

Ageing in digital societies: enablers and barriers to older persons exercising their social rights

Sweden

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1 Legal and policy framework

1.1 National legislation on digital public administration

The national legal framework on digital public administration consists of a number of laws and regulations. The most relevant include the Administrative Procedure Act ([Förvaltningslag \[2017:900\]](#))¹ and the Instrument of Government ([Kungörelse \[1974:152\] om beslutad ny regeringsform](#))². The Administrative Procedure Act does not mention equal access for all or specific groups. However, the Instrument of Government contains provisions to ensure equality of all before the law,³ which can be translated into a constitutional obligation of public authorities to enable equal access to their services for all individuals. These two laws are described further below.

Other laws of relevance for the recognition of equal access to public services include the Discrimination Act ([Diskrimineringslag \[2008:567\]](#))⁴; the Freedom of the Press Act ([Tryckfrihetsförordning \[1949:105\]](#))⁵; and the Public Access to Information and Secrecy Act ([Offentlighets- och sekretesslagen \[2009:400\]](#)).⁶ The Act on Accessibility of Digital Public Services ([Lag \[2018:1937\] om tillgänglighet till digital offentlig service](#))⁷ and the accompanying Ordinance on Accessibility of Digital Public Services ([Förordning \[2018:1938\] om tillgänglighet till digital offentlig service](#))⁸ cover the conformity of public services websites with web accessibility standards.

The Administrative Procedure Act regulates the activities of the administrative authorities and outlines the basis for good administration, including provisions on legality; objectivity and proportionality; service; accessibility; and cooperation.⁹ As a rule, the Act does not address issues of technology; it is "technology-

¹ Sweden, Administrative Procedure Act ([Förvaltningslag \[2017:900\]](#)), 28 September 2017.

² Sweden, Instrument of Government ([Kungörelse \[1974:152\] om beslutad ny regeringsform](#)), 28 February 1974.

³ Sweden, Instrument of Government ([Kungörelse \[1974:152\] om beslutad ny regeringsform](#)), 28 February 1974, chapter 1, section 9.

⁴ Sweden, Discrimination Act ([Diskrimineringslag \[2008:567\]](#)), 5 June 2008.

⁵ Sweden, Freedom of the Press Act ([Tryckfrihetsförordning \[1949:105\]](#)), 5 April 1949.

⁶ Sweden, Public Access to Information and Secrecy Act ([Offentlighets- och sekretesslagen \[2009:400\]](#)), 20 May 2009.

⁷ Sweden, Act on Accessibility of Digital Public Services ([Lag \[2018:1937\] om tillgänglighet till digital offentlig service](#)), 22 November 2018.

⁸ Sweden, Ordinance on Accessibility of Digital Public Services ([Förordning \[2018:1938\] om tillgänglighet till digital offentlig service](#)), 22 November 2018.

⁹ Sweden, Administrative Procedure Act ([Förvaltningslag \[2017:900\]](#)), 28 September 2017, section 7.

neutral”.¹⁰ In the preparatory works, it is emphasised that the provisions of the Act should be adapted so that they remain neutral in relation to the continuously increasing digitalisation.¹¹ In the event of conflicts of norms, the Act on Accessibility of Digital Public Services takes precedence over the Administrative Procedure Act.¹²

Although the Administrative Procedure Act does not address digitalisation specifically, the provisions on good administration is of specific relevance for the right to equal access to public services undergoing digitalisation. Section 6 on “Service”, sets a requirement to give individuals the assistance they need to look after their interests. Such assistance “shall be given to the extent that is deemed appropriate with regard to the nature of the question, the private person’s need of assistance and the activities of the authority”. Moreover, section 7 on “Accessibility” states that “An authority shall be available for contacts with private persons and inform the public about how and when they can make these contacts”. With regard to access to public information, this provision makes a reference to the obligations of public authorities to ensure the right to access official documents under chapter 2 of the Freedom of the Press Act.¹³ Since Administrative Procedure Act is technology-neutral, its provisions should be interpreted and applied in digital environments.

Older persons are not explicitly mentioned in the Administrative Procedure Act. In contrast, persons with disabilities are addressed in the context of “Interpretation and translation”. Here is stipulated the obligation for authorities to use an interpreter and the obligation to make the contents of documents accessible to a person “who has a disability that severely limits their ability to see, hear or speak”.¹⁴ The same provision stipulates that authorities need to use an interpreter

¹⁰ The act only contains one substantive provision that explicitly addresses e-governance (in relation to automatic decision-making), see Sweden, Administrative Procedure Act ([Förvaltningslag \[2017:900\]](#)), 28 September 2017, section 28.

¹¹ Sweden, Ministry of Justice (*Justitiedepartementet*) (2017), A modern and legally secure administration - new administrative procedure act ([En modern och rättssäker förvaltning – ny förvaltningslag](#)), government bill, Prop. 2016/17:180, 6 April 2017, p. 68.

¹² “If another act or an ordinance contains a provision that differs from this Act, that provision is applied.” Sweden, Administrative Procedure Act ([Förvaltningslag \[2017:900\]](#)), 28 September 2017, section 4.

¹³ See, Sweden, Administrative Procedure Act ([Förvaltningslag \[2017:900\]](#)), 28 September 2017, section 4. According to Article 12 of the Freedom of the Press Act, public authorities shall respond speedily to requests for official documents. Requests can be in any form and anonymous. Moreover, the Public Access to Information and Secrecy Act contains exceptions to the principle of public access to official records in the form of provisions on confidentiality and non-disclosure of certain public documents.

¹⁴ Sweden, Administrative Procedure Act ([Förvaltningslag \[2017:900\]](#)), 28 September 2017, section 13.

and translate documents when they are in contact with someone who does not have command of the Swedish language.

In the Administrative Procedure Act, the provisions on “Legality, objectivity and proportionality” provide general protection for people’s rights, including non-users of digital services. According to the provisions, the public authority shall be objective and impartial in all its activities and may only take measures that have support in the legal order.¹⁵ The Instrument of Government also contains provisions on the obligation of public administration authorities to be impartial and objective. This means, among other things, that any potential disadvantage facing the users of non-digital services (including older persons) compared to users of digital services must be based on impartial and objective reasons.

A further source of protection in the Instrument of Government is the obligation of public authorities to ensure the “equality of all before the law”¹⁶ and to “combat discrimination of persons on grounds of gender, colour, national or ethnic origin, linguistic or religious affiliation, functional disability, sexual orientation, age or other circumstance affecting the individual”.¹⁷ This general obligations translates into a constitutional obligation of public authorities to enable equal access to their services for all individuals. In addition to an obligation to provide non-digital services to those unable to use digital services, this importantly includes an obligation to make digital services accessible.¹⁸

The Discrimination Act, which contains enforceable individual rights, establish a certain safeguard for individuals interacting with public sector employees. The prohibition applies in the public sector at local, regional and national level and complements other prohibitions in law.¹⁹ The Act contains one provision prohibiting discrimination when public employees assists individuals by providing information, guidance, advice or other such help.²⁰ In those situations, public employees may not treat a person in a discriminatory manner. In addition, the Discrimination Act

¹⁵ Sweden, Administrative Procedure Act ([Förvaltningslag \[2017:900\]](#)), 28 September 2017, section 5.

¹⁶ Sweden, Instrument of Government ([Kungörelse \[1974:152\] om beslutad ny regeringsform](#)), 28 February 1974, chapter 1, section 9.

¹⁷ Sweden, Instrument of Government ([Kungörelse \[1974:152\] om beslutad ny regeringsform](#)), 28 February 1974, chapter 1, section 2.

¹⁸ In the event of conflicts of norms, the constitution takes precedence over the Act on Accessibility of Digital Public Services and the Administrative Procedure Act.

¹⁹ Areas within the public sector covered by the Discrimination Act are, among others, health care, social services and the social insurande system.

²⁰ Sweden, Discrimination Act ([Diskrimineringslag \[2008:567\]](#)), 5 June 2008, chapter 1, section 17.

contains a prohibition of discrimination in the form of inadequate accessibility. The lack of accessibility, online or offline, can therefore constitute discrimination.²¹

Specific requirements on accessibility of public services undergoing digitalisation are found in the Act on Accessibility of Digital Public Services. The Act entered into force in 2018 as a response to the EU Web Accessibility Directive (2016/2102). The Act is accompanied by the Ordinance on Accessibility of Digital Public Services. The latter assigns regulatory mandate to the Agency for Digital Government (*Myndigheten för Digital Förvaltning, DIGG*). The Agency for Digital Government published the required regulation [MDFFS 2019:2](#) in May 2019, which was updated in 2021 (regulation [MDFFS 2021:2](#)).

This set of laws and regulations contain provisions on requirements for access to digital services provided by public authorities. In line with the EU Web Accessibility Directive, these laws and regulations requires digital public services to be perceivable, operable, understandable and robust.²² However, this set of laws and regulations do not contain a specific right to equal access to public services undergoing digitalisation. Older persons are not mentioned in these acts. In contrast, the Act on Accessibility of Digital Public Services mentions persons with disabilities in relation to the scope of the law. It is noteworthy that the Act stipulates that not only public services, but also non-governmental organisations whose services are addressed towards persons with disabilities, need to comply with it. It is also noteworthy that the obligations created by the Act are not absolute; it sets out exceptions for certain public actors who does not have to meet the requirements in the Act if this is unreasonably burdensome. In assessing whether an adaptation is unreasonably burdensome, the size of the public actor must be taken into account, as well as the nature of the tasks and resources and the estimated costs and benefits for the actor in relation to the estimated benefits for persons with disabilities.²³

On certain substantive issues the Act on Accessibility of Digital Public Services overlaps with the Discrimination Act, which contains enforceable individual rights. Lack of accessibility in violation of the Act on Accessibility of Digital Public Services can simultaneously constitute discrimination based on the Discrimination Act.²⁴ According to the preparatory work of the Act on Accessibility of Digital Public

²¹ Sweden, Discrimination Act ([Diskrimineringslag \[2008:567\]](#)), 5 June 2008, chapter 1, section 4.

²² Sweden, Agency for Digital Government (Myndigheten för Digital Förvaltning, DIGG) (2019) Regulations on Accessibility of Digital Public Services ([Föreskrifter om tillgänglighet till digital offentlig service](#)), MDFFS 2019:2, 1 June 2019, p. 4.

²³ Sweden, Act on Accessibility of Digital Public Services ([Lag \[2018:1937\] om tillgänglighet till digital offentlig service](#)), 22 November 2018, section 12.

²⁴ See for instance, Agency for Digital Government (Myndigheten för Digital Förvaltning, DIGG), Legal guidance ([rättslig vägledning](#)), webpage, accessed 6 June 2022.

Services, this Act shall guide what is to be considered as discriminatory under the Discrimination Act.²⁵

Certain safeguards are established to ensure the actual accessibility of public services. One such safeguard is the requirement in the Act on Accessibility of Digital Public Services that public authorities publish an accessibility report in an accessible format (in most cases on the authorities websites).²⁶ The regulation MDFFS 2019 (updated 2021) outlines the content of the accessibility report further. According to the Act, this accessibility report must contain a function that enables an individual to notify the public authority concerned that its digital service does not meet the accessibility requirements.²⁷ Through this function, it must be possible for the individual to request the authority in question to make a previously inaccessible service accessible.²⁸ The accessibility report, published at the authority's webpage, must also contain a link to the complaints mechanism at the Agency for Digital Government (who is the regulatory authority) in order for individuals to report directly to the Agency any perceived lack of access to digital public services.²⁹

1.2 National policy, strategy or action plan on the digitalisation of public services or digital inclusion

Sweden has a National Digitalisation Strategy (*Digitaliseringsstrategi*) outlining the government's digital policy.³⁰ The vision outlined in the Strategy is to create a sustainable digital transformation in Sweden where everyone is part of, and has trust in, the digital society including well functioning public services.³¹ The National Digitalisation Strategy expresses an overall objective for Sweden to become the

²⁵ Sweden, Ministry of Finance (Finansdepartementet) (2018), Implementation of the Web Accessibility Directive ([Genomförande av webbtillgänglighetsdirektivet](#)), government bill, Prop. 2017/18:299, 6 September 2018, p. 22.

²⁶ Sweden, Act on Accessibility of Digital Public Services ([Lag \[2018:1937\] om tillgänglighet till digital offentlig service](#)), 22 November 2018, section 13-15; and Sweden, Ordinance on Accessibility of Digital Public Services ([Förordning \[2018:1938\] om tillgänglighet till digital offentlig service](#)), 22 November 2018, section 5.

²⁷ Sweden, Act on Accessibility of Digital Public Services ([Lag \[2018:1937\] om tillgänglighet till digital offentlig service](#)), 22 November 2018, section 13.

²⁸ Sweden, Agency for Digital Government (Myndigheten för Digital Förvaltning, DIGG) (2019) Regulations on Accessibility of Digital Public Services ([Föreskrifter om tillgänglighet till digital offentlig service](#)), MDFFS 2019:2, 1 June 2019, p. 5.

²⁹ Sweden, Agency for Digital Government (Myndigheten för Digital Förvaltning, DIGG) (2019) Regulations on Accessibility of Digital Public Services ([Föreskrifter om tillgänglighet till digital offentlig service](#)), MDFFS 2019:2, 1 June 2019, p. 6.

³⁰ Sweden, Ministry of Enterprise and Innovation (Näringsdepartementet) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017.

³¹ Sweden, Ministry of Enterprise and Innovation (Näringsdepartementet) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 8.

world leader in harnessing the opportunities stemming from digital transformation. To achieve the overall objective five goals have been set: digital skills; digital security; digital innovation; digital leadership; and digital infrastructure. The Strategy develops in relation to each goal how digital transformation relates to positive social development. Throughout the Strategy, the public sector is invited to work towards the five goals.

The National Digitalisation Strategy recognises the right to equal access to public services undergoing digitalisation under the goal of digital skills: "All people, women and men, girls and boys, regardless of social background, functional ability and age, must be offered the opportunity to take part in digital information and services from the public sector and participate in an equal way in society."³² According to the Strategy, the goal of digital skills entails everyone, both users and employees of the public sector, being familiar with digital tools and services and having the ability to participate in the digital transformation based on their own situation. The goal is highlighted as crucial from a users perspective in order to use digital tools and services, and to find, analyse and critically evaluate information from different media. Digital skills in the public sector are identified as an particularly important element of improving and simplifying the general public's contacts with public authorities – for example through electronic identification and electronic signatures.³³ The Strategy recognises digital competence and skills as critical for building trust in the public services provided at the national, regional and local level.³⁴ In relation to the goal of digital leadership, it is emphasised that all parts of the public sector need to increase their digital competence and create conditions for developing better services in the future. Digital leadership in the public sector is also recognised as essential to coordinate strategic work within this sector.³⁵ The goal of digital innovation outlines how increased digitalisation, for example in the health care sector, can strengthen the work for a more equal health care throughout the country.³⁶

The Strategy recognise certain areas where increased digital skills are needed, such as the education system and the labour market. The Strategy thus recognise

³² "Alla människor, kvinnor och män, flickor och pojkar, oavsett social bakgrund, funktionsförmåga och ålder, ska erbjudas förutsättningar att ta del av digital information och tjänster från det offentliga och delta på ett likvärdigt sätt i samhället." See, Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 13.

³³ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 12.

³⁴ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 15.

³⁵ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 29.

³⁶ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 27.

the school system's important role in providing all children and students with the digital skills needed for digital participation.³⁷ Digital skills also includes the ability to get an employment or to start a business.³⁸

In order to increase the incentives for individuals to continuously develop the digital skills and abilities needed to participate in society, accessible, universally designed and flexible solutions must be offered. In this context, the Strategy highlights the libraries' role in increasing the digital skills among the general public. The Strategy also emphasises the need to ensure gender equality and diversity within sectors and areas where new digital solutions are developed. A sustainable digitalisation needs to contribute to an equal societal development – for instance ensuring that women and men have equal power to shape society.³⁹

The Strategy recognises certain safeguards to ensure that individual's rights are respected. The right to personal integrity, freedom of expression and intellectual property rights are mentioned in relation to the goal of digital security. However, there are no references to equal access to services or older persons in relation to the safeguards mentioned. Freedom of expression is highlighted in the context of digital security in order to ensure an open and democratic society. In this context, the Strategy emphasises that Swedish Public Service (radio and television), which is conducted independently in relation to the government as well as to other spheres of economic and political power in society, give citizens access to impartial and objective information.⁴⁰ The Strategy further address the fact that individual's right to personal integrity must be safeguarded through a technology that is adapted to the protection of personal integrity. Private and public authorities need to develop awareness of information and cyber security to maintain confidence in new technologies and services.⁴¹ It is further emphasised that resource efficiency and the modernisation of regulations must not take place at the expense of reduced protection of the individual's integrity.⁴² Intellectual property rights are

³⁷ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 13.

³⁸ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 12.

³⁹ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 13.

³⁹ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 12.

⁴⁰ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, pp. 18-19.

⁴¹ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 18.

⁴² Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 28.

mentioned in relation to the expanding digital market of goods and services.⁴³ These rights are also addressed in the context of establishing an effective protection of intellectual property rights to ensure sustainable digital innovation.

In addition to this National Digitalisation Strategy, the government has a number of specific strategies and advisory functions to support digitalisation.⁴⁴ One such advisory function is the Swedish National Digitalisation Council (*Digitaliseringsrådet*). The Council's task is to promote the implementation of the government's digitalisation Strategy. In 2019, the Council focused its work on digital participation. Their work on digital participation has been conducted in collaboration with several actors and organisations resulting in a publication of the report "Participation in a digital age" (*Delaktighet i en digital tid*).⁴⁵ One of the recommendations in the report is to develop a national action plan to promote digital participation and inclusion. Another recommendation is to introduce a "zero vision", meaning that no one should be excluded from the digital society. The Council also emphasises the need for the government to strengthen research that aims to increase understanding of how democracy, trust, participation and exclusion are linked to the growth of the digital society. Further, the Council highlights the fact that individuals' digital inclusion or exclusion needs to be seen as an ongoing process rather than as a static fact. They further emphasise the importance of considering various interacting factors affecting exclusion from the digital society; age as the sole factor is for example not sufficient to explain exclusion.⁴⁶

1.3 National recovery and resilience plans covering the digitalisation of public services

⁴³ Sweden, Ministry of Enterprise and Innovation (*Näringsdepartementet*) (2017) National Digitalisation Strategy ([Digitaliseringsstrategin](#)), N2017/03643/D, 18 May 2017, p. 18.

⁴⁴ For instance: The Agency for Digital Government (*Myndigheten för Digital Förvaltning, DIGG*) serves as hub for the digitalisation of the public sector and has been tasked with coordinating and supporting digitalisation across the public sector in order to make it more efficient and fit for purpose. The Agency for Digital Government also supports the Swedish government by providing decision-making material and analyses. The eGovernment regional and local activities are coordinated by the Swedish Association of Local Authorities and Regions, SALAR (*Sveriges regioner och kommuner, SKR*) and the eCollaboration Programme (*eSamverkansprogrammet*) consisting of 35 government agencies cooperate in developing digital solutions and promote interoperability by using guidelines, sharing knowledge and best practices, and networking.

⁴⁵ Sweden, Swedish National Digitalisation Council (*Digitaliseringsrådet*) (2019) Participation in a digital age ([Delaktighet i en digital tid](#)), 19-12347, November 2019.

⁴⁶ Swedish National Digitalisation Council (*Digitaliseringsrådet*), Participation in a digital age ([Delaktighet i en digital tid](#)), webpage, accessed 6 June 2022.

The National Recovery and Resilience Plan includes an investment focusing on a common public sector digital infrastructure (*Förvaltningsgemensam digital infrastruktur*). The Agency for Digital Government is responsible for the investment together with several other government agencies. The aim is to establish a common public sector digital infrastructure for efficient and secure information exchange and to ensure access for public administration to national basic data (*grunddata*). Government agencies, regions and municipalities will be able to use the common public sector digital infrastructure to exchange information in a secure and efficient way. The target group for the investment is the entire public sector and all citizens interacting with it.

The National Recovery and Resilience Plan emphasises that these standardised solutions for digital infrastructure will benefit citizens since more interactions with authorities will be accessible digitally. In addition, the investment will facilitate the realisation of the “Once-Only” principle, which means that private individuals and companies should only need to report data once to public administration authorities. The above is the only context in the Plan where individuals access to public services is addressed, and no reference are made to inclusion, rights or equality before the law. Older persons or other groups at risk of digital exclusion are not mentioned in the Plan. However, in the context of ensuring a gender equality perspective, the Plan emphasises that the investment covers the entire public administration and all citizens interacting with it and assesses that all women, men, boys and girls will benefit from the common public sector digital infrastructure, but to a varying degree. From an employment perspective, the Plan notes that it is likely that more women than men will benefit from the investment since a majority of those employed in the public sector are women.⁴⁷

2 Programmes and practices aimed at ensuring equal access to public services in the digital age

“Digital help” (*Digitalhjälpen*): Support to older persons to increase digital competence

Between March 2020 and March 2021, the Swedish government assigned the Swedish Post and Telecom Authority (*Post- och telestyrelsen, PTS*) to implement initiatives to improve the ability of older persons to use digital services and increase digital participation. The assignment was a response to the challenges stemming from Covid-19, revealing a marked digital exclusion among older

⁴⁷ Sweden, Ministry of Finance (*Finansdepartementet*) (2021) Sweden’s recovery and resilience plan ([Sveriges återhämtningsplan](#)), 28 May 2021 (revised 24 February 2022), pp. 114-117.

persons in comparison to the rest of the population.⁴⁸ One of the initiatives conducted by the Swedish Post and Telecom Authority was the digital platform “Digitalhjälp” in December 2020. The digital platform has information, step-by-step guides, instructional videos and tips on services and initiatives to help older persons understand and use digital services and tools. One of the most important sources of information on the platform is that on how to obtain an e-identification and instructions on how to use it (*Bank-ID, Freja eID+, AB Svenska Pass*).⁴⁹ Specific support material for health care and social care employees has also been developed to enable such employees to guide older persons in how to use digital services. The Swedish Post and Telecom Authority continues to run the digital platform even though the government assignment is completed.

Within the framework of this government assignment, the Swedish Post and Telecom Authority has also disseminated basic information about digital services and tools and carried out several information campaigns to motivate the use of digital services and tools. The information was disseminated both online and offline. Three short films and one longer film were disseminated at channels such as Facebook, Instagram, Youtube and through so-called PlayAd ads that appear on a number of different news websites. In order to reach older persons who rarely or never use the Internet and/or digital services, a specific information campaign was conducted in non-digital channels. This included a notice in the Swedish Television (*Sveriges Television, SVT*) program called “Notice Board” (*Anslagstavlan*); ads in printed editions of newspapers and magazines; and an information flyer and poster for dissemination through municipalities, libraries and study associations. In addition, a number of newsrooms within television, radio, daily press, evening press and local press were contacted in order to reach out in media channels used by older persons. The campaigns were aimed at older persons, as well as at the relatives of older persons, thus enabling the latter to support older persons. In addition, the Swedish Post and Telecom Authority has collaborated with relevant actors in matters of digital participation of older persons, such as pensioners' organizations and the Swedish Association of Local Authorities and Regions, SALAR (*Sveriges kommuner och regioner, SKR*). The Swedish Post and Telecom Authority submitted its final report to the government in 2021. In its report, the agency emphasised the continued need to develop support services such as “Digitalhjälp” and to develop access to public information and administration for older persons who are at risk of digital exclusion. Five recommendations to the government were made, including long-

⁴⁸ Sweden, Ministry of Infrastructure (*Infrastrukturdepartementet*) (2020) Assignment to contribute to the accessibility and use of IT and electronic communication services for older persons following the outbreak of Covid-19 ([Uppdrag att bidra till tillgänglighet och användning av it och elektroniska kommunikationstjänster för äldre med anledning av utbrottet av covid-19](#)), government decision, I2020/01296/D, 20 November 2020.

⁴⁹ Swedish Post and Telecom Authority (*Post- och telestyrelsen, PTS*) Digital help ([Digitalhjälp](#)), webpage, accessed 6 June 2022.

term and coordinated work for everyone's digital participation; a better designed financial support; an e-identification for everyone; equal digital basic competence in care for older persons throughout the country; and to continue to strengthen libraries' work with digital participation.⁵⁰

The latter recommendation refers to a government assignment to the National Library of Sweden (*Kungliga Biblioteket*) to increase digital competence among librarians. The aim of the initiative called "Digital first – with the user in focus" (*Digitalt först – med användaren i fokus*) was to promote increased digital competence among the general public. The initiative ended in 2020 after three years. In its final report to the government, the National Library of Sweden emphasised, among other things, the libraries' role in promoting digital participation. Many individuals request support from the libraries in their interaction with public administration authorities and banking services. This support leads to challenging situations for users of digital services as well as library employees, due to the unclear responsibility of how to handle personal information. The National Library of Sweden highlights a lack of national coordination within the area.⁵¹ Further, the Swedish Post and Telecom Authority, within their assignment to implement initiatives to improve the ability of older persons to use digital services and increase digital participation, requests a sustainable and strategic solution to maintain the progress made within the framework of the government assignment implemented by the National Library of Sweden.

"The Digidel network" (*Digidelnätverket*) and "Digidel Centers"

The Digidel network is a non-hierarchical, unbound and democratic network working to increase digital participation and accessibility to digital services in Sweden. The network was formed when the national campaign for increased digital participation, "Digidel2013", ended in December 2013. In 2018 and 2019, the Digidel network was granted a subsidy for a central campaign and coordination function through a government decision. The purpose of the network is to promote digital participation and enable individuals to increase their digital skills.⁵² The network consist of the Swedish Association of Local Authorities and Regions, SALAR, local, regional and national organisations such as libraries, study associations, folk high schools, authorities, associations and companies. Each

⁵⁰ Sweden, Swedish Post and Telecom Authority (*Post- och telestyrelsen, PTS*) (2021) Stop the isolation - how to reduce digital exclusion for older persons ([Bryt isoleringen – så kan vi minska det digitala utanförskapet för äldre](#)), PTS-ER-2021:18, 24 March 2021.

⁵¹ Sweden, National Library of Sweden (*Kungliga Biblioteket*) (2020) Digital first with the user in focus 2018-2020 ([Digitalt först med användaren i fokus 2018-2020](#)), KB 2021-182, 2020, p. 32.

⁵² There are currently no announcements about additional funding or upcoming announcements, see [Digidel](#), webpage, accessed 6 June 2022.

participating organisation and authority implement initiatives based on their own mandate.

In order to promote digital participation, the government granted the Swedish Internet Foundation (*Svenska Internetstiftelsen*) a subsidy to establish so called "DigidelCenters" in 2018. Municipalities could apply for funding via the Internet Fund (*Internetfonden*) run by the Internet Foundation in Sweden.⁵³ DigidelCenters are part of the larger Digidel network and are run by the municipalities. At a DigidelCenter, the municipality's residents receive support to be able to participate in the digitalisation. There are currently 26 DigidelCenters throughout the country.⁵⁴ The activities at a DigidelCenter must be demand-driven and the ambition is that visitors should recognise the concept regardless of municipality. Three basic criterias are required to become a DigidelCenter: to be an accessible physical place where all residents get free help with digital issues; to be a hub (*nod*) for municipal civic services focusing on digital participation; and to participate in a national quality work within digital supervision, digital skills and digitalisation.⁵⁵

3 Research and data focused on equal access to public services in the digital age

The Swedish Equality Ombudsman (*Diskrimineringsombudsmannen, DO*) registers complaints about discrimination according to the seven discrimination grounds.⁵⁶ Age is one such ground, however the Equality Ombudsman does not register the actual age of the person in the complaint; old or young.⁵⁷ Further, the Equality Ombudsman registers complaints divided by the area of society involved (*samhällsområden*). These areas are listed in the Discrimination law. The Equality Ombudsman does not, however, register the specific circumstances of the claim (e.g. access to a certain service) within the listed areas of society. In 2021, a total of 3,278 complaints about discrimination were received by the Equality

⁵³ See Digidel, webpage, [Digidelcenter](#) (updated 26 May 2022) accessed 6 June 2022.

⁵⁴ DigidelCenters are established in the following cities: Båstad, Gällivare, Götene, Helsingborg, Hylte Härnösand, Karlskrona, Kristianstad, Landskrona, Luleå, Mariestad, Motala, Mönsterås, Norrköping, Nyköping, Norrtälje, Rättvik, Sundsvall, Säter, Sävsjö, Torsby, Uddevalla, Vingåker, Västerås, Älmhult, Örnsköldsvik.

⁵⁵ [Digidel](#), webpage, accessed 6 June 2022.

⁵⁶ Complaints about discrimination involve discrimination associated with one or more of the grounds of discrimination: ethnicity, disability, sex, transgender identity or expression, religion or other belief, sexual orientation or age.

⁵⁷ Sweden, e-mail correspondence with The Swedish Equality Ombudsman (*Diskrimineringsombudsmannen, DO*), 2 May 2022.

Ombudsman. Of these reports, 624 concerned age-related discrimination. From the year 2020 to 2021, the number of complaints about discrimination associated with age increased from 497 to 624, which is an increase of 26 per cent.⁵⁸

The areas of society that concern public services include; social care etc. (*socialtjänst med mera*); treatment in public administration (*bemötande inom offentlig förvaltning*); social insurance, unemployment insurance and student aid (*socialförsäkring, arbetslöshetsförsäkring och studiestöd*); employment services and other labor market policy activities (*arbetsförmedling och annan arbetsmarknadspolitisk verksamhet*); military service and civil duty (*värnplikt och civilplikt*); and health care (*hälso- sjukvård*).⁵⁹ Within these areas, the area health care stands out in relation to discrimination associated with age. A total of 184 (of 624) complaints about discrimination associated with age concerned health care. This increase is linked to the Covid-19 pandemic. Informants reported in the spring of 2021 that they felt discriminated against as, due to their age, they had only been offered a certain type of vaccine.⁶⁰ For other areas of relevance for public services the number of complaints are divided as follows: social care etc.: 27; treatment in public administration: 15; social insurance, unemployment insurance and student aid: 9, employment services and other labor market policy activities: 5; and military service and civil duty: 5.

Research on digital inclusion/discrimination and public services is limited. There are significantly more studies focusing on the effects of digital participation and on the social inclusion of older persons.⁶¹ Three examples of studies on digital inclusion connected to public services are provided below: one qualitative academic research study published in the Scandinavian Journal of Caring Sciences, one national large scale survey conducted by the Swedish Internet Foundation (*Svenska Internetstiftelsen*)

⁵⁸ Sweden, Swedish Equality Ombudsman (*Diskrimineringsombudsmannen, DO*) (2022) Statistics 2015-2021 ([Statistik 2015-2021](#)), Report 2022:2, 24 March 2022, p. 9.

⁵⁹ Other areas of society are: working life (*arbetsliv*); education (*utbildning*); goods and services (*varor och tjänster*); housing (*bostäder*); membership in employer organizations (*medlemskap i arbetsgivarorganisationer*); business activities (*företagsverksamhet*); and other areas of society (*övriga samhällsområden*).

⁶⁰ The second highest number of complaints about discrimination associated with age is reported within the area working life; 152 of a total 624. Within the area goods and services 110 of 624 complaints deals with discrimination associated with age, see Swedish Equality Ombudsman (*Diskrimineringsombudsmannen, DO*) (2022) Statistics 2015-2021 ([Statistik 2015-2021](#)), Report 2022:2, 24 March 2022; and Swedish Equality Ombudsman (*Diskrimineringsombudsmannen, DO*) (2022) Annual Report 2021 ([Årsredovisning 2021](#)), LED 2021/487, 2022.

⁶¹ See for instance; Olsson, T. Samuelsson, U. Viscovi, D. (2017), '[At risk of exclusion? Degrees of ICT access and literacy among senior citizens](#)', Information, Communication & Society, Vol.22, Issue 1; and Reneland-Forsman, L. (2018), '[Borrowed access' - the struggle of older persons for digital participation](#)', International Journal of Lifelong Education, Vol. 37, Issue 3.

and one study conducted by the Swedish Association for Senior Citizens (*SPF Seniorerna*).

“Older people and rural eHealth: perceptions of caring relations and their effects on engagement in digital primary health care”

This qualitative research study is conducted by researchers from Umeå University and published in the *Scandinavian Journal of Caring Sciences*.⁶² The aim of the study is to describe older people's perceptions of caring relations in the context of rural eHealth, as well as to explore how such relations can facilitate engagement in digital primary health care. The results of the study provide insight into if and how ehealth can affect the quality, access, and equality of rural primary health care. The study concludes that eHealth is an opportunity for primary health care and for rural communities.

The background to the study is that there is an ongoing implementation of eHealth in Western health care, and rural areas and older people are specifically targeted. eHealth is said to be a solution to emergent problems and a technology that will facilitate people's opportunities to achieve good and equal health. From this perspective, the study emphasise that it is crucial that older people engage in eHealth services, but there are barriers for use, and care providers need to adapt to the preferences of older people.

The results of the study contains three themes: inperson interaction was central to people's perceptions of good caring relations; patient-nurse relations were particularly emphasised; and caring relations in rural eHealth appeared to be multi-directional and fuelled by a shared sense of rural community. Together, these factors facilitated participants' engagement in local eHealth initiatives. The study noted that participants' engagement in eHealth was almost always facilitated by close caring relations with local Registered Nurses and concluded that digital care needs to be approached as a combination of digital and in-person presence. It also concluded that separating digital and physical task assignments among different personnel could make older people refrain from seeking health care.⁶³ The study does not highlight any differences between the experiences of women and men.

⁶² Lindberg, J. Bhatt, R. Ferm, A. (2021), '[Older people and rural eHealth: perceptions of caringrelations and their effects on engagement in digital primary health care](#)', *Scand J Caring Sci.*, Vol. 35, pp. 1322–1331.

⁶³ Lindberg, J. Bhatt, R. Ferm, A. (2021), '[Older people and rural eHealth: perceptions of caringrelations and their effects on engagement in digital primary health care](#)', *Scand J Caring Sci.*, Vol. 35, pp. 1322–1331.

The methodology used included semi-structured interviews with 19 individuals aged 61-85. The participants were users of digital services at two primary health care centres located in northern Sweden. Qualitative content analysis was used. An important theoretical tenet was that older people's perceptions of and engagements in eHealth are affected by the specific rural conditions. Ethical approval for the study was obtained.

"Digital exclusion 2020" (*Digitalt utanförskap 2020*)

"The Swedes and the Internet" (*Svenskarna och Internet*) is an annual survey conducted by the Swedish Internet Foundation (*Svenska Internetstiftelsen*)⁶⁴ which measures Swedes' Internet habits. The sub-report "Digital exclusion" (*Digitalt utanförskap*) focuses on individuals that rarely or never use the Internet. The report highlights different user groups in need of help with accessing the Internet. According to the survey, the oldest part of the Swedish population is becoming increasingly connected. Among Swedes who are 76 years and older, 73 percent state that they use the Internet. However, three percent of the Swedish population state that they do not use the Internet on a daily basis, and about as many state that they do not use the Internet at all. This means that six percent of the respondents rarely or never use the Internet. In comparison to individuals who use the Internet on a daily basis, this six percent have a lower degree of education and more often live in a low-income household. They live to a greater extent in rural areas, they more often live alone and they have a greater degree of functional variation. In terms of gender, the differences are small, although slightly more women than men are represented in the group that rarely or never uses the Internet. The survey highlights that the individuals who rarely or never uses the Internet often are older persons, and to a greater extent pensioners (*pensionärer*). Older persons are also the group that is most in need of digital help. Six out of ten Swedes who are 76 years or older report that they need help to obtain an e-identification (*Bank-ID*). Obtaining an e-identification is essential in order to access digital public services.

The sub-report Digital Exclusion is based on data collected from 3,000 individuals. The data consists of a random sample from the population register of individuals aged 11 years and older. The 3,000 responses were received via web or telephone evenly distributed over the period January-

⁶⁴ The Swedish Internet Foundation is an independent, private foundation that works for the positive development of the Internet.

March 2020. The composition of the sample is designed to represent the composition of the population with regard to age and gender. It should be noted that the survey has only been answered by the Swedish-speaking parts of the population. In addition, the survey does not include those who, for example, have dementia or reading and speaking difficulties that prevent them from answering the survey.⁶⁵

“Digitalisation is about people” (*Digitalisering handlar om människor*)

This report is conducted by the Swedish Association for Senior Citizens (*SPF Seniorerna*) which is a non-profit organisation for all individuals entitled to any form of pension in Sweden. The aim of the report is to draw attention to the number of older persons who neither want nor has economic or other possibilities to participate in the digital world. The report is based on the Swedish Association for Senior Citizens' own survey among their members about attitudes to the digital society and on the Swedish Internet Foundation's annual data from 2018. The Swedish Association for Senior Citizens's survey was conducted to provide a broader understanding of how Sweden's seniors relate to modern technology.

The report addresses areas such as the digitalisation of the society from a senior perspective; digital exclusion; efforts for increased digital inclusion; and initiatives in public administration to counteract digital exclusion. The importance of State Service Centers (*Statens servicecenter*) is highlighted, but also the fact that the physical presence of public authorities has generally decreased. The report outlines that community services and information is usually limited for individuals who do not have access to the Internet. Information and services are often easier to access digitally than through traditional channels. A number of initiatives to increase digital inclusion are mentioned: to keep traditional (non-digital) information channels and contact points; to offer more user-friendly digital services; to increase research and knowledge about digital exclusion; and to increase education efforts to ensure digital skills. The report emphasises that public administration needs to ensure that more individuals become part of the digital society and highlights the lack of overall responsibility for digital participation at the national level.

⁶⁵ Swedish Internet Foundation (*Svenska Internetstiftelsen*) (2020) Digital exclusion 2020 - a sub-report of the Swedes and the Internet ([Digitalt utanförskap 2020 - en delrapport av Svenskarna och internet](#)), 25 June 2020.

A number of recommendations are presented in the report, most of which are directly targeting public administration, such as the need for the public sector to take the main responsibility for ensuring that all residents, free of charge, have the opportunity to acquire and develop their digital skills. Further, municipalities must fulfill their obligation to ensure that all adults, including older persons, have access to learning focusing on digital competence. Additional recommendations include the need to ensure increased accessibility and service in public administration; to ensure increased funding to organisations, study associations and other actors for learning and education in digital skills; and to introduce a tax subsidy (acquisition of digital tools and internet connection) for older persons to ensure digital inclusion.⁶⁶

⁶⁶ Swedish Association for Senior Citizens (SPF Seniorerna) (2019) Digitalisation is about people ([*Digitalisering handlar om människor*](#)), July 2019.

4 State of digitalisation of selected public services

		Selected public services relevant for older persons			
		Access to health records	Public statutory pensions	Social benefits	Other (as relevant in your context)
Stage of digitalisation	Not digitalised (Y/N)	N National portal for health care guidance and digital services: 1177.se (<i>Vårdguiden</i>).	N National portal for statutory pensions: Pensionsmyndigheten.se .	N National portal for social benefits website: forsakringskassan.se.	n/a
	Information is available online (Y/N)	Y The Swedish health care system, i.e. national and regional health care actors in collaboration, provides residents in Sweden with a single point of access for information and services related to health guidance; 1177.se. Each county has a regional portal on 1177.se. Sweden is divided into 21 counties. One way to access health records is to log in to “My Pages” (<i>Mina sidor</i>) at	Y The Swedish Pensions Agency (<i>Pensionsmyndigheten</i>) is responsible for the administration of the national public statutory pensions. The agency’s website has an information page specifically designed for older persons (<i>pensionärer</i>) including information on, among other things: tax deductions; pension payments; pension certificates; how to	Y The Swedish Social Insurance Agency's task is to handle social benefits included in social insurance. The agency’s website has an information page specifically designed for persons with disabilities, including information on alternative formats to access information, housing supplement, personal assistance, and amounts that are relevant for various remunerations and	

		<p>1177.se and read the health records online.</p> <p>It varies between regions how much information you can see in your health records when you are logged in.</p> <p>For the purpose of this public service, <i>Region Stockholm</i> is selected since it is the largest region in Sweden.</p>	<p>report changes; and financial support such as housing supplement and old-age support.</p>	<p>allowances. It is also possible to order forms and download information materials.</p>	
	<p>Transactions are possible online (Y/N)</p>	<p>Y</p> <p>By logging in to “My pages” (<i>Mina sidor</i>) at 1177.se and choosing your region, it is possible to, among other things, make a request or an appointment; send and read messages from health care providers; choose health care provider; order and see test results; access pharmaceutical services; book Covid-19 vaccinations; fill out forms; submit invoice questions; access your electronic high-cost cut off point</p>	<p>Y</p> <p>By logging into “My pages” (<i>Mina sidor</i>) at pensionsmyndigheten.se it is possible to access a number of services, including: apply for housing supplement (<i>bostadstillägg</i>); apply for old-age support (<i>äldreförsörjningsstöd</i>); order certificates; register or change bank account; apply or change pension; change tax on pension; show your pension certificate;</p>	<p>Y</p> <p>By logging into My pages (<i>Mina sidor</i>) at forsakringskassan.se it is possible to access a wide range of digital services: see payments; view certain requests or follow your case; order forms; download certificates; order an EU-card etc.</p>	

		(<i>högkostnadskydd</i>); apply for travel service, etc.	calculate your pension; and change funds.		
Recognition of groups at risk of digital exclusion	Service specific regulation recognises barriers to digital inclusion / vulnerable and disadvantaged groups (Y/N).	<p>N</p> <p>The Patient Data Act (Patientdatalag 2008: 355) regulates health care providers' obligation to keep health records.</p> <p>The Act does not recognize groups at risk of digital exclusion.</p> <p>The obligation of a health care authority to under certain conditions disclose medical records and other documents and information to a patient is stated in the Freedom of the Press Act and the Public Access to Information and Secrecy Act.</p>	<p>N</p> <p>The Swedish Pensions Agency's work in relation to self-services (<i>Självbetjäningstjänster</i>) online is regulated in the following regulations:</p> <p>The Social Insurance Code (Socialförsäkringsbalken (2010:110)). Chapter 111 regulates online services. It does not however recognize groups at risk of digital exclusion.</p> <p>Regulations on amendments to the Swedish Pensions Agency's regulations (PFS 2012: 9) on self-services online (Föreskrifter om ändring i Pensionsmyndighetens föreskrifter (PFS 2012:9) om självbetjäningstjänster via Internet; PFS</p>	<p>N</p> <p>The Swedish Social Insurance Agency's work in relation to self-services (<i>Självbetjäningstjänster</i>) online is regulated in the following regulations:</p> <p>The Social Insurance Code (Socialförsäkringsbalken (2010:110)). Chapter 111 regulates online services. It does not however recognize groups at risk of digital exclusion.</p> <p>The Swedish Social Insurance Agency's Regulations on amendments to the Swedish Social Insurance Agency's regulations (FKFS 2011:3) on self-services online (Försäkringskassans föreskrifter om ändring i Försäkringskassans</p>	

			2021:4)). The regulations do not recognize groups at risk of digital exclusion.	föreskrifter (FKFS 2011:3) om självbetjäningstjänster via Internet , FKFS 2020:1). The regulations do not recognize groups at risk of digital exclusion.	
	If yes , please list the barriers and groups that are mentioned.	n/a	n/a	n/a	
Multichannel access options	Telephone service (Y/N) If yes , please describe what kind of personalised services it provides.	Y If you have had a conversation with 1177 by phone, there is a possibility to order your health records via telephone 1177. You must contact the region you were located in when you had the conversation in order to access your health records of that conversation. You can also order a specific form to request that your health records (from a phone call with 1177 or an appointment with a regional or local	Y There is a possibility to call the customer center 0771 776 776 for self-service including a possibility to order forms and information material. The line is open 24/7. When calling during office hours (8-16) you have the possibility to speak to a person providing specific information and answering questions about the service. If you live outside of Sweden another number is provided: +46 498 200 700.	Y There is a possibility to call the customer service center at 0771-524 524 to receive help regarding your ongoing case or help with using "My Pages". The line is open during weekdays (8-16).	

		health care provider) are sent by mail to the address where you are registered. The form can be requested over phone 1177 (and sent by mail) or downloaded at the website 1177.se.			
	<p>Physical administrative access points (Y/N).</p> <p>If yes, please specify the level of availability (local, regional, national), the opening days and hours.</p>	<p>Y</p> <p>There is a possibility to access health records at the regional or local health care provider's physical locations. You can contact the regional or local healthcare provider where you have been treated in order to read your health records. The opening hours are generally weekdays during working hours. Sometimes there is a specific unit or instance in the region that you have to contact in order to read your health records.</p> <p>The State Service Center (Statens servicecenter) provides information from several of the Swedish government agencies in</p>	<p>Y</p> <p>The State Service Center (Statens servicecenter) provides information from several of the Swedish government agencies in one place, including the Swedish Pensions Agency. The agency is represented at around 120 different locations throughout Sweden. The State Service Centers are open on weekdays. Information on any deviating opening hours can be found on the page for each individual service office.</p> <p>At the service offices you can get help with: general information; information about your</p>	<p>Y</p> <p>The State Service Center (Statens servicecenter) provides information from several of the Swedish government agencies in one place, including the Swedish Social Insurance Agency. The agency is represented at around 130 different locations throughout Sweden. The State Service Centers are open on weekdays. Information on any deviating opening hours can be found on the page for each individual service office.</p> <p>At the service offices you can get help with: general information; information about your</p>	

		<p>one place. Some service centers collaborate with the Swedish eHealth Agency (<i>E-hälsomyndigheten</i>), which contains online services such as Covid-19 certificates, e-prescriptions, and power of attorney documents for pharmacies.</p> <p>It is not possible to access health records through the eHealth Agency, but at the service offices the staff can assist you in using the 1177 services mentioned above or to apply for an e-identification (Bank-ID).</p> <p>There are around 120 different locations of the State Service Centers throughout Sweden. Some of the eHealth Agency's services are only available at a limited number of offices: Stockholm, Göteborg, Malmö and Luleå.</p>	<p>specific case; applications of various kinds; using digital services; printing forms and certificates; and applying for a Bank-ID.</p> <p>You can also submit applications and printed forms to a service office manager. You do not need to book an appointment before your visit.</p>	<p>specific case; applications of various kinds; using digital services; printing forms and certificates; and applying for a Bank-ID.</p> <p>You can also submit applications and printed forms to a service office manager. You do not need to book an appointment before your visit.</p>	
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	<p>Specific locations that facilitate offline access to the service (Y/N)</p> <p>If yes, indicate the location(s).</p> <p>Please describe what kind of support is provided.</p>	<p>In the Swedish administration model, the municipalites (290) are responsible for the majority of public services, including libraries and care for older persons.</p> <p>The City of Stockholm (Stockholms stad) offers older persons help with basic IT-issues (such as using an e-identification) through the district administration's digital service (<i>digital fixartjänst</i>). You can get help from the digital service in various ways, for example via a home visit or at a meeting point for older persons. The district administration's digital service is not conducted at care homes for older persons. Generally, digital help at care homes for</p>	<p>In the Swedish administration model, the municipalites (290) are responsible for the majority of public services, including libraries and care for older persons.</p> <p>The City of Stockholm (Stockholms stad) offers older persons help with basic IT-issues (such as using an e-identification) through the district administration's digital service (<i>digital fixartjänst</i>). You can get help from the digital service in various ways, for example via a home visit or at a meeting point for older persons. The district administration's digital service is not conducted at care homes for older</p>	<p>In the Swedish administration model, the municipalites (290) are responsible for the majority of public services, including libraries and care for older persons.</p> <p>The City of Stockholm (Stockholms stad) offers older persons help with basic IT-issues (such as using an e-identification) through the district administration's digital service (<i>digital fixartjänst</i>). You can get help from the digital service in various ways, for example via a home visit or at a meeting point for older persons. The district administration's digital service is not conducted at care homes for older</p>	

		<p>older persons varies and depends on knowledge and available time among the staff.</p> <p>The city library (Statsbiblioteket) offers IT-support on weekdays between 13:30 - 17.30. Through the IT-support you can receive help to create an e-mail account or other IT-related matters.</p> <p>In addition, other libraries within the municipality offer a number of meeting series on how to use your mobilephone or tablet in everyday life. The meeting series target older persons.</p>	<p>persons. Generally, digital help at care homes for older persons varies and depends on knowledge and available time among the staff.</p> <p>The city library (Statsbiblioteket) offers IT-support on weekdays between 13:30 - 17.30. Through the IT-support you can receive help to create an e-mail account or other IT-related matters.</p> <p>In addition, other libraries within the municipality offer a number of meeting series on how to use your mobilephone or tablet in everyday life. The meeting series target older persons.</p>	<p>persons. Generally, digital help at care homes for older persons varies and depends on knowledge and available time among the staff.</p> <p>The city library (Statsbiblioteket) offers IT-support on weekdays between 13:30 - 17.30. Through the IT-support you can receive help to create an e-mail account or other IT-related matters.</p> <p>In addition, other libraries within the municipality offer a number of meeting series on how to use your mobilephone or tablet in everyday life. The meeting series target older persons.</p>	
	<p>Specific locations that facilitate online access to the service (Y/N).</p> <p>If yes, indicate the location(s).</p>	<p>Some district organisations of the Swedish National Pensioners' Organisation (Pensionärernas riksorganisation, PRO)</p>	<p>Some district organisations of the Swedish National Pensioners' Organisation (Pensionärernas</p>	<p>Some district organisations of the Swedish National Pensioners' Organisation (Pensionärernas</p>	

	Please describe what kind of support is provided.	offer digital support to older persons within the framework of different projects or meeting-series. Most of the support is focused on social aspects (using digital communication channels etc), but some projects also offer support to use an e-identification and pay invoices online.	<u>riksorqanisation, PRO</u> offer digital support to older persons within the framework of different projects or meeting-series. Most of the support is focused on social aspects (using digital communication channels etc), but some projects also offer support to use an e-identification and pay invoices online.	<u>riksorqanisation, PRO</u> offer digital support to older persons within the framework of different projects or meeting-series. Most of the support is focused on social aspects (using digital communication channels etc), but some projects also offer support to use an e-identification and pay invoices online.	
	Other – please indicate any other access channels to the service.	n/a	n/a	n/a	
Other forms of support for online use	Please indicate any other form of support to facilitate the use of the online service for older persons such as easy-to-read versions, different language versions, etc.	The national portal 1177.se provides a range of information in easy-to-read versions, and different language versions: Easy to read Swedish; Swedish Sign Language; Albanian; Arabic; English; Finnish; French; Jiddisch in Hebrew writing; Lule sami; North sami; Persian; Polish; Romani čhib (arlikane, kalderašicko, kálo, lovaricka); Russian;	The national portal provides information on the need of sign language interpreters and language interpreter. For sign language interpretation, service users are encouraged to contact customer service 0771 776 776 or e-mail to the agency. For interpretation in other languages, service users are encouraged to	The national portal provides information on alternative formats for persons with disabilities including access to forms, documents, or other information in: read in Daisy-CD; braille; sign language. It is also possible to contact the agency through Swedish Post and Telecom Authority's (<i>Post- och tele-styrelsens, PTS</i>) services SIP-	

		<p>Serbian; Somali; South Sami; Spanish; Tigrinya ; Tornedalen Finnish; Trader romani; Turkish; and Ukrainian.</p> <p>However, the e-service of accessing health records is provided in Swedish only (for Region Stockholm), and requires a computer or phone with Swedish as the main language, otherwise there is a risk that the information is translated incorrectly.</p>	<p>use telephone interpreter services outlined further below. To book an appointment in minority languages, service users are encouraged to use the customer service at +46 771-776 776 or send an e-mail.</p> <p>It is possible to make an appointment for a phone call with someone who speaks your language (not available for all languages).</p> <p>For the most common languages the agency offer separate phone numbers. All calls are charged as a local call from Sweden:</p> <p>Arabic +46 771-776 804 Thursdays 14-16</p> <p>Serbian +46 771-776 803 Fridays 12-14</p>	<p>videophone or voice telephone at Bildtelefoni.net.</p> <p>Bildtelefoni.net. is a national video relay service that also offers limited video remote interpreting. The service is for persons in Sweden with deafblindness, deafness, hearing loss or speech impairment who uses Swedish sign language in their communication.</p> <p>It is also possible to contact the agency via; 1) Teletal.se. Teletal interprets in Swedish and is free of charge. and 2) Texttelefoni.se. Texttelefoni.se enables persons with hearing loss, deafness, deafblindness or speech difficulties to make or receive calls.</p> <p>Information and services are provided at the website in the following</p>	
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			<p>Finnish +46 771-776 802 Fridays 12-14</p> <p>Persian +46 771-776 806 Thursdays 14-16</p> <p>Spanish +46 771-776 805 Fridays 12-14</p> <p>Turkish +46 771-776 807 Fridays 10-12</p> <p>German +46 771-776 808 Fridays 10-12</p> <p>Older persons are also offered to attend a digital information meeting about housing supplement (<i>Digitalt informationsmöte om bostadstillägg</i>).</p>	<p>languages: Arabic; Yiddish; Tigrinya; Somali; German; English; Spanish; French; Poland; Finnish; Turkish.</p> <p>Information is provided in; Dari; Northern Sami; Meänkieli; Romani chib.</p>	
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			<p>It is also possible to watch the agency's information films on pensions <i>(Informationsfilmer om pension)</i> containing information about: how the pension system works; the types of pensions; and how to access you pension.</p>		
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