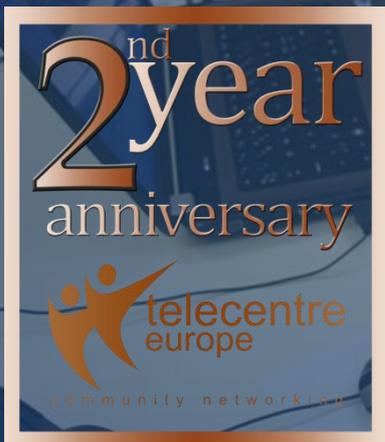


2012



Annual report
Telecentre-Europe AISBL



2012 BY THE NUMBERS



* People supported in telecentre networks across Europe

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FOREWORD



Uniting forces to address the most urgent societal challenges

In times of the Information Society and Knowledge Economy, the relevance of eInclusion (understood as both digital inclusion and socio-economic inclusion facilitated by ICT) has been reflected for years in EC policy (from Riga Declaration 2006 to the Digital Agenda for Europe's Pillar 6: Enhancing digital literacy, skills and inclusion, and the Roadmap for Digital Inclusion: a Hub For Social Innovation in Gdansk 2011). However, in the last times we have observed a shift towards more specialised policies, where ICT is seen as a tool for active ageing, social care, youth employability or social innovation, among others. While they seem to push for the appropriation and purposeful use of ICT by those yet at risk of exclusion (or by others, but for their benefit), the digital empowerment of users and communities can only be effective with the help of supporting structures: the so-called eInclusion Intermediaries.

Telecentre-Europe aims to unite the forces of notable eInclusion provider like telecentres, libraries, ICT providers for nonprofits or public e-services and show the unique value and innovative contribution of the eInclusion

sector as a whole (in terms of education, social integration, citizenship, employment & entrepreneurship) to address the most urgent needs of our time.

Today Telecentre-Europe is growing (in quantity of members, in staff, in resources) and is ready for new challenges. By the end of 2012 we will be running 5 European-funded projects (2 of which as coordinators) and an online survey to map eInclusion intermediaries in Europe (commissioned by the EC), exporting and improving our tools (Employment toolkit, Skillage), preparing two major events for next year (the Get Online Week and the biannual Telecentre.org Global Forum to be held for the first time in Europe), building the capacities of our e-Facilitators, adding benefits to our members (from access to certification programmes and ICT donations to advice on European funding) and partnering with our corporate stakeholders and our sister organisations in areas of mutual strategic interest.

I can only add that, more than ever, we count on you to be part of this marvellous journey.

Gabriel Rissola,

Managing director,

Telecentre-Europe aisbl

OVERVIEW



Telecentres need to shift from digital inclusion to digital empowerment



2012 was the year of change, challenges and opportunities...

Telecentre-Europe kept growing in its second year, both as a network and as a legal established organization. Membership has increased by 50% in 2012, and the staff has grown to 4 members from 1 and ½.

The first Board ended its mandate in October, and a new Board has been elected - new people facing new challenges, in a harsh current economic context.

Telecentre-Europe is being involved in five EU funded projects, coordinating two of them.

At strategic and policy level, there's a clear shift: we're all advancing on the digital journey from inclusion to engagement and empowerment.

2012 was the year of change, and telecentres have to contain the change and move forward with renewed energy.

Imagine if we could get every European digital. We could give these new opportunities to everyone, including the most disadvantaged, isolated or excluded.

It's about digital inclusion in its widest sense: finding our young people jobs, helping generations learn from each other, encouraging active ageing, and promoting civic engagement.

Thanks to all those of you at the grassroots helping get every European digital. Well done to all of you doing that: you're all digital heroes.

Neelie Kroes, European Commission Vice President, Responsible for the Digital Agenda

Extract from speech at the Get online week 2012 launch event

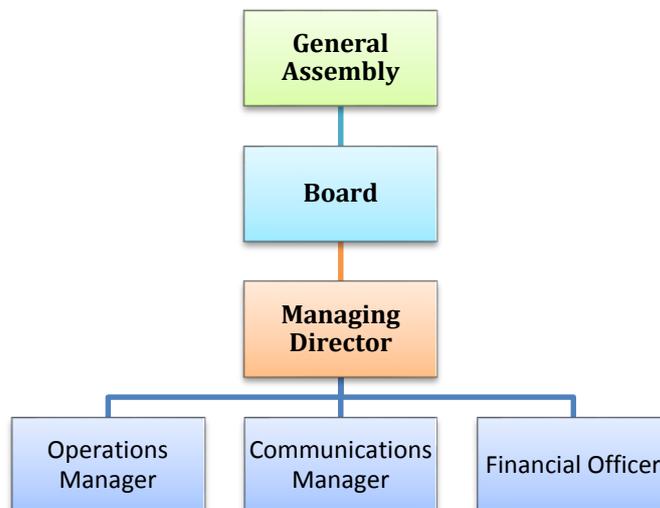
GROWING CAPACITIES

The stride from 1.5 to 4 staff members has a huge impact on the capacity of Telecentre-Europe aisbl to continue the ongoing programmes, to face challenges, to seize the opportunities, and to engage with more members and stakeholders.

The Telecentre-Europe staff is now formed by:

<p>Gabriel RISSOLA Managing Director</p>	<p>Laurentiu BUNESCU Operations Manager</p>	<p>Lize DE CLERCQ Communications Manager</p>	<p>Peter PALVOLGYI Financial Officer</p>
			
<p>Gabriel brings to Telecentre-Europe 24 years of extensive international experience in digital inclusion projects.</p>	<p>Laurentiu has been involved in the European telecentres movement since 2005.</p>	<p>Lize has more than 10 years' experience in the international non-profit environment around new technologies.</p>	<p>Peter has a solid background in administrative and financial issues related to telecentre networks.</p>

The new team met face to face twice, in Brussels and Barcelona. Discussions led to a number of decisions on operational, coordination, communications, financial and administrative current issues.



A SHIFT IN LEADERSHIP

The Telecentre-Europe Board redefined roles throughout the year to better position the organization and to offer the required support to the new staff and a new Board has been elected during the Telecentre-Europe General Assembly in Warsaw, on the 16th October.

Telecentre-Europe's first Board managed the organization successfully in its start-up phase, and on the entire mandate of 2 years since 2012, supporting actively the staff in all operations.

The Board members have dedicated their time and resources voluntarily for the good of the organization, being instrumental in building key relationships with supporters and stakeholders, advocating strongly for the telecentres at the European level, and raising awareness about the digital heroes out there.



TE Board working session

Laure Lemaire
Mara Jakobson
Gabriela Barna
Juan Francisco Delgado
Ivan Stojilovic
Ian Clifford

CHANGING ROLES in 2012

- » Gabriela Barna decided to step down from being a Chair of Telecentre-Europe aisbl, after more than 4 years of proactive efforts to build and develop the network and the organization. Gabi remained engaged in the Board as a member.
- » Ian Clifford has been appointed by the Board as Acting Chair until a new Board will be elected (October 2012).
- » Peter Palvolgyi has stepped down from the Board, being appointed in the TE staff, as Financial Officer.

A new Board was elected during the General Assembly in Warsaw, on the 16th of October. The new Board is playing a significant role in helping the organization to review its strategic goals, while looking at the new European context and policies.



The newly elected board that will govern Telecentre-Europe AISBL for the next two years is formed by:

- » **Mara Jakobsons, Chair** **Latvian Information and Communication Technology Association (LIKTA), Latvia**
- » **Ivan Stojilovic, Deputy Chair** **International Aid Network (IAN), Serbia**
- » **Zarko Cizmar** **Telecentar Zagreb, Croatia**
- » **Gabriela Barna** **Educating for an Open Society Foundation (EOS), Romania**
- » **Juan Francisco Delgado** **Association of Community Telecentres Network, Spain**
- » **Gitte Olsen** **The Association of Danish Senior Citizens , Denmark**
- » **Sven Weber** **Stiftung Digitale Chancen, Germany**

During a nomination period that ran from September 19 until October 1, Telecentre-Europe AISBL's Official Member Organizations could nominate a candidate to represent their organization within the new Board. Only official member organizations could nominate a candidate.

The Election Committee (formed by Loreta Krizinauskiene and Rodrigo Zardoya, TE member's representatives, and Gabriel Rissola, TE Managing Director) have examined the applications for a seat in the new Board and the supplementary documentation requested ad hoc to prove the power of attorney of the signer of each application. The Election Committee approved the candidates and managed the elections during the General Assembly on 16th October in Warsaw.

MEMBERSHIP BOOST

In 2012, membership of Telecentre-Europe enlarged with 13 organizations, and reached 36 by the end of the year. Members of the network come from 27 European countries, including between themselves around 20,000 telecentres.

On February 23rd-24th, a meeting of Telecentre-Europe members has been organized in Berlin, Germany. The opportunity to meet face to face and discuss about the future of Telecentre-Europe was valuable for both the member organizations and for the TE staff and Board.



During the General Assembly in Warsaw, Telecentre-Europe improved its membership offer, and proposed a new membership agreement to be collectively agreed and signed. The new agreement wishes to adapt the membership scheme to the members' expectations and needs, proposing significant changes in the membership type, responsibilities, benefits and fees. The agreement will be ratified in 2013 and will be activated starting with 2014.

Your organization could become an active supporter of digital inclusion and empowerment across Europe by becoming a formal member of Telecentre-Europe AISBL. More details about membership benefits, criteria, and application are available [HERE](#).

For any question regarding membership please contact us at info@telecentre-europe.org.



GET ONLINE WEEK 2012



Thousands of Europeans celebrated digital inclusion and empowerment during the Get Online Week campaign of Telecentre-Europe. Between 26 and 30 March 2012, more than 10.000 telecentres in 50 countries supported over 200.000 people in their online journeys.

Get Online Week is a digital inclusion campaign organised by Telecentre-Europe, a pan-European network representing over 35 grassroots telecentre networks comprising more than 25.000 telecentres. In 2012, more than 10.000 telecentres in 50 countries supported over 200.000 people in their online journeys, during one week. People that visited telecentres during the Get online week started a journey of discovery about computers and the internet, which will lead them to benefit from better job prospects and wage premiums.

The digital gap in Europe is closing slowly, and the ones that are still offline, are those who are either most isolated from access and knowledge, or most resistant to the new technologies and lifestyle. Telecentres have doubled their efforts during the last year in the attempt to reach offliners, but also to shift from digital inclusion to digital empowerment, in order to maximize the benefits of those that are already online.

The Get Online Week counter stopped at 142.544, but this doesn't tell the whole story of the campaign this year. Almost another 10.000 people took the youth ICT skills assessment tool Skillage and more than 60.000 Get onliners have been captured by national internet tools and applications (e.g. IT barometer in Latvia).

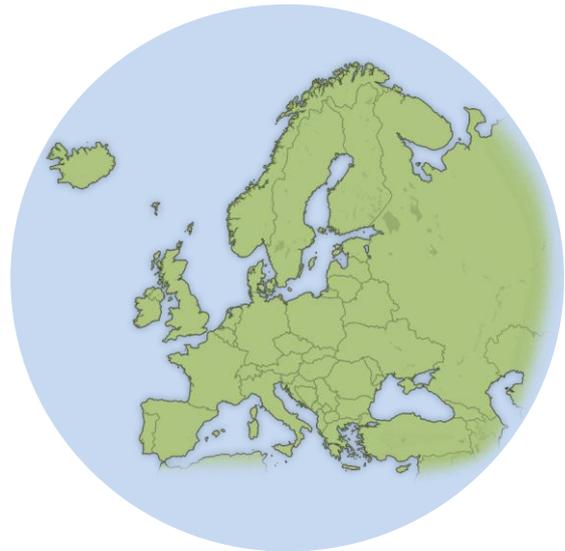
Of the 142.544 that were supported to use the internet or new online services for the first time, about one in ten (14.404) were first-time internet users. Their online journey has just started.

There was a majority of women (59%) to men (41%), and almost 60% are active in the workforce, although 8% are unemployed. A majority of 60% have been registered by the counter in a telecentre type location (library, community center, education venue).

The national partners of the campaign unleashed an impressive amount of resources and organized thousands of events, trainings, workshops and conferences that all led to the success of Get online week 2012. This huge and diverse range of actions is covered in the following short summaries from each of the participating European countries.

See the [Get online week 2012 report](#) for details!

www.getonlineweek.eu



SHARING KNOWLEDGE AND COLLABORATE

Under the title Jobs for Youth and Ageing Online, network leaders representing more than 25.000 telecentres gathered in Warsaw for the fifth Telecentre-Europe Summit that took place during 17-18 October 2012.

The summit provided an excellent opportunity to discuss, network and collectively contribute on issues related to European telecentre networks and other eInclusion themes.



The programme included a series of interactive plenary and parallel sessions and a marketplace for the dissemination of projects & project ideas. Delegates valued their participation very stimulating and left with a real sense of action happening and of recognition for the work they are doing.



AWARDING THE BEST OF TELECENTRES...

The Telecentre-Europe 2012 Awards ceremony was held on 17 October, at the end of Summit's first day. Gabriel Rissola, Managing Director of Telecentre-Europe, congratulated the Award winners for their outstanding digital inclusion efforts and achievements and handed over the trophies and symbolic cheques for the cash prizes.

And the Award winners were:

- » [Learn More about ICT Network \(Denmark\)](#) – FIRST PRIZE of 1200€ (ex aequo with Serbia)
- » [International Aid Network \(Serbia\)](#) – FIRST PRIZE of 1200€ (ex aequo with Denmark)
- » [Langas j ateiti \(Lithuania\)](#)– SECOND PRIZE of 1000€
- » [Stiftung Digitale Chancen \(Germany\)](#) – THIRD PRIZE of 800€



SOCIAL MEDIA TOWARDS SOCIAL INNOVATION

If social media is already widely used in the telecentre community, social innovation is just sparking as concept and as alternative for future development.

SOCIAL MEDIA... 

Telecentres have to adapt the way they communicate with supporters, partners, and users.

Telecentre-Europe is promoting the use of social media among its members by publishing blogposts on the benefits of [social media for non-profits](#), promoting existing [social media webinars](#) & through dedicated online [training sessions](#) organized in collaboration with TCF.

Telecentre-Europe's social media strategy is an example of how telecentre network organization can promote their online content to their stakeholders & engage their community members.

Telecentres and Telecentre organizations are networkers, they do in real life what social media is doing online. The day telecentres will combine their offline social networking expertise with online expertise through social media, they'll become the most powerful hubs of social innovation in the history of Europe.

Lize de Clercq, Communications Manager, Telecentre-Europe

...AND SOCIAL INNOVATION

Recently, Social Innovation has become a popular "buzz word" used at a global level by governments, NGO's and philanthropic investors to define what are called new solutions for social needs.

[***FIXING THE FUTURE: WHAT IS SOCIAL INNOVATION?***](#)

[Click to see a short video showing what the term Social Innovation refers to](#)

We truly believe that, utilising technology as a catalyst, the real potential of telecentres is to be the instrument to evolve people's ideas, ideas born from the local communities where people have the knowledge of their environment uniqueness and therefore, the knowledge of where the real opportunities for success reside.

Juan Francisco Delgado, Director of Consorcio Fernando de los Rios and TE Board member
[Blogpost](#)

Telecentres seem to have a bright future as Social Innovation centres in front of them, as they are unique organizations that can have a broker role and become catalysts to facilitate the needed partnerships between government, business & people.

SKILLS FOR JOBS – YOUTH FOCUS

Telecentre-Europe took up the opportunity of Get Online Week 2012 to create **Skillage** – a multi-translated tool that helps assess the ICT for employability skills of young people across Europe.



Early on in the year, much was being said about youth employability being the key to the economic crisis. We felt that was the problem. It was only being said, little was being done. So we set out to try to do something about it. We wanted to create something that would help young people to understand if there was something else they needed to do to get a job in an increasingly ICT-focused employment landscape.

Ian Clifford, [blogpost](#)

This is how Skillage emerged with the support of [Microsoft Europe](#). Skillage assesses your understanding of ICT in an employment setting. Each question has a number of possible answers that will explore a particular ICT skill.

There are fifteen questions in five categories drawn randomly from a bigger pool of questions. The categories are employability, productivity, communications, social media and information literacy, and files and filing.

At the end, respondents get a Skillage Report, something that they can take to an employer to show the broad levels of ICT skills they have. It will also give them more specific advice on where they can go for help to improve from their local Telecentre network.

Telecentre-Europe is already planning the development of the tool together with Accenture, Microsoft and other experts, wishing to increase the number of questions, but also to improve the quality of reporting.

Interested? Test your skills at

www.skillage.eu

MAPPING TELECENTRES IN EUROPE AND DEMONSTRATING IMPACT

The need to demonstrate impact of telecentres and digital inclusion actors in Europe is now bigger than ever. That's why, Telecentre-Europe works with its stakeholders to develop an impact measurement framework, and an online reporting tool.

MAPPING TELECENTRES IN EUROPE...



Telecentre-Europe has been successful in a tender of The Institute for Prospective Technological Studies (IPTS), being offered a 25,000 EUR contract to conduct a research that would provide a 'map' of Telecentres operating in Europe through gathering and analysing relevant data and documentation for characterising the typologies and role of key e-Inclusion intermediary actors and the socio-economic impact of their activities at European level.

Telecentre-Europe strongly believes that this exercise and its outcomes will help the sector leveraging its resources and would provide vital insights for policy makers to understand the importance of telecentres in digital inclusion and empowerment.

By the end of 2012, Telecentre-Europe already signed agreements with 20 national partners to run the surveys at national level. The survey will be launched on 2nd of January 2013, and will aim to reach 2,500 organizations in the 27-EU zone.



More information about this effort can be found [HERE](#)

... AND DEMONSTRATE IMPACT

Telecentre-Europe and [Accenture](#) started consultations to develop an online reporting tool for its members, with a clear objective to demonstrate the ongoing impact telecentres have in Europe. This will support Telecentre-Europe's advocacy efforts and will validate the major role telecentres play in the digital inclusion and empowerment.

See below an interesting infographic of the state of digital inclusion in Europe, developed by [Liberty Global](#), in cooperation with Telecentre-Europe and [WeAreWhatWeDo](#).



GOING BEYOND EUROPE'S BORDERS

Through a partnership with Telecentre.org, Telecentre-Europe will globalise the Employment Toolkit and the Get online week campaign.

The Employment toolkit and the Get online week campaign are very well known in the global community of telecentres, and there is a strong interest to adapt and replicate them on other continents.



The Employment toolkit is an online learning tool, designed as a pathway leading the jobseeker from the choice of a profession to a job application. The concept has been presented by Telecentre-Europe in several occasions to networks outside of Europe and the feedback has been positive and encouraging. Together with the Telecentre.org Foundation we have identified the toolkit as something that could be expanded, thus more people and networks would be able to use it, outside of Europe.



Telecentre-Europe piloted this year the Get online week campaign with countries from Africa and Asia, by collaborating with NetAfrica and the Eurasian network. Addressing one of the requests from all regional networks within Telecentre.org, Telecentre-Europe will expand Get online week even further into a global Get online week next year: 2013. The campaign would culminate with the Global Forum on Telecentres that will be held in Europe.



The fourth Global Telecentre Forum organized by the Telecentre.org Foundation, will be held in Granada, Spain, on 28-29 May 2013, aiming to foster the idea that Telecentres from around the world are key partners for projects, research, campaigns, and pilot programs. They serve, also, to simply expand new ideas, products or services, which seek to improve the livelihood of individuals and communities who remain disconnected from ICT.

IT CERTIFICATION FOR YOUNG PEOPLE

Telecentre-Europe has partnered with Microsoft and Certiport to help young people achieve their dream of a career in IT.

Through the [20Years/20 Ways](#) campaign, Microsoft offered Telecentre-Europe up to 2000 donated vouchers, redeemable for a [Microsoft Technology Associate \("MTA"\) Certification](#) exam to be distributed across Europe to youngsters who are aspiring to start a career in ICT.

These donated exam vouchers & learning resources will help youngsters who typically face barriers in pursuing a career in IT, to explore further ICT as a career choice and to earn an entry-level [Microsoft Certification](#) and be better prepared for the ICT job market.



The aims of this programme are:

- to offer an opportunity to 2000 youngsters (as the main target) to achieve one of the MTA certifications
- to target youth that do not normally have access to such certifications and therefore improve their chances of starting a career in the ICT profession
- to demonstrate the impact of such certification programs at European level
- to demonstrate the potential role telecentres are playing in delivering training and certification programs
- to help Telecentre-Europe members in developing further certification programs attached to their current training projects

Telecentre-Europe is working now with its member organizations and with selected skilling projects across Europe to ensure a good usage of the vouchers and help youth into ICT professional careers.

CERTIFICATION AS STRATEGIC CONCERN

Telecentre-Europe will explore the existing certification opportunities that can be pursued by telecentres. But telecentres need to take the next step to become testing centers and to offer the possibility to their users to acquire accredited certification after being trained.

FOSTERING ACTIVE AGEING

Telecentres and libraries across Europe work with older people, developing their knowledge on ICT for a better quality of life.

Active ageing was one of the main themes addressed by Get online week 2012. And there was a significant amount of activity related to the theme in many European countries.



For example, The Danish Get Online Week was focused on getting more senior citizens online, as elderly people is far the largest group of non-digital citizens in Denmark. It was coordinated by the Learn more about ICT network.

The campaign was composed by a wide range of activities, mainly courses for first clickers. The courses took place at 203 telecentres all over the country, most of these run by the The Association of Danish Senior Citizens (Aldremobiliseringen).

In Poland, The Information Society Development Foundation (FRSI) spread the key message of the Get Online Week that was linked to the European Year of Active Ageing and Solidarity between Generations. The campaign was focused on solidarity between three generations (children, parents and grandparents) and the role of technology.

Netherlands customized the well-known Dutch proverb (*You're never too old to learn*) in order to activate the target group, for instance to check the weather online, or to make an online payment, or to change a password. Thus the proverb could be transformed into hundreds of variations: You are never too old to Skype with your grandchild, you are never too old to learn how to place your photos online, .. to send an electronic postcard, etc.

A new project with Tablet PCs for senior citizens has been launched by Stiftung Digitale Chancen in Germany during the Get online week. 70 tablet devices (with telephone function) and free mobile access are given for one year to individual seniors and to senior organizations. The aim is to evaluate if a Tablet PC can stimulate the use of Internet and useful apps among groups that are not online.



Telecentre-Europe and its members supported and celebrated the

European Year for **Active Ageing**
and **Solidarity between Generations 2012**



EU FUNDING FOR SUSTAINABLE GROWTH

Telecentre-Europe has been successful in five EU funding applications so far. Two projects already started at the end of 2011, and the other three will start by the end of 2012.

Telecentre-Europe leads efforts of two successful consortiums that have been selected as successful in the Lifelong Learning Programme. The association is also involved in another three consortiums as project partner.

Telecentre Multimedia Academy (TMA)

Period: Nov 2012 - Oct 2014

EU grant: 59.523,00 € | Telecentre-Europe's own contribution: 19.842,00 €

TMA project is a 24 months development of innovation project aimed at providing a learning pathway on media literacy specifically tailored for adult learners. The overall project methodology has been established in order to ensure a consequente and logical development of the activities toward the goal, a recursive evaluation and quality assurance process, and a continuous dissemination and valorisation of aims, intermediate outputs and results.

UnitEIT

Period: Nov 2012 - Oct 2015

EU grant: 109.067,00 € | Telecentre-Europe's own contribution: 36.356,00 €

UnitEIT is a 36 months network project aimed at raising awareness and foster sharing and joint actions to overcome digital divide, by means of sharing knowledge, exchanging good practices and developing new strategic partnerships involving relevant actors across all societal domains (business, societal organisations, education and training stakeholders; user organisations, etc.) to identify the enabling conditions, success factors, barriers to digital competence provision and acquisition by groups-at-risk of exclusion, and foresee further steps to be undertaken to reach the aim.

CareNET

Period: Jan 2012- Dec 2013

EU grant: 33.032,00 € | Telecentre-Europe's own contribution: 11.010,00 €

The CareNet project is aimed at developing a critical set of ICT competences in 2 identified 'at risk' target groups: care-workers and older persons. The project is designed to work in a synergistic way to tackle identified problems in the low skilled and under professionalised care-worker sector while at the same time promoting social inclusion and enhancing the quality of life of older people.

Carer+

Period: Mar 2012- Feb 2015

EU grant: 183.266,95 € | Telecentre-Europe's own contribution: 146.599,00 €

The Carer+ project aims to identify these new competences to support older persons in the home - anticipating a new and vital role for care workers, as a 'Carer+', by developing a set of learning paths and educational resources for mobile and work based learning, that respond to major challenges to their professionalisation: isolation, access to technology, flexibility of study modes, lack of support and motivation, formal accreditation, recognition of prior experience, and scalability.

M4All

Period: Dec 2012 - Nov 2014

EU grant: 41.070,00 € | Telecentre-Europe's own contribution: 13.690,00 €

The project aims to design and develop a new type of motion-based playful learning experiences for children with LD, and more specifically children with motor or intellectual disabilities. Such experiences combine two technology-enhanced learning paradigms that have received increasing interest in e-learning research, and the Horizon Report 2011 specified to have significant impact on education over the next one to five years, namely: Game-based Learning and Motion-based Computing.

MEMBERSHIP IN 2012

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

Telecentre-Europe AISBL formal members

• Aeldremobiliseringen	Denmark	www.aeldremobiliseringen.dk
• Albanian Institute of Science	Albania	www.ais.al
• Alliance of Access to Information and Training Community Centres	Moldova	www.infonet.md
• Associació per a Joves Teb	Spain	www.jovesteb.org
• Association Creatif	France	www.creatif-public.net
• Association Langas i Ateiti (Window to Future)	Lithuania	www.langasiateiti.lt
• Association of Community Telecentres Network	Spain	www.comunidadetelecentros.net
• Community Empowerment Organization	Malta	www.mca.org.mt
• Center of Telematics and Applications for regional development	Greece	www.westgate.gr
• Cities on Internet Association	Poland	www.mwi.pl
• Dedalo Foundation for the Information Society	Spain	www.fundaciondedalo.org
• Digidel 2013	Sweden	www.digidel.se/eng
• Educating for an Open Society Foundation (EOS)	Romania	www.eos.ro
• European Projects & Management Agency (EPMA)	Czech Republic	www.epma.cz
• Fast Track into Information Technology LTD	Ireland	www.fit.ie
• Fondazione Mondo Digitale	Italy	www.mondodigitale.org
• Foundation ECP EPN	Netherlands	www.ecp-epn.nl
• Foundation Esplai	Spain	www.fundacionesplai.org
• Foundation for Development of Democratic Rights (DemNet)	Hungary	www.demnet.hu
• Foundation Supporting Physically Disabled Mathematicians and IT Specialists	Poland	www.fpmiinr.org.pl
• ICT Development Bulgaria Association	Bulgaria	www.ictdbg.eu

• Information Society Development Foundation	Poland	www.frsi.org.pl
• Interface3	Belgium	www.interface3.be
• International Aid Network	Serbia	www.ian.org.rs
• Internet Saloon - Associazione Interessi Metropolitan	Italy	www.internetsaloon.it
• Latvian Information and Communication Technology Association (LIKTA)	Latvia	www.likta.lv
• Learn More about ICT Network	Denmark	www.itst.dk
• Novi Sad Humanitarian Center	Serbia	www.nshc.org.rs
• Online Centres Foundation	UK	www.onlinecentresfoundation.co.uk
• Open the Windows	Macedonia	www.openthewindows.org
• Peabody	UK	www.peabody.org.uk
• Project Harmony, Inc. (PH International)	Russia	www.ph-int.org
• Research and Organizational Development Association (RODA)	Bosnia and Herzegovina	www.rod-a.com
• Smart Work Association	Estonia	www.smartwork.ee
• Stiftung Digital Chancen	Germany	www.digitale-chancen.de
• Telecentar	Croatia	www.telecentar.com

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

Moreover, we estimate that the European region contains over 100.000 telecentres. These organizations employ well in excess of 250.000 staff and at least a further 100.000 volunteers.

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

FINANCIAL SUMMARY

Figures below depict the financial activities of Telecentre-Europe AISBL for period January – September 2012.

INCOMES	EUR	%
RESERVES FROM 2011	28,699	5,8%
MEMBERSHIP FEES	12,000	2,4%
SPONSORSHIP		
Microsoft	149,665	30,4%
Telecentre.org	77,075	15,6%
Liberty Global	30,000	6,1%
Accenture	15,000	3,0%
EU FUNDED PROJECTS		
Carer+	97,742	19,8%
TMA	41,656	8,4%
UnitelIT	38,846	7,9%
M4All	16,428	3,3%
Carenet	13,213	2,7%
OTHER INCOMES	1,373	0,3%
TOTAL INCOME	492,998	100,0%

EXPENDITURES		
STAFF COSTS	147,487	43,8%
TRAVEL AND SUBSISTENCE	30,480	9,0%
EQUIPMENT	5,000	1,5%
OFFICE AND ADMINISTRATION	12,220	3,6%
CONSULTANCIES AND OTHER COSTS	10,500	3,1%
PROGRAMMES		
Get Online Week 2012	52,072	15,5%
Annual Summit 2012	35,000	10,4%
Skillage	15,925	4,7%
Membership meeting	12,795	3,8%
Globalization of T-E projects	10,000	3,0%
Carer+	5,500	1,6%
TOTAL EXPENSES	336,979	100,0%

BALANCE	
RESERVES FOR 2013	156,019



www.telecentre-europe.org

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