

Assistive Technology Advisory Service

1. What is Assistive Technology (AT)?

Assistive Technology refers to any item, piece of equipment or product system, whether acquired commercially off the shelf, modified, or customised, that is used to increase, maintain, or improve the functional capabilities of persons with disabilities. There are also mainstream products and solutions that are readily available that can be used for assistive purposes.

The term does not include a medical device that is surgically implanted. It includes hardware and software as well as standalone devices.

2. Why do I need to undergo assessment for Assistive Technology (AT)?

Your needs may change over time or according to different circumstances. The AT assessment takes into account these considerations and enables you to make informed decisions before purchasing the device. It will also enable us to make the necessary modifications to your device for maximum usage.

3. When should I be assessed for Assistive Technology?

You should go for an assessment when you experience a change in your abilities, your physical environment such as a change in workplace or if you have new tasks that need to be accomplished.

It would still be good for you to undergo a periodic assessment even if you are not expecting any changes. This will help us evaluate if there are new products or technologies that can serve to further enhance your work or study life.

4. What is the benefit of going to the Enabling Village for the assessment and referral service?

There will be a range of products on display at the Enabling Village, some of which will be available for trial on the premises. You will be able to benefit from hands-on experience, our specialists in the Enabling Village centre will also be able to recommend the right financial assistance scheme for you, and there is an AT loan library if you need devices as an interim.

5. Will I be able to buy Assistive Technology (AT) devices from the centre?

The centre does not distribute nor resell any of the items on display. This is to ensure neutrality and independence.

However, we have contacts to local distributors where possible to enable you to make your purchase. This saves you time and effort in commuting to the different sites of various vendors to test the equipment.

6. What if the waiting time to acquire an Assistive Technology (AT) device is too long and I need a device in the interim?

You can borrow Assistive Technology (AT) devices from the AT Loan Library. However, these devices are subject to availability. The cost and duration of loan items may vary.

7. Can I borrow two or more Assistive Technology (AT) devices or solutions at the same time?

This will depend on the recommendations of the assessor.

8. What happens if I damage or lose the Assistive Technology (AT) device or solutions on loan?

It is highly recommended that you take care of the loan items carefully so that others may also have the chance to benefit from it later.

If the damage is not a result of fair wear and tear, the operator of the AT Loan library reserves the right to request that you bear the costs for repairs or replacement.

9. I already have a referral from a VWO/Hospital/Rehab Centre, etc. Do I still need to go through the Assessment and Referral Service process?

It will be good to first determine if your condition has changed since your last referral and assessment.

If your previous referral and assessment is still valid, you do not need to go through the assessment again.

10. What documents do I need to produce for an assessment? If I do not have them, how do I obtain them?

It is helpful to provide the assessor with as much information as possible, for example, a memo from the medical doctor with background information on your condition or the results of prior Assistive Technology (AT) assessments. However, if such documents are not available, you can share the information verbally with the assessor during the assessment.

If you are adapting to a new physical environment, you may want to bring photos or videos of the physical environment as these will enable the assessor to understand the constraints at hand. A site visit may still be necessary at a later stage.

11. Are there any government subsidies that I can tap on?

Yes, there are several government subsidies available.

For personal subsidy applications, please visit the [Assistive Technology Fund \(ATF\)](#) page.

For students with special needs, please visit the [Ministry of Education \(MOE\)](#) website

For employers who wish to integrate their staff with disabilities, please visit the [Open Door Programme \(ODP\)](#) page for information on subsidies available to purchase Assistive Technology (AT) equipment and modify the workplace environment.

12. Where can I find information on the availability of Assistive Technology (AT) devices for loan?

Please contact Tech Able to find out more, at techable@sgenable.sg