



Special Report no. 3

Challenges and Goals in Providing Services for Older Persons - Lessons Learned from the Investigation of Complaints



Service Experience of Older Persons

Difficulties encountered by older persons



Bureaucracy

- The requirement to provide certain documents
- Lengthy administrative proceedings
- The need to go in person to the authorities' offices
- The need to keep close track of many details and a variety of documents and forms
- The need to engage with several public bodies simultaneously



Digitalization

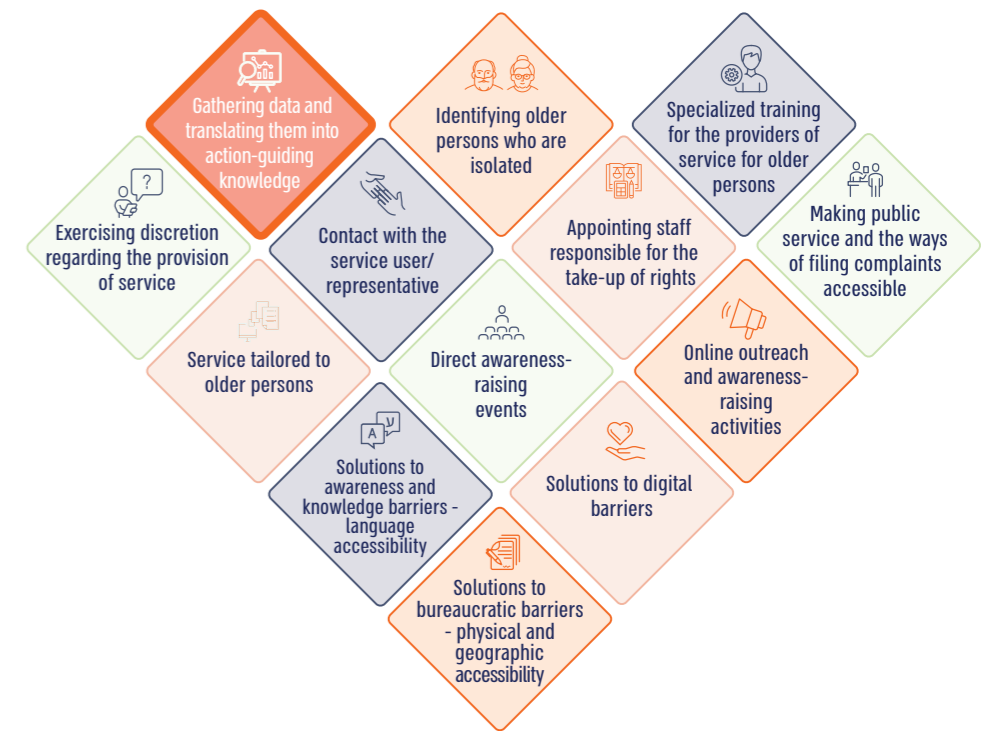
"Public authorities must simplify the digitalized services and tailor them to the various communities. They should also continue to enable receiving non-digitalized services"

Feeling hurt and disparaged

"All public bodies rendering services for older persons must take into account their special circumstances and needs, regardless of their age. Older persons receiving the service are entitled to respect, without a prejudicial, stereotyping or patronizing attitude to their advanced age"

Recommendations for Tailoring Public Service to Older Persons

"The aim of the special report is to emphasize the fundamental and deep obligation of government authorities and public bodies in Israel to tailor the service that they provide to the important and central community of older persons"



The Office of the Ombudsman will continue to lend a listening ear to communities worthy of special attention and will continue to enhance its accessibility and availability to these communities, as well as to the population at large

The Vision of the Ombudsman of Israel



"The Office of the Ombudsman must be an objective, professional and accessible body, investigating complaints received from any person in order to ensure the upholding of their rights and the promotion of effective and just public service for all sectors of society"

The Ombudsman instructed the Office to write a special report on the challenges and goals in providing services for older persons, based on the investigation of complaints

Use of innovative tools in writing the report

Review of the research on older persons' rights and the right to access the administration

Analysis of the responses of 55 ombudsman institutions around the world to a questionnaire dealing with older persons

Analysis of the discourse of older persons on the social networks

Accumulation and processing of data from complaints received by the Office



Statistical Data

The percentage of older complainants out of all complainants is higher than their percentage of the population of Israel



20%

Percentage of older persons out of all complainants



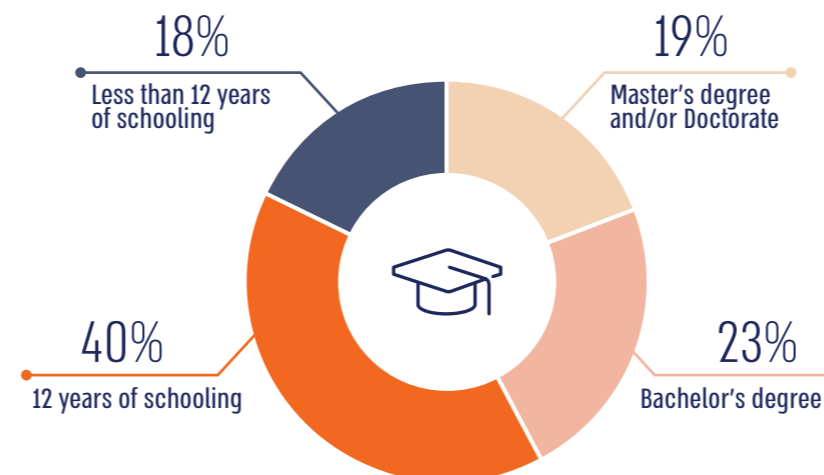
12.2%

Percentage of older persons in Israel

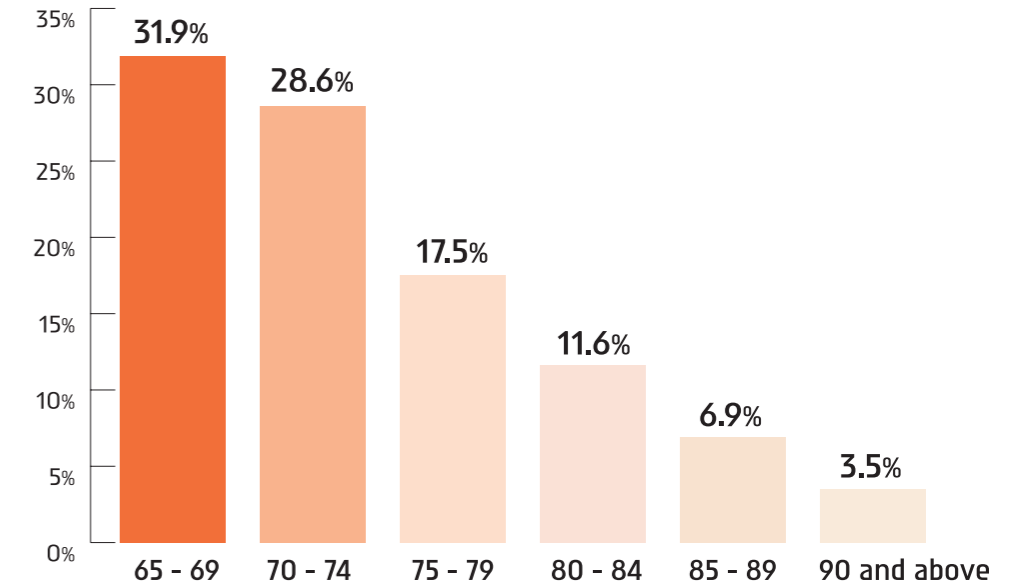
Number of complaints of older persons filed with the Office between 2019 and 2021

12,882

Education



Percentage of complaints in every age bracket



Public bodies against which the most complaints were filed

