

Cluster of Social Innovations



PARTNER

IDENTIFICATION
FORM

www.klaster.org.pl



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Why Partner with Us?

At Klaster, we're passionate about making a real difference. Based in the heart of Poland, we've spent the last decade bringing together people, ideas, and resources to tackle some of the most pressing challenges of our time.

From teaching digital skills that keep people safe online to environmental sustainability, our work touches lives in meaningful ways. We've led and partnered on over 87 projects, reaching thousands of people each year. Whether it's empowering young journalists to tell stories that matter, or helping marginalized communities find their economic footing, we're all about creating positive change.

But what really sets us apart is how we do it. Collaboration is in our DNA. We believe the best solutions come from working together—across borders, sectors, and perspectives. That's why we're always looking to partner with organizations that share our commitment to building a better, more inclusive future.

So, if you're as excited as we are about making an impact, let's talk. At Klaster, we're not just looking for partners—we're looking for changemakers who want to create something truly extraordinary together.

for more information visit us at
www.klaster.org.pl

Our story

As a “cluster,” we bring together Silesian institutions and enterprises focused on social issues that matter. Our work spans education, digitalization, and international relations, all aimed at serving the public good. We’re driven by a vision to create a modern administration that’s accessible and responsive to the needs of citizens, using the latest digital technologies to make this a reality.

We’ve established the Silesian Social and Solidarity Economy Cluster to help NGOs modernize and find new sources of income, ensuring they can thrive in today’s world. At the heart of what we do is the belief that everyone should have a voice. We create platforms for social groups to actively participate in decision-making and promote initiatives that support integration and civic activity. Our goal is simple: build a society where everyone can contribute and be a part of the community’s growth.



What Drives Us Forward ?

We’re driven by a relentless curiosity and a desire to push boundaries. We ask the tough questions—how can we do more, reach further, and make a deeper impact? This mindset leads us to innovate continuously, ensuring that our work not only addresses immediate needs but also builds resilience and capacity for the future.

Collaboration remains the cornerstone of our approach. We’ve seen firsthand the transformative power of partnerships, and we’re committed to working with organizations that share our passion for creating a better world. Whether we’re leading a project or supporting our partners, our goal is always the same: to make a tangible difference in the lives of those we serve.



CLUSTER

OF SOCIAL
INNOVATIONS

Core Areas of Expertise

”

At Klaster, we don't just talk about change—we drive it. Our expertise spans to several areas, each essential to our mission of empowering communities and promoting sustainable development.

- Adrian Misiak
Board of members, Cluster

Getting into details...

Citizen Journalism

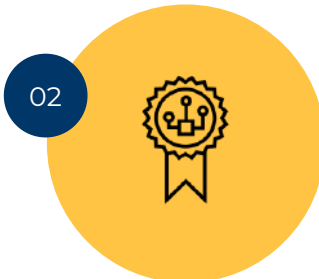
We empower young journalists with training in new media and fact-checking, creating a new generation committed to responsible reporting and democratic values.

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Ecology and Environmental Education

We inspire sustainable practices through workshops and educational programs focused on environmental awareness.



Digital competence Development

Our programs enhance digital literacy, cybersecurity, and ethical online behavior, equipping individuals with the skills needed to thrive in a digital world.



International Collaboration

We make regional cooperation and cultural understanding through projects under the Three Seas Initiative and other international partnerships.



Service Social Economy and Inclusion

We support marginalized communities by promoting social enterprises, offering vocational training, and fostering inclusive economic growth for a resilient society.

Cluster

Impact

We've successfully led and partnered on 87 projects across educational, cultural, international, advisory, and senior categories. These initiatives have positively impacted thousands of participants, enhancing digital literacy, cultural exchange, social inclusion, and community resilience.



20+
projects annually

Our diverse projects range from environmental education to digital literacy, making regional cooperation and community engagement.

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We believe that real change starts with people—those who are willing to challenge the status quo and envision new possibilities. It's this spirit of innovation and determination that defines Klaster and drives us to continually explore new frontiers in social impact.

2000+
participants a year

Each year, thousands benefit from our programs, gaining valuable skills and opportunities to contribute to their communities.



Our Team

Klaster is more than just an organization—it's a collective of passionate individuals dedicated to social innovation. Our fully equipped office is located close to the Gliwice square with all facilities required. We have a diverse team of Junior Analyst to Senior Consultant and all in between focusing on marketing, management, IT and all required



Petros Tovmasyan

President of the Board, with extensive experience in leading social projects and nearly 10,000 hours of coaching and workshop facilitation.



Robert Kłosowski

Project Coordinator, a lawyer with an MBA, experienced in civil society development and implementation of educational and social projects.



Piotr Czarnojańczyk

A lawyer, graduate of the Master of Business Administration. Expert for financial services of European projects.



Adrian Misiak

Trainer with a background in political science and national security, involved in climate change and environmental protection initiatives.



Karolina Milke

Public administration graduate with extensive HR and finance experience



Paulina Zalewska

Specialist in visual communication and marketing, responsible for project promotion and social media management.

Development of the Youth meeting house

The Youth Meeting House, located in Międzybrodzie Bialskie, has become an essential performing and learning locus for youth and professionals in educational and ecological background. Youth integration was another goal programmed in this center via workshops, social reintegration, and green transformation schemes. Its features are elaborated with fully equipped conference and training rooms, allowing for the accomplishment of different educational initiatives.

It has currently available modern and well equipped physical facilities that cater for the needs of young people, professionals as well as non-governmental organizations. Able-client workshop space and fully furnished conference rooms inside the house were professionally designed to enhance effective learning, interactions and social restructuring. Also, there is the provision of ramps for the physically challenged, and the construction has been designed with provision of facilities for the disabled, such as the formation of special rooms that have features that make them accessible to the physically impaired.

Multi-approach is one of the main assets of this project. It combines education, socio-economic development, and sustainable development to create opportunities for the youth and enhance the coping capacity of the larger community. The facility is flexible and able to respond to the needs of young people who are socially excluded or at risk of becoming so, but at the same time the recycling and other environmentally friendly systems are highlighted throughout. Thus, it engages people with disabilities and is designed for every other person who wants to be involved in the process.

The said project also ensures that the social development of a certain area is accompanied by the growth of local suppliers and service providers to address needs of the project, establishing a connection between social development and local economic growth. The meeting house is a multi-purpose venue where organizations can organize workshops and alike, and people can exchange information concerning one sector or the other.

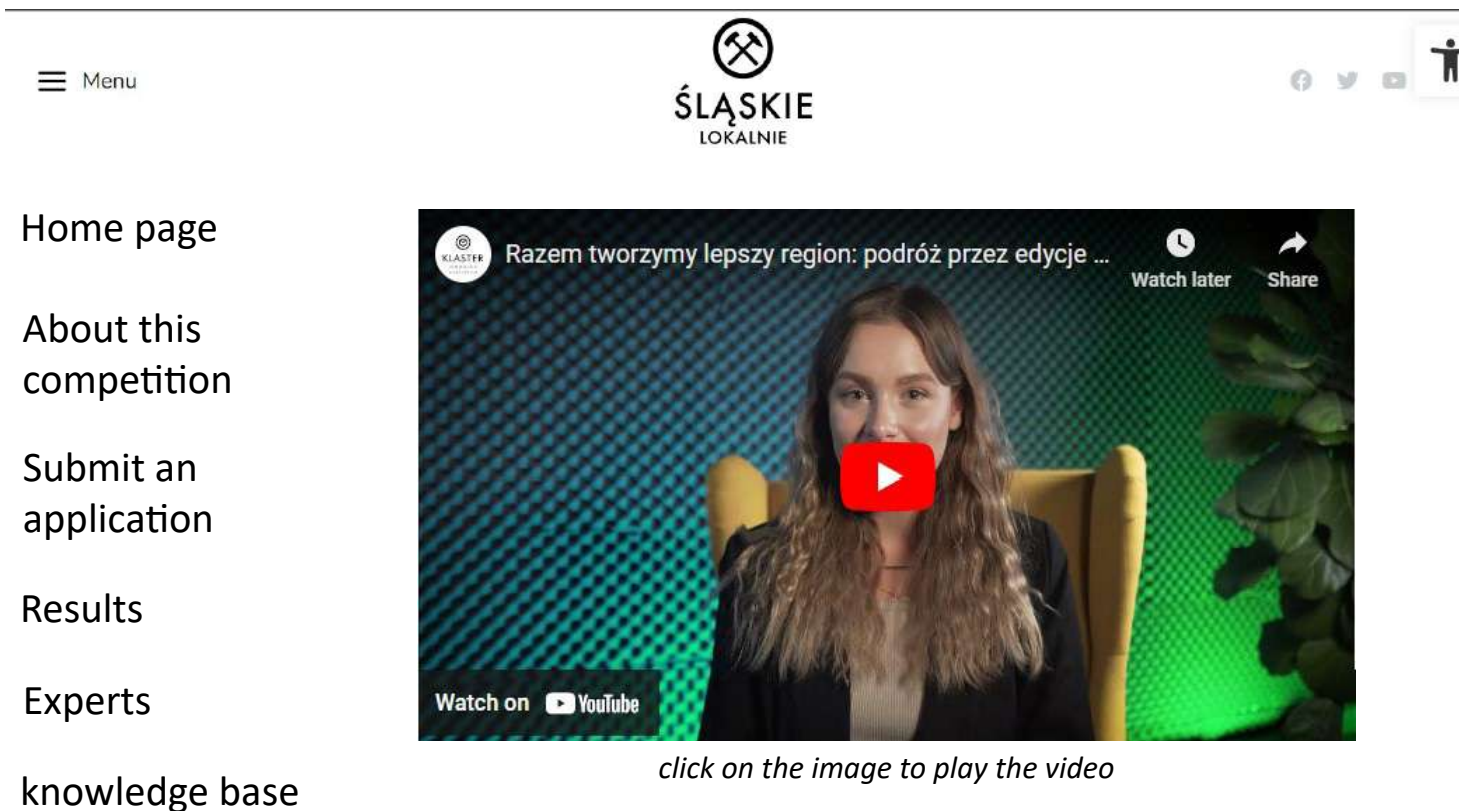
This successful initiative encourages people to build understanding, collaborate, and coordinate with one another through educational programs, enhancing growth throughout the world. First and foremost, the Youth Meeting House is a facility that will help young people acquire educational activities for the sustainable ecological, social, and economizing development of the region and its positive impact in the long term.



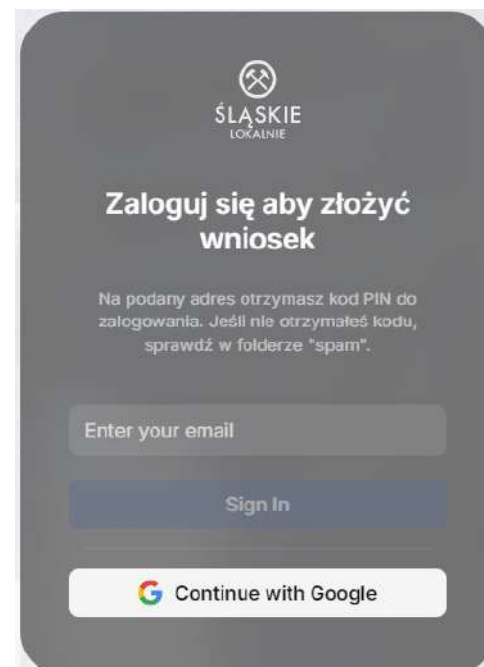
Projects so far...

The projects highlighted here represent just a few of our initiatives. To explore more of our work and view additional projects, please visit our [website](#).

**The pages are interactive, clicking on elements will lead you to the destination.*



click on the image to play the video



FIO SILESIA LOCALLY

Silesia Locally is a significant project that has been initiated in the year 2018, and its aim is to support social participation and develop locally based activities. In the 7th phase of it, which is in the period 2024-2026, our focus on microgrant competitions for local organizations will remain strong to support resident's initiatives and strengthen the community.

In 2024, Silesia Locally intends to share 380,000 PLN for microfunding community initiatives. This funding is particularly targeted at young non-profit organizations and informal groups that are now important to the vitality and social life of rural and small urban districts of Silesia.

The competition is open to young non-profit organizations, local organizations, and informal groups with the following guidelines.

Companies registered within the last 60 months have the previous year's annual turnover up to 50000 PLN. (Young Non-profits)

Organizations and companies that can be defined as companies with limited financial activity in which the turnover of the previous year did not exceed 50 000 PLN. (Local Organizations)

To include at least three grownup inhabitants of Silesia involved in voluntary social contributions. As pointed out earlier, an application may be made by a non-profit organization on behalf of an informal group. (Informal Groups)

These funds are planned to support approximately 80 independent initiatives in 2024, wherein approximately 33,000 residents will participate in culture, education, and sports activities. The initiatives are aimed at improving social cohesiveness among the community members and improving personal wellbeing.

Our strategic interventions focus on areas identified as critical by community feedback, which are subsidization and grant flexibility. These are important for organizations that work under considerably restrictive funding and whose functioning largely depends on volunteers; thus, the organizations are sensitive to economic changes and other crucial events.

The funding will also go to the organization of Academy of Good Project sessions—training, workshops, and informational meetings aimed at building capacity and ensuring the sustainability of community projects.

At Klaster, we are committed to more than just financial support; we are passionate and determined to provide the best environment that will enable these organizations to grow. Our focused strategic assistance and a systematic enhance approach make certain that every launched scheme is achievable, serving the primary and additional greater community-driven resultant impact throughout the concerned area.

Through supporting local activities with proper consultations and tools, Silesia Locally is pointing out the way to the Silesian creative and collaboration-based progress with a focus on sustainable development and inhabitants' prosperity. In this way, we are to realize and suggest Changes for the improvement of the community, strengthening the relationship among and within the members of the Silesian society.

VOLUNTEERS IN ACTION- NGO SUPERHEROES

It is a large-scale project that is implemented from September 2023 and lasts till August 2026. This project aims at increasing the effectiveness of volunteers and employees in different foundations and associations by increasing attention to effective volunteer resource management and effective skills training.

The strategy intends to deliver targeted materials and learning to boost the efficiency and performance of non-profit organizations. This way, the project aims at increasing the overall skill level and proactivity of human capital, enabling it to better support the goals of a variety of organizations—both for volunteers and employees.

In the project, there will be a number of critically important roles: The project coordinator will be important as they will be the one in charge of the planning, scheduling, and overseeing of assignments, monitoring, and evaluation to ensure that the project achieves its targets. Considerable efforts will be expended to build an employee training information system, as well as to ensure that volunteers have access to training information necessary for them. The following will facilitate this by putting participants in a position to choose books that will suit them individually as well as their organization. Furthermore, the project includes a detailed evaluation strategy that encompasses three key phases: It is important to define them in such stages as pre-implementation, during, and post-implementation. They are intended for the assessment of the movement and efficiency of the results in order to modify the measures and approaches to reach the best result of the project that is going to be performed.

The most direct users of this intervention are the volunteers and employees of NGOs, given the nature of their roles in serving communities and in the course of developmental service. It is especially designed for such people to equip them with more knowledge and useful tools for improving their

performance at work and, therefore, make a positive impact on the productivity of their organizations. The project will implement a Volunteer Management System (Systemu Obsługi Wolontariatu (SOW)) that will effectively manage the volunteer activities to increase efficiency. This system will be used for the registration of all relevant information concerning volunteers so as to improve communication and coordination within a particular team. Furthermore, it is the mission of the organization to foreground such areas as inclusion and social diversity, which are in direct synergy with the project.

Anticipated outcomes would include enhanced quality of volunteers to be mobilized, increased organizational communication, and more enhanced congruency of volunteerism with overall organizational objectives. Through targeted training and systematic evaluations, the project is the strategy for creating new best practices for the assimilation of volunteers into the work of non-profit organizations, as well as great results that the latter will be able to achieve because of the implementation of the said strategy.



NGO PARTNERSHIP FOR THREE SEAS INITIATIVE

This is the concept of creating the Federation of Non-Governmental Organizations across the Three Seas region starting from the Baltic Sea and up to the Black Sea that unites Central and Eastern European countries. The objective is to establish a platform for the exchange of best practices between countries while paving the way for the promotion of values of the Three Seas region among member countries.



The overall aim is organizational development within the countries within the Three Seas region through tapping into common cultural origins and economic diversification. This is not only about common business but a common history as well, which the Three Seas wants to promote into the sphere of regional and EU priorities.

Key Partners Partners from different countries such as Austria, Bulgaria, Croatia, the Czech Republic, Lithuania, Latvia, Poland, Romania, Slovenia, Slovakia, and Hungary are part of this scheme. Notable partners include:

- ICM Jindřichův Hradec, z. s. (Czech Republic)
- Innovative Education Center (Austria)
- Youth for Equality (Slovakia)
- A. T. I. C. Galati Asociatia Tinerilor cu Initiativa Civica (Romania)
- Aineria (Lithuania)
- Youth Bridges Budapest (Hungary)
- Regional Cluster "North-East" (Bulgaria)
- Klub Koroških Študentov (Slovenia)
- Zemgale NGO Centre (Latvia)
- Shadow Casters (Croatia)

The project has directly engaged 300,000 immediate beneficiaries and had a further impact on 30,000 indirect beneficiaries. The initiative has been supported by a dedicated

team comprising 13 staff members and 6 volunteers, all working collaboratively to drive the project's objectives and extend its reach across the region.

Regardless of the kind of accomplishment and activities organized throughout project realization, certain activities were performed: Lectures focused on the concept of identity, history, culture, and the economic governance of the Three Seas countries. Debates Further, workshops on establishing an international non-governmental organization and creating online social campaigns were also highlighted. The initiative was effective in creating a movie that popularizes the Three Seas idea and the Federation, as well as issuing the materials after the conference.

As an intervention area, the EU has sought to enhance its negotiation capacity in the context of EU internal institutions and when dealing with third entities. The vision is to promote economic and social networking that must serve the self-interests of the individual nations of the region, promote the identity and systemic integration of Central Europe, and increase the role of the region in Europe.

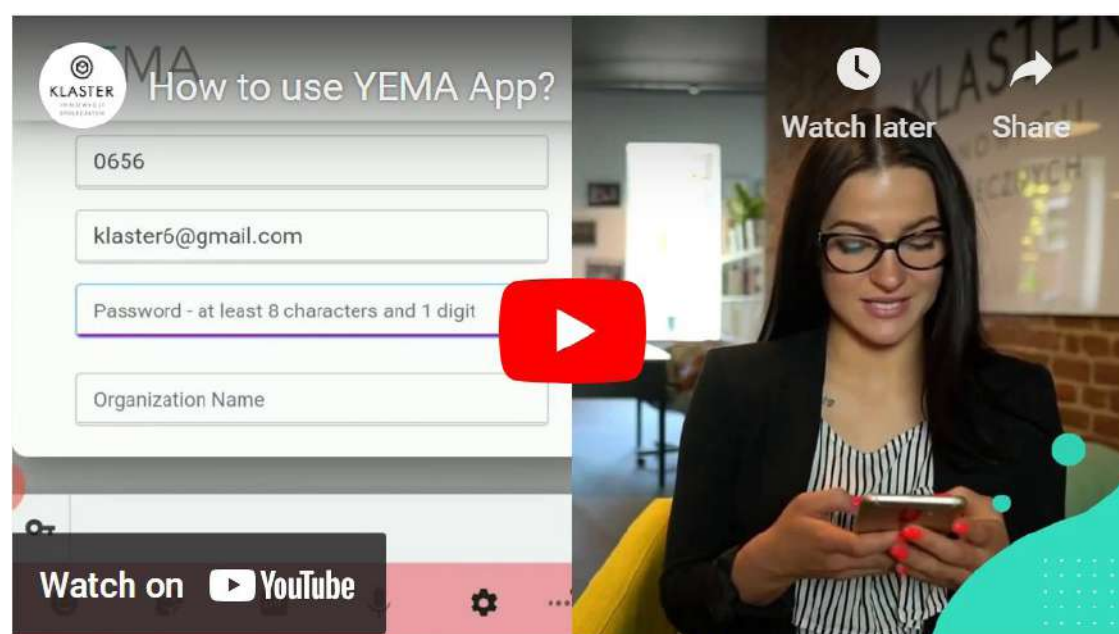
The project resulted in the creation of the international youth federation to promote the Three Seas ideas among the youth of the participating countries. Some of the major accomplishments were the implementation of 11 social campaigns targeting the young people, presenting a petition to the European Commission, and enhancing civil society in the Three Seas area.

This effort is indeed a cultural and civilizational gain for the region, as to achieve such a progressive cause, people have united beyond their borders to enrich the strength of the regional league and advance its welfare. As envisaged through the "NGO Partnership for Three Seas Initiative," the participating NGOs want to further strengthen this foundation and ensure a unified, powerful, and interconnected future for the entire region.



YOUTH EXCHANGE MOBILE APP (YEMA)

YEMA, the abbreviation for Youth Exchange Mobile App, was designed as a means for educational purposes to be used during the international youth exchanges. As aimed to facilitate these exchanges and improve the organization and conduct of youth exchanges, YEMA incorporates the core functionalities of the management of such processes. They comprise youth exchange monograms, maps, tasks, checklists, notifications, and communicators for participants.



From February 2019 to April 2020, YEMA focused on the organizations dealing with international youth exchanges. The app offered such organizations virtual packages of information, where general issues pertaining to the scheduling of meetings as well as guidelines for preparing for the specific workshop and alike were addressed.

Together with the partners YouNet and Akto, press conferences with regards to the mobile application were conducted in Bologna, Italy, and Portugal. These events proved the effectiveness of YEMA as a pedagogical instrument in organizing international youth exchanges.

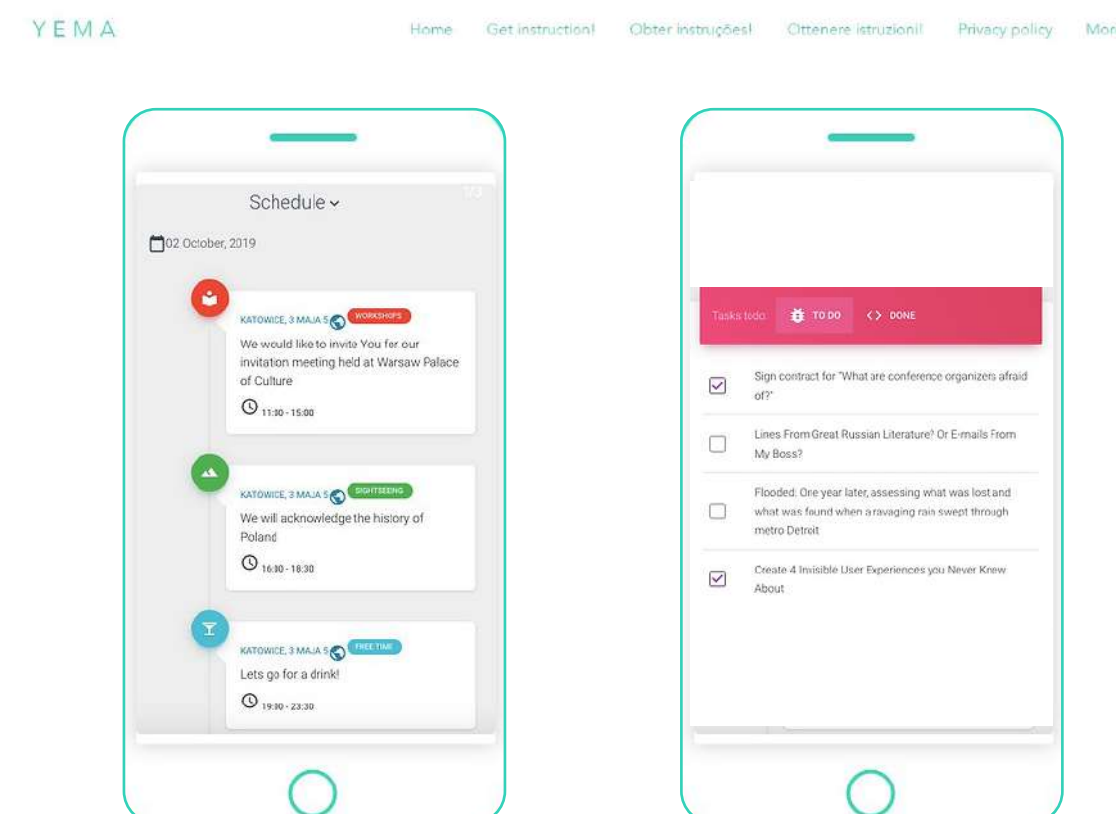
Three international meetings were held as part of the project implementation; the first one was in Poland. It was during these sessions that the knowledge regarding the application's required functionalities needed to be systematized and feedback about possible enhancements had to be collected.

YEMA was specifically tailored for high school years—it's the crucial period when one finds friends and gets new traveling experiences. The stated app also helps student

exchanges. whereby participants travel abroad, interact with other people, and experience diverse cultures, hence enhancing student learning.

Here again, the goal set for the project was achieved: the platform we developed helps to plan and organize youth exchanges while also improving the experience of both the organizer and participants. However, this initiative went further and made work easier in terms of logistics while at the same time encouraging cultural exchange amongst the youth.

Through the YEMA project, the capacity to organize and manage youth exchanges has been significantly enhanced, contributing to a more interconnected and culturally aware generation of young people.



SILESIA IN SOLIDARITY WITH UKRAINE

The current humanitarian crisis caused by the influx of Ukrainians into neighboring countries, including Poland, has led to several negative impacts; hence, the project came into existence to counter the impacts. Starting from April 1st, 2022, through to June 30th, 2022, the project focused on offering holistic care to people who were affected by military actions due to Russia's aggression.

As for the goal and services provided in the initiative, it aimed at providing prompt and efficient help to the Ukrainian refugees who were either directly or indirectly influenced by the conflict. These services included legal advice, professional career advisory, language lessons, Poland housing, and health care services. Such steps were taken in order to facilitate the process of integration of refugees into the new environment in order to allow them to integrate into Polish society with a lot less of a hassle.

Being an extensive concept, the project guaranteed the refugees got the assistance that would enable them to stand a better chance at starting over in another country. Legal assistance rendered assistance on issues to deal with immigration procedures and residency entitlements in Poland. Employment support was categorized into professional counseling and job referral services, which are important because most of the adults needed employment in order to be financially self-reliant. Language training offered to the adults as well as the children played a role in enabling them to fit into the community and education system of the country.

The other service was named Housing and Healthcare Support Accommodation assistance, which focused on offering refugees shelters in the form of safety accommodation. Medical care provided both the urgent needs of the refugees as well as the health status of the refugees as they tried to establish new lives for themselves.

To ensure the population's access to all the mentioned services, the Information Support Service developed an official website in Ukrainian containing information on all the support available (owc.bitrix24.site/mappapomocy). Refugees who use this online platform gain information on how they can be helped in terms of housing, legal assistance, health issues, and job offers in Poland.

The works implemented in the frame of the project showed high results, which contributed to the improvement of the language knowledge among the Ukrainian refugees, which is critical for their integration into the society of a new country. The program provided many refugees with jobs, hence establishing them to be independent and economically productive individuals. Moreover, better living conditions as well as concerns about easy access to the health-related facilities facilitated the reduction of the psychological as well as the bodily stresses within the refugees.

The project directly supported 9,083 individuals who received immediate assistance, while an additional 21,191 beneficiaries gained from extended services. The project was efficiently driven by a team comprising 30 employees and by the commitment of 27 volunteers, all of whom played vital roles in delivering and managing the wide array of support services offered.

The project responded to the short-term imperatives but also stayed on the long-term perspective of inclusion of refugees into Polish society. Through addressing human needs and offering assistance, "Silesia in Solidarity with Ukraine" catered for their needs and made a great contribution to the refugees' transition to stability and integration into the community.

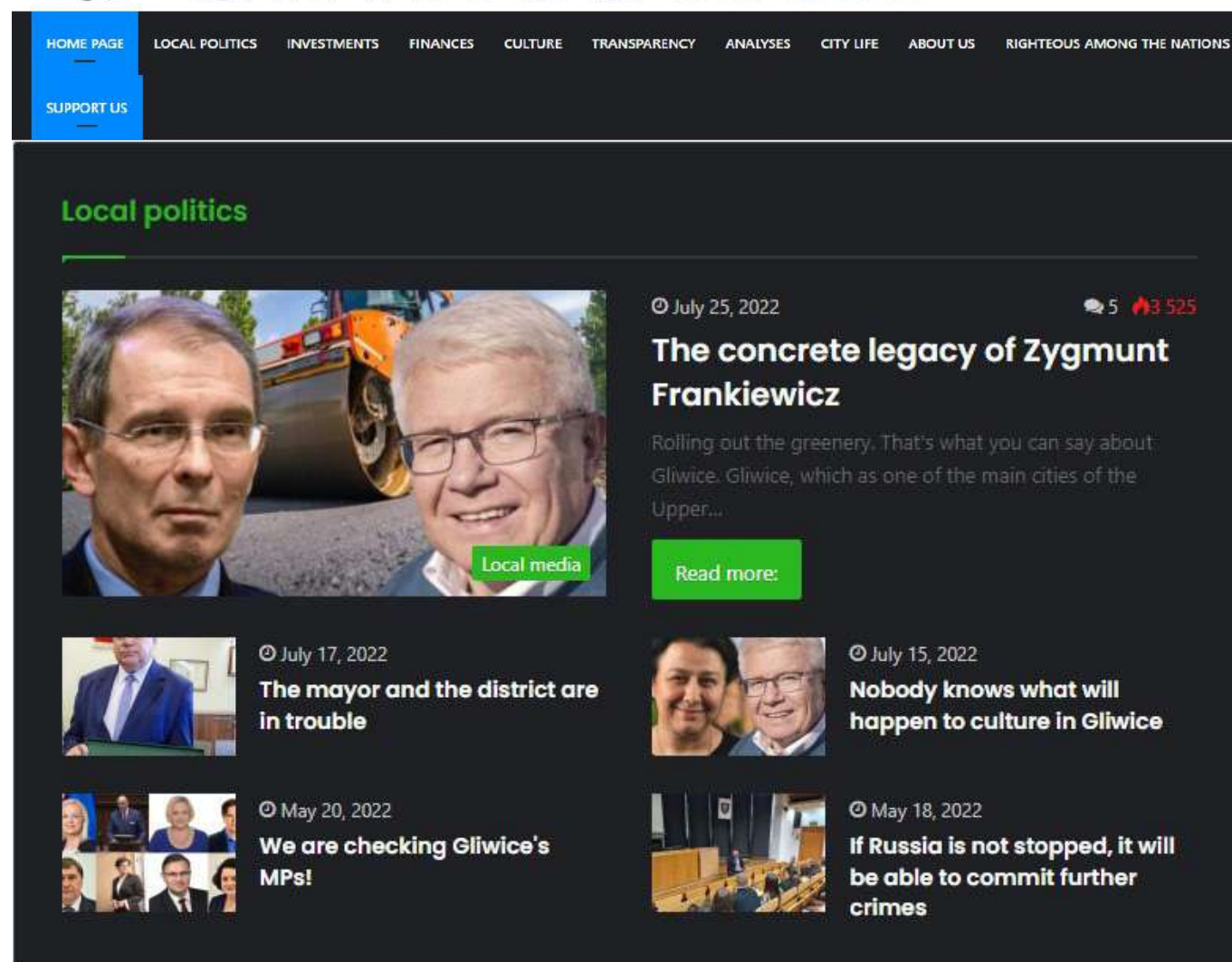
Raising Fund 'Silesia in Solidarity with Ukraine' showed that small help in the form of direct aid could truly bring changes to people in distress. Without the support of the dedicated staff and people's solidarity, the project addressed many difficulties that refugees from Ukraine faced and paved the way for their integration.



Darmowa infolinia dla uchodźców z Ukrainy

+48 881 688 406





Klaster Innowacji Społecznych

W nowej odsłonie



GLIWICE ODNOWA

The project, implemented from May 1, 2020, to December 31, 2021, was created for increasing the transparency of public finances and increasing civic engagement in the legislative processes in Gliwice, Poland. It aimed to educate and engage citizens in understanding and influencing how their local government operates, promoting a commitment to democratic governance and self-management.

The key goals of this civic initiative were to raise the awareness of the Gliwice residents on the issues of financial accountability of municipal authorities and encourage residents' participation in the creation of the local legislation. The initiative was aimed at making the residents of Gliwice willing participants in establishing transparent and participatory local governance.

A series of meetings were organized for Gliwice's residents, providing a forum for direct dialogue about the city's governance. These meetings created awareness among residents about their responsibilities involving the management of public resources and the holding of democratic procedures.

Gliwice OdNowa included conducting public consultations, monitoring urban investments, facilitating access to public information, and providing legal support to civic activists. One of the significant accomplishments of the project was the development of the "Gliwice OdNowa" civic portal, designed to disseminate knowledge about the local government's functioning.

The project team produced posters that featured summaries of the city's financial status, thus making it easier for the public to understand the amount of money in circulation and the way it is being utilized. All these visual aids were vital in reducing the complexity of the municipal financial information and also in creating awareness for the public to debate on the finances of a particular council.

Talking about the impact, 200 participants were directly targeted, while further 20,000 were made aware through the program's digital activity that included but was not limited to social media and the internet. It also led to the increased involvement and understanding of the community with municipal affairs.

The Gliwice OdNowa is still an essential tool for the citizens to acquire up-to-date information about the contracts of the municipality, procurement, and expenditure. Strong public engagements and effective oversight are still evident since this platform for engaging the public in the governance of Gliwice is still functional.

Gliwice OdNowa did succeed in the creation of openness and engaging the community in Gliwice. The project raised the awareness of the public on their rights and also the capability of the people to engage in the decision-making process of the local government. This success has created a precedent for similar interventions envisioned to improve other aspects of governmental transparency and related civic participation across other regions.

FAMILOKI

The Familoki initiative, running throughout 2021, focused on presenting the lesser-known local histories of workers' colonies in Upper Silesia and Zagłębie. The project aimed to celebrate and bring attention to these historical and cultural sites, promoting their historical value and enhancing public awareness through educational and historical activities.

Divided into three editions, each segment of the project was dedicated to exploring different aspects of the workers' colonies, highlighting their historical significance and potential for cultural tourism. The initiative involved organizing 14 educational and cultural walks, which adapted to pandemic restrictions by including both in-person and online workshops—9 onsite and 3 virtual meetings.

The project reached directly 300 individuals and indirectly influenced 2,600 people by enriching the cultural offerings of Upper Silesia for both locals and visitors. Participants included residents of all ages from the Silesian Voivodeship, ensuring a broad demographic engagement.

Participants gained a deeper understanding of their heritage as the project highlighted the architectural and cultural value of the workers' colonies. This was accomplished through interactive sessions where participants learned about the history and engaged with the subject matter through literature and film discussions about the colonies.

Familoki's success led to the creation of a dedicated website (familoki.com) and a Facebook page, which hosted detailed information about the events and featured multimedia content about the historical sites explored during the walks. These platforms helped document the project's activities and served as a permanent resource for those interested in the region's industrial heritage.

A mobile application was also developed, featuring maps and information on the visited workers' colonies. This app marked the trails of the familoki, facilitating easy and accessible tourism experiences and allowing visitors to explore the sites independently at any time.

The Familoki project effectively raised awareness about the historical and cultural importance of workers' colonies in Upper Silesia and Zagłębie. By educating the public and providing tools for exploration, the initiative preserved the memory of these significant sites and also highlighted their potential as key cultural assets in the region.



The book is available online for sale!



FOREIGNERS' SUPPORT CENTRE

In Silesia, the project formed a Foreign Support Center that would help foreigners to settle in Silesia—Poland, as they will be supposed to offer them the main essentials for their betterment and legalization procedures on stay in Silesia. This center was opened in September 2020, with branches in different cities of Poland, namely Katowice, Zabrze, Gliwice, Ruda Śląska, Piekary Śląskie, Toszek, Tarnowskie Góry, and Zawiercie; the total number of people served was 5005.

The idea was to promote successful integration and adaptation of foreign residents in Silesia and solve administrative and legal issues connected with their residence. These include legal aid, counseling, translation, and career assistance, hence providing them with a one-stop shop and ensuring a comprehensive support system that facilitated their adaptation and integration into local communities. The center also offered free consultation from integration advising staff, lawyers, psychologists, interpreters, and career counselors.

The project was geared towards non-EU expatriates living in the Silesian Voivodeship, irrespective of their age. This demographic had difficulties entering the administrative sector of Poland, particularly regarding visas and permits to work as well as understanding of laws governing their stay in the country.

Over the years, it has been possible to organize the employment law courses for the targeted project participants and the children's holiday camps. In addition, constant legal, psychological, and professional support has been provided. Furthermore, the center also organized 200 language courses, which positively affected the language performance of the adults and children, thus enhancing their social and occupational deposits. An online platform was also created that has the resources and information detailed above easily available to anyone in need.

The project, therefore, reached 5,005 direct beneficiaries and 2,500 others through extension services and other related community networks. Among them were 16 employees and eight volunteers who helped the team achieve the center's goals.

With the increasing number of immigrants in Silesia, the center served the purpose of a need of immigrants with a language barrier with Polish and unfamiliarity with Silesian administrative systems. The contributions of the center were relevant to ensuring that these people had easy times to adapt to their new place, hence enhancing their integration into the society of Poland.

Besides short-term assistance, the Foreign Support Center also contributed to the creation of the conditions for stable and long-term integration of foreigners in Silesia, which in turn enhanced the region's ability to support a diverse residentship.

MAP FOR THE LOCAL NEEDS OF SENIORS

The project took place between March 1, 2019, and December 31, 2019, and aimed at engaging seniors in the Silesian region of Poland and increasing their awareness of the benefits deriving from their participation in the local public policy process. The intended purpose of this effort was to increase older adults' levels of citizenship and political activity in their communities employing participatory resources.

The project was aimed at enabling 15 selected municipalities within the Silesian region to enhance residents' participation in community activities, especially those who were 60 years and older. By interviewing leaders of the different groups and the seniors themselves, the project was able to pin point certain local policy requirements regarding the elderly community. Poczesna, Gaszowice, Jaworze, Pyskowice, Lelów, Miłówka, Wyrzy, Poręba, Bobrowniki, Rajcza, and Kotulin were the other municipalities participating in the study.

Workshops were organized to better understand the issues faced by seniors and to present opportunities for them to participate in senior advisory bodies like senior councils. The project supported the seniors in the process of setting up such councils, and during research walks, collaborative photo documentation was created to map out the seniors' specific local needs.

The main outcome of this action was the development of special maps of the local requirements for each of the communities. Such maps drew attention to areas that needed changes to accommodate the seniors more, such as areas that needed renovations to structures. The details of how the requirements turned out were brought out clearly by photos and descriptions. Fifteen petitions were launched with maps of local needs attached to them, which resulted in policy changes corresponding to the actual needs on the local level.

Based on the data obtained, a report was developed on the social engagement of seniors, and the graphic maps made in the course of the workshops and research walks are attached to the report. This report was discussed at the conference that was focused on senior citizen engagement in the policy-making process in their community with the participation of representatives of the senior organizations, local governments, as well as the national administration.

The project benefited 225 direct clients, while 240 people from the larger society were engaged in the project. It was facilitated by 16 staff members and 10 volunteers who created the workshops, collected information, and designed the maps.

There is no doubt that the long-term impact of the 'Map of the Local Needs of Seniors' lies not in demonstrating the needs that Silesian seniors had and their integration into the decision-making process that engaged them in the local governance framework. In the consideration of senior citizens' needs and positions as well as their involvement in the policies' formulation, the project played a central role in the increase in the local policies' sensitivity towards the imperatives of the aging population, thus providing a basis for similar projects in the target region and others.



E-PUBLIC SERVICES AVAILABLE FOR SENIORS

The project entitled “E-Public Services Available for Seniors” aimed at improving elderly people’s digital literacy in the Silesian Voivodeship of the Republic of Poland. This project, active until December 31, 2021, helped seniors get used to technology devices and the online government services that make their lives easier and promote social inclusion.

The primary objective of the project was to enable seniors to independently use various e-services like ePUAP (Electronic Platform of Public Administration Services), Trusted Profile, Internet Patient Account, and ZUS Electronic Services Platform. These tools are important for accessing public services, handling medical appointments, and managing pensions online, which is increasingly important in a digital-focused region.

As part of the educational activities, 420 hours of workshops were conducted in the given year for seniors to know about methods that would help them to use the e-services in the most effective manner. These workshops took place in 30 communities in the Silesian region, including Orzesze, Radlin, Pyskowice, and others, to make technical education more accessible. Hence, the organizing of the sessions had to take this into consideration by applying what the senior generation is ready to learn and how they are acquainted with the technology.

While 300 seniors went through the change directly, the following lists the changes made at the community’s level. It also impacted other 150 community members of the seniors’ circles of friends or relatives with whom the seniors could practice the new skills and forward the positive outcomes of the project.

The participants were able to acquire knowledge and skills to engage with the digital public services. The initiative played a part in eradicating stereotypes whereby the elderly were believed not to be in a position to deal with technological advancement and change; hence, this proved the elders are adaptive and very keen on the new technological advancement. Other community organizations were facilitated with training materials and situations by the organizers to enable them to continue the implementation of the project outcomes.

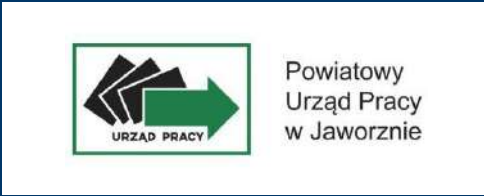
Seniors reported feeling more independent and secure in managing their personal affairs online after attending the workshops. The ability to handle medical appointments, pension information, and other administrative tasks online significantly reduced the physical and logistical barriers they typically faced.

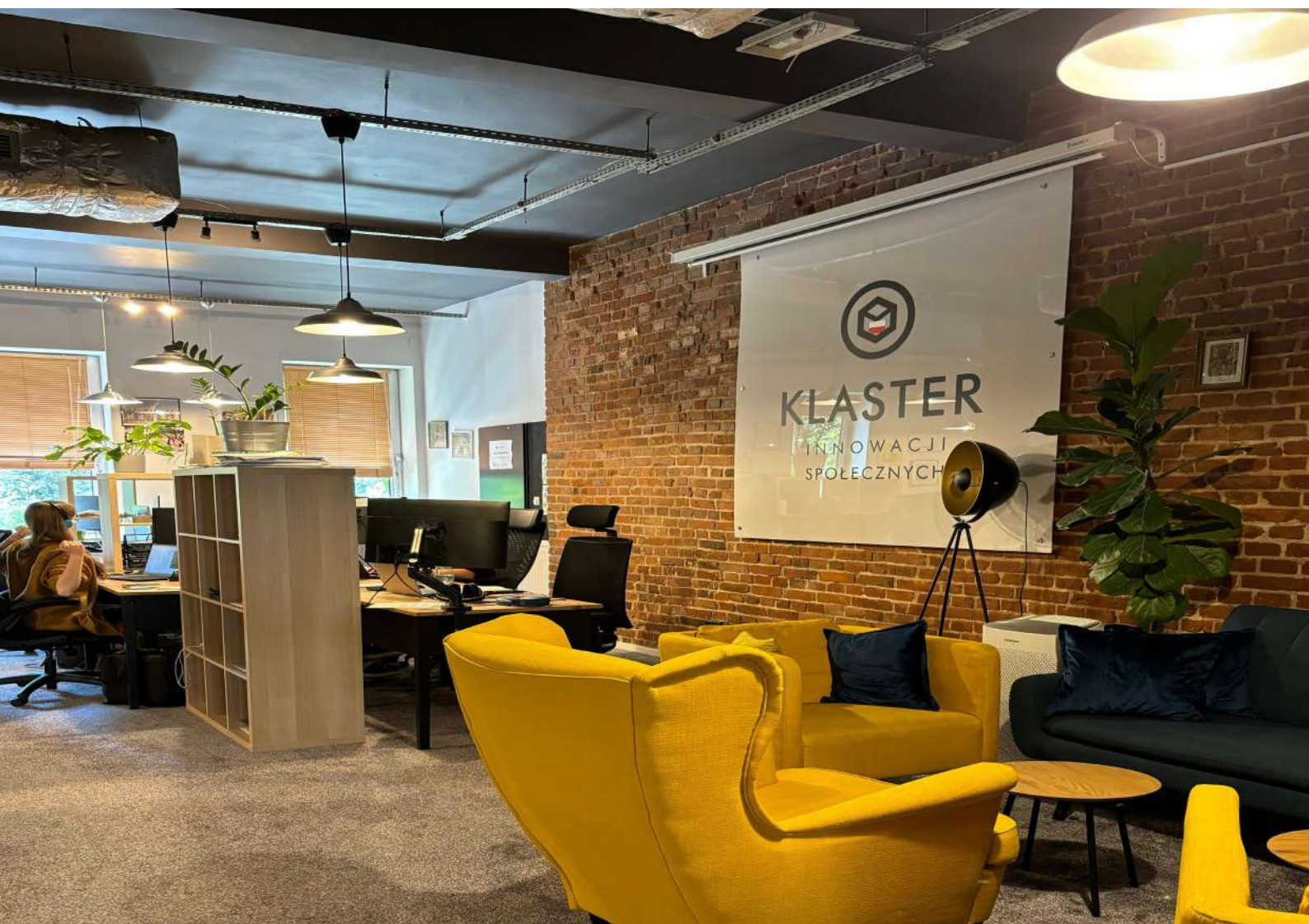
The “E-Public Services Available for Seniors” project was critical in reducing the digital divide among senior citizens in Silesia and empowering them with the knowledge to enable them to benefit from e-governance services. Thus, by raising the digital literacy of the participants, the project elevated the quality of life of the elderly people and contributed to making the digital community more friendly and open to the participation of the elderly.





FUNDINGS & PARTNERSHIPS





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