



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 SII aims to promote IT awareness and literacy among seniors aged 50 and above so that they can be actively engaged in the digital age. The initiative also aims to bridge the digital divide regardless of education backgrounds, language competencies or IT awareness levels.

To date, more than 110,000 seniors have benefitted through activities organised under the initiative which includes the Silver IT Fest, Mass IT Training classes, classes at Silver Infocomm Junctions (SIJs) and Intergen IT Bootcamps.

For more details on the various activities under the SII, please refer to the table below:

A	Silver IT Fest 2016
B	IDA's Collaboration with People's Association (PA)
C	IDA's Collaboration with Singapore Workforce Development Agency (WDA) and Lifelong Learning Council (LLC)
D	Silver Infocomm Junctions (SIJs)
E	Intergen IT Bootcamps
F	Silver Infocomm Wellness Ambassadors (SIWAs)
G	Profiles of 2016 SIWAs
H	Friends of Silver Infocomm (FSI)

A: Silver IT Fest 2016

Silver IT Fest 2016 is organised by the Infocomm Development Authority (IDA) in collaboration with key industry partners, including Lifelong Learning Institute (LLI), Institute of Technical Education (ITE), Chinese Development Assistance Council (CDAC) and RSVP Singapore – The Organisation of Senior Volunteers (RSVP).

The Silver IT Fest is part of IDA's Silver Infocomm Initiative aimed at equipping seniors with IT skills and to accelerate the adoption of IT through fun and engaging ways.

The 10th Anniversary Bash held at the LLI on 10th and 11th September officially kick-started the annual Silver IT Fest 2016 with Dr Yaacob Ibrahim, Minister for Communications and Information as the Guest of Honour. At the opening ceremony, 31 new Silver Infocomm Wellness Ambassadors (SIWAs) were appointed.

Kreta Ayer Residents' Committee, Caritas Singapore Community Council Limited¹ and People's Association Senior Academy Centres are also joining the fleet of SIJs to offer affordable IT training classes for seniors throughout the year.

As part of the 10th Anniversary Bash, seniors are also encouraged to sign up for the IT classes held at ITE College Central from 23rd to 25th September 2016. There are over 150 classes (3-hours each) which are affordably priced at \$10 per IT class to choose from. Seniors can even use their SkillsFuture credits for the IT classes.

Seniors can also look forward to more Silver IT Fest roadshows and Mass IT Training classes over the next few months.

B: IDA's Collaboration with People's Association (PA)

To ensure a better quality of life, IDA and PA are collaborating to increase the training opportunities for seniors. Soon, there will be 30 training locations available island-wide for seniors to sign up for IT training classes.

The additional 20 SIJs will leverage the specially curated IT curriculum and training resources to make learning more enriching and meaningful for the seniors.

Location of additional SIJs²:

1. Aljunied Community Centre
2. Bedok Community Centre
3. Bishan Community Club
4. Boon Lay Community Club
5. Bukit Batok Community Club
6. Bukit Panjang Community Club
7. Buona Vista Community Club
8. Clementi Community Centre
9. Fuchun Community Club
10. Gek Poh Ville Community Club
11. Kampong Ubi Community Centre
12. MacPherson Community Club
13. Nee Soon South Community Club
14. Potong Pasir Community Club
15. Pasir Ris East Community Club
16. Sembawang Community Club
17. Sengkang Community Club
18. Tampines Changkat Community Club
19. Tanjong Pagar Community Club
20. Teck Ghee Community Club

¹ Caritas Singapore is supporting the SIJ through its initiative, Agape Village – an integrated social service hub.

² Kreta Ayer Residents' Committee & Caritas Singapore have been added as SIJs.

C: IDA's Collaboration with Singapore Workforce Development (WDA) and Lifelong Learning Council (LLC)

Learn & Live I.T. is a joint collaboration by the Infocomm Development Authority, the Singapore Workforce Development Agency (WDA) and Lifelong Learning Council (LLC). The Learn & Live I.T. initiative taps on the \$3 million LearnSG Seed Fund established by the LLC with the support of WDA, to drive individual and community partnerships in lifelong learning and grow community-led learning initiatives. The LearnSG Seed Fund supports the SkillsFuture thrust of fostering a culture that promotes and celebrates lifelong learning. For more information on LearnSG Seed Fund, go to www.learnnow.sg.

All Silver Infocomm Junctions (SIJs) can now apply to organise Learn & Live I.T. projects, which supplement the formal IT classes organised within their premises and to provide more opportunities for seniors to enhance their IT skills and knowledge in an informal setting. It has 2 components:

1. a B.I.T – a B.I.T

a B.I.T – a B.I.T enables seniors to learn to use mobile apps through bite-sized learning guided by volunteer facilitators. a B.I.T – a B.I.T makes learning less intimidating to seniors and is available at easily accessible heartland locations such as Seniors' Wellness Centres, Residences' Committees Centres, Community Centres/Clubs and shopping malls. Usually held over a 45-minute to 1-hour duration, in small groups of between 5 to 15, these mobile learning spaces allow seniors to explore and experiment with new apps and web services such as OneService, Whatsapp, Skype, Facebook and others.

2. Touch & Click Kakis:

Touch & Click Kakis supports the formation of informal special interest groups, where seniors are encouraged to practise their newly acquired IT skills and learn from their peers during these 3-hour sessions facilitated by volunteers.

D: Silver Infocomm Junctions (SIJs)

The Silver Infocomm Junctions (SIJs) are senior-friendly infocomm learning hubs appointed by IDA. SIJs are operated by Voluntary Welfare Organisations, PA's Grassroots' Organisations and/or Non-profit Organisations. As at September 2016, over 80,000 seniors have been trained at the 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. Classes are divided into two tracks, iBEGIN and iLIVE, for seniors to learn basic infocomm usage and digital lifestyle skills respectively.

The 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 and digital lifestyle 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 course modules are structured in a step-by-step, comprehensive format, and available in both English and Chinese. Currently, the Silver Infocomm Initiative Curriculum covers 23 topics.

For details on the course outline and locations of SIJs, please visit www.ida.gov.sg/SII

E: Intergen 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 Intergen IT Bootcamps. Started in 2010, the Intergen IT Bootcamps help seniors cross the digital divide while bonding with the younger generation.

Over the years, the scale of the bootcamps grew and many were organised at a constituency level. These included Radin Mas SMC, Ang Mo Kio GRC, Tampines GRC and Tanjong Pagar GRC. In 2015, IDA partnered North East Community Development Council (NE CDC) and POSB for the North East Eldersurf Intergen Bootcamp to organise 85 workshops from November 2015 to March 2016 to benefit about 400 seniors and 550 students.

To date, 83 schools have co-organised 223 bootcamps with IDA and trained over 4,300 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”.

F: Silver Infocomm Wellness Ambassadors

The Silver Infocomm Wellness Ambassadors (SIWAs) are jointly appointed by the Infocomm Development Authority of Singapore (IDA) 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.

This year, we received a good response from the community with over 60 quality nominations, of which 31 active advocates were selected as SIWAs.

Into its fifth year, there is now a total of 132 SIWAs who are active in helping their peers go digital.

Profiles of selected SIWAs can be found in part G.

G: Profiles of the 2016 SIWAs

Name : Ms Noorjahan Bte Kamaruddin

Age : 56

Ms Noorjahan joined the Organisation of Senior Volunteers (RSVP) Singapore as a volunteer and is currently their Changi Service Ambassador, Soft Skills Trainer and Cyberguide.

She was first inspired to pick up Facebook so as to connect with her friends and family. She started out as a passive user of Facebook but over the years, she started becoming more active and regularly shares news and information with her friends. Like how she learnt to use facebook, she picked up most of her digital and IT skills through trial and error and through consistent practice. She is now an avid user of ICT, using Facebook, Messaging apps, Skype to stay in touch with friends. For travelling around Singapore, she also learnt to use Google maps and the SBS IRIS app. She also enjoys online shopping and uses the internet to search for travel information and make travel bookings online.

Eager to share her ICT knowledge with other seniors, she signed up as a cyberguide in RSVP and is known to be a patient and articulate trainer towards the senior learners. Having gone through the transition into the current digital age herself, she understands the struggles that other seniors may have when learning IT. As an advocate of continuous learning, she constantly encourages seniors to take up more IT courses to deepen their IT knowledge, encouraging lifelong learning.



Name : Mr David Teo Khiam Heng

Age : 61

As the leader of Taman Jurong CC's IT interest Group, Mr Teo introduces new apps, digital quizzes and interesting software to the group members on a daily basis. The group meets up once a week, but members of the public who are keen to learn more about the IT are welcomed to join the group where David is known to be the go-to person should you have an IT-related problem.

Seniors will often turn to David, with their hardware and computer issues, who never fails to help diagnose the problems. As a mentor to seniors, David is known to be a friendly and pleasant individual who inspires others in the community to embrace IT.



Name : Ms Norolhuda Bte Padillah

Age : 60

Norolhuda is approachable and has a friendly persona. She is a savvy senior who teaches those around her to use technology in her line of work as a part-time POSB Active Neighbour. Before she took on this role, she was fearful of technology and had to depend on her children to use a computer. After undergoing training and through self-practice, she is now an independent and confident computer and smart phone user in applications like Whatsapp, Facebook and Instagram. She is also known to keep up with the latest trends in IT and even does online shopping.



Section H: Friends of Silver Infocomm (FSI)

Friends of Silver Infocomm (FSI) is a programme piloted in August 2016 under the Silver Infocomm Initiative to promote 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 300 to 400 adult and student volunteers come forward to support the Silver Infocomm Initiative outreach efforts. For the first time, IDA also welcomes organisations from both the private and public sectors to join as Corporate FSI. As a Corporate FSI, these organisations will facilitate as a conduit to encourage their staff to be a 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 volunteer hours required, each volunteer session is about 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.

To qualify for FSI, the individual / corporate staff should possess the following skills and interests:

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

FOR MORE INFORMATION

IDA Communication Contact

Candy Pok (Ms)
Corporate & Marketing Communications Division
Tel: +65 6211 1706
Fax: +65 6211 2227
Email: candy_pok@ida.gov.sg

Malini Nathan (Ms)
Corporate & Marketing Communications Division
Tel: +65 6211 0660
Fax: +65 6211 2227
Email: malini_nathan@ida.gov.sg