

Ageing in the Digital Era

UNECE Policy Seminar on Ageing

Wednesday 24 November 2021, 10:00 – 17:30 | EN | Geneva & online



- Objective** Digitalisation holds important promises for ageing populations. These include innovations, efficiency gains and cost-savings, including in the health and care sectors, the labour market, lifelong learning and social participation, as well as assistance and gains in autonomy and independence for older persons, whose physical and cognitive abilities are impaired. The 4th UNECE Policy Seminar on Ageing will focus on three policy challenges associated with ageing in the digital era: the need to enhance digital skills and literacy, the need to ensure access to services that increasingly move online, and the protection of human rights.
- The policy seminar will provide space for the exchange of experience between policy makers, civil society and the research community across UNECE member States.
- Target Group** The policy seminar is designed for members of the Standing Working Group on Ageing as well as experts on digitalisation, civil society representatives, and other stakeholders.
- Expected results** Peer learning about policy solutions developed to address the challenges of digitalisation for older persons and realize its benefits for ageing populations.
- Languages** The policy seminar will be held in English.
- Background document** [UNECE Policy Brief on Ageing No.26 on Ageing in the Digital Era](#)

Agenda

Morning | Wednesday 24 November 2021, 10:00 – 13:00

10:00 – 10:15 **Welcome** | UNECE

10:15 – 11:15 **Opening session: Digitalisation and ageing populations promises and pitfalls**

*Moderator: **Vitalija Gaucaite Wittich**, Population Unit, UNECE*

- **Roxana Widmer-Iliescu**, International Telecommunication Union
- **Martin Amberger**, Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, Germany

This session will provide an overview of the regional trends in digitalisation, its promises, risks, and pitfalls, in particular for older people.

Coffee Break

11:30 – 12:45 **Session 1: Enhancing digital skills and digital literacy among older persons**

*Moderator: **Raymond Saner**, Centre for Socio-Eco-Nomic Development (CSEND)*

- **John Kiernan**, Centre for Ageing Better, United Kingdom
- **Irina Strajescu**, Moldcell Foundation, Moldova & **Eduard Mihalas**, UNFPA Moldova

This session will discuss strategies aimed at empowering older persons to benefit from digitalisation through enhancing digital skills and literacy. Speakers will share national digital literacy strategies and lessons learnt from digital skills programmes targeting older persons (including how to address ageism and disengagement from digital technology use in older age).

Lunch Break

Afternoon | Wednesday 24 November 2021, 14:30 – 17:30

14:30 – 15:45 **Session 2: Ensuring access to essential and everyday services that move online**

*Moderator: **Biljana Radonjic Ker-Lindsay**, European Bank for Reconstruction and Development (EBRD)*

- **Lisa Goodfellow**, Financial Consumer Agency of Canada
- **Vito Gosar**, NLB, Slovenia
- **Nataša Todorović & Milutin Vračević**, Red Cross of Serbia

This session will discuss accessibility challenges for services that move online, and present policy strategies to ensure that online services are accessible to all, including through regulation of private sector services, guidance to industry and targeted support provided to customers, and the importance of maintaining offline services for those unable or unwilling to use them online.

Health Break

16:00 –17:15 Session 3: Safeguarding human rights in the use of digital technologies

Moderator: Nena Georgantzi, AGE Platform Europe

- **Vijeth Iyengar**, United States Department of Health and Human Services
- **Verena Schriebl**, Federal Ministry of Social Affairs, Health, Care and Consumer Protection, Austria
- **Klaus Niederländer**, Active Assisted Living Programme
- **Galina Poliakova**, Age Concern Ukraine

This session will focus on how to anticipate and address human rights challenges associated with digitalisation especially in sensitive areas such as health and long-term care and for persons whose autonomy and independence is reduced and who may be more vulnerable to risks and abuse.

17:15 - 17:30 Closing remarks - Towards an inclusive and safe digital transformation | UNECE