# DIGITAL ACCESS SUPPORT SCHEME

## Scheme Guidelines, Terms and Conditions

*Fictional public-facing sample • Version 1.0 • 27 October 2026*

# 1. About the Scheme

## 1.1 Scheme objective

The Digital Access Support Scheme ("DASS" or "the Scheme") is a fictional assistance programme intended to reduce barriers to essential online participation. For this sample, essential participation includes accessing public digital services, education and training resources, employment-related services, telehealth administration, and everyday communications.

## 1.2 Guiding principles

- Accessibility: support should take account of disability-related and age-related access needs without requiring applicants to disclose more information than necessary.
- Proportionality: assistance should be matched to demonstrated need and should not exceed the level reasonably required for basic digital access.
- Choice with safeguards: approved applicants may select from a controlled catalogue rather than receive unrestricted cash.
- Accountability: applicants, suppliers and administrators are expected to keep accurate records and cooperate with proportionate checks.
- Digital inclusion: non-digital application and support channels should remain available for people who cannot transact online.

## 1.3 Components of support

| Component | Illustrative support | Key restriction |
|---|---|---|
| Essential Device Grant | Up to 90% of an approved entry-level device, capped at S$750. | One primary device per approved household within 36 months. |
| Connectivity Credit | Up to S$30 per month for 24 months. | Applied to an approved basic broadband or mobile-data plan. |
| Accessibility Add-on | Up to S$400 for approved assistive peripherals or software. | Needs-based assessment or supporting declaration required. |
| Set-up and Learning Support | Up to three guided sessions. | Non-transferable; sessions expire 12 months after approval. |
| Repair Contingency | Up to S$180 for one approved repair. | Available only after the supplier warranty is used or found inapplicable. |

## 1.4 Nature of assistance

Assistance under this fictional Scheme is discretionary, subject to available programme resources, and does not create an entitlement. Approval of one component does not automatically confer approval for another. Support is generally provided through vouchers, account credits, supplier payments or arranged services, rather than cash reimbursement.

# 2. Eligibility

## 2.1 Core conditions

An applicant must satisfy all applicable conditions at the point of application and, where relevant, until benefits are issued:

1. Be at least 18 years old, or apply through a parent, legal guardian or authorised representative.
2. Ordinarily reside at a Singapore residential address for at least six months in each 12-month period.
3. Be a Singapore Citizen or Permanent Resident for the purposes of this fictional sample.
4. Live in a household with gross monthly household income not exceeding S$4,500, or per-capita income not exceeding S$1,400, whichever test is more favourable.
5. Demonstrate that the household lacks reliable access to a suitable device, affordable connectivity, or necessary accessibility tools.
6. Not have received substantially similar publicly funded support within the applicable exclusion period.
7. Consent to the minimum checks needed to assess the application, or provide an acceptable alternative form of evidence.

## 2.2 Household definition

A “household” means persons who ordinarily live at the same residential address and share significant living expenses. Tenants who rent a room and maintain separate finances may be assessed separately if they provide reasonable evidence. Persons temporarily away for study, national service, caregiving, medical treatment or work may remain part of the household where the address continues to be their principal home.

## 2.3 Priority considerations

- Households with school-going children or adults participating in approved training or active job search.
- Persons who require assistive technology to use essential digital services.
- Households affected by sudden income loss, displacement, device loss through a documented incident, or another exceptional hardship.
- Applicants referred by a fictional social service, healthcare, education or employment-support partner.

Priority consideration does not guarantee approval and does not permit protected characteristics to be used unfairly. Decisions should be based on documented need, the stated Scheme criteria and available resources.

## 2.4 Circumstances that may make an applicant ineligible

- The household already has a functional device reasonably suitable for the stated essential use.
- The requested item is mainly for gaming, luxury use, commercial resale, cryptocurrency activity or another non-essential purpose.
- Material information is missing, inconsistent, altered or cannot reasonably be verified.
- The applicant refuses proportionate verification and no alternative evidence can be agreed.
- A prior Scheme benefit was sold, transferred, deliberately damaged or used contrary to these conditions.
- The application duplicates assistance from another source for the same cost.

# 3. Application and Assessment Process

## 3.1 Ways to apply

- Online through the fictional DASS Service Portal.
- In person at a fictional Digital Support Point.
- By assisted telephone application through an authorised case officer.
- Through an approved representative using the Scheme's invented authorisation form.

## 3.2 Information normally requested

| Category | Examples of fictional evidence |
|---|---|
| Identity and residence | Government-issued identification details and a recent residential record. |
| Household composition | Names and relationship of household members and confirmation of shared residence. |
| Financial circumstances | Recent income records, benefit statements, or a declaration of irregular income. |
| Digital need | Brief explanation of the access barrier, intended essential use and current equipment. |
| Accessibility need | Functional-needs declaration or relevant professional recommendation, where necessary. |
| Representation | Signed authority and identity information for the representative and applicant. |

## 3.3 Evidence principles

The fictional administering office should request only information that is relevant and proportionate. Where an applicant cannot provide a standard document, the office may consider reasonable alternatives such as a statutory declaration, referral note, in-person verification, or records already lawfully available to the fictional agency.

## 3.4 Assessment stages

8. Completeness screening: confirm that required fields and declarations are present.
9. Eligibility assessment: apply the household, income, need and duplication tests.
10. Risk and integrity checks: identify inconsistent, repeated or potentially fraudulent claims.
11. Needs matching: determine the minimum suitable support component and approved catalogue category.
12. Decision notice: issue an approval, partial approval, request for information, or rejection with reasons.
13. Fulfilment: enable redemption or arrange the approved service after any preconditions are met.

## 3.5 Illustrative processing standards

For this fictional sample, complete applications are targeted for assessment within 15 business days. Complex applications, accessibility assessments, suspected duplication, supplier shortages or missing information may take longer. These targets are not guarantees and have no legal effect.

## 3.6 Applicant's duty to update

The applicant must promptly report any material change before redemption, including a change in address, household composition, income, device access, duplicate funding, or authority of a representative. Failure to update information may result in reassessment or cancellation.

# 4. Awards, Redemption and Approved Use

## 4.1 Decision and validity

An approval notice will state the approved component, maximum value, redemption deadline, any applicant contribution, approved product category, and special conditions. Unless the notice states otherwise, fictional device vouchers remain valid for 90 calendar days and service entitlements for 12 months.

## 4.2 Applicant contribution

Where the Scheme funds less than the full approved price, the applicant must pay the balance directly to the supplier. The applicant may choose a lower-priced approved item. Choosing a more expensive item does not increase the Scheme contribution, and the applicant bears the difference and any optional accessory costs.

## 4.3 Approved items

- Entry-level laptop, tablet or large-screen mobile device listed in the fictional approved catalogue.
- Basic modem, router or connectivity equipment needed for the approved plan.
- Accessibility items such as alternative keyboards, pointing devices, screen-reading software, captioning tools or mounting aids, where approved.
- Standard warranty and delivery where included in the approved package.
- Essential set-up, account configuration and digital-safety orientation delivered by an approved provider.

## 4.4 Excluded costs

- Premium upgrades, luxury brands, gaming equipment and non-essential accessories.
- Entertainment subscriptions, in-app purchases, software unrelated to the approved need, and recurring cloud-storage upgrades.
- Late fees, early termination charges, overseas roaming, excess-data charges or other avoidable plan costs.
- Items purchased before approval unless the approval notice expressly permits retrospective reimbursement.
- Cash withdrawals, gift cards, resale platforms, peer-to-peer purchases or purchases from unapproved suppliers.

## 4.5 Ownership and responsibility

After valid redemption, the approved device belongs to the named beneficiary, subject to the non-transfer and recovery provisions in these guidelines. The beneficiary is responsible for reasonable care, updates, passwords, backups, lawful use and safe disposal. The fictional agency does not guarantee uninterrupted internet access, compatibility with every service, or recovery of lost data.

## 4.6 Loss, theft, damage and repair

Loss or theft should be reported to the fictional Scheme office and, where appropriate, to the relevant authorities. Replacement is not automatic. The office may consider exceptional support where the beneficiary took reasonable precautions and the incident was not caused by intentional or reckless conduct. Manufacturer and supplier warranties must normally be used before the Repair Contingency.

# 5. Applicant Terms and Conditions

## 5.1 Accuracy and authority

- All information supplied must be complete and accurate to the best of the applicant's knowledge.
- An applicant making a declaration for another person must have valid authority and act in that person's interests.
- The applicant must not conceal duplicate assistance, household resources or a material conflict of interest.
- Electronic declarations and assisted applications are treated as applicant declarations once confirmed through the fictional verification process.

## 5.2 Proper use and non-transfer

Benefits may be used only for the approved person, household and purpose. Vouchers, credits, devices, subscriptions and service sessions must not be sold, rented, pledged, exchanged for cash, transferred outside the household, or used to obtain a duplicate benefit. Temporary sharing within the approved household is permitted where consistent with the approved purpose.

## 5.3 Reviews and verification

The fictional agency may conduct proportionate pre-award or post-award checks, including confirming supplier records, contacting the applicant, reviewing submitted evidence and checking for duplicate public support. Applicants must retain relevant records for 24 months after the final benefit is provided. Checks must be conducted lawfully and should minimise unnecessary collection of personal information.

## 5.4 Suspension, cancellation and recovery

The agency may suspend an application or benefit while it reviews credible concerns. It may cancel an approval or seek recovery of the value of assistance where the benefit was obtained through deliberate misrepresentation, used for an unauthorised purpose, duplicated, transferred or redeemed after eligibility ceased. Recovery should take account of the seriousness of the breach, the applicant's circumstances, administrative error and whether the applicant acted in good faith.

## 5.5 Fraud and misuse

Suspected fraud, identity misuse, document alteration, collusion with a supplier or organised resale may be referred to the appropriate fictional investigation function. Nothing in this sample authorises surveillance, disproportionate data matching or automatic adverse decisions without human review.

## 5.6 Supplier conditions

- Verify vouchers through the fictional redemption system and collect only the applicant contribution stated.
- Provide the approved item, an itemised receipt, warranty information and accessible set-up instructions.
- Not substitute a materially inferior item without informed consent and Scheme approval.
- Not market unrelated credit, insurance or premium services as a condition of redemption.
- Protect applicant information, report security incidents and retain transaction records only for the required period.
- Repay amounts relating to invalid, duplicated or unsupported claims attributable to the supplier.

## 5.7 Changes to the Scheme

For this fictional sample, the administering office may amend catalogue items, benefit values, processes or terms for future applications. Material changes affecting an existing approval should be communicated directly. Unless required by law or necessary to prevent misuse, changes should not ordinarily remove a benefit already validly redeemed.

# 6. Privacy, Security and Information Handling

## 6.1 Purposes of collection

Personal information would be collected only for administering the fictional Scheme, including identity verification, eligibility assessment, needs matching, benefit delivery, audit, fraud prevention, service improvement, appeals and required reporting.

## 6.2 Information sharing

Information may be shared, on a need-to-know basis, with fictional participating agencies, authorised service providers, suppliers, auditors and review officers. Sensitive information should not be disclosed to a supplier unless necessary to provide the approved item or accessibility support. Any real implementation would require an approved privacy notice and lawful data-sharing arrangements.

## 6.3 Security and retention

- Use role-based access, audit logs, secure transfer methods and multi-factor authentication for administrative systems.
- Retain information only for the period justified by operational, audit and legal requirements.
- Dispose of records securely and require equivalent safeguards from contracted providers.
- Notify affected persons and relevant authorities of qualifying data incidents in accordance with applicable real-world requirements.

## 6.4 Automated processing

Automated tools may assist with completeness checks, duplicate detection and case prioritisation, but should not make final adverse decisions without meaningful human review. Applicants should be able to request an explanation of the principal reasons for a decision and correct inaccurate information.

# 7. Reconsideration, Appeals and Complaints

## 7.1 Request for reconsideration

An applicant may request reconsideration within 30 calendar days of the fictional decision notice. The request should identify the decision, explain why it may be incorrect, and include any relevant new evidence. A different officer should review the decision where practicable.

## 7.2 Formal appeal

If dissatisfied after reconsideration, the applicant may lodge a fictional formal appeal within a further 30 calendar days. The appeal reviewer may affirm, vary or set aside the decision, or return it for reassessment. The reviewer should provide written reasons and disclose any material relied upon, subject to lawful confidentiality restrictions.

## 7.3 Complaints and service feedback

Complaints about service quality, accessibility, supplier conduct or information handling are separate from an appeal against eligibility. Making a complaint should not disadvantage the applicant. Urgent accessibility or safety concerns should be prioritised.

## 7.4 No real contact channel

Because this is a fictional sample, no telephone number, email address, web portal, office address or application form is provided. Replace this section only after real channels have been approved, tested and made accessible.

FICTIONAL SAMPLE — FINAL PAGE

# 8. Administration and Interpretation

## 8.1 Definitions

| Term | Fictional meaning |
|---|---|
| Applicant | The person who submits an application personally or through an authorised representative. |
| Approved item | A device, service, accessory or subscription expressly covered by an approval notice. |
| Beneficiary | The person or household member for whose primary use the support is approved. |
| Household | Persons ordinarily living together and sharing significant living expenses, as described in section 2.2. |
| Material change | A change that could reasonably affect eligibility, benefit value, approved need or lawful delivery. |
| Scheme office | The fictional Digital Inclusion Office administering this sample programme. |
| Supplier | A fictional participating merchant or service provider authorised to fulfil an approved benefit. |

## 8.2 Interpretation

- Headings are for convenience and do not limit the meaning of a provision.
- “Including” means including without limitation unless the context requires otherwise.
- A reference to days means calendar days unless “business days” is stated.
- Where requirements conflict, the approval notice governs the individual award, while these guidelines govern general administration, subject to applicable law.
- The fictional agency may waive a procedural requirement where strict application would cause unjust hardship and the waiver does not undermine integrity or equal treatment.

## 8.3 Accessibility and alternative formats

A real scheme guide should be available in accessible HTML and tagged PDF, with a plain-language summary and support for applicants who require interpretation, sign-language access, large print, screen-reader compatible content or assisted completion. The application process should not be online-only.

## 8.4 Document control

| Field | Entry |
|---|---|
| Document title | Digital Access Support Scheme — Scheme Guidelines, Terms and Conditions |
| Status | Fictional sample; not approved for operational or public use |
| Version | 1.0 |
| Sample date | 27 October 2026 |
| Fictional owner | Digital Inclusion Office |

| Field | Entry |
|---|---|
| Minimum review for real use | Policy, legal, finance, privacy, cybersecurity, accessibility, procurement, operations and communications |

## 9. Final Disclaimer

**THIS IS NOT A REAL GOVERNMENT SCHEME.** No person is eligible for assistance under this document, no benefit will be paid, and no application channel exists. All programme names, agencies, thresholds, benefits, timelines, procedures and conditions are fabricated for document-design and training purposes. Do not reproduce or distribute this sample in a way that could mislead the public. Any real scheme must use the authorised agency name, branding, contact channels, approved policy parameters and legally reviewed terms.