

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
 - Hearing impairment
 - Intellectual disability
 - Autism Spectrum Disorder
- Undergone qualified assessor's assessment to determine the need and type of device
- Household gross monthly income per person of \$2,000 and below

3. What are some examples of Physical Disability?

Some examples are: Muscular Dystrophy, Limb Amputations, Cerebral Palsy, Paraplegia, Poliomyelitis, Paralysis etc.

4. Are persons with temporary disabilities eligible for ATF?

No. The ATF is intended for supporting persons with permanent disabilities.

5. 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 \$800	90%	65%
\$801 to \$1,200		50%
\$1,201 to \$2,000	75%	30%
\$2,001 and above	0%	0%

For example, if the device costs \$12,000, and you qualify for a means-tested subsidy of 90%, you would be reimbursed \$10,800. You will bear the remaining \$1,200 on your own.

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

Household monthly income per person will be determined via the National Means-Test System (NMTS). To estimate applicant's household monthly income per person, divide the total gross monthly household income by the number of people in the household. The eligible applicant's household monthly income per person should be \$2,000 and below.

$$\frac{\text{Total gross household income}}{\text{Total number of people in the household}} \leq \$2,000 \text{ per person}$$

7. 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 NMTS. ATF does not accept CHAS card as a proxy for means test eligibility.

8. 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 (PWDs) from low income families.

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

9. 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 the ATF application form.

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. 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 Social Service Agencies, you can contact us at ATF@sgenable.sg for referral.

If you need subsidy for hearing aids, but is 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 subsidized hearing assessment at the Public Hospital.

Alternatively, you may contact SDeaf for a hearing assessment (<https://sadeaf.org.sg/contact-us/>).

10. 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.

11. 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

12. Can I submit my ATF application directly to SG Enable?

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

13. What is a Touchpoint?

Touchpoint refers to Public Hospitals and Social Service Agencies (SSAs).

Examples of SSAs:

- 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.

14. 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.

15. 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.

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

As medical devices are not considered assistive devices, they are currently not covered by the ATF. At present, persons with disabilities who are Singapore Citizens, can claim for medical devices from the SMF once they turn 60.

From 14 Feb 2022 onwards, Singapore Citizen seniors remaining with ATF do not need to approach the SMF. They can claim for these medical devices from the ATF directly.

Persons with disabilities below the age of 60 who need medical devices can continue to approach the ATF for assistance, and these appeals will be reviewed on a case-by-case basis.

17. Does ATF cover repair and maintenance costs for devices?

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

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

The recommended assistive technology devices should 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

19. Will ATF be introducing a blackout period?

ATF will not be introducing a blackout period.

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

No. SG Enable will not accept reimbursement for devices already purchased.

21. 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). Alternatively, you may wish to check with your Touchpoint on the outcome.

22. Can a disbursement for the application be made to myself?

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

23. How can I know my ATF application history and fund balance?

Organisations/Applicants are not able to check Applicant's ATF application history or fund balance on their own. Please email us at atf@sgenable.sg with your/applicant's information for further advice.

Where required, further reviews may be conducted to allow such checks to be done.

Unregistered Touchpoints

24. What is an Unregistered/Registered Touchpoint?

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

25. How can my organisation be a Registered Touchpoint?

Email us at atf@sgenable.sg to request for the Organisation Registration Form.

26. Where can I obtain more information on how to put up ATF applications for my clients?

Email us at atf@sgenable.sg to request for a Touchpoints' Manual.

Registered Touchpoints

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Application and Subsidy Disbursement

28. What are the various modes of ATF application submission?

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

Unregistered Touchpoints will be able to submit the scanned application form via email to atf@sgenable.sg.

29. 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 EASE Programme
- And other funds administered for the same purpose

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

No. We do not have any in-house therapists, social workers, and/or vendors.

Vendors

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

Yes. Please email us at 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 for GIRO disbursements.

Singapore Citizen Seniors Age 60 and above

32. 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.

33. How is a senior's eligibility for either SMF or ATF determined? How do we determine the eligibility of a senior from Feb 2022 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

34. Can seniors continue to claim from both the SMF and ATF from 14 February 2022? Currently, seniors can claim from both SMF and ATF to meet their needs. Why is this not allowed from 14 February 2022?

Previously, both SMF and ATF may not cover the needs of seniors and persons with disabilities fully. Hence, seniors and persons with disabilities can tap on both schemes to meet their needs. Going forward, SMF and ATF would be rationalised to cover the needs of their respective clients. This allows SMF and ATF to be administered in a more citizen-centric way so seniors and persons with disabilities will not need to navigate between schemes.

35. 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 ATF Team at ATF@sgenable.sg to check which scheme you are eligible for.

36. Will the ATF enhancement also apply to Permanent Residents?

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