**Questionnaire on the Role of the Ombudsperson in Advancing the Rights of Older People in an Age of Longevity**

Medical and biotechnological progress has led to a breakthrough in the field of public health, both on the individual and communal level. This poses new and fascinating challenges for society, such as an increase in the percentage of older people in modern society and in life expectancy.

According to the World Health Organization, the global life expectancy at birth in the year 2000 was 66.8 years. In the year 2019 global life expectancy reached 73.3 years.

Issues dealing with improvement in the quality of life of older people and the study of aging (gerontology) occupy government authorities across the globe.

The Covid-19 pandemic, which started spreading throughout the world in late 2019, has stressed the importance of improving public services for this community.

As part of our office's 50th Anniversary celebrations, on 1 December 2021, the Ombudsman of Israel will be hosting an international online conference under the auspices of the IOI and the AOM on the theme - **Advancing the Rights of Older People in an Age of Longevity.** This conference will discuss the unique challenges facing state institutions responsible for upholding the rights of older people, while examining the challenges facing ombuds institutions around the world regarding this issue.

In preparation for the conference and in order to present you with important and useful information on the subject in the course of the conference, we would appreciate your taking a few minutes to answer the following questionnaire. Your answers will help us learn about the present state of affairs and map out the challenges facing us; they will also assist in formulating suggestions for improvement in the service provided by ombuds institutions for older people.

Kindly state the name of the organization that you represent and the name of the country/district/region.

1. Name of institution/organization\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Name of country/district/region\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**a. Data on older complainants**

3. From what age is someone considered an older person in your country?

a. 60- 64

b. 65-69

c. 70-74

d. Over 75

4. What percentage of the overall population constitute older people?

a. Up to 10%

b. 11-15%

c. 16-20%

d. Over 21%

5. What in your estimation is the percentage of complaints filed by older people in relation to the total number of complaints filed in 2020?

a. About the same as the percentage of older people in the overall population

b. Below the percentage of older people in the overall population

c. Above the percentage of older people in the overall population

6.In your estimation, what is the breakdown of complaints by gender among older complainants?

Women­­­\_\_\_\_\_ %

Men\_\_\_\_\_\_\_\_%

7. In your estimation, what is the percentage of older complainants who do not file complaints themselves but through a representative? \_\_\_\_\_\_%

**b. Data on complaints of older people**

8. Rate the subject of complaints of older people according to their incidence in descending order, from the most common subject to the least common. If there are subjects that do not appear in the list, include them in "Others" (please rate according to the number of complaints):

\_\_\_\_\_Benefits, national insurance and social security

\_\_\_\_\_Health services and home care

\_\_\_\_\_Money and taxes

\_\_\_\_\_Transport and accessibility

\_\_\_\_\_Discrimination on grounds of age

\_\_\_\_\_Housing and accommodation

\_\_\_\_\_Public service (for example, delays and defects in the handling of

 inquiries and applications, functioning of call centers and

 behavior of public servants)

\_\_\_\_\_Others

9. Do you receive complaints that testify to the loneliness of older people and their dependence on others? Yes\_\_\_\_\_ No\_\_\_\_\_\_\_

If you answered yes, please describe these complaints.

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10. In your opinion, what indication of the loneliness of the complainant can be found in the letter of complaint or in the course of the investigation? If there are such indications, what measures do you take both on an intra-organizational level and an extra-organizational level?

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11. What signs of exploitation of the older person can be found in the letter of complaint or in the course of the investigation? If such signs exist, what measures do you take both on an intra-organizational level and on an extra-organizational level?

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**c. Adapting the investigation methods of ombuds institutions to the community of older people**

12. Have you taken measures to improve the accessibility of your service to older people? Please detail.

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13. Do you train your staff to handle complaints of older people? What type of training do you provide?

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14. Do you have solutions to the difficulties encountered by older people in using the digital services of your institution? Please detail.

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**d. Encouraging older people to exercise their rights**

15. Do you identify unique barriers that hinder or even prevent older people from filing complaints?

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16. Do you initiate informational activities for older people? If so, please detail.

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17. Do you have programs for the exhaustion of rights of older people? What do these programs stress? Please illustrate with examples.

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**e. Implications of the Coronavirus pandemic on the work of the ombudsperson regarding older people**

18. Have you identified changes in the number or subject matter of complaints of older people as a result of the Coronavirus pandemic? If so, please detail.

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19. Have you investigated complaints dealing with the violation of fundamental rights of older people following the measures taken to prevent the spread of the Coronavirus? If so, on what issues? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

20. Have you experienced an increase in the number of complaints of older people relating to physical or mental health issues? If so, please detail.

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**f. General questions**

21. Have you published a report or part of a report dealing with older people? If so, kindly attach a link to the report.

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22. Is there a designated ombudsman for older people in your country? If so, kindly provide us with contact details.

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We appreciate your cooperation and look forward to seeing you at the conference!