Digitalisation and ageing populations promises and pitfalls

Session 1: Enhancing digital skills and digital literacy among older persons

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Why is this topic important and relevant?

• Healthy ageing is about maintaining **individual functionality** and independent life as long as possible into senior years

• A life course approach has show that **other factors**, social and behavioural factors contributing equally, if not more, as the biological factor in determining health outcome of a person

• **Work life**, especially at the later stage of work life, determines the quality of life for the next 20 years, or one’s healthy life expectancy
Facilitation of inter-generational cooperation through digital learning and practice
UNOEWGA, CSEND Statement, March 2021 (2)

• A large percentage of the older population are either low on digital literacy, or low on psychological security to be connected online to different support services of daily necessity, such as ordering food online, e-banking or reading up on the updates and guidelines on COVID.

• Older persons when living alone or staying in social care homes are cut off from their families and other social networks and pay a higher toll for their isolation. Digital literacy would help them be connect to essential goods, services and to be connect to social networks.
In order to achieve inclusive digitalisation, intergenerational cooperation is required, i.e., from collaboration between the young digital natives and the older digital semi literates; and between young digital adopters and older left-behinders.

Intergenerational cooping consists of facilitators who can help bridge the gap between young and older workers, neighbours, citizens and collaborating mechanisms and platforms.
Facilitation of inter-generational cooperation (3)

- Facilitators could transfer digital skills to the digital semi-literate persons.
- Policies and procedures should be put in place to promote intergenerational collaboration especially in rapidly ageing societies.
- Therefore, governments should establish mixed-aged working teams to improve productivity in the workplace; provide an environment that promotes and fosters intergenerational teamwork; encourages and implements mentoring programs between members of different age; and implements training activities that promote intergenerational understanding and cooperative work force teams.
Ageing Related Services
(Ch. Engweiler, 2020)

• First started 1998 in Luzern, later on there were around 60 such spaces across Switzerland

• Computerias is a mixture between a cafeteria and a computer club - a meeting point with PC’s

• Organised by local volunteers with some local associations

• Offering computer courses for the generation 50+ and individual problem solving (coaching)

• Mostly self-funded (course fees), some supported by Pro Senectute
“LONG LIVE ELDERLY”
Programme for active monitoring of over 80 years old population

Source: https://www.santegidio.org/pageID/30092/langID/it/VIVA-GLI-ANZIANI.html
Guiding questions: Enhancing digital skills and digital literacy among older persons

- What are some of the proven strategies to enhance digital technology use in older age?
- What is the role of intergenerational support and involvement in enhancing digital skills and digital literacy among older persons?
- What specific programmes and outreach strategies can be used to target older persons with lower income and education levels who are more at risk of being digitally excluded?
- What has COVID-19 done to the digital divide and how did it affect the demand from older persons for digital skills and literacy?
- How did digital skills and literacy programmes adapt during the pandemic?
Thank You