



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, Home Access Programme and Enable IT Programme which target four key groups: seniors, 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. The total participation attained through the Silver IT Fest series since its inception stands at more than 42,000.
- **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. As at December 2015, about 740 cases inclusive of technical queries and computer repairs were successfully dealt with.
- **Silver Infocomm Wellness Ambassadors (SIWA)** – Now in its fourth 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 102 recipients of the award.
- **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 or students, while allowing them to learn infocomm in a fun way. The programme was developed in 2010 and has seen over 2,800 seniors pick up IT skills.

As of December 2015, close to 106,000 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.



The following table summarises details of the iNSPIRE Fund Scheme:

Criteria	Requirements
Total monthly household income, or Per capita monthly income	≤ \$2,300 ≤ \$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

Home Access Programme

The Home Access Programme, launched in November 2014, aims to make internet connectivity more affordable to the low-income households with access to the Internet. This includes the provision of basic mobile computing devices and internet connectivity in the homes of low-income households. As of March 2016, more than 4,400 have been approved to benefit from the programme.

All Home Access applications will be assessed against the eligibility criteria and subject to the availability of bundles. For further enquiries, please email info@ida.gov.sg

The following table summarises the eligibility criteria of this programme:

Criteria	
Income	<u>Economically Active</u> : Monthly Household Income ≤ \$1,900; or Per Capital Income ≤ \$600 <i>OR</i> <u>Economically inactive</u> : Residential Annual Value (RAV) ≤ \$13,000
Citizenship	At least 1 member of the household ¹ is a Singapore Citizen
Others	Household is not a current beneficiary of NEU PC Plus or Home Access <i>AND</i>

¹ Related members staying at the same address, based NRIC, and share food arrangement.

Criteria	
	Does not have a school-going child ² [Households with school-going children should tap on NEU PC Plus]

Enable People with Disabilities through Infocomm and Assistive Technology (Enable IT) Programme

The programme aims to enable people with disabilities through adoption of infocomm and assistive technology (IT/AT) to enhance their abilities in activities of daily living, education and employment as well as to help them interact with others. In addition, IDA is collaborating with relevant partners from the disability sector to promote and raise awareness on benefits of IT/AT adoption to people with disabilities, caregivers and disability professionals.

Guided by the Smart Nation vision, the programme is implemented through close collaboration between IDA, disability sector organisations, stakeholders (e.g. policy makers from Government agencies, disability voluntary welfare organisations and help agencies) as well as private sector organisations.

Through the programme's initiatives, people with disabilities will be able to make informed decisions about appropriate technological solutions to adopt. People with disabilities and professionals from the disability sector will also be equipped with relevant IT/AT skills via hands-on experience and training programmes. By equipping people with disabilities with technological skills, their employability will be enhanced. In turn, they will be enabled to pursue their dreams, attain a sense of self-worth and financial independence as well as contribute to Singapore's Smart Nation vision.

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² Full-time students studying in a Government or Government-Aided School, Junior College, Centralised Institute, Independent School, Specialised Independent School, Specialised School, Institute of Technical Education, Polytechnic or MOE-funded Special Education School.