A Year Better
ICT FOR BETTER LIFE

WORK PACKAGE 2

MAPPING DIGITAL SURVIVAL SKILLS AGAINST DIGCOMP AND DIGITAL SOLUTIONS AVAILABLE TO ESCAPE DEJECTION AND LONELINESS

Country Report Italy

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Prepared by:

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1. Introduction

Digital inclusion is becoming increasingly important in Italy, yet older adults remain one of the most digitally excluded demographics. **Italy ranks 23rd in the EU for digital proficiency**, nearly 10 percentage points below the European average. This digital divide is particularly evident among seniors, whose low levels of digital literacy limit their ability to access essential online services such as e-health, public administration platforms, and online banking.

Regional disparities further widen this gap. In Northern Italy, 25% of older adults possess basic digital competence, compared to only 17.2% in the South. Additionally, 10% of Italian households lack internet access, and broadband adoption among seniors remains low (34%), further restricting digital engagement.

Despite these challenges, **technology adoption** among seniors **is increasing**. While 42% of the Italian population lacks basic digital skills, awareness of digital tools' benefits is growing among older adults. Surveys show that 81% of seniors recognize digital tools as essential for social interaction, while 83% consider them necessary for accessing public services.

However, digital participation remains **highly dependent on socioeconomic status**. Seniors with higher levels of education and financial stability are more likely to engage with digital tools. In contrast, those with lower education and limited financial resources often remain excluded due to a lack of exposure, digital confidence, and structured training opportunities.

Demographic trends further **shape digital adoption patterns**. With 23.2% of Italy's population over 65 - and projections indicating that 50% will be over 55 by 2050 - digital accessibility in healthcare, finance, and social services is becoming more urgent. While seniors with strong family and community support networks are more likely to integrate digital tools into their daily lives, many still face technological barriers. Recognizing these challenges, **Italy has introduced policies** such as the Digital Civil Service and digital facilitation points in libraries and municipalities to provide accessible learning opportunities. However, many older adults continue to struggle with complex digital identity systems required for public services, making user-friendly design a critical issue for digital inclusion efforts. **Gender disparities** also persist, with elderly women facing a higher risk of digital exclusion due to historical inequalities in education and workforce participation.

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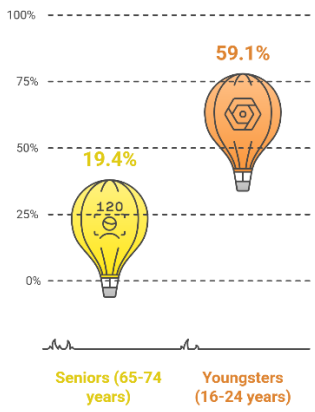
The role of digital technology in seniors' daily lives is growing across **key areas**. In **communication**, video calls and messaging platforms play a crucial role in maintaining relationships, with 27% of seniors adopting these tools during the pandemic. In **healthcare**, telemedicine and Electronic Health Records (EHRs) promoted by the Ministry of Health improve access to medical services, while regional initiatives facilitate remote elderly care. In **finance**, home banking and online shopping simplify transactions, but digital illiteracy leaves many seniors vulnerable to financial exclusion and online fraud. Additionally, digital platforms foster intergenerational engagement, though significant barriers remain.

While progress has been made, the digital divide remains a pressing issue, particularly in access, training, and infrastructure. The pandemic demonstrated that seniors can adapt to technology when given the right motivation and support, yet sustained efforts are required to ensure equitable access to digital tools and services. Addressing affordability, usability, and tailored education is essential to closing the gap, empowering older adults to fully participate in digital life, and improving their overall well-being.

2. Key Findings



Older adults in Italy struggle to acquire digital skills, with **only 19.4% of seniors (65-74 years) possessing basic literacy in 2023**, compared to 59.1% of younger individuals (16-24 years). This gap stems not only from **limited access** and **digital unfamiliarity** but also from **anxiety** and **skepticism** about online engagement.

Moreover, biopsychosocial factors - such as sensory impairments, cognitive difficulties, and low digital exposure - further hinder learning. Financial constraints and lower education levels correlate with weaker digital skills, while lack of social and family support makes independent learning harder. In fact, many seniors fear fraud, privacy breaches and complex digital procedures, discouraging them

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from using digital services. Limited training programs and a shortage of digital mediators further reinforce negative stereotypes, worsening their reluctance.

To bridge this gap, Italy has already adopted many **policies and initiatives** (both national and local, as illustrated in section 4) based on targeted training, intergenerational support, accessible technologies and financial assistance, however, despite these efforts, **major gaps persist**, particularly **in training, infrastructure, and accessibility**. The lack of customized courses limits their effectiveness, as only 45.8% of Italians possess even basic digital skills. In addition, regional and socio-economic disparities create further obstacles: rural broadband coverage (37.7%) is significantly lower than in urban areas, restricting access to telemedicine, banking, and public services. Italy's broadband coverage (59.6%) lags behind the EU average (78.8%), worsening social exclusion in underserved areas.

Many seniors remain skeptical about digital benefits, fearing fraud and privacy breaches, while negative stereotypes lower motivation. Meanwhile, the lack of digital mediators and overly complex online procedures further discourage adoption. Although the NEXT GEN EU provides funding, its implementation is often uncoordinated, failing to address advanced digital skills and AI adoption, which could greatly benefit seniors in the long run.

Stakeholder research highlights the **urgent need for a multi-level approach**, integrating policy reform, digital education, and infrastructure improvements to support seniors effectively. For instance, stronger collaboration between institutions, civil society, and senior organizations would enhance engagement, while cross-sector partnerships between healthcare, social services, and education could improve service accessibility and efficiency.

Expanding digital and financial literacy programs is also essential, ensuring that seniors can safely and confidently engage online. Research confirms that technology can significantly enhance quality of life, improving health outcomes and reducing caregiver burden. Many seniors who tested digital health tools reported high usability and acceptance, recognizing technology's value for remote healthcare and well-being management.

Furthermore, public-private collaboration is crucial for integrating healthcare and digital services. Stakeholders stress the importance of dedicated healthcare appointment channels to reduce waiting times and make services more accessible. At the same time, policy reforms

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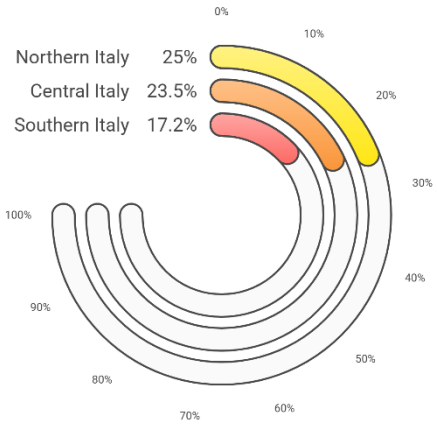
should invest in community-based healthcare and labor market transition programs, strengthening social and healthcare safety nets to reduce inequality among older adults.

Finally, **seniors must be actively involved in shaping policies, not just as recipients but as contributors**. Stakeholders advocate for greater engagement of pensioners' trade unions and senior organizations in decision-making processes. Meanwhile, stronger governance frameworks are needed to coordinate efforts between government agencies, financial institutions, and private stakeholders, ensuring transparency and efficiency in digital inclusion initiatives.

3. Digital Literacy Levels and Access to Technology

Digital literacy among seniors in Italy remains critically low, far below the EU average. The generational gap is stark, highlighting the difficulties older adults face in keeping pace with technological advancements. **Education plays a crucial role**: while 80.3% of individuals aged 25-54 with tertiary education have basic digital skills, only 25% of those with primary education do, demonstrating how lower education levels contribute to digital exclusion.



Access to digital tools varies significantly by location and socio-economic status. Northern Italy (25%) reports higher digital proficiency than the Center (23.5%) and South (17.2%), where structural disparities limit digital inclusion. Rural areas face even greater disadvantages, as only 37.7% of rural areas had access to high-speed broadband in 2023, compared to more extensive urban coverage. Additionally, 10% of Italian households lack internet access entirely, making digital engagement impossible for many seniors. Economic status further influences access, as lower-income individuals often struggle to afford digital devices and stable internet connections.

Despite these challenges, **internet use among older adults has grown**. In 2021, 51.4% of individuals aged 65 and over reported using the internet, reflecting an increase from 42% in

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previous years. **However**, their **online activities remain limited** compared to younger demographics. **Messaging** apps (91%), such as WhatsApp, are the most used digital tools, enabling seniors to stay connected with family and friends. **Video calls** have become essential for social interaction, especially among those with mobility limitations.

However, engagement with essential online services remains low—only 46% of seniors use **online banking**, 40% make **digital payments**, and just 29% access **public administration platforms**. These figures highlight ongoing concerns about security, platform complexity, and lack of trust in digital transactions.

One of the **major barriers** to digital inclusion is the **usability of technology**. Many seniors struggle with **complex authentication processes**, such as the digital identity system (SPID), and find online platforms unintuitive. **Privacy concerns** and fear of fraud further discourage engagement, with many seniors hesitant to enter personal information online. Additionally, accessibility challenges, including visual, auditory, or motor impairments, create further obstacles, particularly for those without support from family or community networks. Seniors without regular exposure to technology often experience **digital anxiety**, further reducing their willingness to engage with digital tools.

Regarding device preferences, **smartphones and tablets are the most commonly used devices** among seniors due to their affordability, touchscreen accessibility, and ease of use. These devices enable internet browsing, communication, and access to essential services. **Computers and laptops**, while still in use, are primarily utilized for email, web browsing, and administrative tasks. **Television-based digital services** also provide a familiar medium for some seniors to receive information and engage with digital content.

Beyond communication, **health-related digital tools** are becoming increasingly relevant. **Wearable devices**, such as smartwatches that monitor heart rate, glucose levels, and fall risks, are gaining popularity among seniors and caregivers. **Telemedicine** has expanded significantly, reducing hospital visits and enabling remote healthcare consultations, particularly in regions with limited medical services. However, many seniors lack the digital skills necessary to navigate these technologies effectively.

Significant **demographic disparities** persist in digital literacy. Older women are at a higher risk of digital exclusion due to historical inequalities in education and workforce participation, with the gender gap in technology use particularly high in Southern Italy.

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4. Policy Framework for Digital Inclusion and Senior Education

Italy has established a multi-level policy framework to enhance digital literacy among seniors, integrating **national strategies, regional initiatives, and cross-sector collaboration**. The Italian Strategy for Digital Skills serves as a foundational policy aimed at reducing the digital divide, positioning Italy among the lowest-performing European countries in terms of human capital. It promotes digital inclusion, supports the development of e-skills in higher education and vocational training, and fosters key future competencies, including ICT specialization.

Complementing this, Repubblica Digitale is a multi-stakeholder initiative that promotes digital skills across all sectors. Within this framework, the National Coalition for Digital Skills and Jobs, launched in April 2020, has played a key role in fostering digital literacy nationwide, engaging over 180 organizations in large-scale training initiatives.

The Operational Plan for Digital Skills expands adult education through Provincial Centers for Adult Education (CPIA). In partnership with the Ministry of Education, the Interinstitutional Table for Lifelong Learning promotes territorial agreements among CPIA, Employment Centers (CPI), and municipalities to improve access to digital education.

Several government initiatives target senior digital inclusion. The Digital Civil Service mobilizes young facilitators to assist older adults in navigating digital public and healthcare services, fostering intergenerational learning. The National Plan for New Skills promotes lifelong education, emphasizing digital competencies as essential for technological adaptation and mobility across sectors.

Policies also address **regional disparities**. The National Rural Development Program promotes digital access in underserved areas and expansion of IT networks to combat senior isolation. In healthcare, the Operational Health Plan integrates telemedicine and smart residential services, supporting active aging by complementing home-care interventions with digital solutions.

Broader social inclusion policies prevent digital exclusion among vulnerable seniors. The Department for Digital Transformation, in collaboration with INPS, facilitates the adoption of digital identity systems, ensuring that older adults receive support in navigating online services. Digital facilitation points in libraries, municipalities, and social services provide on-site assistance to seniors with limited digital literacy.

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At the national level, the Department for Digital Transformation and RAI (Italian national public broadcast) promote awareness campaigns on digital skills and innovation, making content accessible to seniors to foster digital and social inclusion. These initiatives emphasize continuous communication efforts, with media support serving an educational rather than promotional role.

At the **Regional level**, multiple programs complement national efforts:

- Emilia-Romagna supports digital caregivers and promotes lifelong learning through the "Pane e Internet" initiative.
- Campania, through LR 2/2018, aims to foster active participation, potentially including digital literacy initiatives, while also providing financial support to reduce economic barriers to digital access.
- Marche, under L.R. n. 1/2019, promotes lifelong learning for seniors and intergenerational digital inclusion through computer literacy programs.
- Umbria leads with comprehensive active aging policies, including ICT skills development through Muse per Esculapio and DigiPASS initiatives.
- Many Regions (like Sardinia or Friuli Venezia Giulia) supports Universities of the Third Age, integrating digital training and exploring community center-based digital literacy programs.
- Tuscany has implemented many iniatives such as "Paas la rete è per tutti", enabling assisted access to online services, alongside "Connessi in buona compagnia" and potentially expanding "Botteghe della Salute" to provide digital healthcare assistance.

These regional best practices highlight the importance of inclusive digital education for seniors. Cross-sector collaboration plays a pivotal role, involving public institutions, NGOs, businesses, and intergenerational programs to enhance digital skill transfer. By engaging multiple stakeholders, Italy ensures broader outreach, a comprehensive support system, and a more inclusive digital landscape for older adults.

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5. Survival Digital Skills for Social Inclusion and Loneliness Prevention

Digital literacy is crucial for social inclusion and independence among seniors, enabling them to **stay connected**, **access essential services**, and **navigate the digital world safely**. Basic digital skills, including information literacy, online communication, cybersecurity, and problem-solving, help prevent social exclusion and empower older adults to participate actively in society. Without these skills, many seniors risk being left behind, unable to engage in everyday digital interactions.

Technology plays a vital role in **maintaining social relationships**. Messaging apps, social media, and video calls allow seniors to stay in touch with family and friends, reducing loneliness and isolation. Additionally, **access to online banking, e-commerce, and healthcare services** promotes greater autonomy, though cybersecurity awareness is necessary to protect personal data and avoid digital fraud.

Assistive technologies, such as smartwatches and health-monitoring devices, further **enhance independence**, providing real-time health tracking and emergency alerts. However, technological anxiety and distrust often hinder adoption, making user-friendly interfaces and guided learning essential.

Lifelong learning and intergenerational mentoring programs are key to ensuring seniors adapt to digital advancements. Inclusive policies must prioritize accessible training and digital inclusion, particularly for disadvantaged groups. By expanding digital education, fostering intergenerational collaboration, and ensuring equitable access to technology, Italy can bridge the digital divide, enhance social participation, and reduce senior isolation in the digital age.

The essential digital skills for older adults align closely with the Digital Competence Framework for Citizens (DigComp 2.2) and contribute to the Active Ageing Index (AAI), fostering social participation, independence, and digital inclusion. Current training programs align with the DigComp framework, emphasizing Communication and Collaboration (75.8%) and Information and Data Literacy (58.5%) while neglecting Problem Solving (47%), Digital Content Creation (41%), and Safety (36%). However, a greater focus on cybersecurity, content creation, and problem-solving is needed to close these gaps.

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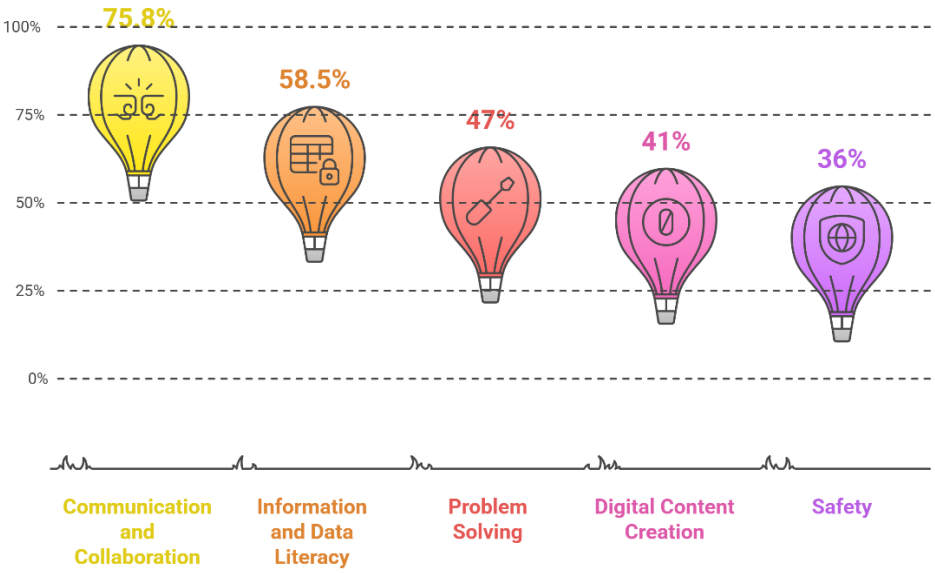

These competencies support AAI indicators across four domains. In employment, digital skills increase job opportunities for older workers and facilitate remote work. For social participation, they enable seniors to engage in civic life and cultural activities online, reducing loneliness. In independent living, digital literacy allows access to e-health services, online banking, and assistive technologies that promote autonomy. Lastly, in capacity and enabling environment, digital education fosters lifelong learning and ensures access to essential digital resources.

To maximize impact, tailored digital training programs should focus on both basic and advanced digital skills, integrating intergenerational learning to encourage mutual knowledge exchange. Expanding affordable access to digital devices and services, improving cybersecurity awareness, and embedding digital literacy in active aging policies are key to bridging Italy's digital divide. By strengthening digital inclusion initiatives, Italy can enhance AAI rankings, ensure social participation for seniors, and promote active aging in the digital era.

Older adults in Italy still face challenges in using e-government services, online banking, and healthcare platforms, despite growing digital initiatives. Only 29% engage with public sector digital services, hindered by complex authentication, insufficient support, and poor integration between online and offline channels. While SPID (digital identity system) aims to ease access,

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many seniors struggle with navigation issues and repetitive documentation requirements, leading to frustration and disengagement.

Online banking adoption is similarly low, with only 46% using digital financial services. Concerns about security, fraud risks, and complex login procedures discourage seniors, while low digital literacy limits their ability to manage transactions independently, highlighting the need for financial digital education.

In healthcare, Italy's eHealth maturity is high, but Electronic Health Records (EHRs) remain underutilized. Socioeconomic disparities, regional inequalities, and complex interfaces prevent seniors from benefiting fully. Many distrust digital healthcare solutions, while assistive technologies like wearables could help improve health management and independence.

Barriers include low digital skills, accessibility challenges, and skepticism. Many seniors experience technological anxiety, sensory impairments, and cognitive difficulties, making digital interactions overwhelming.

6. Barriers and Gaps in Digital Literacy and Online Engagement

The digital divide remains one of the biggest barriers to social inclusion for older adults in Italy. Many seniors lack basic digital skills, making it difficult to use digital devices, navigate the internet, and access essential online services such as e-government platforms, telemedicine, and digital banking. Without these skills, many seniors face increased social isolation and reduced access to critical services.

Economic constraints further widen the digital gap. Many seniors live on fixed pensions, making it difficult to afford internet subscriptions, digital devices, and necessary software updates. The cost of broadband and mobile data plans represents a major financial barrier, particularly for low-income seniors and those living alone. This issue is especially pronounced among older women, who often receive lower pensions and have historically had fewer educational and employment opportunities.

Regional disparities exacerbate these challenges. In Northern Italy, digital literacy rates and broadband coverage are significantly higher, while in the South, lower incomes and weaker infrastructure contribute to wider digital exclusion. Only 37.7% of rural areas have access to high-speed broadband, compared to more extensive coverage in urban regions.

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Beyond economic and regional factors, **usability and accessibility issues also prevent seniors from engaging with digital tools**. Many online platforms feature complex navigation, small fonts, and unintuitive authentication processes (e.g., SPID for public services), discouraging usage.

Additionally, many seniors face sensory impairments (e.g., vision and hearing loss), motor difficulties, and cognitive challenges, which further limit their ability to interact with digital tools. The absence of user-friendly, intuitive design creates frustration and leads many seniors to abandon digital tools altogether.

Psychological factors also play a crucial role in digital disengagement. Many older adults experience technophobia, fearing they will make mistakes or break their devices. This fear is compounded by past negative experiences with technology or difficulties in adapting to rapidly evolving digital environments. Lack of digital confidence prevents seniors from exploring new tools, while technostress, caused by information overload or complicated interfaces, increases frustration and leads to avoidance behavior.

Many seniors also express skepticism about the usefulness of digital tools, preferring traditional communication methods and in-person services. Moreover, security concerns - such as fear of online scams, identity theft, and data privacy risks - deter many older adults from engaging with digital platforms, particularly for financial and healthcare services.

Another major issue is limited access to digital education and training programs. While some initiatives exist, many lack age-appropriate teaching methods, making them ineffective for older learners. Most training opportunities are designed for younger populations, failing to consider the learning pace and needs of older adults. The absence of structured, long-term digital literacy programs prevents many seniors from acquiring and maintaining digital skills. Furthermore, negative stereotypes that portray older adults as incapable of learning new technologies contribute to low motivation and reinforce digital exclusion.

To address these barriers, **a comprehensive strategy is needed** to enhance digital inclusion among older adults. **Targeted digital literacy programs should focus on practical skills, security awareness, and hands-on learning while using clear and simple language**. Expanding digital facilitation points in libraries, senior centers, and municipalities can provide one-on-one support and guidance. Intergenerational learning programs, where young people act as digital mentors, can also encourage knowledge exchange and foster digital confidence among seniors.

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Ensuring **affordable access** to digital tools and connectivity is equally important. Policymakers should offer subsidies for internet access and device purchases, particularly for low-income seniors. Public and private partnerships could also provide low-cost broadband solutions and improve infrastructure in underserved areas. In addition, improving the design and accessibility of digital tools - such as larger fonts, simplified navigation, and voice-assisted interfaces - can enhance usability and encourage adoption.

Finally, addressing security concerns and **promoting trust** in digital tools is essential. Seniors should receive comprehensive training on cybersecurity, including how to recognize scams, manage passwords, and safely conduct online transactions. Ensuring better integration between online and physical services, particularly in healthcare and public administration, can facilitate digital adoption without replacing essential human interaction.

7. Challenges, Opportunities, and Skills Gap Assessment

By addressing these **economic, psychological, educational, and technological barriers**, Italy can bridge the digital divide for older adults, empowering them to engage with the digital world, maintain social connections, and access essential services with confidence and independence.

The digitalization of senior education in Italy is hindered by the digital divide, low digital literacy, and usability barriers. Many older adults lack internet access, and most Italians do not possess basic digital skills, limiting their ability to engage with digital platforms. Training programs often fall short due to ineffective methodologies, lack of personalization, and inaccessible interfaces that make digital adoption difficult. Psychological barriers such as technostress, fear of mistakes, and security concerns further discourage engagement, while economic constraints restrict access to digital devices and broadband services. The limited digital competencies of educators also reduce the effectiveness of digital training for seniors.

Efforts to expand digital literacy include national strategies such as Repubblica Digitale and Piano Nazionale Scuola Digitale, but these initiatives often fail to fully accommodate the needs of older adults. Lifelong learning initiatives offer structured training but remain inconsistent in quality and outreach. Assistive technologies and simplified interfaces could enhance usability, but their implementation is limited. Social inclusion efforts, such as intergenerational mentoring

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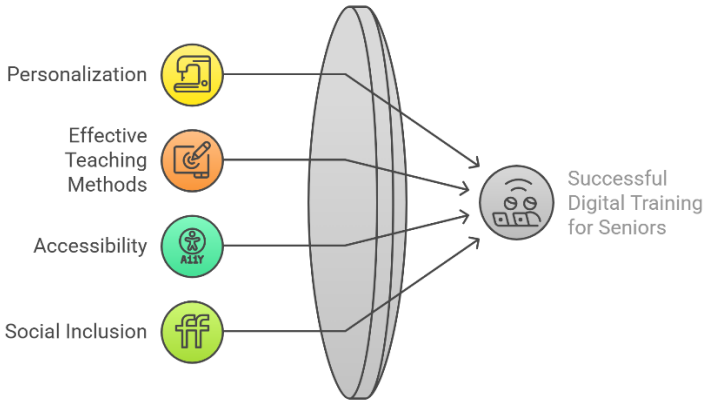
and digital mediators, have shown promise in bridging generational gaps and fostering confidence among seniors. However, sustainable funding and stronger public-private partnerships are needed to expand these programs and ensure long-term accessibility.

Successful digital training for seniors requires personalization, effective teaching methods, accessibility, and social inclusion. Programs should cater to varying skill levels, providing gradual learning paths and real-life applications to boost confidence. Simplified interfaces and assistive tools are essential for usability, while intergenerational mentorship and peer learning foster engagement. Ongoing technical support and digital helpdesks can further sustain participation and prevent disengagement.

Drivers of digital inclusion include the recognition of ICT's role in promoting independence and social participation, increasing smartphone adoption, and expanding digital literacy initiatives. E-health services and telemedicine provide incentives for seniors to engage with technology. Intergenerational learning and social support programs further encourage digital adoption.



However, **key inhibitors persist**, including the digital divide, low digital literacy, and technophobia. Many seniors lack confidence and actively avoid digital tools due to negative stereotypes, complex interfaces, and security concerns. Economic barriers restrict access to devices and internet services, while usability challenges make digital platforms difficult to navigate. Security fears, such as online fraud and privacy risks, also deter engagement. The uneven distribution of telemedicine services and digital government platforms further exacerbates the problem.

Critical skill gaps include a lack of basic digital abilities, information literacy, and online communication skills. Many seniors struggle with simple tasks such as navigating digital interfaces, searching for reliable information, and using messaging apps or video calls. Digital

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content creation remains underdeveloped, limiting their ability to engage actively in online spaces. Low cybersecurity awareness increases vulnerability to scams and phishing, while inadequate problem-solving skills leave many seniors dependent on external assistance for technical issues. Limited familiarity with e-government services and telemedicine platforms prevents seniors from accessing essential digital services.

8. Recommendations for Training and Upskilling Pathways

Addressing these challenges requires **digital literacy programs** that are **more inclusive, practical, and tailored to seniors' needs**. Simplifying digital interfaces, expanding structured training, and fostering social learning environments will enhance older adults' ability to navigate digital platforms independently.

An effective strategy for improving digital literacy among older adults **must focus on essential skills such as device usage, web navigation, online communication, and cybersecurity**. Training should facilitate access to e-government platforms, telemedicine, and financial services while fostering independence through smartphones and tablets.

Programs must adopt a **personalized and hands-on approach**, integrating real-world applications to increase relevance. Intergenerational mentorship can further strengthen digital confidence, reducing technophobia and fostering social inclusion. To ensure greater accessibility, training materials should be adapted to seniors' cognitive and physical needs, using clear language, large fonts, and structured guidance.

Ensuring digital accessibility requires **infrastructure improvements**, particularly in underserved areas where broadband connectivity remains limited. Governments should prioritize investments in nationwide broadband expansion and subsidized internet plans for low-income seniors. Accessible and user-friendly digital tools, such as tablets with simplified interfaces and built-in assistive technologies, should be promoted to address sensory and mobility challenges. At the same time, senior-oriented online platforms must integrate intuitive designs with clear navigation and high-contrast visuals, making digital engagement easier and less intimidating. Community-based digital support systems, including digital facilitators and local learning hubs, can provide personalized assistance, ensuring that training is accessible to all.

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Education providers and VET Operators, both formal and informal, **play a fundamental role in bridging the digital divide**. Schools and universities should incorporate digital literacy into their curricula, offering intergenerational mentorship programs where students help older adults develop digital competencies. Adult Education Centers (CPIA) should extend their outreach to older learners, providing structured courses that align with their specific needs. Informal education providers such as libraries, NGOs, and senior community centers can enhance digital inclusion by offering free access to computers, peer-assisted learning, and targeted workshops. Partnerships between these institutions maximize outreach, making digital education more widely available and inclusive.

International best practices provide valuable insights that Italy can adapt. Programs like the European Innovation Partnership on Active and Healthy Ageing (EIPonAHA) and ProMIS facilitate digital health solutions that could improve Italy's telemedicine and remote health monitoring initiatives. Intergenerational co-housing models from the Netherlands, where young people exchange digital assistance for affordable housing, demonstrate innovative ways to encourage digital skills transfer. Italy's regional initiatives already provide effective frameworks that could be scaled nationally. EU-funded programs such as Erasmus Plus and eTwinning highlight the success of cross-generational digital learning projects, demonstrating the potential for intergenerational collaboration in digital education.

A **coordinated approach** among governments, NGOs, and businesses is necessary to ensure sustainable digital inclusion for seniors. Governments must integrate digital skills training into national strategies, fund community-based programs, and establish Digital Facilitation Points to offer continuous support. NGOs play a crucial role in mobilizing volunteers, providing accessible digital literacy training, and raising awareness about the benefits of digital inclusion. Businesses can contribute by developing senior-friendly digital tools, funding training initiatives through corporate social responsibility programs, and forming partnerships with public institutions to expand digital access. Public-private partnerships, combined with strong policy frameworks, can ensure that digital literacy remains a lifelong learning priority.

An effective upskilling pathway for seniors should **combine accessibility, personalization, and continuous support**. Training programs should be practical, focusing on real-world applications that enhance daily life, such as online banking, e-health services, and digital communication.

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National policies should ensure infrastructure development and equitable digital access, while localized initiatives should provide hands-on support through community-based digital training centers. Intergenerational programs can bridge knowledge gaps, fostering social interaction and peer learning. Regular evaluation and feedback mechanisms are crucial to refining strategies and ensuring that digital training evolves to meet the changing needs of older adults.

Investing in digital inclusion for seniors is not just a technological necessity but **a broader social commitment**. As societies become increasingly digitized, older adults risk being excluded from essential services, economic opportunities, and social interactions. By fostering a collaborative and inclusive approach, Italy can bridge the digital divide, ensuring that all citizens, regardless of age, can navigate and benefit from the digital world. Prioritizing digital education for seniors enhances autonomy, strengthens intergenerational bonds, and promotes active aging, ultimately contributing to a **more equitable and connected society**.

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