

Fact Sheet: Silver Infocomm Initiative

The Silver Infocomm Initiative (SII) aims to bridge the digital divide among seniors aged 50 and above. This is especially imperative today as Singapore evolves into a Digital Economy and a cohesive digital society.

Launched in November 2007, SII promotes IT awareness and literacy among seniors so as to empower them to be digitally ready in a digital society, for a more engaged and connected lifestyle.

About 200,000 seniors have benefitted from the SII initiative and activities such as the Silver IT Fest Plus mass training and roadshows; classes at Silver Infocomm Junctions (SIJs) and Intergen IT Bootcamps.

Appended are details of the various SII activities.

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| A | Silver IT Fest Plus – Annual mass training and roadshows |
| B | Silver Infocomm Junctions (SIJs) – Accessible, affordable and customised training hubs for seniors |
| C | Intergen IT Bootcamps – Fostering closer ties between generations |
| D | Silver Infocomm Wellness Ambassadors (SIWAs) – Seniors inspiring seniors |
| E | Friends of Silver Infocomm (FSI) – Promoting active volunteerism |
| F | E-Payment Learning Journeys – Experiential tour to learn how to transact digitally |

A: Silver IT Fest Plus – Annual Mass Training and Roadshows

The Silver IT Fest Plus comprises a series of annual events organised by IMDA, to help seniors experience technology and build confidence in using technology in their daily activities. In partnership with Institutes of Higher Learning (IHLs), industry partners and the community, Silver IT Fest Plus offers hands-on workshops, exhibitions, learning journeys and talks to help seniors enjoy the benefits of technology by leading a digital lifestyle.

B: Silver Infocomm Junctions (SIJs) – Accessible, Affordable and Customised Training Hubs for Seniors

The Silver Infocomm Junctions (SIJs) are senior-friendly infocomm learning hubs appointed by IMDA. SIJs are operated by Voluntary Welfare Organisations, PA's Grassroots' Organisations and/or Non-profit Organisations.

With over 30 SIJs located island-wide, these SIJs offer accessible and affordable infocomm training for seniors through a customised curriculum. The senior-friendly

approach provides step-by-step guidance and seniors can choose to attend classes conducted in English, Chinese, Malay or Tamil.

Classes are conducted using the Silver Infocomm Curriculum who has over 20 topics in three tracks – iBEGIN, iLIVE and iDISCOVER, for seniors and mature adults 40 years and above, to learn basic infocomm and digital lifestyle skills, and reap greater benefits in using technology. The senior-friendly curriculum provides step-by-step guidance and integrate relevant messages on cyber security and discernment, including how to discern fake news, to increase seniors' awareness on staying safe in a digital world.

For course outlines and locations of SIJs, please visit www.imda.gov.sg/SII

C: Intergen IT Bootcamps – Fostering Closer Ties Among Generations

To foster closer ties between the seniors and their grandchildren, various schools from primary to tertiary levels have been collaborating with IMDA for the Intergen IT Bootcamps. Started in 2010, the Intergen IT Bootcamps help seniors cross the digital divide while bonding with the younger generation.

Since 2015, IMDA partnered North East Community Development Council (NE CDC) and POSB for the North East Eldersurf Intergen Bootcamp to engage and build intergenerational bonding between seniors and students in the North East District.

D: Silver Infocomm Wellness Ambassadors – Seniors Inspiring Seniors

The Silver Infocomm Wellness Ambassadors (SIWAs) are jointly appointed by the IMDA and the People's Association Active Ageing Council (PAAAC).

SIWAs are seniors, aged 50 years old and above, recognised for their active IT lifestyle and their efforts in inspiring and encouraging their peers to use infocomm to enhance their lifestyle, e.g. social networking, blogging and e-banking. The SIWAs come from different backgrounds and nominations can be done online by the individual himself/herself or by another individual.

In 2017, we received a very encouraging response from the community with over 80 quality nominations, of which 31 senior advocates were selected as SIWAs.

Into its sixth year, there is now a total of 163 SIWAs who are active advocates of technology. Together with PA AAC, IMDA will be grooming the first batch of 29 SIWAs through a new Tech Silver Project. The aim is to promote a culture of volunteerism where these SIWAs are equipped with soft skills and technical skills which will build their competencies to help their peers pick up IT skills.

E: Friends of Silver Infocomm (FSI) – Promoting Active Volunteerism

Friends of Silver Infocomm (FSI) promotes active volunteerism to those who have a passion to help seniors hop onto the digital bandwagon. Volunteers play important roles in ensuring seniors keep up with the trainers during IT workshops and tutorials.

Every year, about 500 adult and student volunteers come forward to support the Silver Infocomm Initiative outreach efforts. IMDA also welcomes organisations from both the private and public sectors to join as Corporate FSI. As a Corporate FSI, these organisations will encourage their staff to volunteer.

A range of volunteer opportunities will be made available on a regular basis for each FSI to choose from. While there is no minimum commitment for volunteers, each volunteer session typically lasts 3 to 4 hours and each FSI is encouraged to sign up for 2 to 4 sessions a year. FSI will be updated regularly on volunteering opportunities throughout the year.

Individuals including youth, working adults and retirees / corporate staff with the following skills and interests qualify to be an FSI:

- Familiar with using a computer, tablet and smart phone;
- Passion working with seniors; and
- Advocates who promote use of technology to seniors.

F: E-Payment Learning Journeys – Experiential tour to learn how to transact digitally

The E-Payment Learning Journeys was launched in 2018 and targets seniors aged 50 years and above who have not tried e-payments before. The seniors will go on experiential tours to empower them to be comfortable in carrying out transactions using their mobile phones.

On the journey, the seniors will be accompanied by youth and corporate volunteers who will guide them and introduce them to the various modes of e-Payments. Each 3-hour session will allow the seniors to learn how to download banking apps, useful security tips to stay safe online and top-up their MRT cards electronically and purchase items using QR codes.

To encourage seniors to take the first step in using e-payments, credits and food discounts will be given by participating partners.

About 50 sessions will be organised in 2018 at six different locations to benefit over 2,000 seniors.

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