

Seniors Go Digital

Digital Inclusion · Good practice · Singapore

Quality score: 92/100

Evidence strength: Observational / pre–post

Summary

Singapore's IMDA provides free 1-on-1 digital coaching to seniors at 100+ community hubs with subsidised devices for low-income elderly; 210,000+ seniors trained by 2022, online payment use doubled from 38% to 78%, and 96% communicate online as of 2023.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-21

[Infocomm Media Development Authority \(IMDA\)](#) — accessed 2026-06-21

[JMIR – Project Wire Up RCT, Building Digital Literacy in Older Adults \(2022\)](#) — accessed 2026-06-21

[Singapore Digital Society Report 2023 \(IMDA\)](#) — accessed 2026-06-21

[MDDI Parliamentary Response on Seniors Go Digital \(2023\)](#) — accessed 2026-06-21

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