

## Factsheet

### SENIORS GO DIGITAL PROGRAMME

1. IMDA has launched the Seniors Go Digital programme to help all seniors build digital capabilities, so that they can lead engaged, informed and fulfilled lives. The programme will adopt a three-pronged approach to address seniors' skills, affordability and mindset gap.
2. IMDA expects to reach out to, and raise the digital skills of 100,000 seniors by the end of this year, a significant jump from the current annual target of 10,000 seniors reached through one-to-one skilling efforts.

#### Three-pronged approach

<p><b>Prong 1: Addressing the Skills Gap</b></p>	<ul style="list-style-type: none"> <li>• IMDA will scale up its digital literacy efforts to equip more seniors with digital skills that would support their everyday needs. This includes learning how to video-call their family and friends, using e-payment at hawker centres and wet markets, and scanning QR codes or using SingPass Mobile for SafeEntry.</li> <li>• To better support the learning process, Digital Ambassadors (DA) will provide seniors with one-to-one coaching or small group learning. These will be conducted primarily in community nodes that seniors are familiar and comfortable with, such as public libraries and community centres.</li> <li>• Digital literacy programmes will be tiered to suit each seniors' learning capacity. There are three tiers with cybersecurity tips built into each:</li> </ul>
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	<ul style="list-style-type: none"> <li>○ Tier 1 - Basic communication skills (WhatsApp/video calls and subscribe to Gov.sg, and Wireless@SGx set-up, cybersecurity tips);</li> <li>○ Tier 2 - Government digital services (SingPass Mobile, scan QR codes cybersecurity tips); and</li> <li>○ Tier 3 - E-payment (SGQR, internet banking, cybersecurity tips)</li> </ul>
<p><b>Prong 2: Addressing the Affordability Gap</b></p>	<ul style="list-style-type: none"> <li>● Lower-income seniors who are keen to pick up digital skills but are unable to afford basic devices, will be provided with financial support to do so. Details of the support package will be shared at a later date.</li> </ul>
<p><b>Prong 3: Addressing the Mindset Gap</b></p>	<ul style="list-style-type: none"> <li>● As part of SG Together, IMDA will partner corporate and community organisations, donors and volunteers in the nationwide effort to bring digital skills and opportunities to more seniors in the community.</li> </ul>

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### **About Infocomm Media Development Authority (IMDA)**

The Infocomm Media Development Authority (IMDA) leads Singapore's digital transformation with infocomm media. To do this, IMDA will develop a dynamic digital economy and a cohesive digital society, driven by an exceptional infocomm media (ICM) ecosystem – by developing talent, strengthening business capabilities, and enhancing Singapore's ICM infrastructure. IMDA also regulates the telecommunications and media sectors to safeguard consumer interests while fostering a pro-business environment, and enhances Singapore's data protection regime through the Personal Data Protection Commission. For more news and information, visit [www.imda.gov.sg](http://www.imda.gov.sg) or follow IMDA on Facebook IMDAsg and Twitter @IMDAsg.



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