

FACT SHEET SINGAPORE SILVER LINE

About the Singapore Silver Line

The Singapore Silver Line is a one-stop national eldercare helpline (1800-650-6060) managed by the Agency for Integrated Care (AIC). It was announced by SMS (Health) at the Ministry of Health's Committee of Supply debate in Parliament earlier this year.

It aims to help the elderly and their caregivers navigate and access the relevant eldercare and caregiver support services easily. The helpline is offered toll-free to encourage those who really need help to call the helpline without worrying about incurring call charges. Since it began operating in July 2014, the helpline has served close to 9,700 callers.

The Singapore Silver Line, together with the Singapore Silver Pages and AICare Hub, is part of AIC efforts to support our caregivers and elderly so that they can continue to live well and age gracefully in the community.

Key Features

Through this one-stop helpline, elderly and caregivers can:

- Find out the appropriate services they need and schemes they can apply. A simple needs assessment is conducted over the phone, and recommendations are provided based on their care needs;
- Apply for these services and AIC-administered schemes such as Caregivers Training Grant (CTG), Community Health Assist Scheme (CHAS), Foreign Domestic Worker (FDW) Grant, Seniors' Mobility & Enabling Fund (SMF), and Pioneer Generation Disability Assistance Scheme (PioneerDAS). Applicants can also call to check on their application status for these schemes;
- Receive non-clinical information and advice on caregiving, care options and other eldercare programmes and schemes;
- Get connected directly to other helplines depending on their enquiries and needs;

The Singapore Silver Line is also the Healthcare Line for Pioneer Generation Package. By just calling one number, Pioneers can seek help on enquiries relating to both Pioneer Generation Package as well as eldercare matters.

Language Options

Other than the four major languages, the Singapore Silver Line also offers dialect-speaking agents for seniors who are more comfortable conversing in their native dialects.

Operating Hours

The Singapore Silver Line is available from 8.30am to 8.30pm on Mondays to Fridays, and 8.30am to 4pm on Saturdays.