

NODO Platform: Improving Social Protection and Inclusion of the Elderly through ICT



Programme summary

Recent assessments have shown that Chile's population is rapidly ageing, with the number of people over 60 on track to account for over a third of the population by 2050. There have been major steps taken to improve the social protection systems in place for the elderly, however the need to strengthen social connections is a dimension of ageing that has been underexplored in public policy design. The general objective of this project is thus to increase social inclusion and protections for the elderly, through strengthening community networks and improving access to the various programmes, services, and social benefits available to them. Social protection programmes have so far focused on material, physical and emotional aspects of well-being. However, less emphasis has been placed on the role that interpersonal relations, social connections and community participation play in the integral well-being of the elderly.

This Joint Programme aims at filling that gap, adding community and social networks to programming for this group. It is expected that adding the community aspect will contribute to a more robust social protection system, that will positively impact both the elderly's actual well-being and their perception of their quality of life. The strategy was to incorporate a community component into social programmes; that integrating the idea that support networks around the elderly are critical to an effective social protection system.

Achievements

Project NODO has developed the largest and most comprehensive digital Ecosystem for the elderly and their networks in Chile. Considering the negative consequences of COVID-19, in May 2020, NODO, redirected its initial efforts to strengthen and support the response of the Chilean government to mitigate the pandemic's effects on the elderly population. NODO Emergency Platform was introduced as new digital social service that links, refers, and manages requests from older persons their caregivers and families with an institutional support network across the country. Between 2020 - 2021, the initiative has directly supported almost 50,000 requests, reinforcing the value of partnerships as an essential element of social inclusion, and using technologies as a key element to confront the challenges of this new landscape.

Beyond the pandemic, NODO implemented a permanent digital support network. NODO Ecosystem includes three digital services:

- **NODO 60+**, a pilot community app that connects older persons with public social services in 12 municipalities (6 urban-6 rural). To ensure their sustainability, 40 professionals have been trained to insert and use the platform in 10 Centers for Elderly in 5 regions and the program was extended until 2022.
- **MecuidoTecuideo**, a digital national community for caregivers that works as a support network for training and selfcare, that will be escalated in 2022 as a new social policy led by the National Subsystem for Support and Care (SNAC) "Chile Cares", to cover additional vulnerable groups: caregivers of children and persons with disability.
- **Siempreaprendiendo**, which offers free online courses and other tools to train workers of public and private institutions that work with and assist older persons. This platform will be sustainable in 2022 by the national government through an agreement with a Chilean University.

Implementation

- UNDP
- ILO
- FAO
- RCO

January 2020 -February 2022

National partners

- National Office for the Elderly
- Ministry of Social Development and Family
- Better Aging Program
- Office of the First Lady'
- Ministry Of Women And Gender Equality