



JOMGATHER PROPOSAL

Bridging Intergenerational Interaction in Singapore

Prepared By:

Akil | Brandon | Cassius | Deon | Zongrong



Seniors face shrinking social circles, leading to loneliness and health risks.

Teens lacking empathy and faced loneliness despite being hyper-connected and crave for authentic, human connections.

*In Singapore,
intergenerational
connections are **weakening**
due to **limited, short-term**
interactions between youth
and seniors.*



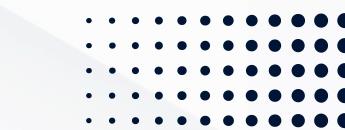
Why are current solutions **NOT Working?**

Current initiatives often **lack continuity**, leaving seniors feeling lonely and disconnected, while younger generations miss opportunities to build empathy and cultural understanding.



JOMGATHER

An easy-to-use, meaningful platform to bridge the gap between **youth** and **seniors** with long sustained connections, foster ongoing engagement, storytelling, and mutual learning.





Enable long-term interactions

Facilitate sustained engagement between youth and seniors through collaborative activities and incentive-based participation.



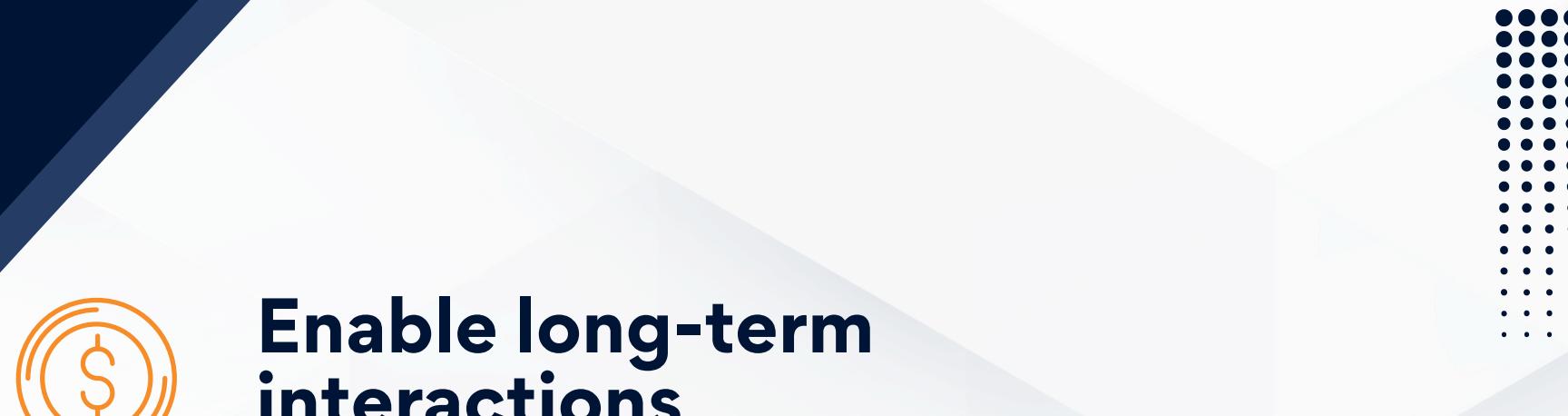
Create Shared Experiences

Connect individuals across generations by forming interest-based groups, allowing youth and seniors with similar hobbies or passions to interact meaningfully.



Promote Mutual Learning

Encourage knowledge exchange through digital storytelling and skill-sharing features, fostering cultural understanding and lifelong learning.



KEY OBJECTIVES

To create a sustainable digital platform that bridges generations in Singapore by fostering long-term interaction, shared experiences, and mutual learning through engaging, technology-driven solutions.



TARGET AUDIENCE



Elderly

- Isolated elderly who wants company
- Elderly who wants to spend more time with their grandchildren



Students

- Student who wants to spend more time with their grandparents
- Students who wants to interact more with elderly





MDM LIM

Elderly

Age: 75

Marital Status: Retired

Education: Masters of
Education in Mathematics



JEREMY KHOO

Student

Age: 19

Marital Status: Schooling

Education: O-Levels

USER PERSONAS



Mdm Lim

Personal background

Age: 75

Martial Status: Retired

Education: Masters of Education in Mathematics

Defining Quotes

"I don't want to trouble young people, but I miss having someone to chat with."

GOALS & MOTIVATION

Companionship: Communicate with youths regularly

Digital literacy: Want to learn more about digital skills to keep up with technology

NEED STATEMENT

"I need a gentle, reliable way to build strong bonds with students, with simple tools that can reduce trouble navigating through the app"

KEY CHARACTERISTICS

Availability: Afternoons on weekdays and free on weekends

Communication Style: Easy-going & prefers voice over text

PAIN POINTS

Loneliness: Feels burdened when asking for help

App navigation: Face trouble navigating through the app



JEREMY KHOO

Personal background

Age: 19

Marital Status: Schooling

Education: O-Level

Defining Quotes

"I want to communicate and understand my grandparents better"

GOALS & MOTIVATION

- To communicate with elderly to get to know them better
- Motivated by tangible rewards like vouchers for food or gaming.
- Build a resume with diverse but manageable volunteering experiences.

NEED STATEMENT

I want to help, but I don't speak Hokkien well, and 4-hour volunteering shifts are too long for my schedule.

KEY CHARACTERISTICS

Availability: Free on weekends only

Communication Style: Easy-going & prefers voice over text

PAIN POINTS

- Fear of awkward silence with seniors.
- Busy with school assignments.
- Finds traditional volunteering "boring."

JOMGATHER

Key Features

Here are some key features to address the key project objectives.

Preserving Heritage and Cultures



Slice of Life

Sharing of photos and storytelling - A way to get the youth and elderly to interact more often

Overcoming Social Isolation



JukeBox

Sharing of music interests - A way to get the youth and elderly to interact more often

Bridging Digital Safety Gap



Cyber Challenge

Engaging way to tackle scams involving collaborative effort

Divide in Essential Life Skills



Support Swap

A community platform that allows users to post specific requests, receive help, and "swap" their unique skills.

PRESERVING HERITAGE AND CULTURES

PRESERVING HERITAGE AND CULTURES

Problems:



- Little interaction between youth and seniors
 - Digital Wall
 - Lack of topics
- Busy schedules

PRESERVING HERITAGE AND CULTURES



Needs:

- Simple (Easy-to-do, low-time)
- Interesting (appealing to both youth and elderly)
- Inclusive

SOLUTION 1: SLICE OF LIFE



- Daily
- Two-player
- 5-minutes
(low-friction,
do on bus)

HOW DOES IT WORK?



Daily prompt:

- Generated by LLM
- Attach relevant photos, thoughts and experiences

Send to elderly:

- One or many

Review Mode:

- See photos and thoughts of both sides
- Comment on your pair work

Archive:

- Save to personal or public memory library

USE CASES

Use Case: Submit Slice Entry

Main Flow:

1. User clicks Start Entry on prompt.
2. User types text response.
3. User uploads image.
4. User clicks Send.
5. User selects Partner.
6. User clicks Post Response.

Bad Flow:

1. User attempts to send with missing text or image.
2. System shows Alert popup error.
3. User dismisses alert to fix input.

Use Case: Review Partner Entry Main

Flow:

1. User waits for Received status in Waiting Room.
2. User opens Review Mode.
3. User reads partner's memory.
4. User types comment.
5. User clicks Next.

Bad Flow:

1. Partner fails to reply.
2. User remains stuck on Waiting Room screen.
3. User cannot proceed to review.

OUTCOME



- Youth and Elder learn more about each other
- Work together to build something, giving a sense of achievement
- More frequent interaction

SOLUTION 2: COMMUNITIES



- Who? ANYBODY
- When? They can do it
ANYTIME
- Where? They can do it
ANYWHERE

HOW DOES IT WORK?



- How? They would have to join the community that they are interested in and communicate with others
- Example: “The Music Orchestra” It is a community where people who wants to learn more about music or are willing to share more about music are able to send songs for recommendation to everybody and when a youth sends the elderlies would have to rate the song whereas the youth wouldn’t need to if its another youth who sent as they are the same generation

ANOTHER FEATURE- GENERATIONAL JUKEBOX



- It is a feature where all songs will be added into a wheel so that it is randomized and anybody can listen to a random song as when the chat gets too long there would be too many songs so this feature helps to simplify the song choices and up to them

IMPACT



- Youth and Elderlies are more interconnected through their interest
- Expands their knowledge on things

CRUD REQUIREMENTS



Create:

- Creating a new text message

Retrieve:

- Pressing and holding allows them to retrieve the details of the message

Update:

- They then can either edit the message then click update or

Delete:

- Users selects a **specific** message and clicks "**Delete**"

Next

BRIDGING DIGITAL SECURITY GAP

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Problems:

- Current solutions are **passive** (*posters, lectures*), but scammers are **active** and **aggressive**
- According to **Singapore Police Force (SPF)**: increase in proportion of elderly scam victims **(7.2% in early 2024 → 15.0% in early 2025)**
- Source: <https://www.police.gov.sg/-/media/SPF/Media-Room/Statistics/Mid-Year-Scams-and-Cybercrime-Brief-2025/Police-News-Release---Mid-Year-Scam-and-Cybercrime-Brief-2025.pdf>

BRIDGING DIGITAL SECURITY GAP



Needs:

- **Shared**, engaging way to navigate digital threats
- **Collaboration** over instruction
- **Simple** and intuitive

SOLUTION: CYBER CHALLENGE

Summary:

- **Daily mission** at a set timing (12:00PM)
- **Less than 5 minutes**
- **Collaborative effort**



HOW IT WORKS



Chat feature

- Users will be able to communicate with each other using **text, voice message or video calls**

Cyber Challenge

- **Trigger:** 12:00 PM daily notification
- **Action:** Youth and Senior **blindly votes** for “Scam” or “Safe” on scenario
- **Reveal:** Answers are both hidden until **both have voted**, then reveals
- **Reward:** Coins if correct, if incorrect: prompts **discussion**

CRUD REQUIREMENTS



Create:

- User **creates a vote (safe or scam)**
- System **creates a new daily scenario**
- User sends a message

Retrieve:

- User views the current active Challenge Card
- Users view **inbox** to see **active conversations**
- Users **opens specific chat** to see full **Message History**

Update:

- User long presses a message to **edit a recent message** sent
- System changes challenge status from **Pending** to **Solved** once both users vote

Delete:

- Users selects a **specific message** and clicks "**Delete**"

USE CASE (CHAT FEATURES)

Use Case: Texting

1. Jeremy clicks on the **text box** at the bottom, and **types his message**
2. Jeremy attaches an **image** to the text message, and **sends** the message altogether by clicking on the **send icon**
3. Jeremy decides to **edit** the message by clicking on the **pencil/edit icon** at the side, and **changes** message
4. Jeremy clicks on **send** to **edit** the message
5. If Jeremy wanted to undo the message, he can click on the **delete/trash bin icon**

Use Case: Video Calling

1. Mdm Lim clicks on the **video call icon** at the top right of the chat inbox with Jeremy to initiate a video call
2. Jeremy receives a **notification**, requested to be called
3. Jeremy can click on **accept icon** to join the video call with Mdm Lim
4. Jeremy can click on **deny icon** to cancel the call with Mdm Lim

USE CASE (CYBER CHALLENGE)

Use Case: Doing Challenge

1. Both users receive the “**Cyber Challenge**” alert at 12:00PM
2. Upon clicking “**View**”, both users select “**Safe**” or “**Scam**” blindly and **independently**
3. System **compares both answers** (*both the same? any different? compare with system answer*)
4. Once result is done → send a notification to both parties that **results are out**

Use Case: Reviewing Results

1. Elderly/youth clicks on “**View Results**” to see the outcome
2. If **success** → both gains **coins**
3. If **failure** → shows **explanation**, prompts **discussion**

OUTCOME



- **Senior:** gains practical, daily confidence in spotting scams without feeling judged
- **Youth:** can use their understanding of spotting scams to protect others, fostering a **sense of responsibility**
- **Both:** fosters **shared vigilance**, as they can be **teammates against external threats**

Next

DIVIDE IN ESSENTIAL LIFE SKILLS

DIVIDE IN ESSENTIAL LIFE SKILLS



Problems:

- Youth excel at technology
- Seniors engage in hands-on work

DIVIDE IN ESSENTIAL LIFE SKILLS

Needs:



- Community platform
- Allows users to post specific requests
- Enable user to receive help
- "Swap" their unique skills.

SOLUTION: SUPPORT SWAP



- Lend a helping hand
- Post request
- Receive help

HOW DOES IT WORK?



Accept a Request:

- Default View : Users view a feed of open requests regarding assistance or skills.
- Skill Matching: Users can only accept a request if their profile skills match the request's required skills.
- Youth View: Displays the specific VIA hours awarded for the activity.
- Elderly View: Displays the number of Coins earned for the request.

Post a Request:

- Title: The user inputs a title for the request.
- Category: The user selects the category: "Assistance" or "Skill Sharing."
- Description: The user inputs detailed requirements for the request.
- Logistics: The user specifies the location and the estimated duration (in hours) required to complete the task.

CRUD REQUIREMENTS



Create:

- Post a request

Retrieve:

- Default View
- Youth View : Retrieve and display "**VIA Hours**" and "Coins" value.
- Elderly View: Retrieve and display "**Coins**" value.
- Skill Matching: Retrieve the current User's Skills and compare them against the Request's Required Skills to determine if the "**Accept**" button is enabled.

Update:

- Accept a Request: The system must modify an existing record when a user chooses to engage with a request.

Delete:

- Users are able to "**Delete**" request from other user they have accepted
- User are able to "**Delete**" requested they have posted

USE CASES

Use Case 1: Accept Volunteer Request

Actor: Jeremy Khoo (Volunteer) Precondition: User is currently in Support Swap.

Main Success Scenario (The Happy Path):

1. View List: Jeremy views the list of requests from the elderly.
2. Select Request: He clicks on "Request B" (a request where his skills match).
3. System Validation: The system compares Jeremy's profile skills against the request requirements.
4. Validation Success: The system verifies the skills match.
5. Accept: Jeremy clicks the **[Accept]** button.
6. Confirmation: The system creates a "Match" between Jeremy and the elderly user.
7. System Action: The system saves the match to Jeremy's **History** for easy access.
8. Deletion: If Jeremy decides to cancel the match due to personal issues, he can **DELETE** it from his **HISTORY**.

Alternative/Exception Flow (The Skill Mismatch):

- Step 2a: Jeremy clicks on "Request A" (where skills do not match).
- Step 3a: Jeremy attempts to click **[Accept]**.
- Step 4a: The system detects a **Skill Mismatch**.
- Step 5a: The system displays a "Denied: Skill Mismatch" error message.
- Step 6a: Jeremy clicks **[Cancel]** to close the specific request view.
- Step 7a: The system returns Jeremy to the main Request List.

USE CASES

Use Case 2: Post New Request

Actor: Jeremy Khoo (Requester) Precondition: User is currently in Support Swap.

Main Flow:

1. Navigation: Jeremy clicks the "Navigation Menu" (top left) and selects Home.
2. Initiate: He clicks the [+ Request] button.
3. Define Topic: He uploads/inputs the topic (e.g., "Gardening/Planting").
4. Select Type: He selects the request type: "Learn a Skill" (vs. Request Assistance).
5. Input Details: He enters the specific description.
6. Set Logistics: He selects:
 - When: Date/Time
 - Duration: Hours required
 - Where: Location to meet
7. Submit: Jeremy submits the request.
8. System Action: The system saves the entry to the "Requested" list for easy access

Deletion: If Jeremy decides to cancel the request he just posted due to personal issues, he can DELETE it from his "Requested".

OUTCOME



- Exchange of skills
- Gain more interactions between youth and elderly
- Stepping into each other shoes

Next

OVERCOMING SOCIAL ISOLATION



BOOMERANG

THE INSTANT CONNECTION ENGINE

“Bridging generational gaps through spontaneous, meaningful conversation”

Two Worlds, One Problem

Mdm Lim

Problem

Socially isolated as she spends most days alone. She feels like a burden when asking her family members to talk to her when they are busy.



She wants to seek new and available contacts to talk to

Kevin Lim

Problem

His social circle comprises of peers that of his age and lacks interaction with the elderly



He wants to connect with diverse seniors to gain unique historical and life perspectives outside his university bubble

Introducing BOOMERang

The “Omegle” for Intergenerational Good

BOOMERang is a video call engine to match elderly and teens based on thier interest, fostering spontaneous interaction and allowing them to forge new connections



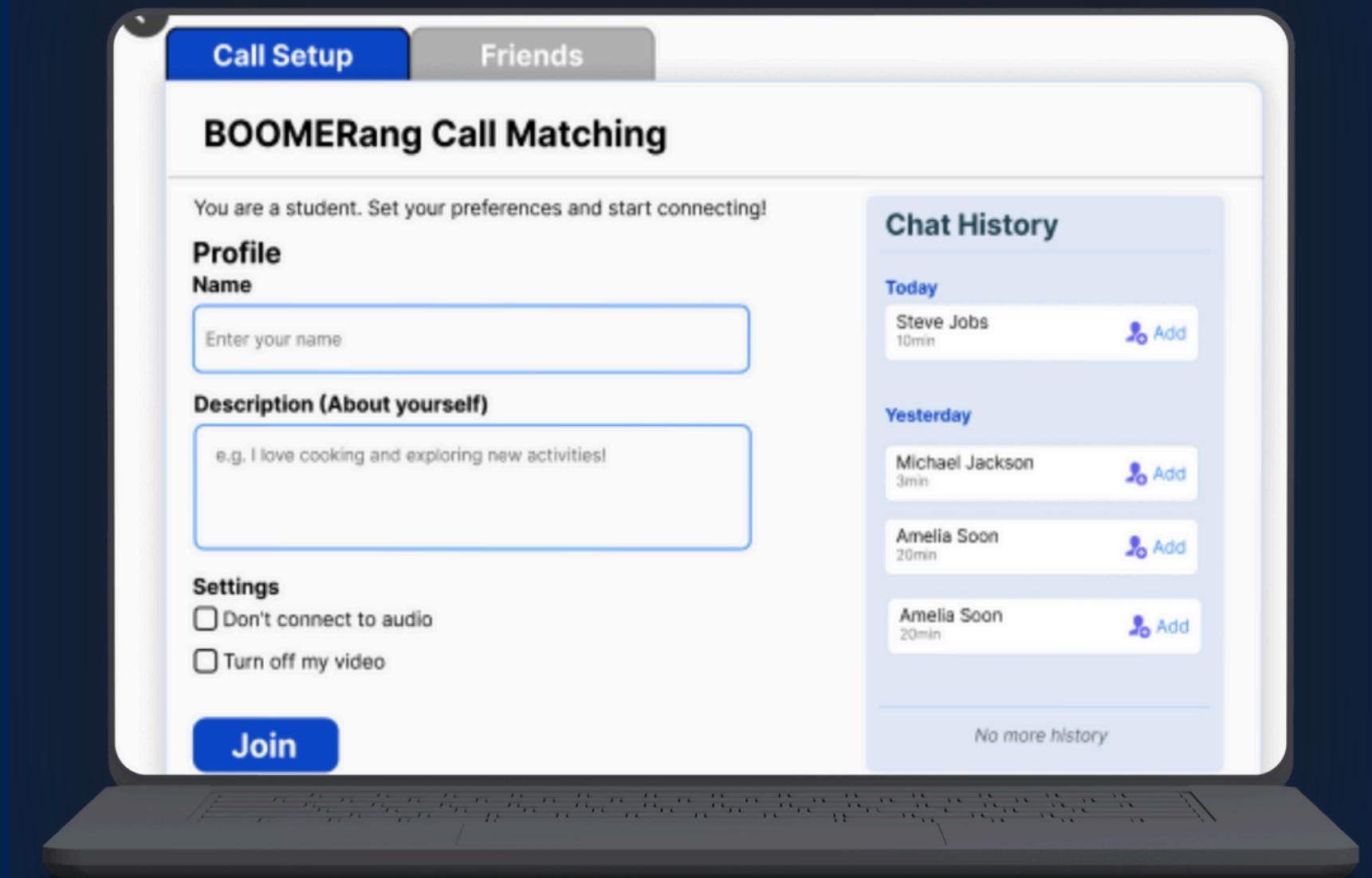
Quick Call: Provides instant, low-stakes companionship to eliminate social pressure and encourage immediate interaction



Backend Algorithm: Purposeful matching with student-elderly pair using interest from users profile



Friend & Contacts: Creates long term relationships by allowing users to connect with thier pair outside the quick call feature



Use Case

This use case covers the primary function of BOOMERang: Quick call feature covering how users will setup, engage and leave calls



Entering details

- 1. Reivew identity:**
System identifies role (Elderly / Student)
- 2. Description:** User is asked to enter name and description about themselves
- 3. Preferences:** User can decide if they want their video or audio to be on/off before the call
- 4. Start:** User clicks the join button

Joining Call

- User sees a loading screen
- Video + Mic button for user to change thier settings
- Leave room button for users to return to the home page

Connecting algorithm used in backend to connect user to a suitable pair

Engaging in Call

- User engages with a new connection
- Audio and video control:** If user wants to on/off voice he uses the camera/video button
 - Chat pane:** If user wants to send a link or type a message he can use the chat function
 - Conversation stats:** shows time of conversation

Skipping

If the connection is not suitable (i.e poor interest), user can end the call or switch to a new connection

Example:

- User decides the conversation is not clicking within the first 60 seconds
- User clicks the skip next button
- User is directed back to the waiting pool in **step 2**

Adding friends

- if conversation is successful and rewarding, user can add his pair into thier contacts through the **add friend** button
- Contacts will be saved in the BOOMerang homepage for them to get in touch

Leave Call

- Automatic disconnect:** If user is idle for 5 minutes
- Manual leave:** User can press the leave button

Step 1

Step 02

Step 03

Step 04

Step 05

Step 6

The Silent Epidemic

Why existing solutions like Whatsapp fail

- X Students are unlikely to share thier personal phone number to a random elderly person for a spontaneous 5-minute call
- X Elderly probably has a list of contacts (family) but dosen't want to bother them with a short trivial call. They need someone available right now for quick chat
- X While people of all ages are on Facebook, there is no tool to filter and chat with a student/senior who is willing to chat. They would have to manually find a person.

Both groups are waiting for a connection, but no bridge exists to corss the generational divide.



Ask A Grandfrend

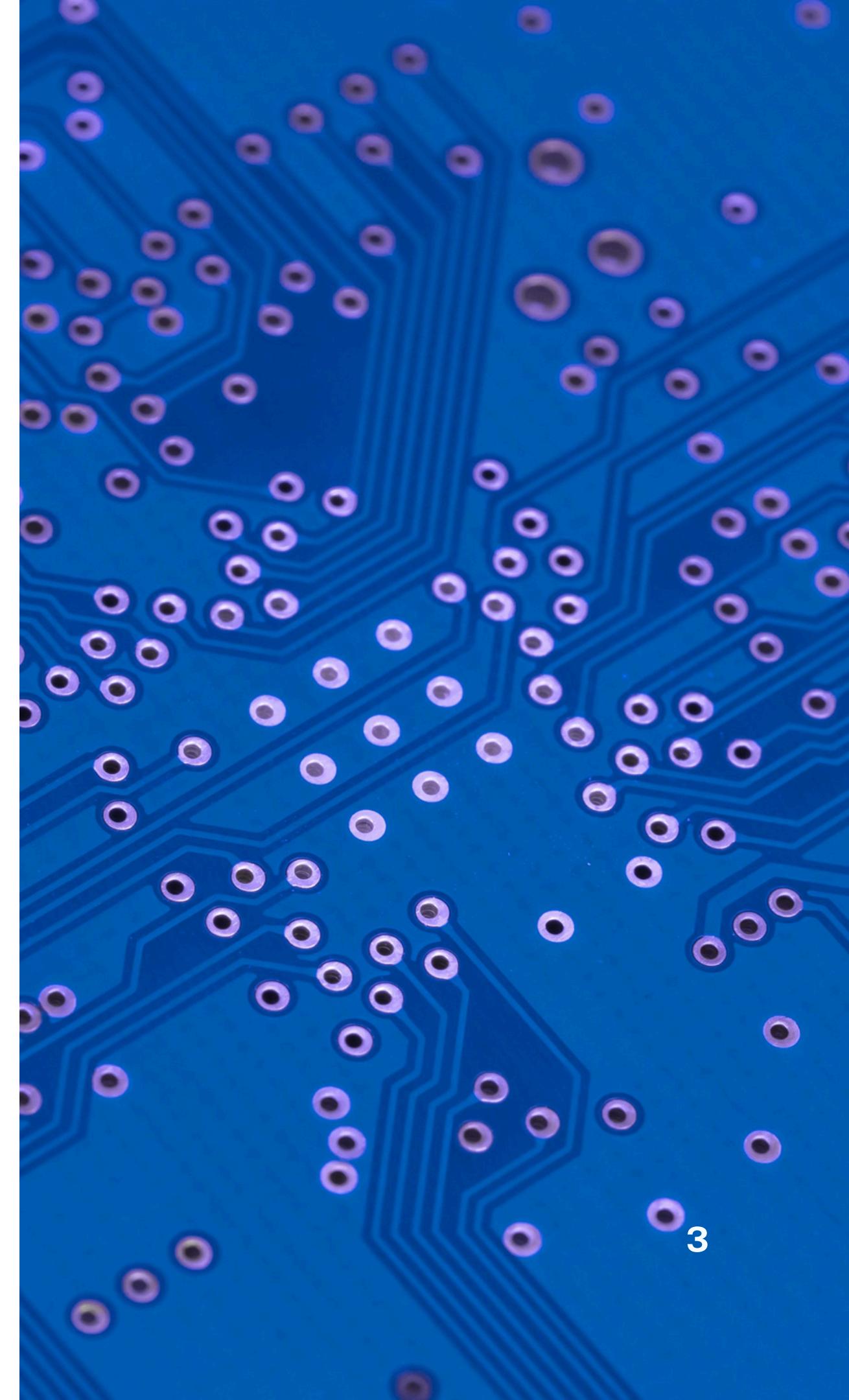
The Intergenerational Knowledge Platform

FOSTERING AN AVENUE FOR SHARING WISDOM BETWEEN GENERATIONS

AskAGrandfriend

A forum where elderly post problems or questions and students help answer them (and vice-versa)

- ✓ **Q&A Forum:** Categorized digital space where Elderly post questions and student post solutions or and vice-versa
- ✓ **Categorization & Filtering:** Allows users to quickly find or filter questions relevant to interest
- ✓ **Engagement points:** A system where users can earn points when their post is liked by the original user. These points can be accumulated and exchanged for tangible rewards.



Use Case

This Use case covers Ms Lim searching for her post, viewing the replies and liking her favourite comment.

Q1

Accessing activity

Ms Lim logs in and clicks on “**My Questions**”

- Button: That toggles between all questions and my questions

Q2

Viewing Replies

Ms Lim selects the question she wants to review and press “See Replies”

Q3

Giving Feedback

Ms Lim reads a student’s reply and clicks the “Like” button

Q4

Gaining points

Student gains points from the “like” which can be exchanged for rewards

Why Other Solutions fail



Forums are not specific to elderly and students, and can often be hard to find what they want



Without incentives, engagement drops and number of users decreases

CRUD REQUIREMENTS



Create:

- User can create a new post

Read:

- Users can see existing post and replies

Update:

- User can edit his existing post or replies

Delete:

- Users can delete post