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For Immediate Release

Agency for Integrated Care officially launches the Singapore Silver Line

*Empowering caregivers and elderly with convenient access to eldercare
and caregiver support services*

Caregivers and elderly can now call the Singapore Silver Line (SSL) at **1800-650-6060** for eldercare information or to get connected to eldercare and caregiver support services in Singapore. The toll-free SSL, a one-stop national eldercare helpline, is managed by the Agency for Integrated Care (AIC).

2. Since it began operating in July, the helpline has served close to 9,700 callers. Post-call survey findings revealed that 97% of callers found the eldercare information provided relevant and useful. SSL is expected to reach out to more than 100,000 callers during its first year of operation. These callers may be the elderly or their caregivers. The helpline operates from 8.30am to 8.30pm from Mondays to Fridays, and 8.30am to 4.00pm on Saturdays.

3. SSL call agents assist callers to identify and recommend the appropriate care services they need through a simple phone screening process. They are also trained to identify difficulties that the elderly or caregivers may face and to extend the appropriate assistance required. This includes providing information on respite care options for caregivers, suitable financial assistance, and relevant training for caregivers and their foreign domestic workers.

4. Additionally, the SSL will connect callers directly to other helplines for specialised information they may require. For this call-link service, AIC has partnered the Samaritans of Singapore (SOS) and Sage Counselling Centre's Seniors Helpline to assist callers facing a crisis or those who simply need a listening ear, respectively. Non-English speaking elderly and caregivers can converse with the SSL call agents in Mandarin, Malay, Tamil and even in dialect.

5. For those seniors or caregivers who have applied or are applying for AIC-administered schemes, they can call the SSL to find out about the status of their application or to seek advice on how to apply. These schemes include the Caregivers Training Grant (CTG), Community Health Assist Scheme (CHAS), Foreign Domestic Worker (FDW) Grant, Pioneer Generation Disability Assistance Scheme (PioneerDAS), and Seniors' Mobility and Enabling Fund (SMF).

6. Chief Executive Officer of AIC Dr Jason Cheah said, "AIC has progressively introduced multiple access channels to make eldercare information and resources within easy reach of our seniors and their caregivers. Some channels are online such as our Singapore Silver Pages for the web-savvy, while others like the AICare Hub at City Square Mall are for people who prefer face-to-face interaction. We have also published a wide range of resources and distributed them via our Eldercare Info Corners, now sited at 86 locations islandwide. Our Singapore Silver Line will complement these access channels. With its launch, we hope seniors and their caregivers will find it even more convenient to seek information on eldercare. The information and advice given will empower them to make informed decisions about best care arrangements, and enable them to live well and age gracefully in the community."

7. SSL was officially launched by Dr Amy Khor, Senior Minister of State for Health and Manpower at the Intermediate and Long-Term Care Awards Ceremony this morning. A total of 50 recipients received awards under the various ILTC training grants to upgrade their skills and knowledge. These include the Social & Health Manpower Development-ILTC (SHMDP-ILTC), ILTC-Upgrading Programme (ILTC-UP), the newly renamed Balaji Sadasivan Study Awards, as well as the Mid-Term

Scholarship for Medical Social Worker (MTS MSW). To date, more than 400 ILTC professionals have benefitted from these training scholarships and grants.

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About the Agency for Integrated Care

The Agency for Integrated Care (AIC) is set up by the Ministry of Health (MOH) to oversee, coordinate and facilitate all efforts in care integration. Our mission is to achieve best care outcomes for our patients 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.