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For Immediate Release

New Mobile App for Grassroots Volunteers to Help Seniors Assess if They Qualify for Eldercare Subsidies

Grassroots volunteers can use a new mobile application (app) called AICare Link (pronounced as “I Care Link”) to help their residents, especially the elderly, find out if they qualify for any subsidy for their care needs. Caregivers may also use it to check if their elderly loved ones are eligible for the subsidies. Developed by the Agency for Integrated Care (AIC), the mobile app features a comprehensive list of schemes including Community Health Assist Scheme (CHAS), Seniors’ Mobility and Enabling Fund (SMF), Caregivers Training Grant (CTG) and Foreign Domestic Worker (FDW) Grant. They simply need to key in the relevant particulars of the people enquiring on the schemes. It is a quick step to enable more seniors to know about and apply for the financial aid available to help them live well and age gracefully in their homes and the community.

2. Grassroots leaders and volunteers of the Teck Ghee constituency were the first to try out the new app during an outreach event for some 40 residents on 17 October 2015. One of the grassroots volunteers, Ms Yap Pek Lian said, “With this AICare Link app in my mobile phone, I simply provide the resident’s details by answering only six questions and in less than five minutes, I will know the various eldercare schemes that the resident can benefit from. The app is easy to use. I no longer need to remember the eligibility criteria of the different schemes. And since the schemes are updated regularly, I will always have the latest information at my fingertips to address my residents’ care needs.”

3. Other grassroots and residents at the outreach event also expressed keen interest and support for the app. Caregivers too can benefit from this handy app. Fifty-two year old Mdm Anna Lim, who takes care of her 85-year old mother-in-law, said, "The AICare Link app saves much time for caregivers like me. Now, I do not need to spend time to source for and read up on the different eldercare schemes and their eligibility criteria. I can use the app to see which schemes my mother-in-law qualify for and then apply through the relevant organisations."

4. The AICare Link app was introduced during the Teck Ghee Active Ageing Night 2015 today. Prime Minister Lee Hsien Loong was the Guest of Honour for the event. The app is available free for iOS and Android mobile users through the app stores. It shares the same name as the service links which AIC has set up at the public hospitals¹ and at Maxwell Road for seniors and caregivers to visit and enquire about eldercare services, financial assistance schemes and caregivers resources.

5. A web version of the app is available on AIC's Singapore Silver Pages (SSP), an online Community Care resource portal for caregivers and seniors. Several enhancements were made to SSP this year to improve users' experience. They include information on mental health, a simpler E-care Locator to find care services near homes, and a Caregivers Training Grant (CTG) Calendar with information on courses for caregivers. The enhanced SSP went 'LIVE' today.

6. AIC's Deputy Chief Executive Officer, Dr Wong Kirk Chuan, said, "AIC has introduced more and multiple touch-points to make care information accessible to our seniors and their caregivers. We have created self-service modes such as SSP, and the Singapore Silver Line (SSL), a national eldercare helpline. And since some seniors and caregivers prefer the "human touch" when seeking help, we have reinforced access to care resources by establishing AICare Links at the public hospitals. The AICare Link app is our latest addition in making care information within easy reach of everyone. We hope they find all these touch points useful in finding out about the home and community-based care services and the financial support available, and to use them."

¹ Changi General Hospital (CGH), Khoo Teck Puat Hospital (KTPH), National University Hospital (NUH) and Tan Tock Seng Hospital (TTSH).

7. AIC is grateful for the support from grassroots leaders and volunteers in Teck Ghee constituency, and hopes to partner other constituencies to leverage on the AICare Link app.

8. A total of 14 seniors received their mobility devices funded under the Seniors' Mobility and Enabling Fund (SMF). SMF is administered by AIC. These mobility aids enable them to move around at home and in the Teck Ghee neighbourhood with more ease.

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About the Agency for Integrated Care

The Agency for Integrated Care (AIC) seeks to create a vibrant Care Community enabling people to live well and age gracefully. AIC coordinates and facilitates efforts in care integration to achieve the best care outcomes for our clients. We do this by empowering them with health and social care information and arranging for their care when they are discharged from hospitals. We enable stakeholders to raise the quality of care, and also enhance collaboration by working with health and social care providers to increase services to support the ageing population. Our work in the community brings care services and information closer to those in need. For more information, please visit www.aic.sg.