

AAV - Active Age Volunteering



Luxembourg Needs Assessment Report

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Introduction and Methodology

1.1 Introduction

This Needs Assessment Report has been developed within the framework of the European project AAV – Active Age Volunteering, a Small-Scale Partnership under the Erasmus+ Programme funded by the European Commission through the Luxembourg National Agency, Anefore.

AAV aims to strengthen the capacity of volunteering organisations to design, manage and sustain long-term programmes that engage older people as active volunteers, while reducing the digital divide and promoting lifelong learning, intergenerational solidarity and active ageing.

With this objective, and within the framework of Activity 2 of the AAV project, the three partner organisations have carried out needs assessment activities in Belgium, Luxembourg and the Netherlands, collecting and analysing reliable first-hand information in order to identify existing capacities, challenges, specific needs and examples of good practice related to senior volunteering and digital inclusion.

This national report, together with those produced by the other project partners, will serve as the basis for the main outcome of Activity 2: the Benelux Needs Assessment Report, which will subsequently be translated into the main languages of the consortium: French and Dutch.

Additionally, the findings aim to support the design of the project's Capacity Building Programme and the implementation of the pilot senior volunteering initiatives foreseen in the next stages of the AAV project.

1.2 Methodology

1.2.1 Research Approach

The national research was conducted using a mixed-method approach, combining quantitative and qualitative data collection methods. The objective was to identify the challenges, needs, motivations, and good practices related to senior volunteering and the digital divide among older adults.

1.2.2. Survey Design

A structured questionnaire was developed within the AVV project consortium and adapted to the national context. The questionnaire consisted of both closed-ended and open-ended questions covering the following themes:

- Demographic profile of respondents
- Current participation in volunteering activities
- Motivations and barriers to volunteering

- Digital skills and access to digital technologies
- Challenges related to the digital divide
- Training and support needs
- Examples of successful practices and initiatives
- Recommendations for improving senior volunteering opportunities

The questionnaire was reviewed by project partners to ensure clarity, relevance, and consistency across participating countries.

1.2.3. Target Groups and Sampling

The survey targeted:

- Older adults aged 55+
- Active and potential senior volunteers
- Adult education providers
- Volunteer organisations
- Community associations and NGOs
- Stakeholders involved in active ageing and digital inclusion

Participants were recruited through partner networks, social media channels, newsletters, community organisations, senior associations, and local stakeholder contacts.

The sampling approach was primarily convenience and stakeholder-based sampling, aiming to reach individuals and organisations with relevant experience and knowledge.

1.2.4. Data Collection

Data collection was conducted between May-2026 and June-2026.

The questionnaire was distributed online using a digital survey platform. Where necessary, paper-based or assisted completion methods were offered at specific organizations to ensure participation of older adults with limited digital skills.

A total of 13 valid responses were collected and included in the analysis.

1.2.5. Data Analysis

Quantitative data from closed-ended questions were analysed using descriptive statistical methods, including frequencies, percentages, and cross-tabulations where relevant.

Qualitative responses from open-ended questions were analysed using thematic analysis. Responses were coded and grouped into key themes, enabling the identification of recurring challenges, needs, opportunities, and examples of good practice.

The analysis focused on:

- Barriers to senior volunteering
- Digital inclusion challenges
- Training and support requirements

- Motivational factors
- Successful volunteering models and practices
- Policy and organisational recommendations

1.2.6. Reliability and Limitations

The survey provides valuable insights into the experiences and perceptions of respondents; however, certain limitations should be acknowledged.

The sample was not statistically representative of the entire national population of older adults. Participation was voluntary and may therefore reflect the views of individuals already interested in volunteering or digital inclusion issues.

Despite these limitations, the survey offers important evidence regarding current trends, needs, and opportunities related to active ageing, volunteering, and digital participation.

1.2.7. Ethical Considerations

Participation in the survey was voluntary. Respondents were informed about the purpose of the research and the use of collected data. All responses were treated confidentially and analysed in aggregated form in accordance with applicable data protection regulations, including GDPR requirements.

National Context

Current Situation in Luxembourg

Demographic Trends

Indicator	Luxembourg	Possible reasons
% population aged 60+	Approximately 22–25% of the population is aged 60 or over. (ageing-policies.unece.org)	Increasing life expectancy; low fertility rate; large baby-boom generation reaching retirement age; ageing of long-term residents.
Ageing tendency	Moderate but increasing ageing trend , slower than many EU countries due to immigration. (Statistiques Luxembourg)	Strong immigration of working-age adults; declining birth rates; longer life expectancy; growing share of older citizens.
Retirement dynamics	Many workers retire before the statutory age of 65 , often between 57 and 64. (Luxembourg Times)	Attractive early-retirement provisions; long contribution careers; good pension benefits; pension system under pressure from demographic ageing.

Luxembourg is experiencing a gradual ageing of its population, although the trend is partly offset by strong immigration of younger workers. The share of people aged 60+ is steadily increasing due to longer life expectancy and low fertility rates. Retirement often occurs before the statutory age of 65 because many workers qualify for early retirement after long contribution periods. These developments are creating growing challenges for the long-term sustainability of the pension system. ([Statistiques Luxembourg](https://statistiques.luxembourg))

Senior Volunteering

Indicator	Luxembourg	Possible reasons
Senior volunteering culture	Well-developed and growing	Strong tradition of civic engagement; active senior associations; government and NGO support; high education and social participation levels.
Participation of older adults	Relatively high in social, cultural and community activities	Good health and life expectancy; extensive community networks; opportunities for lifelong learning; strong social protection system.
Relevant support structures	Diverse and well-established support framework	Active NGOs and volunteer organizations; municipal senior services; lifelong learning providers; national policies promoting active ageing and social inclusion.

Luxembourg has a positive and developing culture of senior volunteering, supported by numerous associations, municipalities, and public initiatives. Older adults participate actively in community, cultural, educational, and volunteering activities, benefiting from good health and social support. A broad range of support structures, including senior organizations, lifelong learning opportunities, and active ageing policies, helps foster social inclusion and civic engagement among older people.

Digital Inclusion

Indicator	Luxembourg	Possible reasons
Digital Inclusion	Generally high, but disparities remain among older age groups	Strong digital infrastructure; government digitalisation efforts; access to training programmes; varying

Indicator	Luxembourg	Possible reasons
Internet use among seniors	High and increasing, especially among younger seniors (60–74)	digital skills among seniors. Widespread internet availability; growing use of smartphones and tablets; need for online services; communication with family and friends.
Common barriers	Skills, confidence and accessibility issues persist	Limited digital literacy; fear of online fraud and privacy risks; lack of confidence with technology; age-related physical or cognitive limitations.
E-government challenges	Some seniors face difficulties accessing digital public services	Complex authentication procedures; limited digital skills; preference for face-to-face services; accessibility and usability concerns.

Luxembourg has achieved a high level of digital inclusion, supported by advanced digital infrastructure and widespread internet access. However, a digital divide remains among older adults, particularly among the oldest age groups and those with limited digital skills. Common barriers include lack of confidence, concerns about online security, and difficulties adapting to new technologies. While e-government services are widely available, some seniors continue to experience challenges related to digital literacy, authentication processes, and service accessibility.

(3. European Context - for CESES)

Survey Results

Main Findings from the 6 survey returns in Luxembourg

For the **AAV (Active Age Volunteering) Country Report**, the section ***Main Findings from the Survey Returns*** should present the most important results emerging from the questionnaires and stakeholder consultations. It should focus on evidence rather than interpretation.

A good structure would include the following topics:

1. Profile of Respondents and related activities

Number of respondents from Luxembourg: 6

The surveyed organizations are 5 NGO's and 1 Societal impact company with a size between 1 to 20 volunteers.

All are mostly acting on local, national and regional level.

The area of work in majority education, social inclusion, volunteering, digital inclusion, social inclusion, health care and youth coaching.

The involvement of seniors in activities varies between 2 to 2000 participants per year.

The profile of Senior volunteers is in most cases active retirees and one organization acts on coaching a target group of young people with the work done by senior volunteers.

Main languages used are Luxembourg, French and German, with 2 organizations offering in addition English.

2. Benefits of Volunteering

Perceived benefits for older adults

Social inclusion and community engagement

Well-being, active ageing, and lifelong learning impacts

3. Digital Inclusion of Seniors

Level of internet and digital technology use

Digital skills and confidence

Most common digital challenges

Cybersecurity and fraud prevention

Access to devices and internet services like e-government and e-banking.

4. Good Practices Identified

Good practices were identified by pointing to the use of the volunteering organization Bénévolat.lu, joint events with international organizations and proved per-to-peer learning

5. Training and Capacity-Building Needs

For all, training and capacity-building is an identified need. Actually, the majority of the organizations provide inhouse training and coaching to the volunteers.

Training priorities identified by organizations reach from digital literacy use of smartphones, cybersecurity and fraud prevention, use of E-government and E-Banking services

As the preferred learning methods and formats 5 replied with Face to face and 1 with multilingual training.

6. Key Challenges

Organizational challenges: funding support and strengthening of intergenerational links

Recruitment and retention of senior volunteers is one of the big challenges. In most cases hiring is done by word of mouth, newsletters, social media and brochures.

Main challenges on digital divide are lack of basic digital skills, lack of confidence, rapid digitalization of services and cybersecurity concerns

7. Key Opportunities and Recommendations

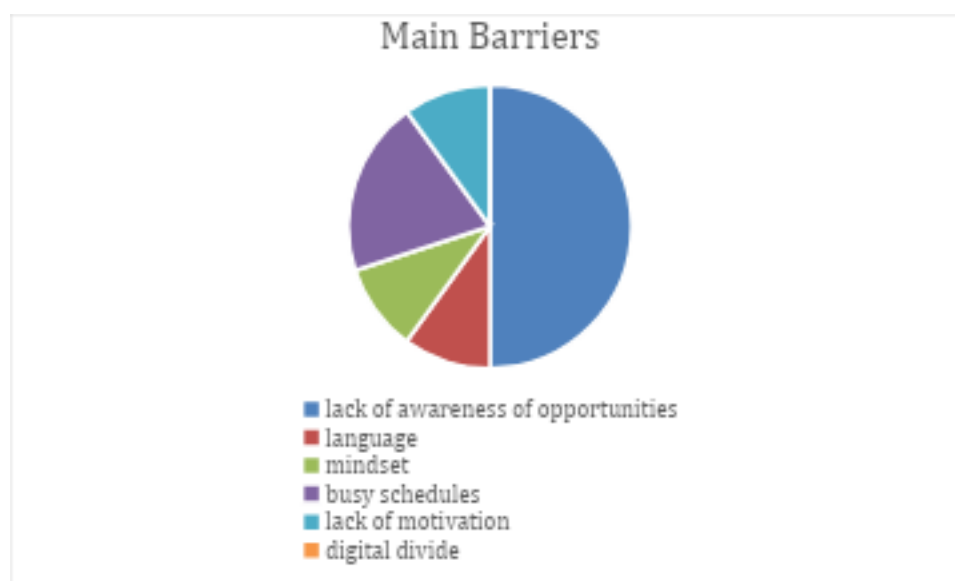
Areas with strong development potential should be focused on offering training on cybersecurity and Fraud prevention, use of E-Banking, use of smartphone apps and security, use of E-Government services.

8. Opportunities for future AAV project activities

The survey results suggest significant opportunities to strengthen digital competencies among older volunteers, expand flexible volunteering models, foster intergenerational learning, improve cooperation among support organisations, and enhance recognition of senior volunteers. These measures could contribute to higher participation rates, greater social inclusion, and more sustainable active ageing initiatives.

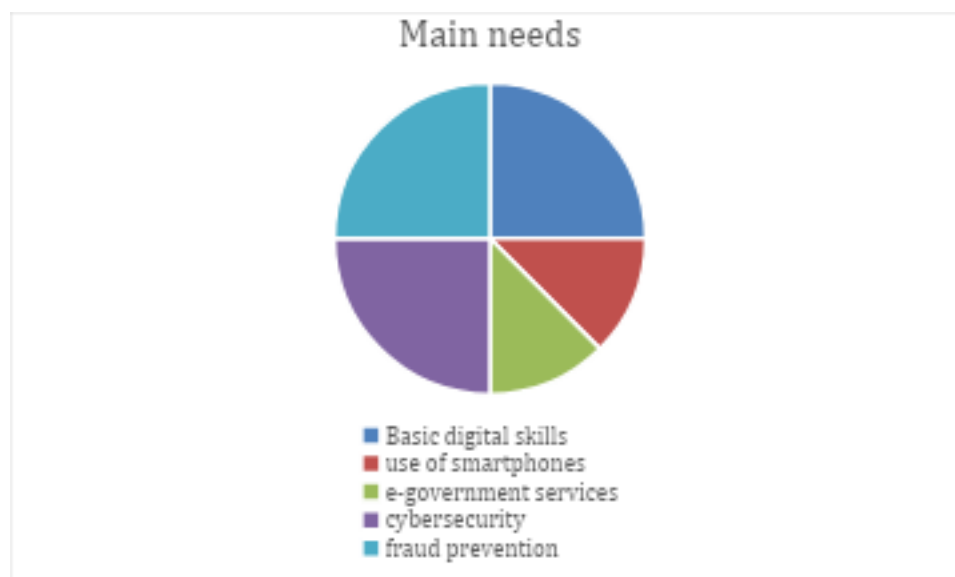
3.1 Main challenges: Main Barriers obtained, including the digital divide- (to include a chart)

Lack of awareness of opportunities, language, mindset, busy schedules, lack of motivation incentives, digital barriers



3.2 Main needs - Training Priorities (to include a chart)

Basic digital skills, use of smartphones, e-government services, cybersecurity, fraud prevention.



3.3 Main Motivations for Volunteering (to include a chart)

Social connection, staying active, contributions to society, sense of purpose, learning new skills, intergenerational contact.



Analysis & Key Needs

4.1 Interpretation of Results

All surveyed organizations were very motivated and cooperative. The survey allowed them to become aware of actual issues, barriers, challenges but also opportunities for improving the work of their proper organization and how important are interconnection between sister organizations on a local but also on an international level.

4.2. Good Practices Identified

The link between bénévolat.lu and some of the organizations shows that some search assistance with national organizations who are specialized and managed by government. Another good practice identified is the fact that some mention proved peer to peer learning by receiving support from someone truly understanding the issue. Proximity creates trust and reduces anxiety.

(4.3 Organisational challenges for LSC/SPDH)

Conclusions

5.1 Recommendations drawn from the needs assessment

- **For the Capacity Building**

Capacity building is based on three pillars – People skills, Process understanding and Platform availability. The main focus is to develop a culture of change through skills. The main barrier in digital transformation is always poor user adoption.

- **For the Digital Inclusion**

In order to participate in modern economic, social and civic activities, individuals need to have access to safe access to internet and digital technologies. This requires connectivity, hardware, literacy and support. Local initiatives actively provide devices, promote skills and reduce linguistic barriers.

- **For the Pilot Actions**

Pilot actions involve the small scale experimental testing of a global digital inclusion programme in order to evaluate feasibility, reduce risks and ensure user acceptance. It is a good proof-of-concept trial to unveil bottlenecks and process failures.

5.2 Conclusions

The "Luxembourg Needs Assessment Report" for the Active Age Volunteering project evaluates the landscape for senior volunteering in Luxembourg, highlighting key findings from a mixed-method survey conducted among older adults and relevant organizations. The report emphasizes the increasing importance of engaging older citizens in volunteering, identifying significant barriers such as digital skills deficits and motivational challenges. Key findings reveal that while there is a well-developed volunteering culture, with active participation in various community activities, barriers such as lack of awareness and confidence in digital tools limit engagement. The report makes recommendations for capacity building, suggesting targeted training in digital literacy, cybersecurity, and fostering intergenerational relationships. Overall, the analysis advocates for improving support and recognition for senior volunteers to enhance their participation and contribution to society.

References

<https://ageing-policies.unece.org/countries/31>

[Evolution of the population - Statistics Portal - Luxembourg](#)

[Most Luxembourg workers who retired last year did so before turning 65 | Luxembourg Times](#)