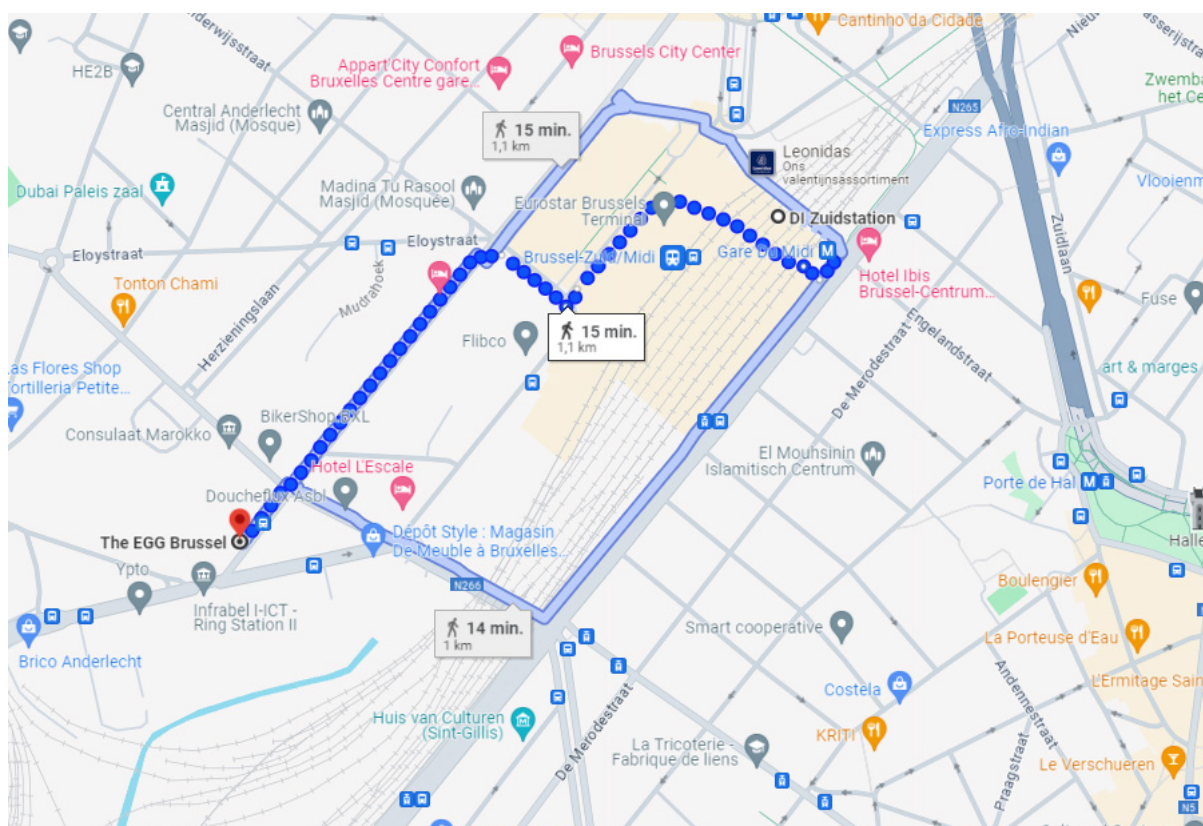
What is needed on the one hand so that, for example, people can break out of poverty and integrate themselves into a digital society, and on the other hand what does the society and labour market of today and tomorrow expect people to have in their backpack of digital skills at least. In doing so, we bridge the goals of the European Pillars of Social Rights and Europe's Digital Decade goals for 2030. The introductory key note will be followed by a debate between various Belgian and European experts on digital skills and what people need to be digitally able to keep up with society. As artificial intelligence is also nowadays inescapable, the experts will also elaborate on what this means for the skills of citizens on the one hand and how this can be used to provide better services in the context of, for instance, the non-take-up of (social) rights on the other.

At the end of the day, we highlight the recommendations that will be formulated during the Belgian Presidency on the topic of digital inclusion of vulnerable groups. These recommendations will be put forward at the high-level conference on the European pillar of social rights in La Hulpe on 15 and 16 April 2024. The aim of the conference is to reflect together with key European stakeholders on the future social agenda of the European Union. Together, we want to identify the remaining challenges in the field of employment and social affairs and identify policy priorities for subsequent EU legislation. The European Pillar of Social Rights will be the central framework for this reflection.
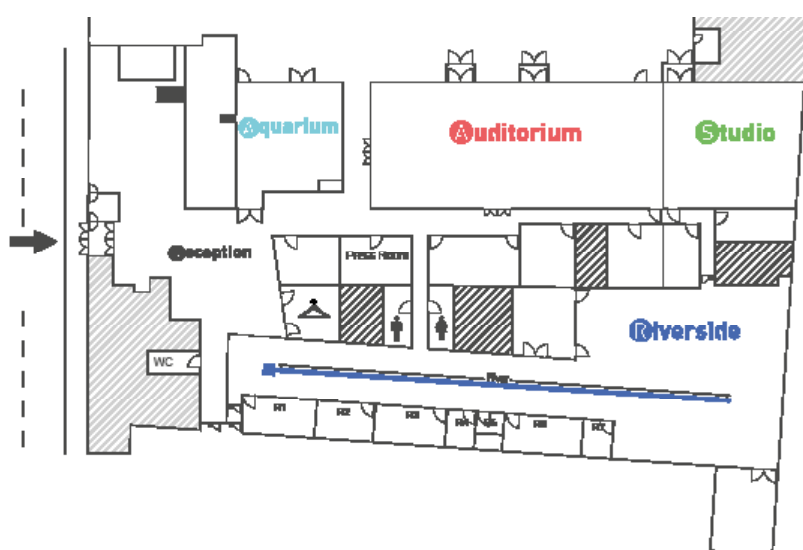
HOW DO I GET TO THE CONFERENCE?

The Egg is located less than 15 minutes' walk from Brussels-Midi national and international railway station.

The address: The Egg, Rue Bara 175, 1070 Brussels (Anderlecht).

MAP OF THE EVENT VENUE AND THE SPACE THAT WILL BE USED DURING THE CONFERENCE.

Programme Day 1 - 13th March 2024

8:00-9:00   **ARRIVAL OF PARTICIPANTS AND COLLECTION OF ADMISSION CARDS**

Reception Riverside

All participants can pick up their admission cards at the reception desk from 8am. A welcome coffee will be provided in the Riverside until 8:50am. After that, participants will be directed directly to the Auditorium.

9:00-9:30   **CONFERENCE OPENING SPEECHES**

Auditorium

The conference will be opened by a local host and moderator followed by an opening address of the Minister responsible for the event,

VALERIE THYS

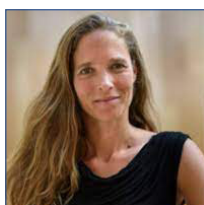Host and Moderator

KARINE LALIEUX

Belgian Federal Minister for Pensions and Social Integration, responsible for people with disabilities, poverty reduction and Beliris

9:30-10:15   **OPENING KEY NOTE**

Auditorium

Ellen Helsper, Professor of Digital Inequalities will open the conference with a look forward at a digital society. "Challenges for digital inclusion of vulnerable groups in a digital society anno 2030-2040."
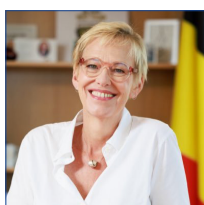

ELLEN HELSPER

Ellen Helsper, Professor of Digital Inequalities in the Department of Media and Communications at London School of Economics

10:15-11:30   **DEBATES**

Auditorium   Following the opening key note on the challenges for digital inclusion of vulnerable groups in a digital society anno 2030-2040, two debates will take place between on the on hand Belgian regional and national Ministers and on the other hand several European Ministers, all responsible for (a part of) policies regarding Digital Inclusion and Skills. The debates will be moderated by an expert, referring to key issues presented during the previous key note and taking questions from the audience.

DEBATE 1 «DIGITAL INCLUSION THROUGH SUPPORT OF VULNERABLE GROUPS FOLLOWING THE CHALLENGES IN A DIGITAL SOCIETY ANNO 2030-2040»

KARINE LALIEUX

Belgian Federal Minister for Pensions and Social Integration, responsible for people with disabilities, poverty reduction and Beliris
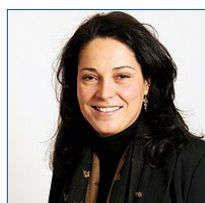
As Federal Minister for Social Integration and Coordinating Minister for Combating Poverty, Karine Lalieux has always defended the most vulnerable groups in our society. With the «e-inclusion for Belgium» project and the first measures to establish better cooperation between administrations at federal level on digital inclusion, she wants digital inclusion to remain high on the political agenda.

CHRISTIE MORREALE

Walloon Minister for Employment, Training, Health, Social Action, Equal Opportunities and Women's Rights

With the Walloon Digital Inclusion Plan (Plan d'Inclusion numérique), the Walloon government aims to make digital technology accessible to all citizens, whether in terms of use or equipment. The plan addresses the various aspects of the digital divide: the access gap, the use gap and the skills gap. It also aims to increase the visibility of the services offered in Wallonia.

MARINA FERRARI *(TO BE CONFIRMED)*

French Secretary of State for Digital Economy

Five years after an initial digital inclusion strategy, the French government has launched the new «France Numérique Ensemble» (France digitaly together) roadmap for the period 2023-2027. Its main objective is to anchor the management of digital inclusion initiatives at local level. This document is broken down into 15 commitments and has a number of ambitions: localising digital inclusion policies, equipping digital mediators, structuring the professional sector for digital inclusion, and collecting and sharing data.

MARIE BJERRE *(TO BE CONFIRMED)*

Minister for Digital Government and Gender Equality

Over many years, Denmark has succeeded in laying the foundations for the digitisation of its public services by digitising administrative databases and processes at an early stage. It has done this by adopting the necessary legislation to increase the use of digital services among the population and by promoting confidence and developing skills among the population, while maintaining services for people facing the digital transition.

DEBATE 2 «DIGITAL INCLUSION OF VULNERABLE GROUPS USING DIGITAL TRANSFORMATION FOLLOWING THE CHALLENGES IN A DIGITAL SOCIETY ANNO 2030-2040»

JAN JAMBON

Minister-president of the Flemish Government and Flemish minister of Foreign Affairs, Culture, Digitalisation and Facility Management
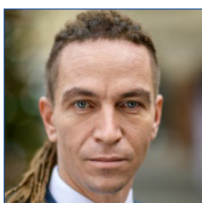
Accessible services for all is what Flemish Prime Minister Jan Jambon is all about. As Minister for Digitalisation, he combined the digital know-how of the Flemish government into one agency : 'Digital Flanders'. A realignment that gave the digital transformation a solid push for the elaboration of a digital government. From the start, he made innovation and digital transformation two priorities within the Flemish government.

BERNARD CLERFAYT

Brussels Minister for Employment, Training, Local Authorities, Digital Transition, Animal Welfare and Family Benefits

With the «Digital Brussels» project (Bruxelles Numérique), the Brussels government has decided to create new rights for the people of Brussels: the right to carry out all administrative procedures online if they so wish, and the right to be assisted in carrying out administrative procedures online if they deem it necessary. This is the first step towards digitising administrative services in the Brussels-Capital Region.

IVAN BARTOŠ *(TO BE CONFIRMED)*
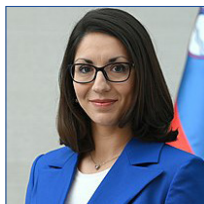
Czech Deputy Prime Minister for Digitisation and Minister for Regional Development.

The Czech government and Minister Bartoš have set themselves ambitious technical goals during their EU Presidency, such as the development of a common position between the 27 EU governments on a regulation on artificial intelligence. Minister Bartoš is known for his in-depth knowledge of digital issues.

EMILIJA STOJMENOVA DUH *(TO BE CONFIRMED)*

Slovenian Minister for Digital Transformation

The minister stressed the need to raise people's awareness to ensure they understand the huge potential of AI. Application of artificial intelligence should be of high quality, transparent, ethical, and human-centred. solely for the benefit of all citizens. «In Slovenia, AI is one of the priority areas for digital transformation: we have more than 40 years of research experience and more than 30 years of experience in higher education,» .

11:30-12:15   COFFEE BREAK AND POSSIBILITY TO ATTEND PROJECT PITCHES

During the break, you will have the opportunity to stretch your legs and enjoy a coffee. All participants can also attend several pitches where Belgian projects introduce themselves during the coffee break. During these 15-minute project pitches, they will reflect on the challenges they faced and how they overcame them. A great time to talk to and network with people from the field. The pitches will take place in ROOM 1, ROOM 2 and ROOM 3 next to the Riverside where coffee will be served. (Please note: there will be no simultaneous interpretation during the project pitches).

PROJECT 1   DIGITAL RELAY HELPERS

Speaker(s): (to be confirmed)	The Kortrijk PCSW project consists of digital relay helpers who offer e-inclusion in the form of low-threshold workshops and series of courses in the six most vulnerable neighbourhoods of Kortrijk. On the basis of personal guidance, the digital relay helpers develop an offer paying particular attention to specific target groups such as digitally vulnerable non-native speakers, digitally vulnerable elderly people, etc.
City and PCSW of Kortrijk	
Language: English	

PROJECT 2   AMICAL DIGITAL

Speaker(s): (To be confirmed)	The project of the PCSW (Public Centre for Social Welfare) of the City of Menin consists of detection, monitoring and adjustment of access to essential services and digital skills. The current training offer will be made more accessible and tailored using a mobile meeting place, being a caravan. E-inclusion ambassadors will also be deployed in a buddy operation and/or to communicate advice, critical reflection and signals to policy.
City and PCSW of Menin	
Language: English	

PROJECT 3   INCLUME

Speaker(s): (to be confirmed)	CHOQ created a support network in Picardy Wallonia in order to facilitate the digital inclusion of vulnerable groups. To ensure that the network was well guided and has a common goal, they use a pedagogical approach, which enables the organisations taking part in the network to get to know each other better and develop concrete actions. As a first step, they carried out a positioning test with the players in relation to the DIG COMP reference framework, was made available to all the organisations that needed it. At the same time, a survey of the training needs of social workers and trainers was carried out to develop training courses.
CHOQ	
Language: French English	

12:15-13:00   **BREAK OUT SESSION 1: «PROVIDING ASSISTANCE TO PEOPLE IN NEED»**

During this breakout session you will have a choice between 3 presentations, debates, panel discussions, … from either a Belgian or an European organisation. Since some of the rooms have a limited seating, participants need to choose which session they will attend beforehand. The breakout sessions will take place in Auditorium, the Studio and the Aquarium.

OPTION 1   LOCAL CHAIN APPROACH TO DIGITAL INCLUSION IN THE NETHERLANDS

Speaker(s): Ganzevles Josanne, Deuten Makkai	In the Netherlands, between 2.5 and 4 million people are unable to participate properly in the digital society. Tackling digital inclusion is a complex task. It requires the joint efforts of several parties. That's why government, civil society organisations, businesses and experienced experts are joining forces in the Alliance to achieve digital inclusion. We are working on a single mission: everyone can (continue to) participate in the digital society. The «Local Chain Approach Digital Inclusion» project was launched in 2023 with the aim of improving cooperation between municipalities, civil society organisations and private parties. Various sectors (including municipalities, social welfare, libraries, telecoms operators and banks) play an important role in this. A cooperation that started off rough and is gaining momentum. We share lessons learned and ideas on how to shape the local support network together.
Alliantie Digitaal Samenleven	
Language: English	
Auditorium	

OPTION 2 — DIGIBANKS, PROVIDING ASSISTANCE TO HELP WITH DIGITAL QUESTIONS

Speaker(s):
Daan Neels,
Sanne Vander
Beken, Maria
Euwenme

**Flemish Go-
vernment,
City of Ghent,
District09**

Language:
English

Studio

This interactive session will feature discussions with several Fle-mish digibanks and explore the three objectives each digibank must meet: (1) Equal access to digital technology through condi-tional provision of laptops; (2) Strengthening digital skills through training and knowledge sharing and (3) Ensuring improved digital access to essential services through mentoring. The digibanks are an initiative from the Flemish government, Department of Work and Social Economy and are financed with European Relance funds (RRF). The digibanks anchor and streamline local partnerships around digital inclusion.

OPTION 3 — DIGITAL INCLUSION PLAN FOR ALL WALLOONS

Speaker(s):
Ariane Baré,
Olivier Ruol,
Naïma Mremi

**Walloon
Government**

Language:
French

Aquarium

Would you like to find out more about the Walloon Digital In-clusion Plan? In particular about macartonum.be, which lists all the digital help points for Walloon citizens, the ideal tool for all digital helpers and citizens, but also about all the other Walloon projects? The workshop will give you the opportunity to find out about all these projects, as well as the various mapping functions and future interactions with the Mediators' Portal.

13:00-14:00   LUNCH AND POSSIBILITY TO ATTEND PROJECT PITCHES

During the lunch break, you will have the opportunity to stretch your legs and enjoy a lunch. All parti-cipants can also listen in to several Belgian projects introducing themselves during the break. During the 15-minute project pitches, they will reflect on the challenges they faced and how they tackled them. A great time to talk to and network with people from the field. The pitches will take place in ROOM 1, ROOM 2 and ROOM 3 next to the Riverside where the lunch will be served. (Please note: there will be no simultaneous interpretation during the project pitches).

PROJECT 4 — REGIONAL COOPERATION

Speaker(s):
(to be confirmed)

Welzijnsregio Noord-Limburg

Language:
English

The Welfare Region North Limburg project consists of strengthening digital skills and access to essential services. The needs detected concern more difficult access to hardware or limited mobility due to disability, need for accessible information on digitalisation and need for strengthened digital skills of social professionals in contact with the target group.

PROJECT 5 — NUMÉRI'BUS (THE DIGITAL BUS)

Intervenant(s):
(à confirmer)

PCSW of YVOIR

Language:
French

The Yvoir Public Welfare Social Centre project involves allowing citizens to complete their administrative procedures online with the help of a professional in a bus with computer equipment that travels through the different villages. The project also aims to train social workers in the use of IT tools and support people in their online administrative procedures.

PROJECT 6 — DIGISCAN

Speaker(s):
(to be confirmed)

City and PCSW of Bruges

Language:
English

The Digiscan Project City of Bruges and its Public Centre for Social Welfacre (PCSW)' consists of three parts. On the one hand a 'Digiscan' at home which forms a basis for advice, support and referral. On the other hand, after analysis of these 'Digiscan' results, a training and coaching programme for the PCSW employees. Finally, using the results from the 'Digiscan' to form a basis for the e-inclusion policy of local administrations and establishing links with already existing projects.

14:00-15:00   **DEBATE : « WHO IS BEST QUALIFIED AND WHAT STRATEGY SEEMS MOST APPROPRIATE TO HELP THOSE IN DIGITAL DIFFICULTY?»**

Auditorium   Belgian and other European experts will debate who is best placed to help people in digital distress and what strategies are successful in providing help to people with digital assistance needs.

The debate will be moderated by an expert, referring to key issues presented during the previous key note and taking questions from the audience.

ALENKA LE COMPTE

Mediawijs (Belgium)

Alenka Le Compte is Mediawijs' focal point for digital inclusion. She coordinates a number of networks and meetings in Flanders, such as the e-Inclusion Taskforce, which brings together public players, non-profit organisations and academics.

PIERRE MAZET

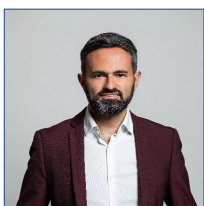Labacces - Tilab Bretagne (France)

Pierre Mazet is a social science researcher specialising in access to rights and its relationship with public services. He worked for 10 years at the Observatoire des non recours aux droits. For several years now, he has been studying the effects of the dematerialisation of administrative relations on the public, the professional practices of social intermediaries and public policies.

ALFONSO LARA-MONTERO

European Social Network (ESN)

Alfonso is Director General of the European Social Network, where he manages the network's strategic direction, programme of activities and annual editions of the European Social Services Conference and the European Social Services Award. He has over 15 years' experience in the formulation and evaluation of public policies,

ERIC BLANCHART

Technofuture TIC (Belgium)

Eric is a project manager at Technofutur TIC, coordinating the Digital Public Spaces (*Espaces Publics Numériques*) scheme in Wallonia (176 public digital spaces). He also manages the centre's non-commercial projects.

EUROPEAN EXPERT OR FIELD AGENT
To be confirmed (Europe)

At this stage, the organisation is still in talks with experts and specialists in the field. As soon as the discussions are finalised, the name will be announced.

EUROPEAN EXPERT OR FIELD AGENT
To be confirmed (Europe)

At this stage, the organisation is still in talks with experts and specialists in the field. As soon as the discussions are finalised, the name will be announced.

15:15-16:00   BREAK OUT SESSION 2: « NATIONAL AND LOCAL STRATEGIES ON DIGITAL INCLUSION »

During this breakout session you will have a choice between 3 presentations, debates, panel discussions, … from either a Belgian or an European organisation. Since some of the rooms have a limited seating, participants need to choose which session they will attend beforehand. The breakout sessions will take place in Auditorium, the Studio and the Aquarium.

OPTION 1   **THE EUROCITIES DIGITAL DIVIDE TASK FORCE**

Speaker(s):
Manon Reniers,
Joab De Lang,
Maria Euwema

Eurocities

Language:
English

Auditorium

The Digital Divide Task Force is an urban lobby group dedicated to ensuring that decision-makers take digital inclusion into account. Awareness and actions are needed to envision funding to ensure that cities can carry out a digital inclusion analysis in their territories, During the working group, more in-depth discussions of the strategy implemented by some European cities : Ghent, Leipzig, Amsterdam, Bordeaux, Rotterdam, …) Furthermore, we are looking at deploying an international / EU framework to measure digital inclusion and enable comparison between cities.

OPTION 2 — TOGETHER IN A DIGITAL ROMANIA

Speaker(s):
Gabriela Ford, Laurentia Bunescu, Victor Negrescu, Iona Crihană, Peter Palvolgyi

Foundation EOS for Digital Education

Language:
English

Studio

Romania is consistently at the bottom of the EU in digital performance, as shown by the Digital Economy and Society Index (DESI), In this context, the EOS Foundation Romania is urgently carrying out the national project for digital education and inclusion "TOGETHER IN A DIGITAL ROMANIA". The project aims to propose a national strategy for digital inclusion. Only implementing coherent public policies and developing citizens' digital skills can lift our country from the bottom of the European DESI ranking.

OPTION 3 — THE BELGIAN "WOMEN IN DIGITAL STRATEGY" : EXCHANGE OF BEST PRACTICES

Speaker(s):
Michela De Biaso, Els Jans, Marie Vanoost, Laila Deeb

Federal Ministry for Economy

Language:
English, French, Dutch

Aquarium

This workshop is designed to familiarize participants with the five primary objectives of the Belgian Women in Digital (WiD) strategy, which seeks to enhance the integration of women into the digital realm.

Five speakers will share their perspectives, each focusing on one of the strategic objectives. These speakers represent diverse countries, regions or area of expertise , allowing for a critical examination of the strategy from various perspectives, each within their respective areas of specialization. Each speaker will analyze the strategic objective, drawing connections to initiatives in their country or institution, and facilitating the exchange of best practices to collectively advance the overarching goal: fostering greater inclusion of women in the digital sector.

This breakout session is organised by the Federal Ministry for Economy, The Digital Agenda Department of the Emilia-Romagna Region, The Conseil supérieur de l'audiovisuel, Axa Belgium and Esko, Syrian Women in Tech, Brussels Binder

16:00-16:45   BREAK OUT SESSION 3: «PROVIDING INCLUSIVE DIGITAL SERVICES »

During this breakout session you will have a choice between 3 presentations, debates, panel discussions, … from either a Belgian or an European organisation. Since some of the rooms have a limited seating, participants need to choose which session they will attend beforehand. The breakout sessions will take place in Auditorium, the Studio and the Aquarium.

OPTION 1   **GIVING CITIZENS A VOICE IN THE DEVELOPMENT AND DESIGN OF DATA-DRIVEN SERVICES AND APPLICATIONS**

Speaker(s): Pieter Duysburgh	How do you give citizens a voice in the development and design of data-driven applications and artificial intelligence? In this break-out session, the Data & Society Knowledge Centre explains three methods for engaging with citizens about their experiences, wishes and needs in relation to the use of data-driven services and products. Discover how you too can engage them with these easily deployable methods.
Kenniscentrum Data & Maatschappij	The Data & Society Knowledge Centre (Kenniscentrum Data & Maatschappij) is the central hub for ethical, legal and societal aspects of data-driven applications and artificial intelligence. The Knowledge Centre is a collaboration between three university research groups, is part of the Flemish policy plan AI and receives support from the Flemish Government.
Language: English	
Auditorium	

OPTION 2   **HUMAN CENTERED DESIGN & SOLID**

Speaker(s): Tom Van hoey, Stépahnie Schaubroeck	Whether citizens, entrepreneurs or associations, the digital applications we create as a government are meant for people. Well-designed services need no manual or training, and take the user through the process in understandable steps. Human Centered Design puts people at the heart of the conception and design of digital services. In this session, an expert will explain the principles of human-centred design and how to get started in practice.
Flemish Government Digital Flanders, District09	We will also zoom in on the importance of design to create a comfortable, safe and secure environment for users. Using an example case, we show the principles of human-centred design at work when designing the solution how to share a diploma from a Solid data vault.
Language: English	
Studio	

OPTION 3 · THE DIGITAL INCLUSION BY DESIGN INDEX : HOW INCLUSIVE IS YOUR DIGITAL PRODUCT?

Speaker(s):
Linde Verheyden, Ali Chari

DigitAll

Language: English

Aquarium

There are currently insufficient measuring instruments or global guidelines for digital inclusion that take account the needs of vulnerable users right from the design phase of digital processes and tools. Using DigitAll's Digital Inclusion by Design Index when you develop your digital products is a win-win solution for everyone. You find it easier to connect with your target group and your target group find their way to you more easily.

The Digital Inclusion by Design Index gives you insight into just how inclusive you are as a digital service provider. It helps you to remove obstacles for users when designing your digital product or service. It provides actionable data to various stakeholders within your organization, from marketers and product designers to website designers.

The Digital Inclusion by Design Index is a handy instrument to prevent stress in the end users of your digital product or service, whether it's a website, an app or any other digital tool. By using this self-assessment, you can check your digital inclusivity against the seven criteria of the Digital Inclusion by Design Index and receive tips on how to make improvements.

Programme Day 2 - 14th March 2024

8:00-9:00   ARRIVAL OF PARTICIPANTS AND COLLECTION OF ADMISSION CARDS

Reception Riverside

Tous les participants peuvent récupérer leurs billets à la réception à partir de 8 heures. Un café de bienvenue sera servi dans le Riverside jusqu'à 8h50. Ensuite, les participants seront dirigés directement vers l'auditorium.

9:00-9:05   CONFERENCE OPENING SPEECHES

Auditorium

The conference will be introduced by Alexandre Lesiw with a short review of the first day and look ahead to Day 2.

ALEXANDRE LESIW

Alexandre Lesiw is the president of the Belgian federal ministry for Social Integration and Poverty Reduction. Its mission is to guarantee a dignified existence to everyone who falls through the social security net, lives in poverty and is no longer entitled to other forms of assistance such as unemployment benefits, disability benefits, etc. Since 2021, Digilab (Laboratory for Digital Inclusion) was set up within this ministry to work on the digital inclusion of vulnerable groups.

9:05-9:50   OPENING KEY NOTE "DIGITAL (BASIC) SKILLS ACQUISITION: ESSENTIAL FOR TOMORROW'S DIGITAL SOCIETY AND LABOUR MARKET.".

Auditorium

Saskia Van Uffelen is to open the second day of the conference with a look at acquiring digital (basic) skills that are essential for tomorrow's digital society and labour market. On the one hand, what is needed for people to be able to integrate themselves in a digital society and, on the other hand, what does the society and labour market of today and tomorrow expect people to have in their backpack of digital skills at the very minimum. With this, we build a bridge between the goals of the European Pillars of Social Rights and Europe's Digital Decade goals for 2030.

SASKIA VAN UFFELEN

Saksia van Uffelen has worked in the ICT and telecoms sector for more than 25 years. Since 2012, she has represented Belgium as Digital Champion for the European institutions. In this role, she strives to roll out Belgium's digital agenda: efficient, secure and e-inclusive.

PROGRAMME

9:50-10:30 **DEBATE « DIGITAL (BASIC) SKILLS ACQUISITION: ESSENTIAL FOR TOMOR-ROW'S DIGITAL SOCIETY AND LABOUR MARKET, AND THE ROLE OF ARTIFICIAL INTELLIGENCE.»**

Auditorium

Following the opening key note on the importance of acquiring digital skills, a debate will follow between various Belgian and European experts on what at least should be in everyone's skills backpack to be able to participate digitally in society and actively participate in the labour market.

As artificial intelligence has also become indispensable nowadays, the experts will also elaborate on what this means for the skills of citizens on the one hand and how this can be used to provide better services in the context of, for instance, the non-take-up of (social) rights on the other.

The debate will be moderated by an expert, referring to key issues presented during the previous key note and taking questions from the audience.

KATARINA IVANKOVIĆ KNEŽEVIĆ

Director of Social Rights and Inclusion in the European Union's Directorate-General for Employment, Social Affairs and Inclusion.

Her area of expertise is the modernisation of social security systems and wider social policies to promote social and labour market inclusion, through the implementation of the European pillar of social rights and other relevant EU social policies. Before joining the European Commission, she was State Secretary at the Ministry of Labour and Pensions of the Republic of Croatia, where she was responsible for the management and implementation of the European Social Fund and other EU instruments. Over the past 20 years, she has worked on human rights and gender equality, social policy and employment.

CATHERINE BALS

Sustainability Department Lead at Proximus

Catherine is the driving force behind Proximus, ensuring that sustainability is at the heart of its way of working and integrating it into everything it does. She joined the DigitAll initiative because she is convinced that an ecosystem of connected parties pursuing a multiplier effect can achieve more to ensure the realisation of an inclusive digital society.

TONY VANDERSTRAETE

Head of the Flemish digital strategy department at «Digitaal Vlaanderen».

Together with his team, Tony guides Flemish entities and local administrations on how to refine business objectives and convert them into concrete digital transformation projects to ensure an executable Flemish digital strategy and facilitate knowledge exchange within the Digital Transformation Centre of Expertise.

VIIVI KORPELA

Centre of Excellence in Research on Ageing and Care (Finland)

Viivi Korpela is a passionate advocate of digital inclusion and focuses on improving digital literacy among older people. Based in Finland, she focuses on digital citizenship and digital assistance, with the aim of bridging the gap between rapid digital transformation and practical everyday use.

LOUISE CULOT

Non proft organisation «Lire et Écrire» French speaking Community (Belgium)

Louise is research and analysis coordinator at Lire et Ecrire. To strengthen digital accessibility, Louise advocates financial penalties for non-compliance with existing legislation. When European directives are transposed, the concept of accessibility needs to be broadened and consultation with stakeholders in website accessibility needs to be organised. It is important to preserve counters and telephone services as well as mail and paper forms, which is why it advocates a combination of digital interfaces designed to be inclusive and counters accessible to all.

NATHANAEL ACKERMAN OR ISAURE DEVILLENFAGNE (TO BE CONFIRMED)

Federal Ministry BOSA (Belgium)

The federal government wants to take full advantage of the opportunities offered by AI, and has therefore drawn up a national convergence plan for the development of artificial intelligence. The Ethics & Law working group of AI4Belgium (SPF BOSA and its partners) has launched an initiative «Consultation of civil servants on the proposal for a charter for the responsible use of artificial intelligence in the public sector».

10:50-11:20   COFFEE BREAK AND POSSIBILITY TO ATTEND PROJECT PITCHES

During the break, you will have the opportunity to stretch your legs and enjoy a coffee. All participants can also attend several pitches where Belgian projects introduce themselves during the coffee break. During these 15-minute project pitches, they will reflect on the challenges they faced and how they overcame them. A great time to talk to and network with people from the field. The pitches will take place in ROOM 1, ROOM 2 and ROOM 3 next to the Riverside where coffee will be served. (Please note: there will be no simultaneous interpretation during the project pitches).

PROJECT 7   **123 DIGIT**

Speaker(s): (to be confirmed)	With this project, the organisation wants to expand the community of digital assistants in Belgium to help disadvantaged groups and young people to become digitally independent and meet the social challenges of digitisation in Belgium. A new version of 123digit.be will be the cornerstone of their project. The project has three dimensions:1 Awareness-raising and tools for carers. Bringing digital inclusion closer to those who struggle the most, as they are the organisations best placed to provide help. 2 Change management for facility managers. Individual and collective support for social referrers, association networks and public bodies to equip them with coherent digital inclusion policies.3 Raising awareness and providing tools for learners with an initial level of digital autonomy.
WeTechCare	
Language: English French	

PROJECT 8   **SOCIOCONNECT**

Speaker(s): (to be confirmed)	«SocioConnect» is a 2-year project which aims to improve the digital skills of social workers in Wallonia in order to facilitate the digital inclusion of their beneficiaries. In collaboration with 6 pilot organisations in the social sector, needs will be identified and new tailor-made training solutions will be developed, with a particular focus on developing problem-solving skills (DigComp 5 skills area). Taking into account existing resources, training will focus on the digital skills of workers in 2024 and on the needs of beneficiaries in 2025. The training courses will be tested and evaluated with partner organisations, then opened up to all social workers, while the programme will be subject to ongoing evaluation. Between 350 and 500 people will be supported and trained over 2 years, contributing to the digital inclusion of vulnerable groups supported by the trainees.
Interface-3Namur	
Language: French	

PROJECT 9 — THE DIGITAL MOBILE BRIGADE

Speaker(s):
(to be confirmed)

Bibliothèques sans Frontières

Language:
English
French

The project involves deploying a «mobile digital brigade» on two levels. Firstly, for individual digital support at home and secondly, for regular stand-by sessions in key locations (Samusocial centres, DoucheFlux, PCSW) where people with specific needs gather. The aim is to provide beneficiaries with individual support and advice on their day-to-day problems in order to help them become more independent, and to act as a link between them and more advanced local training structures. This brigade will be made up of students, who will be trained and supervised by the organization. Particular attention will be paid to their profile (strong social skills, fluency in several languages).

11:20-12:00   BREAK OUT SESSION 4: «PROVIDING SPECIFIC ASSISTANCE TO HELP SEEKERS AND HELP GIVERS ALIKE. »

During this breakout session you will have a choice between 3 presentations, debates, panel discussions, … from either a Belgian or an European organisation. Since some of the rooms have a limited seating, participants need to choose which session they will attend beforehand. The breakout sessions will take place in Auditorium, the Studio and the Aquarium.

OPTION 1 — CONNECTOO: E-LEARNING TO RECONNECT DIGITAL GOVERNMENT WITH CITIZENS

Speaker(s):
Lucie Barthlen

Federal Ministry BOSA

Language:
English

Auditorium

Since 2022, connectoo e-learning has been training public servants to take better account of citizens on the digital fringe. More than a thousand employees from dozens of different public organisations have already been certified. This workshop will look at the main challenges involved in setting up connectoo, as well as the results and lessons learnt after 2 years of operation.

OPTION 2 **INCLUSIVE DIGITALIZATION IN AGING EUROPE: SHARING GOOD PRACTICES (FINLAND)**

Speaker(s):
Viivi Korpela,
Laura Pajula

Centre of
Excellence in
Research on
Ageing and
Care

Language:
English

Studio

Join us for an engaging fireside chat where we tackle the pressing issue of digitalization in an aging Europe. As we navigate the complex digital landscape, it is crucial to understand that digital inclusion should not rest solely on citizens. In this workshop, we will delve into how the responsibility of acquiring and sustaining digital skills extends beyond the individual, emphasizing the need for society-wide support and user-friendly digital services.

OPTION 3 **USE OF DIGITAL TECHNOLOGY IN LITERACY PROCESSES**

Speaker(s):
Sébastien Van
Neck, Maude
Bertrand

Non profit or-
ganisation «Lire
& Ecrire Wallo-
nie»

Language:
French

Aquarium

Understanding digital inclusion, its characteristics and the issues involved, is not always easy. Yet today we are witnessing a process that is increasingly excluding a number of individuals from society. The reason for this? The compulsory nature that digital technology is gradually taking on in administrative procedures. This workshop is intended to be interactive and to share European experiences, starting from the perspective of illiterate people: what is digital inclusion? What is at stake? What is the role of each of the players and what synergies can be put in place?

12:00-13:00   LUNCH AND POSSIBILITY TO ATTEND PROJECT PITCHES

During the lunch break, you will have the opportunity to stretch your legs and enjoy a lunch. All participants can also listen in to several Belgian projects introducing themselves during the break. During the 15-minute project pitches, they will reflect on the challenges they faced and how they tackled them. A great time to talk to and network with people from the field. The pitches will take place in ROOM 1, ROOM 2 and ROOM 3 next to the Riverside where the lunch will be served. (Please note: there will be no simultaneous interpretation during the project pitches).

PROJECT 10	**LAB-N-PLAY**
Speaker(s): (to be confirmed)	The project aims to bridge the digital divide for vulnerable groups such as isolated young people, women and people from disadvantaged and rural areas. LabNPlay, integrated into the partner organisations, is the cornerstone of their approach, offering activities to develop digital skills and spark interest in technology. Participants have the opportunity to become facilitators themselves. The labs encourage creativity and collaboration and strive to empower participants. The aim is to make digital technology accessible and to turn it into a tool for personal development and social inclusion.
CodeNPlay **Language:** English French	

PROJECT 11	**CYBERROGIER AND TRAINING SCHEMES**
Speaker(s): (to be confirmed)	The project of the Public Centre for Social Welfare of Schaerbeek consists of the development of a Public Computer Room that offers a free accessible reception with a programme of training and workshops aimed at the digital autonomy of PCSW clients. It also includes raising the awareness of front-line PCSW staff about the problems caused by digital exclusion and updating their digital skills through a training programme. Finally, the project aims to improve the digital accessibility of PCSW services.
PCSW of Schaerbeek **Language:** French	

PROJECT 12 DIGISCAN

Speaker(s): (to be confirmed)	The Charleroi Public Centre for Social Welfare project consists in the opening of 9 spaces in the territory where individual and collective activities will be offered aimed at using digital tools and preserving fundamental rights through the use of online services. The project also consists of raising awareness and training social workers to generalise new practices of social support.
PCSW of Charleroi	
Language: Français	

13:00-13:45   BREAK OUT SESSION 5: «DEVELOPING HUMAN CENTRED SERVICES »

During this breakout session you will have a choice between 3 presentations, debates, panel discussions, … from either a Belgian or an European organisation. Since some of the rooms have a limited seating, participants need to choose which session they will attend beforehand. The breakout sessions will take place in Auditorium, the Studio and the Aquarium.

OPTION 1   BRUCE: BRUSSELS EMBRACES YOU!

Speaker(s): Katlijn Perneel, Raf Louis, Joke Doise	During this presentation, we will introduce the City of Brussels' digital ecosystem, BRUCE (BRUssels embraCEs you!), an integrated city platform aimed at managing products and services for all Brussels residents (residents, businesses, visitors and commuters) in a privacy-compliant way and interacting with them through an 'omnichannel' approach.
City of Brussels	
Language: English	
Auditorium	

OPTION 2   **SKILIFY : AN INCLUSIVE SKILLS MATCHING PLATFORM FOR DIGITALLY EXCLUDED INDIVIDUALS**

Speaker(s):
Varga Lisa, Stiller Juliane

to be confirmed

Language:
English

Studio

DigiCo will present its digital skills assessment platform Skillify. The platform supports skills identification, training matching, and jobs matching, with a specific focus on vulnerable groups.

The platform is suitable for individuals with varying levels of digital skills We will dive into what aspects of inclusion and accessibility were considered in the design of the platform.

They will present their rationale, methodology, outcomes, as well as a successful case study in Germany, for which refugees and migrants used the platform. The first part will be a presentation, followed by a demonstration, and a discussion at the end.

OPTION 3   **DIGITAL, IT WORKS !**

Speaker(s):
Maria Euwema

City of Ghent

Language:
English

Aquarium

With "Digital, it Works!" (Digitaal Werkt), the City of Ghent is focusing on digital skills for job coaches and social workers in the context of guidance towards the labour market. The more they put on digital glasses, the better they are able to empower people digitally and create digital practice opportunities in guidance. In this workshop, you will learn more about how the project supports and challenges them, and what else the City of Ghent is doing to work towards digitally inclusive workplaces.

14:00-14:45 **BREAK OUT SESSION 6: «USE OF DIGITAL TECHNOLOGIES (INCLUDING AI) FOR IMPROVING SOCIAL POLICIES' DELIVERY AND DESIGN.»**

During this breakout session you will have a choice between 3 presentations, debates, panel discussions, … from either a Belgian or an European organisation. Since some of the rooms have a limited seating, participants need to choose which session they will attend beforehand. The breakout sessions will take place in Auditorium, the Studio and the Aquarium.

OPTION 1 **ESTONIAN CONCEPY OF THE PERSONAL STATE AND BÜROKRATT**

Speaker(s): Allar Laaneleht, Veiko Aunapuu	Presentation of the Estonian concept of the Personal State and Bürokratt. How over 2,500 different digital services are being made easily accessible to Estonian citizens and residents thanks to the interoperable chatbot, voice assistant and much more.
Ministry of Economic Affairs and Communications of the Republic of Estonia	
Language: English	
Auditorium	

OPTION 2 **AUTOMATIC ADVICE FOR A PROACTIVE AND INCLUSIVE SERVICE**

Speaker(s): Bart Gijsbers Laurence Debackere	Automatic Advice allows government agencies to advise which individuals within a target group are entitled to a particular benefit based on authentic data. This allows the authorities to reduce the administrative burden for both the government and citizens and to adopt inclusive policies as citizens are automatically awarded the benefit to which they are entitled.
Flemish Government	
Language: English	
Studio	

OPTION 3 — AN EXPLORATION OF SLOVENIA'S DIGITAL INCLUSION STRATEGY

Speakers(s): (to be confir- med)	This session is currently being devised by the organisers. Further information will follow as soon as possible.
to be confirmed **Language:** English Aquarium	

15:00-15:20 **ROUND UP CONCLUSIONS AND RECOMMENDATIONS FOR THE NEW EUROPEAN AGENDA 2024-2029**

Auditorium

Karine Lalieux Belgian Federal Minister for Pensions and Social Integration, responsible for people with disabilities, poverty reduction and Beliris, will look back on the two days of conference and highlight the recommendations that will be formulated by the Belgian Presidency on the topic of digital inclusion of vulnerable groups.

These recommendations will be put forward during the High-Level Conference on European Pillar of Social Rights at La Hulpe on 15th and 16th of April 2024. The aim of the conference is to reflect with key European stakeholders on the future social agenda of the European Union. Together, we aim to identify what are the remaining challenges in the domains of employment and social affairs and identify policy priorities for a next EU-legislature. The European Pillar of Social Right will be the central framework for this reflection.

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