

March 2015

Annex 3

FACTSHEET: Silver Infocomm Initiative

The Silver Infocomm Initiative (SII) aims to bridge the digital divide among seniors aged 50 and above by addressing differences in educational background, language and infocomm competencies. Launched in November 2007, the programme aims to promote IT awareness and literacy among seniors so that they can be actively engaged in the digital age. Through focus group discussions and feedback received, there is ongoing demand for avenues such as classes to learn and use IT, as well as interest in seniors to help fellow peers get connected. Since inception, more than 95,000 training places has been achieved through workshops conducted at the Silver Infocomm Junctions (SIJ), Silver Infocomm Day and Intergenerational IT Bootcamps have been conducted.

The programmes under SII are as follows:

1) Silver Infocomm Day

The Silver Infocomm Day (SID) series, an annual event organised by Infocomm Development Authority (IDA), Institutes of Higher Learning (IHLs), industry and community partners, is aimed at enlightening seniors on the latest in infocomm. The 3-in-1 event consists of hands-on training workshops, exhibitions and seminars on infocomm. The SID has gained much momentum and is an iconic event that seniors and partners look forward to each year. It started in 2007 with an attendance of 360 and had grown to an annual attendance of about 5,000.

Last year's SID was organised by IDA in collaboration with Institute of Technical Education (ITE) and Temasek Polytechnic (TP) as well as, Chinese Development Assistance Council (CDAC) and RSVP Singapore – The Organisation of Senior Volunteers (RSVP). The week-long event was held at four different venues¹ to make it easier for seniors to attend with an attendance of over 5,000.

Dr Yaacob Ibrahim, Minister for Communications and Information, graced the event which comprised English and Mandarin Seminars and IT workshops that were conducted in English, Mandarin and Malay.

2) Silver IT Care

Silver IT Care, a tripartite project which IDA partnered with the Organisation for Senior Volunteers, (RSVP) and Council for Third Age (C3A), was launched October 2013. The Silver IT Care taps on the infocomm sophistication and savviness of the senior population, as well as leverages their wealth of experience and expertise to

¹ ITE College Central, ITE College East, ITE College West and Temasek Polytechnic.

benefit other seniors. The outcome of this is the setup of the Infocomm Helpdesk which is manned by a team of IT-savvy seniors, who are able to better understand the problems and queries of their peers. Seniors can call in and receive guided IT advice or troubleshooting on software and hardware issues.

38 seniors have been trained as call agents to deliver the first level of troubleshooting over the phone. If they are unable to resolve the issues via the phone, seniors can bring in their faulty computers to RSVP at Bishan Junction 8 where they will be assisted by seniors trained in computer repairs. One-day mobile IT clinics have also been conducted at various venues such as Punggol 21 Community Club, Abilities Expo and NTUC SilverAce@Redhill to provide seniors an avenue to bring their faulty computers or laptops for repair. As at January 2015, 583 cases including hotline enquiries and PC repairs have been handled successfully since its inception in 2013.

To improve efficiency and ensure quality control of the IT Helpdesk, Silver IT Care launched the Silver IT Care database in October 2014. The database is designed to accurately capture information of the problems and track solutions offered by Silver IT Care Volunteers. This helps to improve turnaround time and provide optimal solutions to beneficiaries.

3) Silver Infocomm Wellness Ambassadors

As part of IDA's effort to continue helping more seniors, IDA collaborated with the People's Association Active Ageing Council (PAAAC) for a third year running, to conduct the Silver Infocomm Wellness Ambassador Programme for seniors. A total of eighty-two active silver infocomm advocates who have embraced IT, were lauded as Silver Infocomm Wellness Ambassadors over the past three years during the SID. These Ambassadors are recognised for their achievements such as reaching out to their peers and inspiring them to learn or use ICT to enhance their lifestyle, eg. Facebook, Tango, whatsapp, blogging and e-banking. Dr Yaacob Ibrahim presented the letters of appointment to 28 Ambassadors during the Silver Infocomm Day at ITE College East in 2014.

4) Silver Infocomm Junctions

The Silver Infocomm Junctions (SIJs) are senior-friendly infocomm learning hubs appointed by IDA. SIJs are operated by Voluntary Welfare Organisations, Community Clubs and/or Non-profit Organisations. As at January 2015, close to 75,000 training places have been attained through workshops conducted at these SIJs.

These SIJs offer affordable infocomm training and a customised curriculum for seniors. Tutorials are also available for them to enjoy an in-depth learning experience. There are two tracks, iBEGIN and iLIVE, for seniors to learn basic infocomm usage and advanced digital lifestyle skills respectively.

iBEGIN curriculum imparts basic infocomm skills such as how to use a computer, surf the Internet, create an email or instant messaging account, make video calls, as well as how to be safe online.

The iLIVE curriculum, comprising intermediate topics, is aimed at users who already have basic infocomm skills. Participants will learn how to transact online, edit digital photos and share large files online.

The senior-friendly courseware booklets are structured in a step-by-step, comprehensive format, and available in both the English and Chinese languages. Currently, the Silver Infocomm Initiative Curriculum covers 18 topics. A brief outline of each course is available in **Annex A**.

For locations of SIJs, please see **Annex B**.

5) Silver Infocomm Hotspots

To encourage infocomm usage amongst interested seniors who do not have computers at home, neighbourhood infocomm access points known as Silver Infocomm Hotspots (SIHs) were set up islandwide at places that seniors frequent. These hotspot facility owners partner with IDA to offer computers and internet access to seniors at no cost. To-date, there are about 90 SIHs set up at various Community Clubs, self-help group centres, Residents' Committees and public libraries. For locations of SIHs, please see **Annex C**.

6) Intergenerational IT Bootcamps

To foster closer ties between the seniors and their grandchildren, various schools from primary to tertiary levels have been in collaborating with IDA for the Intergenerational IT Bootcamps. Started in 2010, the Intergenerational IT Bootcamps help seniors who are yet to be IT-savvy, cross the digital divide while bonding with the younger generation.

Over the years, IDA constantly enhanced the programme by raising it to a constituency level, and working with various schools and community clubs. The constituencies involved were Radin Mas SMC, Ang Mo Kio GRC, Tampines GRC and Tanjong Pagar GRC.

To date, 62 schools have co-organised 100 bootcamps with IDA and trained over 2,000 seniors to pick up IT skills from their grandchildren or students. Topics covered include "Basic Computer and Internet Skills", "Getting Started on Facebook" and "Infocomm Tools for Health Management".

For a list of schools involved in Intergenerational IT Bootcamp since 2010, please see **Annex D**.

iBEGIN curriculum

- 1) Basic Computer skills on XP
 - Uses of a computer
 - Healthy approaches to computer usage
 - Parts of a computer
 - Simple keyboard and mouse skills
- 2) Basic Computer skills on Windows 7
 - Uses of a computer
 - Healthy approaches to computer usage
 - Parts of a computer
 - Simple keyboard and mouse skills
- 3) e-Communications
 - Creating an email account, send email and attach files
 - Using instant messaging
 - Using VoIP to make audio or video calls
- 4) Internet
 - Logging on to the Internet
 - Surfing the Internet
 - Search engine and tips
- 5) Chinese input via Hanyu Pinyin (*Delivery only in Chinese*)
 - Introduction to Hanyu Pinyin
 - Methods to input Hanyu Pinyin
 - IME pad and software keyboard
- 6) Chinese input via Handwriting Device (*Delivery only in Chinese*)
 - Input of handwritten Chinese characters
 - Input of symbols

iLIVE curriculum

- 7) e-Travel
 - Why e-travel
 - Booking rooms and tours online
 - Booking airline tickets online
 - Buying travel insurance online
 - Other travel requirements
- 8) e-Transactions and Infocomm Security
 - Types of e-transactions
 - Online shopping websites and tips
 - Internet security
- 9) Digital Photo Management
 - Downloading photographs to the computer
 - Downloading and installing Picasa
 - Managing and sharing photographs

- Photography editing techniques
- 10) e-Entertainment
 - Using the Internet to listen to music
 - Using the Internet to watch video clips
 - Internet games
 - 11) Social Networking
 - Types of social networking
 - Building profile and designing homepages
 - Networking with friends, chat and post comments
 - 12) Blogging
 - What is a blog
 - Write and post blogs
 - 13) Digital Video Management
 - Downloading digital video clips
 - Editing and enhancing video clips
 - Managing and sharing video clips among friends
 - 14) iBanking
 - Applying for iBanking
 - Checking bank statement online
 - iBanking services
 - Online security tips
 - 15) Health Information Tools and Services
 - e-Health Information
 - e-Health Tools
 - e-Services
 - e-TCM
 - Assessing e-Health information
 - 16) Online Storage and Sharing (Cloud Computing)
 - Introduction to Cloud Computing
 - How to use Dropbox
 - How to use Google Docs
 - 17) Government e-Services
 - Introduction to Government e-Services
 - How to register and use SingPass
 - CPF e-Services
 - IRAS e-Services
 - eCitizen e-Services
 - 18) Navigating Around Singapore
 - Directional guides
 - Public transportation guides
 - Activity guides
 - Food guides

Silver Infocomm Junctions

The 9 SIJs are located at:

- 1) Buona Vista Community Club 波那维斯达民众俱乐部
Blk 36 Holland Drive #01-01
Singapore 270036
Tel: 6773 1283
- 2) Centre of Activity and Recreation for the Elders 颐年中心
Blk 531 Upper Cross Street #04-40A
Singapore 050531
Tel: 6533 1010
- 3) Chinese Development Assistance Council (CDAC) @ Bukit Panjang
华社自助理事会
Blk 270 Bangkit Road #01-22
Singapore 670270
Tel: 6465 4411
- 4) Eunos Community Club 友诺士民众俱乐部
180 Bedok Reservoir Road
Singapore 479220
Tel: 6448 6971
- 5) Kampong Kembangan Community Club 甘榜景万岸民众俱乐部
5 Lengkong Tiga
Singapore 417408
Tel : 64496022
- 6) Paya Lebar Kovan Community Club 巴耶利峇高文民众俱乐部
207 Hougang Street 21
Singapore 530207
Tel: 6284 4261
- 7) Radin Mas Community Club 拉丁马士民众俱乐部
1 Telok Blangah Crescent
Singapore 098915
Tel: 6273 5294
- 8) RSVP Singapore – The Organisation of Senior Volunteers 乐龄义工组织
9 Bishan Place #08-02
Junction 8 Shopping Centre
Singapore 579837
Tel: 6259 0802
- 9) Woodlands Regional Library 兀兰区域图书馆
900 South Woodlands Drive #01-03
Woodlands Civic Centre
Singapore 730900
Tel: 6332 3255

Silver Infocomm Hotspots

The 94 active hotspots are located at:

- 1) Ang Mo Kio Public Library
4300 Ang Mo Kio Avenue 6
Singapore 569842
- 2) Ang Mo Kio-Hougang Zone '8' Residents' Committee
Blk 925 Hougang St 91 #01-41
Singapore 530925
- 3) Ansar Residents' Committee
Blk 32 Chai Chee Avenue
Singapore 461032
- 4) AWWA Senior Activity Centre
Blk 123 Ang Mo Kio Avenue 6 #01-4011
Singapore 560123
- 5) Ayer Rajah Community Centre
150 Pandan Gardens
Singapore 609335
- 6) Bedok Community Club
850 New Upper Changi Road
Singapore 467352
- 7) Bedok Public Library
21 Bedok North Street 1
Singapore 469659
- 8) Bishan Public Library
5 Bishan Place #01-01
Singapore 579841
- 9) Boon Lay Zone 'C' Residents' Committee
Blk 260 Boon Lay Drive #01-57
Singapore 640260
- 10) Boon Lay Zone 'D' Residents' Committee
Blk 190 Boon Lay Drive #01-226
Singapore 640190
- 11) Boon Lay Zone 'E' Residents' Committee
Blk 678A Jurong West Street 64 #01-307
Singapore 641678

- 12) Boon Lay Zone 'H' Residents' Committee
Blk 667D Jurong West Street 65 #01-131
Singapore 644667
- 13) Brahm Centre Ltd
71 Irrawaddy Road #02-06
Ren Ci Hospital
Singapore 329562
- 14) Bukit Batok Public Library
1 Bukit Batok Central Link #03-01
West Mall
Singapore 658713
- 15) Bukit Merah Public Library
3779 Jalan Bukit Merah
Singapore 159462
- 16) Bukit Timah Community Club
20 Toh Yi Drive
Singapore 596569
- 17) Bukit Timah Wellness Centre CCS Elderly Activity Talent Centre (EATC)
Blk 229 Bukit Batok East Ave 3 #01-118
Singapore 650229
- 18) Bukit Panjang Public Library
1 Jelebu Road #04-16/17
Bukit Panjang Plaza
Singapore 677743
- 19) CDAC@ Punggol
Blk 512 Hougang Avenue 10 #01-67
Singapore 530512
- 20) CDAC @ Redhill
Blk 83 Redhill Lane #01-83
Singapore 150083
- 21) CDAC @ Seng Kang
Blk 321B Anchorvale Drive #01-196
Singapore 542321
- 22) CDAC @ Tampines
Blk 158 Tampines Street 12 #01-77
Singapore 521158
- 23) CDAC @ Toa Payoh
381 Lorong 1 Toa Payoh Level 2
Singapore 319758

- 24) CDAC @ Woodlands
Blk 317 Woodlands Street 31 #01-194
Singapore 730317
- 25) CDAC @ Yew Tee
Blk 627 Choa Chu Kang Street 62 #01-160
Singapore 680627
- 26) Central Public Library
100 Victoria Street
National Library Board
Singapore 188064
- 27) Cheng San Public Library
90 Hougang Avenue 10 #03-11
Hougang Mall
Singapore 538766
- 28) Choa Chu Kang Public Library
21 Choa Chu Kang Avenue 4 #04-01/02
Lot One Shoppers' Mall
Singapore 689812
- 29) Chua Chu Kang Fei Yue Retirees Centre
Blk 11 Teck Whye Lane #01-222
Singapore 680011
- 30) Clementi Public Library
3155 Commonwealth Avenue West #05-13/14/15
The Clementi Mall
Singapore 129588
- 31) Concern and Care Bukit Batok Neighbourhood Link
Blk 228 Bukit Batok Central #01-45
Singapore 650228
- 32) Fei Yue Neighbourhood Link
Blk 183 Bukit Batok West Avenue 8 #01-101
Singapore 650183
- 33) Fei Yue Senior Activity Centre (Holland Close)
Blk 1 Holland Close #02-115
Singapore 271001
- 34) Fei Yue Senior Activity Centre (Teck Whye)
Blk 9 Teck Whye Lane #01-268
Singapore 680009
- 35) Geylang East Home for the Aged
Blk 98 Aljunied Crescent #01-411
Singapore 380098

- 36) Geylang East Public Library
50 Geylang East Avenue 1
Singapore 389777
- 37) Hong Kah North Community Club
30 Bukit Batok Street 31
Singapore 659440
- 38) Hong Kah North Day Care Centre
Blk 337 Bukit Batok Street 34 #01-06
Singapore 650337
- 39) Jalan Kukoh Residents' Committee
Blk 8 Jalan Kukoh #04-37
Singapore 162008
- 40) Jurong Central Zone 'A' Residents' Committee
Blk 475 Jurong West Street 41 #01-384
Singapore 640475
- 41) Jurong Regional Library
21 Jurong East Central 1
Singapore 609732
- 42) Jurong West Public Library
60 Jurong West Central 3 #01-03
Singapore 648346
- 43) Keat Hong Zone '6' Residents' Committee
Blk 273 Choa Chu Kang Avenue 2 #01-241
Singapore 680273
- 44) Kembangan Chai Chee Active Ageing Committee
Blk 55 Chai Chee Drive
Singapore 460055
- 45) Kembangan Chai Chee Senior Activity Centre
Blk 22 Chai Chee Road #01-70
Singapore 461022
- 46) Kheng Chiu Loke Tin Kee Home
70 Tampines Avenue 4
Kheng Chiu Happy Lodge
Singapore 529681
- 47) Kolam Ayer Community Club
3188 Geylang Bahru
Singapore 339717

- 48) Kolam Ayer Sims Vista Residents' Committee
Blk 50 Sims Drive #01-144
Singapore 380050
- 49) Kolam Ayer St George West Residents' Committee
Blk 1 St. George's Road #01-15
Singapore 320001
- 50) Kolam Ayer Whampoa South Residents' Committee
Blk 38A Bendemeer Road #01-808
Singapore 331038
- 51) Leng Kee Community Club
400 Lengkok Bahru
Singapore 159049
- 52) Lengkong Tiga Residents' Committee
Blk 109 Lengkong Tiga #01-273
Singapore 410109
- 53) Library @esplanade
8 Raffles Avenue #03-01
Singapore 039802
- 54) Marine Parade Public Library
278 Marine Parade Road #01-02
Marine Parade Community Building
Singapore 449282
- 55) Moulmein Tekka Residents' Committee
Blk 672A Klang Lane #01-103
Singapore 211672
- 56) Nanyang Zone 2 Residents' Committee
Blk 938 Jurong West
Street 91 #01-393
Singapore 640938
- 57) O'Joy Care Service
Blk 5 Upper Boon Keng Road #02-10
Singapore 380005
- 58) PAP Community Foundation - Community Care Network Senior Activity
Centre at Teck Ghee 420
Blk 420 Ang Mo Kio Avenue 10 #01-1143
Singapore 560420
- 59) PAP Community Foundation Tampines East 3-in-1 Family Centre (Aged Care)
Blk 209 Tampines Street 2 #01-1325
Singapore 520209

- 60) Pasir Ris Public Library
1 Pasir Ris Central Street 3 #04-01/06
White Sands
Singapore 518457
- 61) Pek Kio Community Club
97 Cambridge Road
Singapore 219751
- 62) Ping An Residents' Committee
Blk 61 Chai Chee Road #01-840
Singapore 460061
- 63) Ping Yi Garden Residents' Committee
Blk 43 Chai Chee Street #01-70
Singapore 461043
- 64) Punggol North AAC
80 Punggol Field #01-01
Singapore 828815
- 65) Presbyterian Community Services
827A Tampines Street 81 #02-350
Singapore 521827
- 66) Queenstown Public Library
53 Margaret Drive
Singapore 149297
- 67) Rivervale Court Residents' Committee
Blk 110 Rivervale Walk #01-14
Singapore 540110
- 68) Rivervale Grove Residents' Committee
Blk 123D Rivervale Drive #01-169
Singapore 544123
- 69) Rivervale Village Residents' Committee
Blk 152 Rivervale Crescent #01-108
Singapore 540152
- 70) SASCO DACE
Blk 30 Telok Blangah Rise #01-316
Singapore 090030
- 71) SASCO Senior Citizens' Home
30 Hong San Terrace
Singapore 688246

- 72) Sembawang Public Library
30 Sembawang Drive #03-01
Sun Plaza
Singapore 757713
- 73) Sembawang Zone 'E' Residents' Committee
Blk 718 Woodlands Avenue 6 #01-648
Singapore 730718
- 74) Sengkang Public Library
1 Sengkang Square #04-26 / 27
Compass Point
Singapore 545078
- 75) Serangoon Public Library
23 Serangoon Central #04-82/83 Nex
Singapore 556083
- 76) Sriville Residents' Committee
Blk 2C Geylang Serai
Singapore 405002
- 77) Society for WINGS
9 Bishan Place #05-01
Junction 8 Office Tower
Singapore 579837
- 78) Taman Jurong Community Club
1 Yung Sheng Rd
Singapore 618495
- 79) The LLiBrary
Lifelong Learning Institute
11 Eunos Road 8, #03-02 (via Lobby B)
Singapore 408601
- 80) Thye Hua Kwan SAC @ Kaki Bukit
(Moral Neighbourhood Link -Kaki Bukit)
509B Bedok North Street 3 #02-157
Singapore 462509
- 81) Tampines Green Residents' Committee
Blk 160 Tampines Street 12 #01-111
Singapore 521160
- 82) Tampines Grove Residents' Committee
Blk 889A Tampines Street 81 #01-1028
Singapore 521889
- 83) Tampines Palmspring Residents' Committee
Blk 922 Tampines Street 91 #01-213
Singapore 520922

- 84) Tampines Palmsville Residents' Committee
Blk 902 Tampines Avenue 4 #01-212
Singapore 520902
- 85) Tampines Park Residents' Committee
Blk 147 Tampines Avenue 5 #01-244
Singapore 521147
- 86) Tampines Polyview Residents' Committee
Blk 804 Tampines Avenue 4 #01-49
Singapore 520804
- 87) Tampines Regional Library
31 Tampines Avenue 7
Singapore 529620
- 88) Telok Blangah 'Blangah View' Residents' Committee
Blk 51 Telok Blangah Drive #01-142
Singapore 100051
- 89) Thye Hua Kwan SAC @ Boon Lay
Blk 209 Boon Lay Place #01-239
Singapore 640209
- 90) Toa Payoh Public Library
6 Toa Payoh Central
Singapore 319191
- 91) Ulu Pandan Wellness Centre
Blk 170 Ghim Moh Road #01-01
Singapore 279621
- 92) Wesley Senior Activity Centre
Blk 25 Jalan Berseh #01-142
Singapore 200025
- 93) Woodlands Regional Library
900 South Woodlands Drive #01-03
Woodlands Civic Centre
Singapore 730900
- 94) Yishun Public Library
930 Yishun Avenue 2 #04-01
Northpoint Shopping Centre
Singapore 769098

Locations of Silver Infocomm Hotspots can be found on OneMap.

For more information on Silver Infocomm Initiative, please visit www.ida.gov.sg.

Schools that participated in Intergenerational IT Bootcamps

- 1) Anderson Junior College*
- 2) Anderson Primary School
- 3) Ang Mo Kio Secondary School*
- 4) Bedok Green Secondary School*
- 5) Bowen Secondary School
- 6) CHIJ (Kellock)*
- 7) CHIJ Our Lady of Good Counsel
- 8) CHIJ St. Theresa's Convent
- 9) Chong Boon Secondary School
- 10) Chongzheng Primary School
- 11) Da Qiao Primary School
- 12) Dunearn Secondary School*
- 13) Dunman Secondary School
- 14) East Spring Primary School
- 15) East Spring Secondary School
- 16) East View Primary
- 17) Fairfield Methodist (Secondary)
- 18) Fengshan Primary School
- 19) First Toa Payoh Secondary School*
- 20) Gongshang Primary School*
- 21) Griffiths Primary School
- 22) Henderson Secondary School
- 23) Hong Kah Secondary School*
- 24) Hougang Primary School
- 25) Hougang Secondary School
- 26) Huamin Primary School
- 27) Jing Shan Primary School
- 28) Junyuan Primary School
- 29) Junyuan Secondary School*
- 30) Jurong Primary School
- 31) Kong Hwa School*
- 32) Maha Bodhi School
- 33) Maris Stella High School (Primary)
- 34) Marsiling Secondary School
- 35) Mayflower Primary School*
- 36) Nan Hua High School
- 37) Nanyang Girls High School
- 38) Ngee Ann Polytechnic*
- 39) Ngee Ann Secondary School*
- 40) Northbrooks Secondary School*
- 41) Pei Chun Public School (Primary)
- 42) Pei Hwa Secondary School
- 43) Poi Ching School
- 44) Presbyterian High School
- 45) Radin Mas Primary School*
- 46) Raffles Girls School (Secondary)
- 47) Regent Secondary School
- 48) Rosyth School*
- 49) Serangoon Secondary School
- 50) Siling Primary School

- 51) South View Primary School*
- 52) St Margaret's Secondary School*
- 53) St Patrick (Secondary)
- 54) Tampines Junior College*
- 55) Tampines North Primary School
- 56) Tampines Secondary School
- 57) Tampines Primary School*
- 58) Teck Whye Primary School
- 59) Teck Whye Secondary School
- 60) Xinmin Secondary School*
- 61) Yio Chu Kang Secondary School
- 62) Yu Neng Primary School*

**Schools that have organized more than 1 bootcamp*

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