

Navigating the Digital World: A Guide for Older People

Why Digital Inclusion Matters

 More and more daily activities require internet access, from making appointments to managing bank accounts.

 Many older adults risk being left out due to limited access, experience, or confidence with digital tools.

Barriers to Digital Access

 Income: Digital devices and internet service can be too expensive.

 Education: Those who didn't use computers during their working years may find digital tools unfamiliar.

 Health: Vision, hearing, or mobility issues can make technology harder to use.

 Trust: Some avoid going online due to fears about fraud, scams, or surveillance.

Understanding Digital Skills

 Digital literacy means understanding how technology works and being aware of risks and opportunities.

 Digital proficiency means confidently applying those skills in everyday life, like using apps or video calling a doctor.

Why It's Important

 Being online independently reduces isolation and helps with daily tasks.

 Knowing how to protect your personal information increases digital safety.

 Digital skills help uphold your rights in today's connected world.

Digital Rights are Human Rights

 Basic rights like freedom of expression and access to information now include digital access.

 The EU supports the right for all—including older people—to learn and participate digitally.

But You Still Have a Choice

 You have the right to receive services in non-digital ways.

 Digital participation should be encouraged, not forced. It's about staying included, not replacing choice.

Common Digital Challenges

 Technology design often overlooks older users, making it hard to learn.

 Public services and buildings may lack accessible digital tools.

 Ageism and assumptions about ability can create invisible barriers.

How You Can Get Involved

 Explore local classes or workshops—many are designed for beginners.

 Join groups that support digital rights and the inclusion of older people.

 Advocate for services that meet older people's real needs—both digital and analog.

Final Thought

 Digital technology is changing how we live—but everyone has a right to belong in this world, online or off.