

# YouthxHack 2024

## Social Defence Theme

### Contextual Problem Statement

### Sharing

---

**Chia Yi You, Cloud Native Strategist & Evangelist  
Cloud Native Architecture**

31<sup>st</sup> Aug 2024

# Dell's Journey In Driving Social Progress

Dell's IHL engagements and hackathons have been harnessing technology to drive social progress

**Our Purpose: To create technologies that drive human progress**

## Dell InnovateFest - Hackathon with a Heart

chanchunsing.sg • Follow  
Maps • Theewee •  
...  
Hardware ZONE.com  
News Reviews Videos Topics Deals Gaming Lifestyle Biz & SME  
Dell Technologies' InnovateFest has local tertiary students develop solutions for Persons with Intellectual Disabilities

ipestmanagementsg 1w  
Thank you and good job to who participated in the Dell 2023 InnovateFest! It was great to see that Intellectual Disabilities step guidance to play for everyday, to apps that teach play sports. This was very cool at play today will just be the start of great do together, to build a more Singapore! 🎉

Reply

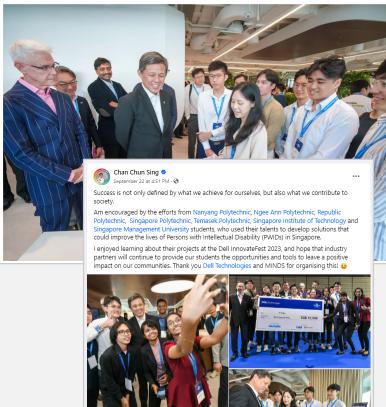
Mark Ko 29th September 2023

Chen Chun Sing, Peter Marrs, President, Asia Pacific & Japan, Dell Technologies, Andy Sim, Vice President and Managing Director, Singapore, Dell Technologies, with student participants and partners at the finale of InnovateFest 2023.jpg

InnovateFest by Dell Technologies saw 47 students from seven Institutes of Higher Education (IHE) in Singapore challenged to develop innovative solutions to support persons with Intellectual Disability (PWDs) community in Singapore. Team DAAALE from Nanyang Polytechnic (NP) and Team Pathmakers from Singapore Institute of Technology emerged as champions.

LE proposed a mobile application called SportyBuddies, which incorporates Augmented Reality (AR) features to enable PWDs to discover and explore new sports while

## Dell Technologies' InnovateFest 2023 Celebrates Tech-driven Solutions for Social Progress



## Partnerships with SSA Lions Befrienders



- Vulnerable Aged
- Providing holistic care and support to **help seniors age healthily**
- **1,500 regular volunteers**
- **Engages more than 7,800 seniors**
- Operates **10 Active Ageing Centres**, two Community Case Management Services regions (East & West), two Senior Group Homes, Home Personal Care services, as well as a Befriending arm that reaches out to socially isolated seniors.

**Do attend our Cloud Native & IHL Ecosystem Sharing on Day 3, 2 Sep, 10am at Auditorium 2!**



# Lions Befrienders Service Association (Singapore)

Presentation To YouthxHack 2024

# Social Defence

*"The bonds that unite us, built on trust and understanding among people of different races and religions, living in harmony and looking out for one another."*

In a multiracial, multi-religious and multi-cultural society like Singapore, peace and progress is possible only if Singaporeans of all races and religions live together in harmony and look out for one another. It requires constant effort to build understanding and trust among different communities and to ensure that potential sources of misunderstanding and insensitivity are nipped in the bud quickly. This is Social Defence – **everyone making an effort to trust one another and to strengthen the bonds** across the different ethnic groups **so that we are strong and united especially during times of national challenges.**

How do you put Social Defence into action?

- **Looking out for and helping the less fortunate and underprivileged among us.**
- By being sensitive and respectful of other races in Singapore, and learning more about their traditions, cultures, religions, and heritage.
- By befriending fellow citizens from other communities, and building strong bonds with them over common Singaporean experiences.
- Show greater consideration and understanding to new citizens, helping them understand our way of life, and sharing with them different practices of different groups here.

# Problem Statement for Social Defence

## Problem Statement Description

Vulnerable groups, including the elderly, low-income families and individuals with disabilities, often face difficulties in accessing community networks and interactions with the overall society. These community networks are platforms and/or spaces connecting vulnerable groups and stakeholders together to provide assistance, resources, access to key essential services, and/or companionship, ensuring their needs are met. Some examples include:



Active Ageing Centres



Community Clubs



MINDS Training & Development Centre



Enabling Village

For example, older seniors face language and physical barriers if they are unable to converse in the working language or are physically impaired. This results in challenges in joining community networks such as Active Ageing Centres, its related programmes, and interactions with others, affecting their access to support in key essential services (e.g., housing rights, finance, and government support) and well-being initiatives.

## Problem Statement

How can we use technology to enable vulnerable groups to overcome language or physical barriers to access community networks, increasing and improving social interactions, especially during a crisis to empower them?

Source: Lions Befrienders, LittleDayOut, People's Association, Movement for the Intellectually Disabled of Singapore (MINDS), SG Enable, Nexus

**DELL** Technologies



# Meeting Community Needs with Our Programmes and Services

## Region-Based Programmes

*Building integrated community care networks to meet community needs.*

- Communities of Care (COC)
- Mental Health Safe Pod
- Health District @ Queenstown

## Centre-Based Services

*Empowering seniors to stay active and healthy with community participation.*

- Active Ageing Centre (AAC)

## Home-Based Services

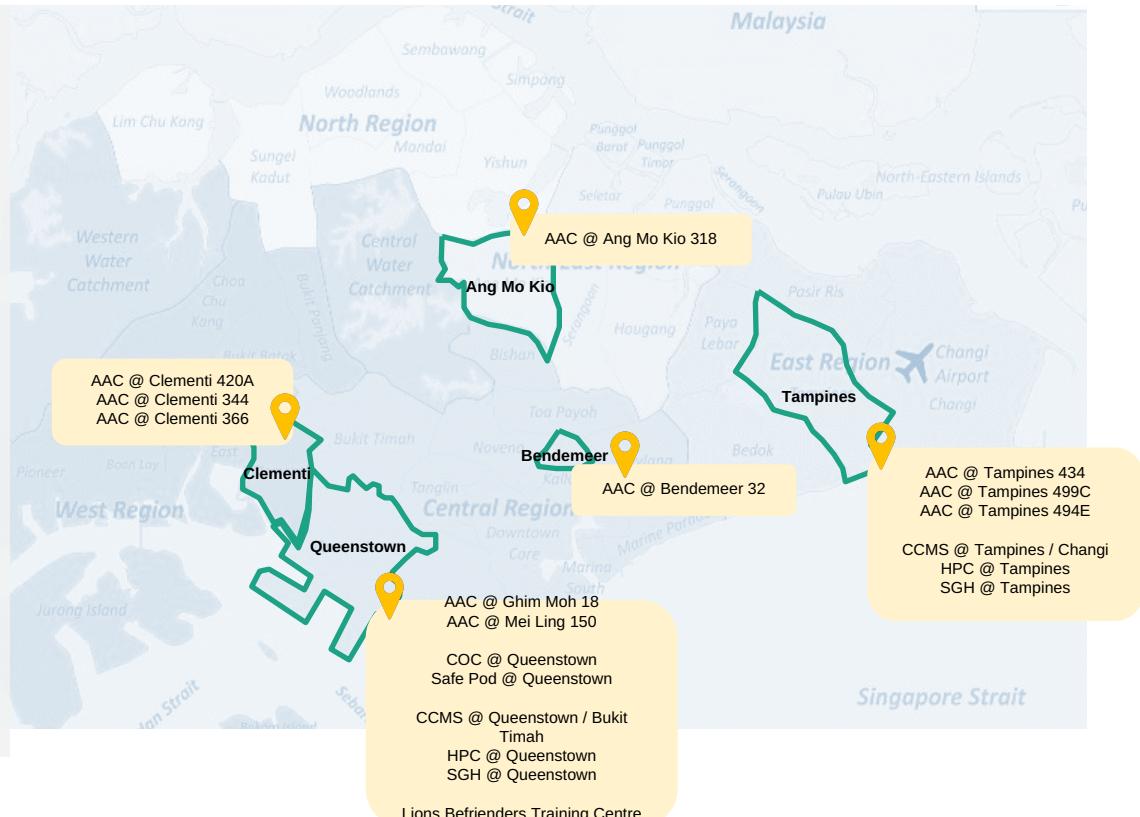
*Enabling seniors to age well in place.*

- Befriending / Buddying
- Community Case Management System (CCMS)
- Home Personal Care (HPC)
- Senior Group Home (SGH)
- Counselling

## Training and Development

*Building capabilities for community care.*

- Lions Befrienders Training Centre





# OUR CENTRE-BASED PROGRAMMES

## Active Ageing Centres

- Provides general social & health support to seniors
- Promotes active ageing, continuous learning
- Help seniors in their physical & mental alertness
- Ensure they are supported by a relevant social, financial, medical, emotional and mental partners

## Physical

# 5 Domains of AAC

Digital classes  
New skills e.g.  
Percussion, drumming,  
theatre, scam prevention

## Learning



## Cognitive



Befriending, check-in,  
food delivery, organise  
events, outreach

## Volunteerism



Outings, festive  
celebrations, communal  
dining,

## Social





# Enhancing Community Care through Technology



## LB's Digital Transformation Strategy

### Preventive & Early-stage Intervention Eldercare

#### Virtual Befriending



Exposing seniors to digital content & engagement.

#### Smartphone Deployment



Equipping seniors with tools to access digital content.

#### Telemedicine & Teleconsultation



Helping seniors seek medical help more safely and efficiently.

#### AI (Screening)



Screening of seniors' negative emotions & mental health.

#### IM-OK System (Monitoring)



Empowering seniors to take ownership of their own well-being.

#### IM-HEALTHY Station (Monitoring)



Promote easy monitoring & quick detection of change in health statuses.

#### Ongoing Development



Improving current pilots & finding areas to innovate.

### Outcomes

1

Strengthen LB's Capability in Community Care

2

Change in Seniors' Perception of Technology & Promotes Health-Seeking Behaviour

