

FACTSHEET

SINGAPORE SILVER PAGES

www.silverpages.sg

Background

The Agency for Integrated Care (AIC) launched the Singapore Silver Pages (SSP) portal in 2011 as a one-stop resource, providing eldercare information to empower Singaporeans to make informed care choices.

Enhancements

In 2015, AIC enhanced SSP to improve its user's experience:

- **Assessment Tool for Eldercare Schemes:** This new tool enables users to determine the care schemes they qualify for based on the eligibility criteria.
- **Community-based Care Information:** Comprehensive information on care services including home care, day care, mental health, and caregivers' respite, financial assistance schemes and subsidies, caregivers' training, chronic conditions and related eldercare resources has been reorganised to help guide users in deciding on the care services they need.
- **E-care Locator:** Users can use this to search for care services located near them. The search function has been simplified for better navigation.
- **Bouquet:** Users who have used the care services by a particular service provider can share their feedback. This info-exchange aids other users who are looking for similar care services to make better informed decision. It also recognises the good care provided by service providers.
- **Caregivers Training Grant (CTG) Calendar:** Caregivers can use this calendar to look for training courses they are interested in such as caring for a loved one with conditions like dementia or a disability and assisting a loved one with his/her daily activities and self-care. The courses enable caregivers to better care for their loved one.



(Screen shot on part of enhanced SSP homepage)

MOBILE APPLICATIONS (APPS)

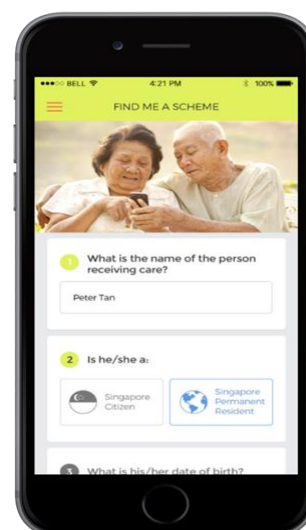
Two mobile apps, powered by SSP, have been developed to give seniors and caregivers easy access to the information on care services and financial support. This aims to encourage more people to use the care services and subsidies available to be well-cared for at home and in the community.

1. AICare Link



AICare Link, (pronounced as I Care Link) is a new app developed for caregivers as well as grassroots, medical social workers and community care professionals to help their family members or clients find out if they qualify for any subsidy for their care needs. The eligibility assessment app lists more than 15 financial assistance schemes for healthcare, social care, public assistance, and caregivers.

The app can be downloaded by iOS and Android users for free. It is listed on SSP and Health Hub.



2. MEL



MEL (Mobile E-care Locator) was developed in 2013 to enable seniors, caregivers and intermediaries to search for health and social care services in Singapore, based on specified care needs of individuals or loved ones. Users can find out about the care services offered by service providers and to locate them easily with the directional maps and instructions shown. They can search by Services, Region, Current Location and Service Providers.

The app can be downloaded by iOS and Android users for free. It is listed on SSP and Health Hub.

