



Age Well Stay Connected (Brisbane) Event 31/3/25

World Café Conversation on Fostering Connections through Online Platforms

Key Themes	Participant Examples
Collaboration and Partnerships	<ul style="list-style-type: none"> Partner with trusted providers and experienced organisations offering digital mentoring to expand impact and reach underserved communities.
Funding and Sustainability	<ul style="list-style-type: none"> Limited funding restricts availability of digital social support.
Mentoring and Support	<ul style="list-style-type: none"> One-to-one digital mentoring is highly needed but not always available.
Negative Messaging	<ul style="list-style-type: none"> Negative, deficit-based messaging around loneliness and isolation can deter participation. Reframe as connection, learning and participation. Highlight strengths and resilience, people want to feel valued and have fun.
Reach and Awareness	<ul style="list-style-type: none"> Isolated and vulnerable individuals often lack awareness of available online programs and how to access them.
Myths, Assumptions and Stigma	<ul style="list-style-type: none"> Assumptions are often made that older adults are uninterested in or unable to use technology. These assumptions can limited opportunities. Provide safe, supportive access and allow people to learn at their own pace. Shame and stigma around using online programs to stay socially connected can create barriers.

Ideas generated to inform future initiatives and collaboration included:

- **Positive Engagement and Awareness:** Focus on positive messaging that shows how people can contribute, have fun, and be appreciated, and proactively reach out to those who need support the most.
- **One-to-One Digital Mentoring:** Increase availability of one-to-one digital mentoring and advocate for sustainable funding to support online social connection initiatives.
- **Accessible Digital Programs:** Provide safe, flexible, user-friendly platforms and challenge stigma around older adults using technology.