

Connected Generations

**A Workshop on Smart Practices for Digital
Inclusion in Later Life**

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The project aims to bridge the gap between policies and real practice, translating into action the goals set at the **European level** for a human rights framework against digital exclusion in older age.

Objectives

- Understand key digital inclusion challenges faced by older adults
- Discover innovative national initiatives from across Europe
- Share your own ideas and experiences
- Leave with practical tools and inspiration

**Share one word
you associate
with 'digital
inclusion'**



Reframing the Problem

- Aging population meets a digitizing society
- Challenges: stereotypes, fear of error, hidden exclusion
- Stat: 40% of 65+ in Europe report difficulty accessing online services according to a study by the European Union Agency for Fundamental Rights [1]

[1] <https://fra.europa.eu/en/publication/2023/older-people-digital-rights?page=6>

What Works – A Pattern Across Borders

- Confidence-building before competence
- Community-based learning
- Accessible, non-patronizing tools
- Supportive policy frameworks

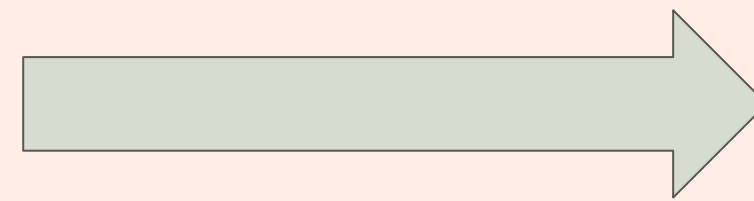
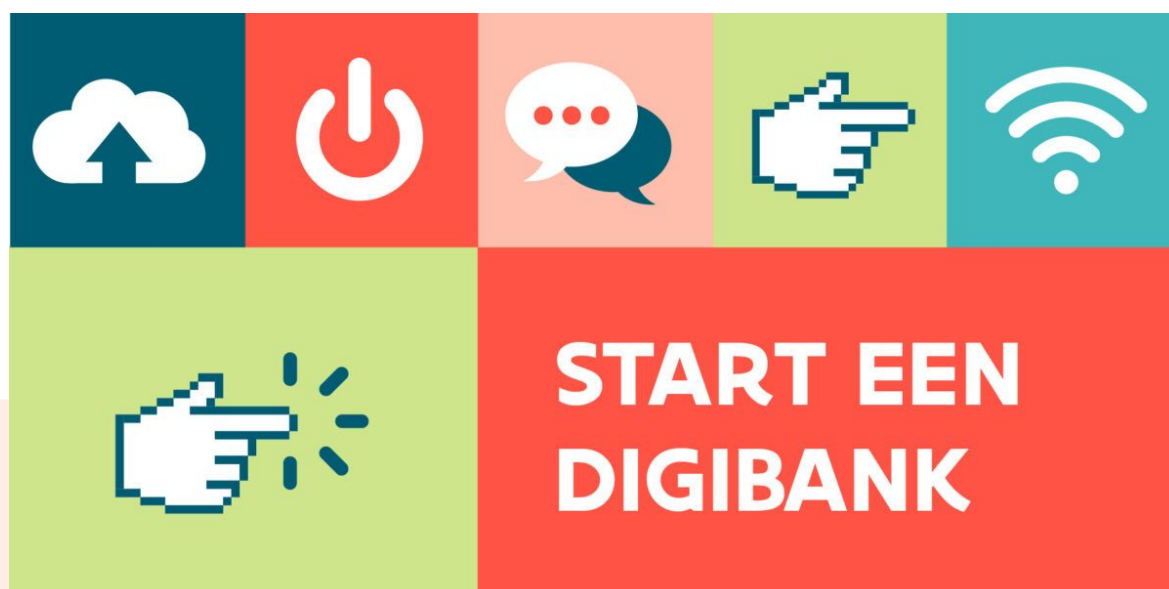
Belgium



Belgium: best practices

Libraries Leading the Way

- Libraries as digital skill hubs (e.g., Digipunten in Flanders)
- Intergenerational workshops foster trust and comfort
- Focus on one-to-one learning and community-based support



 **What role do libraries play in your country's digital inclusion?**

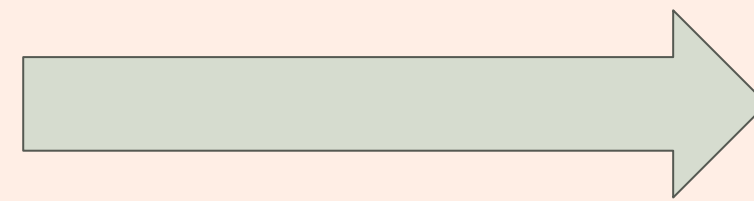
Sweden



Sweden: best practices

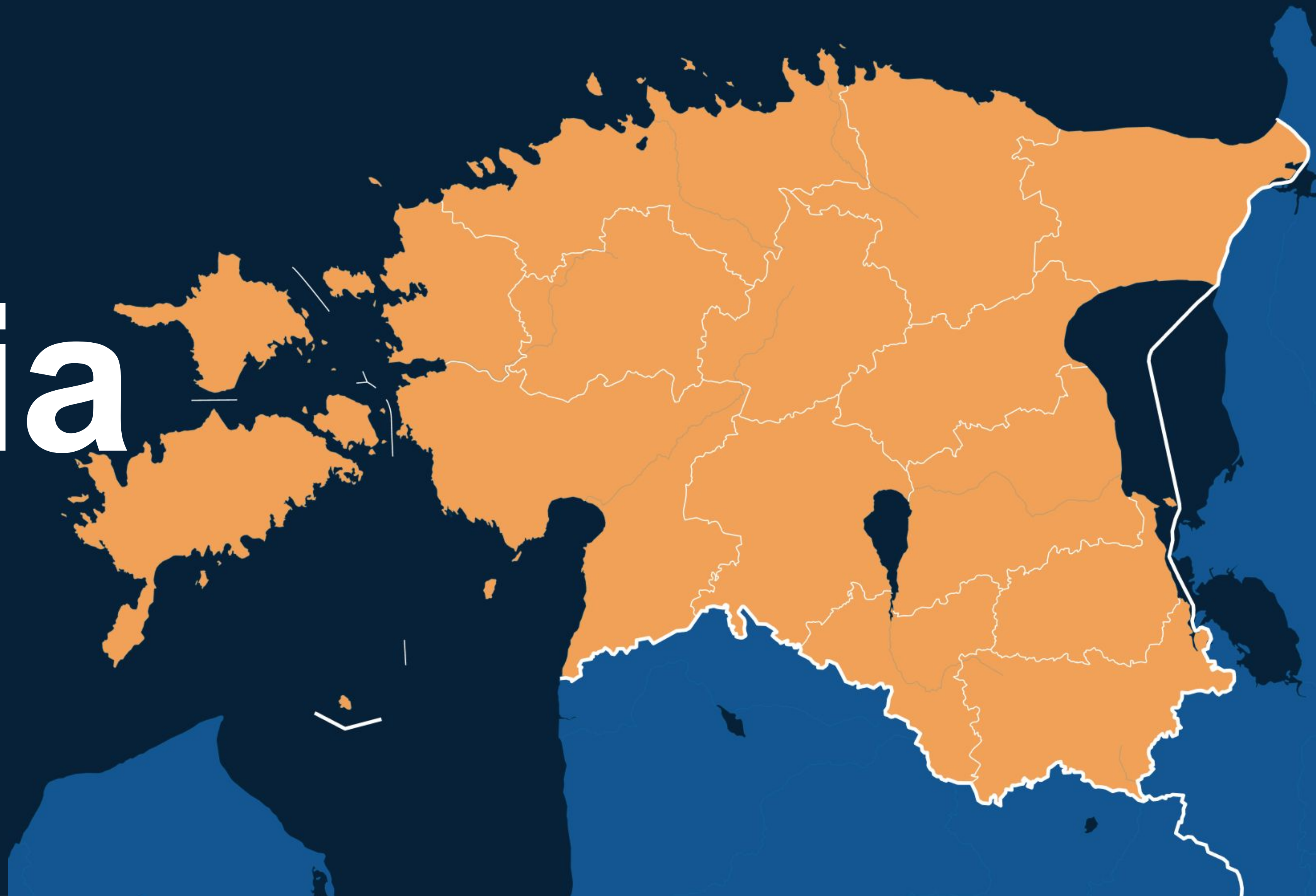
Inclusion as a Public Right

- Digital competence is part of lifelong learning policy
- Digital support is offered in public services (e.g., senior centers)
- Emphasis on co-creation with older adults



🧠 How might you co-design a digital tool with older adults?

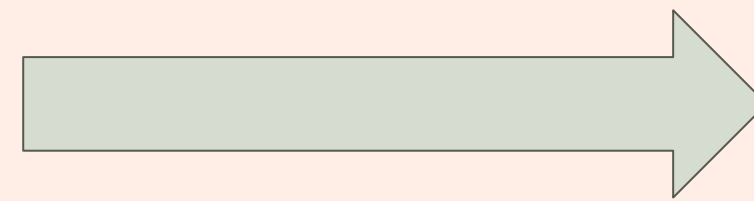
Estonia



Estonia: best practices

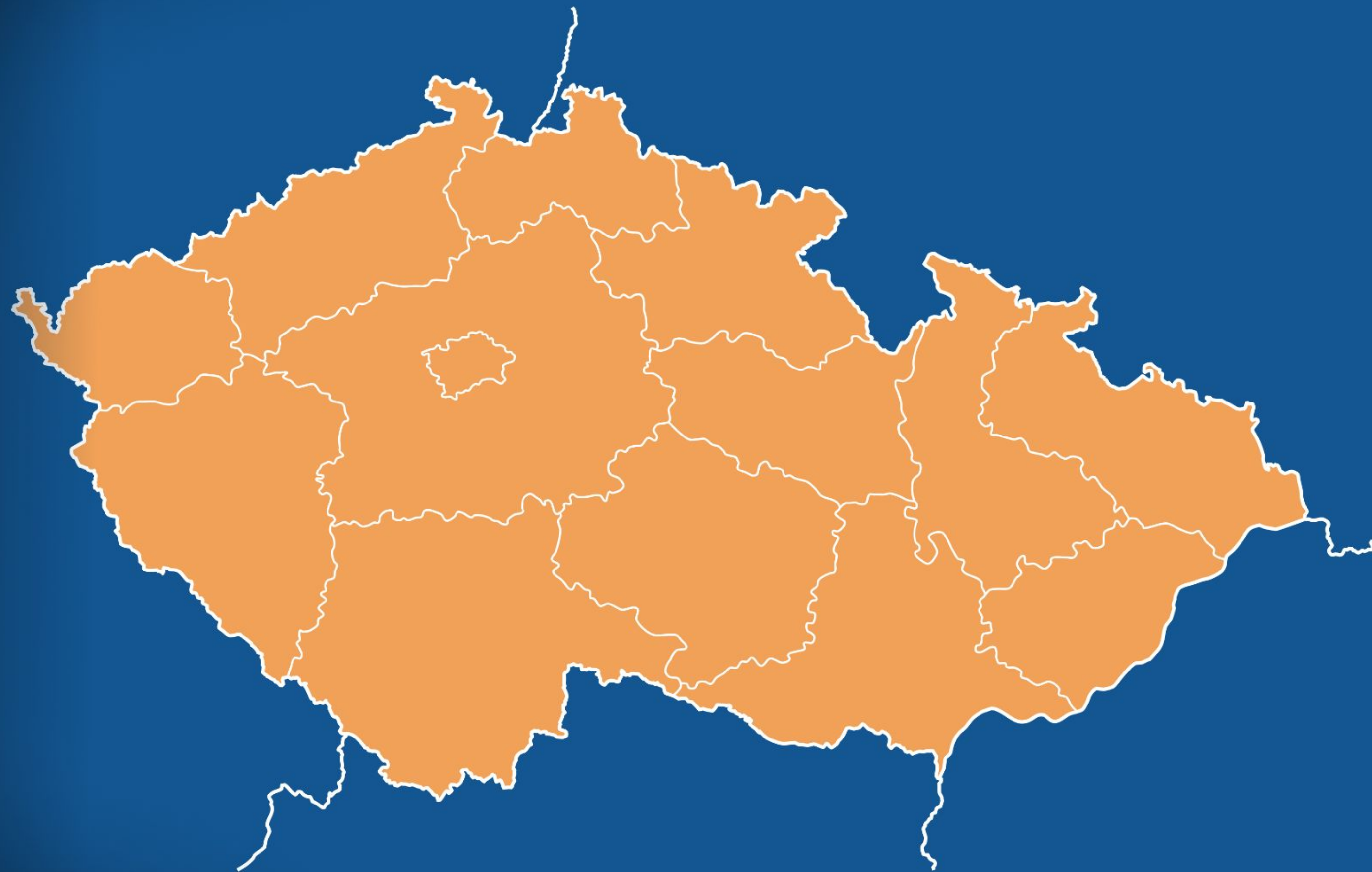
e-Government for All

- Advanced digital ID system accessible to all age groups
- Focus on digital security and confidence
- Free courses offered to older adults to access e-health and services



 **How can we build trust in digital government tools?**

Czech Republic



Czech Republic: best practices

Seniors Communicate' campaign

Promotes safe and inclusive digital participation through local community outreach.



 **Reflection: How could this approach be adapted in your own context/country?**

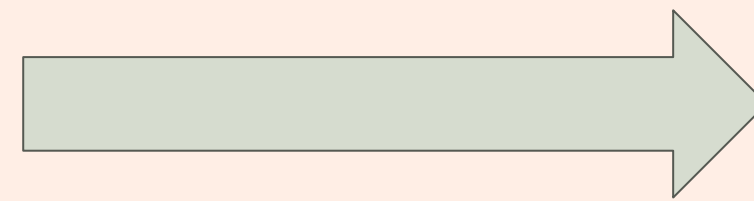
Greece



Greece: best practices

From Digital Poverty to Digital Empowerment

- Tackling rural exclusion through mobile digital units
- Use of European funds to train older adults in tech
- NGOs play a critical role (e.g., 50+ Hellas)



 **How would you design a mobile digital lab for your community?**

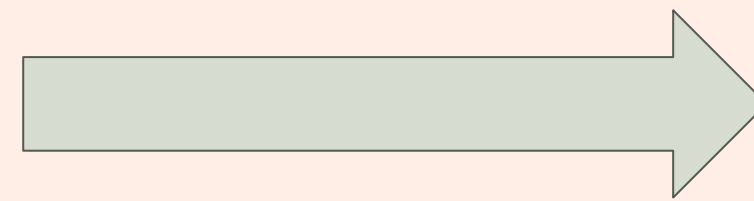
Germany



Germany: best practices

Digital-Kompass

Provides older people with volunteer-supported learning spaces and online tutorials nationwide.



 **Could peer mentoring work in your context?**

Breakout Activity: Designing for Inclusion



Breakout activity

In small groups, choose ONE challenge (trust, skills, access)

- Design a mini-initiative to tackle it (audience, method, setting)
- Prepare a short 1-min pitch!

 You have 10 minutes!

10 Minute Timer

10:00

Group Presentations



Conclusions

- There's no one-size-fits-all solution
- Empowerment > education alone
- Local partnerships and trust are key
- Older adults are not passive users—they're co-creators



Find our guide



<https://www.standbymelearning.eu/>

OR



Thank you for your attention.

Any questions?

