

# IPS-IMDA Conference on Digital Inclusion: Seniors Ready to Embrace the Digital Future

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Chairman of Cyberguide Programme  
26 July 2019, Lifelong Learning Institute**

THE ORGANISATION OF  
**SENIOR**  
**OLUNTEERS**  
RSVP SINGAPORE



National Centre  
of Excellence for  
Senior Volunteerism

# RSVP SINGAPORE

## Regular Volunteers

1,000 senior volunteers (above 40 years) serving the community through RSVP's regular programmes

## Episodic Volunteers

1,500 serving the less privileged in our community through ad-hoc volunteering activities



**BEFRIENDING**



**GUIDING**



**TRAINING**



**EPISODIC**

# Cyberguide Programme

IT-savvy seniors help peers overcome the digital divide by promoting IT skills through easy-to-follow, senior-friendly courses



Over **100** active trainers and assistant trainers



Conceptualised **21** years ago in 1998



First and largest SIJ in Singapore for **12** years



**50,000** seniors trained at Bishan office and offsite locations



**5,000** training hours since 1998



**100** different IT topics taught over the years

# Equipping Our Seniors on Digital Literacy & Inclusion

| Windows   | iOS  |
|---|--|
| <p><b>SkillsFuture for Digital Community</b></p> <ol style="list-style-type: none"><li>1. Connect to the Internet (Wireless@SG)</li><li>2. Search for information online (Google search)</li><li>3. Use email (Gmail)</li><li>4. Use chatting apps (Whatsapp)</li><li>5. Online shopping (Fairprice On)</li><li>6. Mobile e-payment</li><li>7. Access government apps and digital services</li><li>8. Tips on cybersecurity and discerning online falsehood</li></ol> | <p><b>Lifestyle Applications</b></p> <ol style="list-style-type: none"><li>1. Book Authoring</li><li>2. Coding</li><li>3. Digital Music &amp; Art</li><li>4. Digital Photography</li><li>5. Movie Making</li></ol> |



# Challenges

- **Singapore is an ageing population: 900,000 seniors by 2030**
- **Remaining relevant to change in demographic of seniors – those who are more IT savvy and seeking higher level of IT courses**
- **Remaining relevant to changes in Singapore e.g. discontinuation of 2G services, rollout of DTV, e-wallets and e-payments**

