

Case studies

Case Study

Cyprus

Georgia Prastitou, Social Worker

We interviewed Georgia Prastitou a Social Worker from Cyprus. Georgia is 27 years old. She lives in Nicosia and she works in the field of social work and adult training.

Georgia was actively involved in the pilot testing of the online training course for the FAMILEU project. She pilot tested all the training material and she provided valuable feedback based on her experience. Before going through the course material, Georgia stated her concerns about the online training platform. According to what she said after the pilot testing: “I was really concerned about the structure of the website and how easy it would be for users to gain access to the learning material. It had happened to me in the past to search all along on a website many times in order to find the section where the online training was placed”. When visiting the online platform she was very pleased to discover that it was very well-structured and designed. As she stated afterwards: “The navigation was very user-friendly and this is very important especially for family members”. She also pointed out that the user can easily enroll to the training course and gain access to educational material simply by providing his/her email account.

After pilot testing the online training, Georgia said that overall the course content was really useful for both social workers and family members, who want to enhance their knowledge on family training. She shared her thoughts by saying: “I appreciated the learning material because it provides practical advice and recommendations and prompts the learner to reflect on his/her experience”. According to Georgia, on the one hand, family members can find useful information in order to manage their everyday problems and support their families. On the other hand, social workers can benefit from this training course in a wide range of thematic areas and find useful information about the needs of family members so as to better approach them during their training sessions.

Georgia recommends organizations that are working in the field of family training to adopt the FAMILEU online learning material to their training activities. As she explained, she believes that the course can be of great value to all the relevant stakeholders.

Case Study

Italy

Lilia Mayer, Psychologist and Psychotherapist



We interviewed Lilia a 33-year-old psychologist and psychotherapist in Italy. She has experience in the provision of psychosocial rehabilitation support to mentally ill people as well as in the provision of counseling support to various vulnerable person. She worked in public and private contest with single, couple, families, small group and company. Besides, she is experienced social work in team to help families with legal problem and disadvantaged. Taking into account her specific experience, we have invited Lilia to participate in the pilot test of the FamilEU elearning programme.

We asked Lilia about the FAMILIU platform. Her impressions from this e-learning course were very enthusiastic, because in her opinion this is an opportunity to share, study, analyze, inform yourself about how to promote wellness, healthy familiar and social relations and empowerment using the social science and the technology opportunities.

Social science for years were considered not scientific and systematic, but now we know that the knowledge about some sector are important to work and to help in an effective way people with special need and all the people that work with them.

Educational process for years are considered useful just for children, young people and for adult just in a rigid way. Now we know, and this platform demonstrate, that is important to promote a never ending process of learning and teaching, because in our society in every moment change: personal needs, socioeconomic situations and familiar politics.

Lilia appreciate how the platform connect all the topics around family, social work and psychosocial support in a multi-disciplinary view.

Lilia thinks that the platform is very easy to use, intuitive and pleasant and nice, well done and fast.

Case Study

Austria



Alexander Mally, the director of the Debt Counselling Organisation Vienna

We interviewed Alexander Mally, the director of the Debt Counselling Organisation Vienna. The main areas are information about legal aspects related to debt and indebtedness and in the joint analysis of the economic situation and development of appropriate problem solving opportunities with the clients. In addition, the Debt Counselling Organisation Vienna offers assistance in the preparation of personal bankruptcy.

We asked Alexander Mally his opinion about the FAMILIU platform. According to him “*In my opinion, this platform is very interesting. Especially for the families in troubles, we can observe that they have mostly not only financial difficulties, but also other problems, like drugs, violence, alcohol. On the other hand, I am a bit sceptical because the access to this course requires registration which could be an obstacle. I believe it would be better to have an immediate access to to the course without registration. About the design, I would say is easy but I would prefer a bit fancier and sexier style for the young people. They like pictures, colours and interactions. And of course all units should be available in German*”.

Alexander also commented on the content of the FAMILIU training course. He said “*The course covers a broad spectrum, and what I find especially interesting is that it covers mostly psychological aspects. For older people, also the module for digital literacy will be very helpful*”.

Last, he offered his opinion on the sustainability of the FAMILIU project by saying “*I believe that the fact that you have developed these materials under the Creative Common License is a very good way to open the path for future use and continuous development of the modules. Our organisation will investigate the possibilities to include some of the modules into our training and awareness raising activities.*”

Case Study

Slovenia

Arpad Salamon, Educator and Teacher



We interviewed Arpad Salamon, the educator and teacher, who works with children and adolescents in a field of Therapy in art activities. As a volunteer, he also work in the social center program in Velenje, which offers psychosocial, information and legal assistance to members of families, who are experiencing different types of violence.

We asked Arpad his opinion about the FAMILIEU elearning platform. He answer by saying *“I was expecting to be more useful and modernly design. Of course some further implementations need to be done, if you want to reach those that are the most vulnerable. I suggest that you allow access without registration, translate all modules to Slovenian, Bosnian, Albanian language, add audio-video guide for family members with special needs and focus on learning more about solving concrete cases than reading facts”*.

Arpad said that he found 3 Modules really useful and that all Modules are based on providing the users with relevant information. He suggests users to focus on transforming this information to learning. Discussing about the sustainability of the project Arpad said that *“It brings three important messages: that experts and family members are actually partners when it comes to problems, that family members can move a lot of step forwards, if they have enough knowledge and support and that changes are possible”*.

Case Study

Slovakia



Ivan Ziga, Head of NGO “Dakujem” – Palikerav and Field Worker (terrain social work with disadvantage Roma youth)

We interview one expert – the Social and Youth in action worker, with more than 12 years of experiences in work with disadvantage – marginalized and low educated youth/Roma population – East Region of Slovakia. During her profession she was in charge of many projects on the topic Social Inclusion and Employment for marginalized young adults.

We discussed with Ivan about the online platform of the FAMILIEU project. As Ivan said *“I think the platform is very nice developed. About the design I would say is easy and I will prefer a bit fancier and more attractive for the young people. They like pictures, colours and interactions..”*. Ivan said that he found the content relevant for the needs of the target group. More specifically, he said *“I liked the course content together with proposed Modules. The Modules make sense to learn from the basic to the hardest topics. Nowadays the young people especially from socially disadvantaged backgrounds need to become familiar with such topics as they try to act independently but not responsible. Therefore, it is correct to teach them the way how to become independent and become more socialised. The course is relevant and I will definitely offer to my learners”*.

To conclude, Ivan said that he is going to recommended it as a learning tool. He specifically said *“I will bring in at the table. We have great connection with the east region and with organization Community centres focused on low educated and marginalized families. As far as the course is free why we should not offer the course and increase the knowledge and skills of our youth?!”*.

Case Study

Greece

Eftichia Mama, Psychologist

We interviewed Eftichia Mama, a 37-year-old Psychologist from Greece. Eftichia has a long-standing experience in the provision of psychosocial rehabilitation support to mentally ill people as well as in the provision of counselling support to various vulnerable groups. Besides, she is specialized in the provision of counselling support to families with marginalized and disadvantaged members. Taking into account her specific experience, we have invited Eftichia to participate in the pilot test of the FamilEU elearning programme.

Ms Eftichia Mama is 37 years old Psychologist from Greece. Eftichia has a long-standing experience in the provision of psychosocial rehabilitation support to mentally ill people as well as in the provision of counselling support to various vulnerable groups. Besides, she is specialized in the provision of counselling support to families with marginalized and disadvantaged members. Taking into account her specific experience, we have invited Eftichia to participate in the pilot test of the FamilEU elearning programme.

Her impressions from this elearning course were very positive, as she believes that it can contribute to the development of skills in a wide range of sectors, in a very lively and interactive manner.

She thinks that this elearning course is very interesting, because it is not only limited to specific thematics which concern psychosocial support, but it also focuses on other areas such as labour market, financial management, entrepreneurship, use of digital technologies, the EU institutional framework, topics which would be particularly appreciated by family counselors and other relevant professionals. Eftichia also found that the materials of the courses are based on up-to-date data and resources and she appreciated the lists of references provided for each course.

In terms of usability, Eftichia found the platform easy to use, very well designed and user-friendly. She also underlined that the tests at the end of each training session and the certificate awarded upon completion of the course constitute an extra motivation to the trainees.

After she went through the whole course, she feels that she has enriched her knowledge and she is able to better support the beneficiaries. Eftichia would definitely recommend the FamilEU elearning programme to her colleagues and to families with disadvantaged members.