

PRESS RELEASE

RSVP SINGAPORE RECEIVES INAUGURAL DIGITAL PARTICIPATION PLEDGE AWARD FROM IMDA

Singapore, 5 November 2019 – RSVP Singapore The Organisation of Senior Volunteers and National Centre of Excellence for Senior Volunteerism has received Infocomm Media Development Authority's inaugural Digital Participation Pledge (DPP) award at the Singapore Tech Industry Gala Night on 5 November.

2 It is one of two social service agencies to be awarded, and the only Silver Infocomm Junction (SIJ).

3 The DPP awarded is given to organisations that pledged to help businesses, employees, customers and the community acquire skills and adopt technology. As the first SIJ appointed in November 2007, RSVP is dedicated to equipping seniors with digital literacy skills.

4 It has over 100 volunteers in its Cyberguide Programme and trains an average of 200 seniors every month through its wide range of courses available in English and Mandarin.

5 In line with the Smart Nation Initiative, RSVP Singapore has stepped up its efforts to promote digital literacy among seniors by bringing learning opportunities to the seniors in the community. The programme fills a much-needed gap in giving underprivileged seniors an opportunity to keep up with technology to ensure that they are not left behind as the nation transforms into a Smart Nation.

6 “We participated in the pledge as we want to embrace the shared vision to increase the digital readiness of seniors and empower them towards a Smart Nation. The results are encouraging. Close to 450 seniors have benefitted from our training outreach into community spaces such as libraries and senior activity centres,” said Mr Sunny Chan, RSVP Singapore Board Member and Chairman, Volunteering Learning and Cyberguide.

7 He added, “These seniors shared that they have always wanted to learn new IT skills, but never had the opportunity due to time constraints or not knowing where to start. We are glad that our trainers are there to bridge the digital divide and we will continue our outreach efforts to the community.”

8 Approximately 66 nominations were received across both “large organisation” and “small and medium sized organisation” categories, out of which 12 were selected as finalists.

9 IT courses offered by RSVP are SkillsFuture credit eligible and subsidised by National Silver Academy. Fees are kept as low as \$10 to \$20. Courses are also adapted to suit the learning pace of seniors and is run by volunteer trainers who are seniors themselves.

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About RSVP Singapore

RSVP Singapore The Organisation of Senior Volunteers is an Institution of Public Character and the National Centre of Excellence for Senior Volunteerism under the patronage of Mdm Halimah Yacob, President of the Republic of Singapore. The organisation started in 1998 and was launched by then-Prime Minister Mr Goh Chok Tong. RSVP Singapore is a registered society under the Societies Act and a member of the National Council of Social Service (NCSS).

Since its inception, RSVP Singapore has been actively engaging seniors in purpose-driven volunteerism. With over 2,500 volunteers, RSVP Singapore serves more than 200,000 beneficiaries each year including the mentally disadvantaged, at-risk children from low income families, and socially isolated seniors through its community service programmes.

Media Coverage and Photos of RSVP Singapore's Cyberguide Programme

5 March 2019: LHZB Senior volunteer who overcomes digital barrier now teaches others: <https://www.zaobao.com.sg/news/singapore/story20190305-936971>

5 March 2019 Lian He Zao Bao 联合早报

Senior volunteer who overcomes digital barrier now teaches others
勇闯数码丛林 乐龄义工学而优则教
发布:2019年3月5日 3:30 AM 摄影:梁敏琳自 联合早报



身为数码“移民”，年过花甲的邱静芳之前连滑鼠都不会握，更别说是操作电脑。

不过她到新加坡乐龄义工组织上课后，不仅对最新科技了如指掌，更担任义工教师，教导其他乐龄族使用电脑和智能手机。

在乐龄义工组织（RSVP）担任义工的邱静芳（68岁）每周抽空帮忙其他年长者检查电脑，必要时进行简单的维修。

“现在凡事都讲究数码科技能力，不过很多年长者都因为害怕而不敢踏出第一步。我之前也像这些年长者一样担忧过，知道他们会碰到哪些问题，所以能打破隔阂，以过来人的身份指导他们。”

RSVP是参与“数码行动承诺”的机构之一，执行董事方怀敏受访时指出，机构将致力于提升超过2500名义工和职员的数码能力，鼓励大家在日常工作中善用科技。

这包括提供培训，确保他们懂得使用不同的电脑程序和工作平台。RSVP也计划最近下个月推出“网咖”角落，让年长者免费使用电脑。“我们发现不少年长者家中没有电脑，提供这个角落能让他们定期练习电脑技能，同时也跟其他年长者交流。”

RSVP也在考虑推出编程或是与手机应用相关的高级课程。“最重要的是要让年长者接触不同科技，培养他们想要提升数码能力的兴趣。”

5 March 2019 Lian He Wan Bao 联合晚报

Senior who overcame digital barrier now teaches mobile phone to other seniors

阿伯原本不懂科技现指导老人用手机
李慧敏 报道teesmin@sph.com.sg



新加坡乐龄义工组织是参与“数码行动承诺”的机构之一，义工黄丽玉（右一）平时会指导年长者如何使用电脑等电子设备，协助他们掌握数码技能。（梁敏琳摄）

对科技一窍不通的老伯从一开始茫然失措的样子，到后来充满信心指导其他年长者如何使用智能手机，让新加坡乐龄义工组织（RSVP）义工黄丽玉留下深刻印象。

在RSVP担任约10年助教的黄丽玉说：“还记得老伯其实连门都不敢踏进来，不过他在我们的鼓励下上课，渐渐对电子产品上手，让我们很有成就感。”

黄丽玉熟练地使用电子鼠标，很难想象她之前连电脑都不会启动她是在10年前参与RSVP课程从零基础，之后担任助教，在其他年长者上课时从旁指导。

“学生也是年长者，我们理解他们的担忧，也能分享自己在学习道路上碰到的困难。科技为我的生活带来很大的便利，我也希望能将这份便利带给其他年长者。”

善用科技能提升工作效率和生活品质，通讯及新闻部推出“数码行动承诺”计划，鼓励私人、社会和公共领域的企业或机构，通过不同项目和活动，协助私人提升数码能力。

RSVP是参与“数码行动承诺”的机构之一，执行董事方怀敏指出，除了平时为年长者提供的课程，机构接下来也会通过培训，提升义工和职员的数码能力，确保他们懂得如何使用工作中所需的电脑程序和平台。

RSVP也会在下个月推出“网咖”角落，让年长者免费使用电脑。“我们发现不少年长者家中没有电脑，有了这个角落能让他们定期练习电脑技能，同时跟其他年长者交流。”

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April 2019: RSVP Cyberguide trainers training seniors at a senior activity centre



11 July 2019: Cyberguide Trainer Mr Andy Pei sharing about eTransactions and cybersecurity to over 60 seniors in the community



12 July 2019: Happy-Go-Lucky 欢喜没烦恼 Ep 12 on Smart Nation:
<https://video.toggle.sg/en/series/happy-go-lucky/ep12/812556>



26 July 2019: Frontline on Merdeka Generation Seniors learning IT (Featuring Ms Kendra Ong):
<https://video.toggle.sg/en/series/frontline-fy1920/ep17/817515>



1 Aug 2019: Digital Inclusion | Silver Infocomm Wellness Ambassadors 2019 featuring RSVP's Cyberguide Ms Kendra Ong
https://www.youtube.com/watch?v=YBzyi3KTfZM&feature=youtu.be&fbclid=IwAR3PkK NrPNPKyX41HZ_SJgR3fSYKL-EVD-mFKu8GWB7E4kvt0Er_YlfDy4

13 Aug 2019: Cyberguide Ms Cheow Chin Wang sharing about e-payment and cybersecurity to over 65 seniors in the community

