April 2015   **Annex 1**

FACTSHEET: OVERVIEW OF DIGITAL INCLUSION

Committed to growing Singapore into a dynamic global infocomm hub, the Infocomm Development Authority of Singapore's (IDA) Digital Inclusion programme is aimed at building a digitally inclusive society that brings infocomm to people from all walks of life

The Digital Inclusion programme consists of four key areas, namely the Silver Infocomm Initiative, NEU PC Plus Programme, Information Accessibility Centre and the recently announced Digital Inclusion Fund which target four key groups: senior citizens, needy students, low-income households and people with disabilities.

Silver Infocomm Initiative

The Silver Infocomm Initiative (SII) aims to bridge the digital divide among seniors aged 50 and above through addressing their differences in educational background, language and infocomm competencies. The initiative comprises the following programmes:

- **Silver IT Fest** – Formerly known as Silver Infocomm Day (SID) is the flagship annual event that began in 2007. This event aims to enlighten seniors on the latest in infocomm through seminars, IT workshops and exhibitions.

- **Silver IT Care** – Started in late 2013, the programme taps on tech-savvy seniors to help other seniors. The outcome is the setup of the Infocomm Helpdesk manned by senior volunteers who are able to guide their peers with any software or hardware issues. There are currently 38 trained seniors who have been trained as call agents.

- **Silver Infocomm Wellness Ambassadors (SIWA)** – Now in its third year the programme recognises seniors who have not only embraced infocomm but also inspired their peers to pick up IT skills. Till date there are 82 recipients of the award, with 30 more lauded for their achievements during Silver Infocomm Day 2014.

- **Silver Infocomm Hotspots (SIH)** – To encourage infocomm usage amongst interested seniors with no access to computers, these infocomm

access points were set up at places frequent by seniors. Currently there are about 90 such SIHs.

- **Silver Infocomm Junctions (SIJ)** – Senior-friendly infocomm learning hubs with affordable and customized training courses that cover a range of topics from basic infocomm skills such as using a computer to more advanced topics such as online storage and sharing (Cloud Computing).

- **Intergenerational IT Bootcamp** – The programme seeks to foster bonds between seniors and their grandchildren, while allowing them to learn infocomm in a fun way. The programme was developed in 2010 and has seen over 2,000 senior citizens pick up IT skills.

As of March 2015, more than 95,000 training places have been achieved through courses conducted at Silver Infocomm Junctions, Silver IT Fest and Intergenerational IT Bootcamps.

NEU PC Plus Programme

This programme aims to build an all-inclusive digital society where students and people with disabilities from low-income households can have equal access to infocomm by defraying the cost of computer ownership and internet access.

The two schemes under the NEU PC Plus Programme are:

1. **PC-Bundle Scheme** – This scheme is applicable to students whose gross monthly household income does not exceed $3,000 or per capita income does not exceed $800. The scheme offers new computer (desktop or laptop) bundled with 3-year of free broadband access and software at an affordable price through a two-tier subsidy. The following table summarises details of this funding scheme:

Citizenship \ Income	Total Monthly Household Income $\leq$ \$3,000 or Per Capital Monthly Income (PCI) $\leq$ \$800 (\$875 if there is a disabled member) OR recipient of MOE FAS		
	MOE- FAS	PCI $\leq$ \$600	PCI > \$600
Singapore Citizen	Up to 75%	Up to 75%	Up to 50%
Permanent Resident	NA	Up to 50%	Up to 50%

2. **iNSPIRE Fund Scheme** – This scheme, introduced in November 2007, helps NEU PC Plus applicants who cannot afford the co-payment to earn their PC by doing some form of community service. As of March 2015, the iNSPIRE fund has benefitted more than 1,400 students.

   The following table summarises details of the iNSPIRE Fund Scheme:

Criteria	Requirements
Total monthly household income, or Per capita monthly income	$\leqslant$ $2,300 $\leqslant$ $600
No of hours of community service	a. aged below 15 years old to render 3 or 6 hours of community service for desktop or laptop respectively b. aged 15 years old and above to render 6 or 12 hours of community service for desktop or laptop respectively

Digital Inclusion Fund

The $10 million Digital Inclusion (DI) Fund has been set up to support two main programmes, namely *Home Access* and *Social Innovation.*

- **Home Access** – To provide low-income households with broadband connectivity. This will pave the way for the adoption of internet such as surfing for information online and making digital calls.

- **Social Innovation** – To encourage and support the development of social innovation projects, enabled by IT, amongst VWOs in the social service sector so as to improve the well-being of their beneficiaries.

Infocomm Accessibility Centre (IAC)

The Infocomm Accessibility Centre (IAC) managed by the Society for the Physically Disabled (SPD) has provided customised IT training programmes to 8,872 people with disabilities as of December 2014. The programmes include the use of assistive technology tools to help them maximise their potential in school, at work and in everyday life. They are also equipped with industry-relevant skills such as PC maintenance, web design, music arrangement and video editing.

FOR MORE INFORMATION
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