

Age Action

Age Equality

Ireland's leading advocacy organisation working for equality and human rights for all of us as we age.

We envision a society where all older people are enabled to participate and live full, independent lives.

AgeAction
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**Getting
Started**

1-2-1 digital skills tutoring programme to help older people stay connected.

43,000+ tutored since 2011



It has given me a new lease on life. I feel so involved now, I used to feel so isolated and never knew what people were talking about regarding internet, email etc. This has been a light in a black tunnel for me.

The joy I feel being able to use my tablet is indescribable. I feel connected with the world again and it brings me great joy.

-Bridget



Digital Inclusion: Case Study

Maire* is 78 and a carer to her husband of 55 years, who has been living with MS for eight years. During the COVID-19 pandemic, she struggled as they had to spend a lot more time at home on their own. “We were worried about how we would get food and medication – and how we would get to a hospital if we became ill.”

The couples’ daughter lived close by and was a great support, dropping in food and reassuring them over the phone. But Maire soon started to feel disconnected from family and friends, as phone conversations didn’t make up for not seeing loved ones.

Maire’s son in London bought her a laptop when she said she wanted to try and get online. “I told my son I wanted to be able to video call my grandchildren and do shopping on the internet,” she says. After seeing television adverts for online shopping and video calling, she thought now was the ideal time. “I felt like we were falling behind and might get forgotten about if we didn’t at least try the new technology everyone was using. We already had internet for when my grandchildren visited, so we were set up. I just didn’t know how to get started.”

When the laptop arrived, Maire was excited, but also overwhelmed by it all. “It was scary, I was sure I would break it.” Maire’s daughter told her about Age Action’s Getting Started KIT remote digital literacy training, which supports older people to get online. Maire was relieved to hear she could get the help she needed and called straight away.

“Everyone at Age Action was so helpful and my volunteer tutor, Joanne, had the patience of a saint when I asked a million questions. I took notes to remind myself of all the tips I learnt as we went through the training manual together in our phone calls. Joanne made it easy for me to understand, which I was grateful for. Getting to grips with the internet was easier than I thought it would be. My big fear was staying safe online with all the scams you hear about, but now I know exactly what I can do to protect my personal information.”

“It’s been simply wonderful,” beams Maire. “After my third training call, I managed to get our food shopping delivered straight to our door and saved money too as I spotted an online offer. By my fifth and final call, I was able to meet Joanne on a video call and by then she was a good friend as well as a tutor. I felt like super-granny that evening when I video chatted my grandchildren in London!”

*This case study is a composite of true quotes and situations from our community members and has been anonymized for privacy.