



FAITH

Feeling SAFE to Transact Online In the Third Age

"FAITH - Feeling SAFE to Transact Online In the Third Age" is a two-year project co-funded by the Erasmus+ programme of the European Union. The main objective of the project is to address the digital marginalisation of people aged 55 and over by enhancing their skills and confidence in using the internet and digital technologies for online transactions.

National Reports

The purpose of the report in each country (Greece, Cyprus, Italy, Portugal) was to present the situation in relation to the use of communication and information technologies and online transactions among people aged 55 and over. The findings are an important tool for the development of the educational material and bridge the research phase with the development and implementation phase of the project.

Each country report reflects the secondary research that was carried out, as well as the primary research that included interviews with different groups of people, discussion groups and questionnaires. The synthesis report (in English), summarises and contrasts the findings from the national reports, thus moving on to further conclusions. On the project's webpage you can find the reports and more material.

<https://faith-project.eu/resources/>

Website

The Faith research reports and good practices can be found on the project website:

faith-project.eu



Good practices

The project gathered good practices that can support older people in using new technologies. These practices are a valuable asset for the next step, which is the design of the training courses. Some very interesting practices were found from the countries where the courses will take place, but also from countries in the rest of Europe. The good practice document (in English) can be found [here!](#)

Providers of online services/products

An important goal of FAITH is to include in its activities local organizations / businesses and institutions that are active on the internet, offering services or products. The relevant actions aim to enhance the confidence that older people feel regarding online transactions and conversely to lead businesses to a better understanding of the needs of these people through their interaction within the project.

Therefore, the partnership listed various services and entities which can be found on the internet, such as:

- Public services
- e-bills
- e-banking
- e-government services
- Health services

Next steps

The production of the educational material and the implementation of the pilot project are the main steps that follow. The later includes informing and training people over 55 years old, awareness raising of people in their environment (family, carers), interaction with professionals from the local economy to create more friendly digital environments for older people and more general moves to spread digital literacy to older people.

The partnership

FAITH is a joint effort of 7 partners representing 6 EU countries: 50 Plus Hellas (Greece), Anziani e Non Solo (Italy), Center for Social Innovation (CSI; Cyprus), Misericórdia of Amadora (SCMA; Portugal), Symplexis (Greece), AGE Platform Europe (Belgium) and BK Consult (Germany).