



# Safe spAces For LEarning | SAFE

IO1.A2: Collection of Good Practices

JUMP Jugendzentrum  
Marco Polo - ONLINE



Project n°: 2020-1-PT01-KA204-078631

SAFE SPACES FOR LEARNING





## “JUMP Jugendzentrum Marco Polo - ONLINE”

### A short presentation of the project:

The non-profit association Wiener Jugendzentren (Vienna Youth Centres) is the largest professional provider of open child and youth work in Vienna and has existed since 1978. Currently, about 300 staff members run about 40 facilities and projects - including a girls' café, services at the Musikisches Zentrum Wien (Music Centre Vienna) and the national media project CU television.

In April 2020 (i.e. relatively soon after the first "hard" lockdown in Austria in mid-March 2020), some of the Viennese youth centres went online and made an effort to keep the services online open for young people, of whom we know that the restriction of social contacts was particularly painful. For this, a platform was chosen - Discord - which is relatively common among young people. The aim was to further enable youth work.

Conceptually, it is designed like a youth centre. There is an "entrance" (this is where young people come when they are on the platform for the very first time). Young people who have already passed through the "entrance" can stay in various language channels (youth café; help room; Playstation; mobile phone games, etc.) and text channels (e.g. view the daily programme and current information; write with each other in the "chat room") and communicate with each other as well as with youth workers. In addition to the voice and text function, it is also possible to make video calls. Group calls of up to ten people are possible, and the number of participants in the voice channels is unlimited.

The interactive platform not only offers space for chatting and writing, it also invites people to play games together. The voice functions make it easy to talk to young people at the same time and to interact via PS4 or Steam. Another positive aspect of this online platform is that it has been possible to respond to the current life situation of the young people. The offer of tutoring and confidential one-on-one conversations was thus maintained.

### Aspects that make this practice a good example of safe learning space:

What was interesting about the online offer of the Vienna Youth Centres was the parallelisation of the spatial offer in the digital space, which shows several special features. The choice of platform was oriented towards the addressees. (Discord was increasingly used and disseminated by adolescents and young people during the pandemic). On the other hand, the online offer is characterised by a lot of different



communication possibilities, so young people can communicate with each other, in groups - without youth workers, get tutoring and other support. However, access was conditional on having one's own email address.

### **Exploring the cross-border transferability:**

The transfer possibilities we see here are thorough and successful considerations of which digital platform corresponds best with the target group, their needs and possibilities and facilitates access.

### **Contacts and links for further reading:**

<https://www.jugendzentren.at/wer-wir-sind-was-wir-tun/ueber-uns/>

<https://www.jugendzentren.at/publikationen-blog/blog/discord-als-virtuelles-jugendzentrum/>

