

World Summit on the Information Society Forum

Digital Inclusion of Older Persons:

Harnessing digital technologies to promote the inclusion and well-being of older persons

Tuesday 11 August 2020



Dr. Heidrun Mollenkopf
German National Association of
Senior Citizens' Organisations

Three stories: Personal experiences with technologies



1944



1965



2020

Three stories: Why do I tell you this?

- Circumstances and preconditions of communication change
- Technologies and media for communication change
- **The significance of adequate information and communication technology (ICT)**
 - for getting essential information,
 - for accessing vital healthcare or
 - for maintaining meaningful social relations**does not change.**

In today's digitalised world ...

- adequate, accessible ICT is **more significant than ever**
- for everybody = **also for older persons**

But it cannot be taken for granted:

- **Digital divide**
 - regional
 - social
- However, the right to information, to healthcare and to social participation must be applicable **to all older persons without limitations.**

To close the gaps ...

Improvements are necessary at three levels:

- At the **technical level**, designers and manufacturers must provide barrier-free, well operating and trustworthy devices and applications
- At the **structural level**, governments must guarantee their citizens access to digital services and offers.
- At the **social level**, it is crucial to ensure that those who need it
 - get the **financial and technical support** to acquire or make use of the necessary prerequisites
 - and **learning opportunities** need to be created, enabling older persons to learn the necessary skills.

Digitalisation of all areas of life ...

- is creating new **opportunities**
- and new **risks** for older persons.

Under the conditions of digitalised societies, older persons' rights

- to information,
- to health and care,
- to education,
- to social integration and societal participation

are not yet sufficiently covered by law.

Therefore, we need an internationally binding legal instrument to protect the rights of older people in the era of digitalisation.



Bundesministerium
für Familie, Senioren, Frauen
und Jugend



International online Conference

‘Strengthening Older People’s Rights in Times of Digitalisation – Lessons learned from Covid-19’

Monday, 28 September 2020, 1.30PM – 4.00PM

Tuesday, 29 September 2020, 9.30AM – 12.30PM

German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth

AGE Platform Europe

BAGSO – German National Association of Senior Citizens’ Organisations

Joint Statement from Civil Society to the EPSCO

Council Conclusion under the

German EU Presidency

