AGE-FRIENDLY SOCIETIES

OLDER PERSONS AS COMMUNITY CONNECTORS

Human trust and responsible AI for productive ageing, community care and demographic resilience

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TABLE OF CONTENT

01 The Shared Strategic Question

02 The Connector Role

03 Thailand's Service Model

04 The Adoption Engine

05 Thailand in Practice

06 A Ministerial Implementation Model

07 A Practical China-ASEAN Agenda

08 Closing

How can technology strengthen care without weakening human connection?

1

REACH

Digital services can overcome distance, fragmentation and limited capacity

2

TRUST

Adoption depends on people and institutions communities already rely on

3

RESPONSE

Public value comes from referral, follow-up and accountable services

4

RIGHTS

Consent, privacy, fairness and human choice sustain legitimacy

AI should amplify community intelligence—not replace human relationships.

Trusted older persons often see vulnerability before systems do

WHO IS ISOLATED

Who has stopped attending, calling or coming outside?

WHO NEEDS SUPPORT

Who is facing illness, loneliness, violence or financial stress?

WHO MAY NOT ASK

Who is afraid, uncertain or unable to navigate formal services?

WHO CAN CONNECT

Which trusted person can bridge individuals, families and services?

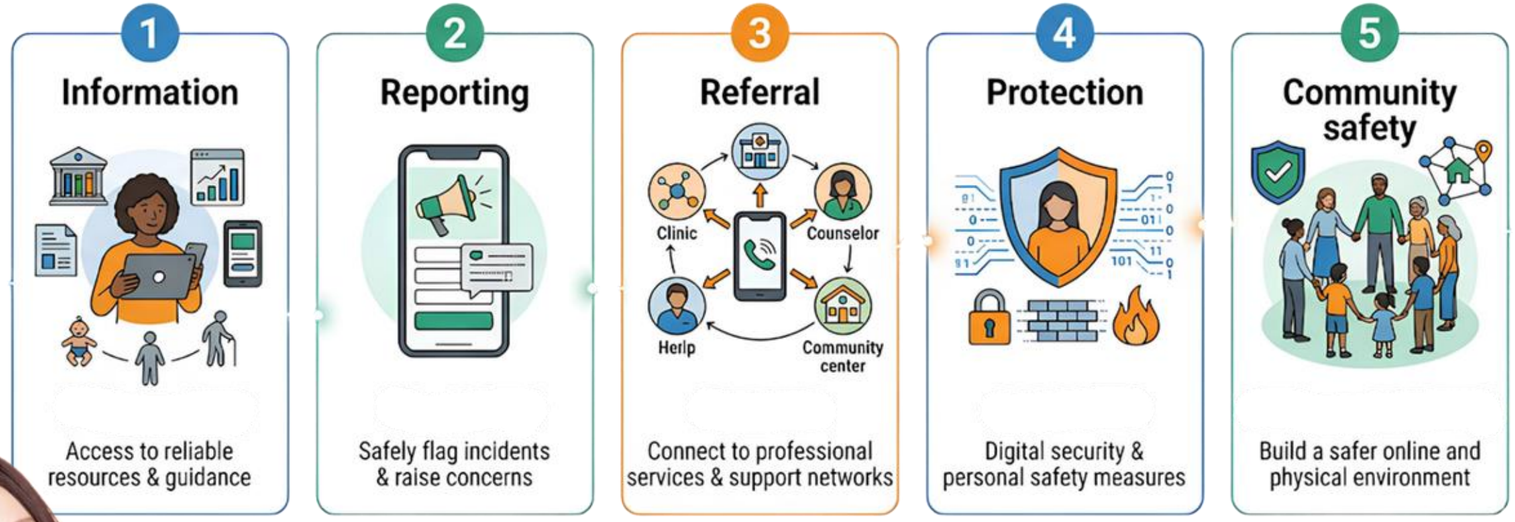


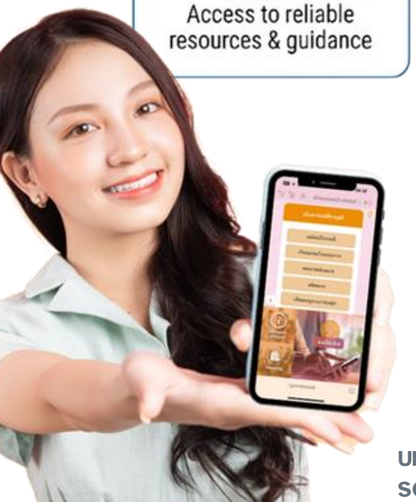
Community intelligence is not surveillance—and older persons are bridges, not substitutes for professional services.

Technology opens the door. Human systems must answer.

Line@ SOSAFE

DIGITAL PLATFORM & REFERRAL ECOSYSTEM FOR ALL AGES





THE RIGHT ROLE FOR AI

NAVIGATE
Make trusted information easier to find and understand.

SIGNA
Help teams detect risk patterns that need human attention.

PLAN
Turn service data into better local decisions and resource allocation.

Government value: earlier signals · faster referral · accountable follow-up

Digital inclusion begins through a relationship

1 RETIRED CIVIL SERVANTS



Leveraging experience & official networks

2 OLDER PERSON'S ASSOCIATION



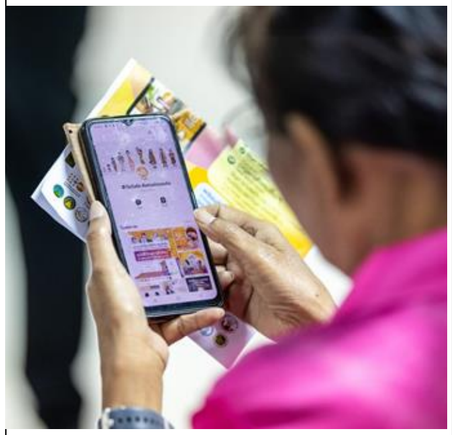
Mobilizing established peer groups

3 TRUSTED MESSENGERS



Sharing information with credibility

4 SOSAFE CHAMPIONS



Promoting digital literacy & online safety

5 COMMUNITY AMPLIFIERS



Expanding the reach of information

"Train community connectors who can explain, accompany, refer and protect—not only demonstrate a device."

Participation itself can be preventive—and belonging protective

MOVE

Health and mobility strengthen independence and confidence.

BELONG

Friendship and regular contact reduce isolation and restore purpose.

BE SEEN

Visibility in public life recognizes older persons as active contributors.

1



HEALTH

Improves physical fitness. vitality, and overall well-being.

2



MOBILITY

Enhances independent movement & exploration of the city.

3



FRIENDSHIP

Builds social support networks & reduce loneliness.

4



VISIBILITY

Increase inclusion & representation in public spaces.

5



COMMUNITY CONNECTION

Strengthen ties with neighbour and events.

Scale a trusted system—and measure whether it delivers

1	TRUST	Start with established community networks and local institutions.
2	CONNECTORS	Train older persons and local champions to explain, accompany and refer.
3	SERVICE LOOP	Connect every digital entry point to response, follow-up and resolution.
4	SAFEGUARDS	Build consent, privacy, fairness, safeguarding and human fallback into design.
5	OUTCOMES	Measure reach, referrals, resolution, participation, safety and user trust.

Learn together. Test locally. Scale what improves people's lives.

01

PILOT

Test community-connector models in diverse urban and rural settings.

02

MEASURE

Compare outcomes, trust, inclusion, cost and service responsiveness.

03

EXCHANGE

Share standards, safeguards and implementation lessons across countries.

04

SCALE

Expand models that strengthen both human connection and public systems.

Older persons are not at the edge of community life. They often hold its centre together.

Thank you!

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