

DokkX: Welfare technology improving everyday life

<u>Organisation(s):</u>	DokkX - A welfare technology experience space City of Aarhus	
<u>Country:</u>	Denmark	
<u>Contact:</u>	Kirsten Rud Bentholt, Head of DokkX kirub@aarhus.dk	
<u>Theme:</u> Choose at least one option	<input checked="" type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input checked="" type="checkbox"/> Young People <input checked="" type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input checked="" type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input checked="" type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input checked="" type="checkbox"/> Social Inclusion <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social Benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Services' Resilience <input checked="" type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-Centred Care <input type="checkbox"/> Research & Use of Evidence <input type="checkbox"/> Management & Planning <input type="checkbox"/> Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> Which principles does your practice cover? Check the 20 principles here.	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input checked="" type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input checked="" type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input checked="" type="checkbox"/> 17. Inclusion of people with disabilities <input checked="" type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input type="checkbox"/> 20. Access to essential services
<u>Current status of the practice:</u>	<input type="checkbox"/> Concept and Design Phase <input type="checkbox"/> Testing or pilot phase <input type="checkbox"/> Temporary practice that has terminated <input type="checkbox"/> Temporary practice that is ongoing and has a termination date <input checked="" type="checkbox"/> Established and ongoing practice <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify):	

<p><u>Summary:</u> Please summarise the practice in maximum 3 sentences. This will be the disclaimer of your project on our website. Example here.</p>	<p>DokkX is a collaborative hub where academia, industry, and the municipality co-create technological solutions. It focuses on the intersection of technology and welfare and DokkX demonstrates how modern technologies can improve citizen's everyday life.</p>
<p><u>Context/ Social issues addressed</u> Please explain the problem you attempt to solve with your practice.</p>	<p>Welfare technology plays an increasingly important role in the future of public welfare, but many citizens and professionals lack knowledge about how these technologies can concretely improve everyday life and enhance independence, security, and quality of life for citizens. DokkX is a response to the need to make welfare technology accessible and understandable for everyone – regardless of age, functional ability, or technological experience. Through hands-on experiences and dialogue, DokkX provides a safe space where citizens can try out solutions, ask questions, and gain insight into how technology can enhance their quality of life, independence, and safety.</p>
<p><u>Objectives:</u> Please provide a maximum of three objectives in bullet points.</p>	<ul style="list-style-type: none"> - DokkX must provide citizens competencies and empower them to use technology in everyday life - DokkX must manifest and support the City of Aarhus for welfare technology and that the City of Aarhus stays attuned to technological trends — both in terms of demand and development. - DokkX must create an environment for product development and user testing, as well as contribute to an innovative ecosystem
<p><u>Activities:</u> Please describe the activities put in place to achieve the objectives (maximum 400 words).</p>	<ul style="list-style-type: none"> - Exhibition area: DokkX has an exhibition and interactive showroom with welfare technology designed to enhance the well-being and independence of individuals and people with disabilities. The DokkX exhibition change's theme and technologies every nine months. - Guided visits: DokkX offers guided tours of its exhibition for different groups e.g. Citizen and Employee Groups, School Classes, Educational institutions, companies. - Partnerships and collaborative space: DokkX is a collaborative space where educational institutions, research environments, businesses, industries, and the municipality work together to develop technological solutions. DokkX participates in various projects. - AppsCafé (Help desk): Twice a week, citizens can receive free and individual guidance and assistance in using their digital devices. - 3D printing of assistive devices: Citizens can get free help to design, and 3D print a custom-made assistive device. - DokkX On Tour: A mobile welfare technology exhibition driving around the city of Aarhus. Promoting digital inclusion and bringing a broad spectrum of hands-on solutions directly to the citizens, DokkX On Tour is making innovative tech accessible and understandable to people – where they live, work, and connect. - Digital assistance – in your own home: DokkX assists citizens through guidance over the phone or by visiting them in their homes.

<u>Outcomes:</u> <i>Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)</i>	The number of visitors to DokkX is steadily increasing, and the current exhibition is the most visited since 2019. Next year, we will reach 100,000 visitors since the opening in 2016, and DokkX continues to receive many booked visits from both Denmark and abroad every month. We receive a great deal of positive feedback from citizens, healthcare professionals, and members of professional and political committees who have been on guided tours in the exhibition. We use surveys in our various projects to ensure that we provide the best possible service and continuously focus on further development and improvement of our different offerings.
<u>Funding Source</u>	EU Funds: ESF+ <input type="checkbox"/> INTERREG <input type="checkbox"/> ERDF <input type="checkbox"/> ERASMUS <input type="checkbox"/> RRF <input type="checkbox"/> other <input type="checkbox"/> <input type="checkbox"/> National Government Funds <input type="checkbox"/> Regional Government Funds <input checked="" type="checkbox"/> Local Government Funds <input type="checkbox"/> Private Sponsorship / Public-Private Partnership <input type="checkbox"/> Financial contribution of People using Services <input type="checkbox"/> Other, please define:
<u>Links to supporting documents:</u> <i>e.g. project website or report of the practice, articles</i>	DokkX: https://dokkx.aarhus.dk/english
<u>Comments and tips i.e. for people willing to implement your Practice in their service</u>	