

# Assistive Technology Fund Frequently Asked Questions (FAQs)

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## General

### 1. What is an Assistive Technology device?

Assistive Technology devices increase, maintain, or improve the functional capabilities of persons with disabilities.

### 2. Who can apply for Assistive Technology Fund (ATF)?

To be eligible, the applicant must meet all the following criteria:

- Be a Singapore Citizen or Permanent Resident
- Certified to have a permanent disability of any one of the following:
  - Physical Disability
  - Visual impairment
  - Deafness
  - Intellectual disability
  - Autism
- Undergone qualified assessor's assessment to determine the need and type of device
- Household gross monthly income per person of \$2,600 and below
- Annual Value (AV) of residence reflected on NRIC of \$21,000 and below for households with no income.

### 3. Are persons with temporary disabilities eligible for ATF?

No. The intent of ATF is to support persons with permanent disabilities.

### 4. How much subsidy is a successful applicant eligible for?

Successful applicants are granted a means-tested subsidy of up to 90% of the cost of the device, subject to a cap of \$40,000 in his/her lifetime.

| Per Capita Monthly Household Income | ATF Subsidy Rate |     |
|-------------------------------------|------------------|-----|
|                                     | SC               | PR  |
| \$0 to \$900                        | 90%              | 65% |
| \$901 to \$1,500                    |                  | 50% |
| \$1,501 to \$2,600                  | 75%              | 30% |
| \$2,601 and above                   | 0%               | 0%  |

**Annual Value (AV) of residence reflected on NRIC of \$21,000 and below for households with no income.**

For example, if the device costs \$3,000, and you qualify for a means-tested subsidy of 90%, you would receive a subsidy of \$2,700. The outstanding balance of \$300 would be borne by you.

**5. How can applicants calculate their household monthly income per person?**

Household monthly income per person will be determined via the Household Means Eligibility System (HOMES). Applicants are advised to approach the Touchpoints (i.e. Public Hospitals and Social Service Agencies) for assistance with means testing.

$$\frac{\text{Total gross household income}}{\text{Total number of people in the household}} \leq \$2,600 \text{ per person}$$

Annual Value (AV) of residence reflected on NRIC of \$21,000 and below for households with no income.

**6. Does ATF accept CHAS Blue and Orange card as a basis to determine the subsidy a person with disability is eligible for?**

ATF's household monthly income per person eligibility is determined from the HOMES mean-tests results. ATF does not accept CHAS card(s) as a proxy for means test eligibility.

**7. What if the applicant cannot afford the remaining cost of the device after ATF subsidy?**

Successful ATF applicants who require further subsidy can be considered for Special Assistance Fund (SAF) by the National Council of Social Service (NCSS). The NCSS SAF is a community fund providing supplementary funding to persons with disabilities from low-income families.

SAF assessment is done during applicant's ATF application assessment, using the same process.

**8. How do I apply for ATF?**

Please approach a Therapist or a Social Worker from Touchpoints (Public Hospitals and Social Service Agencies) to assess and assist you to submit an ATF application.

Applicants will require the assistance of an Application Admin (e.g. Social Worker) and an Assessor (e.g. Therapist) from Touchpoints to assess and complete the application. Touchpoints refer to Public Hospitals and Social Service Agencies (SSAs). The Touchpoint's Application Admin will submit this application on behalf of the applicant.

If you are not under the care of any Public Hospitals or SSAs, you may approach a polyclinic to obtain a referral letter to a Public Hospital for an assessment by an Assessor. After the assessment, the Public Hospital may submit the ATF application on your behalf, subject to the fulfilment of ATF eligibility criteria.

If you are a person who is deaf/hard of hearing and require subsidies for related devices, such as hearing aids, but are not under the care of Public Hospitals or

Singapore Association for the Deaf (SADeaf), you may obtain a referral letter from a polyclinic or CHAS GP for a subsidised hearing assessment at the Public Hospital. Alternatively, you may approach SDeaf for a hearing assessment (<https://sadeaf.org.sg/contact-us/>).

If you are a person with visual impairment, you may approach Singapore Association of the Visually Handicapped's (SAVH) Social Work Department at [enquiries@savh.org.sg](mailto:enquiries@savh.org.sg) or call 6251 4331 (ext 502) to arrange for an assessment.

#### **9. What is the application processing time?**

Upon receipt of the completed application form and all required supporting documents/clarifications, SG Enable requires up to 15 working days to process the application.

#### **10. Is there a limit to the number of applications per applicant?**

No. An applicant can have multiple applications to ATF throughout his/her lifetime. The prevailing lifetime subsidy cap and eligibility criteria will apply. However, at any one point of time, applicants should not have multiple similar applications via same/different Touchpoints.

### **Applicants**

#### **11. Can I submit my ATF application directly to SG Enable?**

No. SG Enable receives applications directly from Touchpoints (Public Hospitals and SSAs). Applicants who are currently known to Therapists or Social Workers from any Public Hospitals or SSAs can approach these parties to put up an ATF application on your behalf.

#### **12. What is a Touchpoint?**

Touchpoint refers to Public Hospitals and SSAs.

Examples of SSAs include:

- The Singapore Association for the Deaf (SADeaf)
- SPD (formally known as Society for the Physically Disabled)
- Handicap Welfare Association (HWA)
- Singapore Association of the Visually Handicapped (SAVH)

The relevant therapist charges and wait times at Touchpoints will apply.

#### **13. I have an existing follow-up with a private doctor/audiologist/therapist. Can I submit the application through them?**

No. All ATF applications have to be assessed and submitted by Public Hospitals and SSAs. Please approach the Public Hospitals/ SSAs to seek their assistance.

**14. What are the types of AT devices subsidised under ATF?**

Examples include but are not limited to manual and motorised wheelchairs, grab bars, walking aids, commodes, electronic magnifiers, screen readers, hearing aids and cochlear implants.

The Fund can be used to acquire, replace, upgrade or repair assistive technology devices.

The Fund does not support consumables.

The Fund will cover medical devices (e.g. oxygen concentrators and suction pumps) and spectacles for Singapore Citizens at or above age 60, who remain served by ATF.

**15. Will the ATF cover medical devices for persons with disabilities below 60 years old?**

Medical devices are not funded by the ATF for persons with disabilities below 60 years old, but Senior Singapore Citizens with disabilities who were already supported by the ATF can continue tapping it for their medical devices after they turn 60.

For other Senior Singapore Citizens, they can tap on the Seniors' Mobility and Enabling Fund (SMF), administered by the Agency for Integrated Care (AIC) for their medical devices.

**16. Does ATF cover repair and maintenance costs for devices?**

Yes, ATF covers repair and maintenance costs for Assistive Devices.

**17. What are the outcomes of recommended assistive technology devices under ATF?**

The recommended assistive technology devices must meet one or more of the following outcomes:

- Aid in early intervention/education
- Aid in training
- Aid in open/supported employment
- Aid in therapy
- Aid in rehabilitation
- Increase independence in daily living

**18. Will ATF be introducing a blackout period?**

At present, ATF will not be introducing a blackout period.

**19. Can I claim subsidy for devices that have already been purchased?**

No. SG Enable will not accept applications for reimbursement of devices that have already been purchased or repaired.

## **20. How will I know the outcome of the application?**

You may log-in to our E-Service Portal using your SingPass account to check the status of your application. You may access the *eAdmin Singpass Login (for Individual Users)* at the bottom of our webpage ([www.sgenable.sg](http://www.sgenable.sg)). Alternatively, you may wish to check with your Touchpoint on the outcome.

## **21. Can a disbursement for the application be made to myself (i.e. the applicant)?**

No. Approved ATF/SAF subsidies are disbursed to the Touchpoint or Vendor only.

## **22. How can I know my ATF application history and fund balance?**

Touchpoints are not able to check Applicant's ATF application history or fund balance on their own. Please email [atf@sgenable.sg](mailto:atf@sgenable.sg) with applicant's information (i.e. Name and NRIC) in an encrypted format for further advice.

## **Unregistered Touchpoints**

### **23. What is an Unregistered/Registered Touchpoint?**

Unregistered Touchpoints have not been registered with the ESMS E-Service Portal. Registered Touchpoints are given access to the E-Service Portal. Unregistered Touchpoints are encouraged to register themselves.

### **24. How can my organisation be a Registered Touchpoint?**

Email [atf@sgenable.sg](mailto:atf@sgenable.sg) to request for the Organisation Registration Form.

## **Application and Subsidy Disbursement**

### **25. What are the various modes of ATF application submission?**

Registered Touchpoints are to submit the ATF Application via the E-Service Portal.

Unregistered Touchpoints are to submit a completed copy of the application form in soft copy via email to [atf@sgenable.sg](mailto:atf@sgenable.sg).

### **26. Can an applicant apply for ATF if they can receive/ are receiving device funding from other organisations?**

ATF will not cover cases that are eligible for funding under:

- Seniors' Mobility and Enabling Fund (SMF)
- HDB Enhancement for Active Seniors (EASE) Programme
- And other funds administered for the same purpose

### **27. Does SG Enable have in-house therapists, social workers and/or vendors to assist with the ATF application?**

No. SG Enable does not have any in-house therapists, social workers, and/or vendors.

## Vendors

### 28. I am an Assistive Technology Fund vendor. Can I be registered on the ESMS E-Service Portal?

Yes. Please email [atf@sgenable.sg](mailto:atf@sgenable.sg) for an Organisation Registration Form. Registered vendors will be able to receive GIRO disbursements.

SG Enable does not endorse any vendors and devices. Any vendor registration is done solely for administrative purposes.

## Singapore Citizen Seniors Age 60 and above

### 29. I am a Singapore Citizen age 60 and above. Am I eligible for ATF?

- a) Singapore Citizen seniors who have not tapped on ATF before the age of 60 will be supported by the Seniors' Mobility and Enabling Fund (SMF). Please apply to SMF.
- b) Singapore Citizen seniors who have tapped on ATF before the age of 60 will be supported by ATF throughout their lifetime.

### 30. How is a senior's eligibility for either SMF or ATF determined? How do we determine the eligibility of a senior if the senior had tapped on both SMF and ATF before?

If the senior had not tapped on ATF subsidies before 60 years old (based on year of birth), the senior would be served by SMF and not ATF. If the senior had tapped on ATF before 60 years old, the senior will continue to be served by ATF, not SMF.

Refer to Table 1: Age Cut-Off for Singapore Citizen Seniors for Triaging of Schemes.

Table 1

| Tapped on ATF before age 60 | Tap on ATF or SMF |
|-----------------------------|-------------------|
| Yes                         | ATF               |
| No                          | SMF*              |

\*Excludes those in institutions

### 31. Can seniors and persons with disabilities check their SMF or ATF application history to determine their eligibility?

Seniors and persons with disabilities do not have access to their own SMF or ATF application history. You may email SG Enable at [ATF@sgenable.sg](mailto:ATF@sgenable.sg) to check which scheme you are eligible for.

### 32. Will the ATF enhancement also apply to Permanent Residents?

The enhancements to the ATF from 14 February 2022 will apply to only Singapore Citizens. There are no changes to the benefits of Permanent Residents under ATF.