

Assistive Technology Fund

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
- Comes from a family with a per capita gross monthly household income of \$2,000 and below
 - Have undergone Household National Means-Testing (NMTS)

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	65%	50%
\$1,201 to \$2,000	40%	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. 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. What if 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.

8. How to apply for ATF?

Applicants will require the assistance of an Application Admin (e.g. Social Worker) and an Assessor (e.g. Therapist) from Touchpoints such as Hospitals and Social Service Agencies to complete this application. The Application Admin will submit this application on behalf of the applicant.

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

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

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

2. What is a Touchpoint?

Touchpoint refers to organisations such as 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 Impaired (SAVH)

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

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

All ATF applications have to be submitted by organisations such as Hospitals and SSAs. You may wish to approach the various Hospitals/SSAs available to seek their assistance.

4. 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 also be used to acquire, replace, upgrade or repair assistive technology devices but it does not support the purchase of medical devices and consumables.

5. 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

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

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

7. 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. Alternatively, you may wish to check with your respective Social Workers on the outcome.

8. I am aged 60 and above, am I eligible for ATF?

Applicants aged 60 years and above are encouraged to seek subsidies from other funds such as AIC's Senior Mobility and Enabling Fund (SMF) or HDB Ease. For ATF applications for seniors, we will seek for details to be provided by social/case workers on why subsidies from these other funds are sought/not sought, and the application outcomes (if applicable).

9. Can the disbursement for the application be made to myself?

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

Unregistered Touchpoints

1. 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.

2. How can my organisation be a Registered Touchpoint?

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

Registered Touchpoints

1. Can I still submit the hardcopy application form if I come from a registered Touchpoint?

No. We strongly encourage for all registered Touchpoint to submit the ATF application through our E-Service portal.

2. Who are Qualified Assessors?

Qualified assessors are:

- Audiologist for Hearing Impairment
- Occupational/Physio Therapist for Physical Disability
- Optometrist for Visual Impairment
- Educational/Speech Therapist for Intellectual Disability/Autism Spectrum Disorder

We also accept other Medical Professionals such as Doctors/Specialists if deemed suitable, for the certification of disability and recommendation of AT Device.

3. Who can fill up the Application Admin Report?

The report can be filled in by a Social/Case Worker, Qualified Assessor or any administrative staffs appointed by the Touchpoint.

4. Can the Assessor be from a different/private organisation as the Application Admin?

Yes, with Touchpoint's endorsement. Please ensure that the Assessor's information is provided in the Assessor's Report.

5. How do I know if a Vendor is registered/unregistered?

Registered Touchpoints will be able to see a drop-down list of registered Vendors under the Cost and Quotation Section in the E-Service Portal's application form.

6. Can I use an unregistered vendor for purchase of devices?

Yes. However, we encourage unregistered vendors to be registered with us so that they could be included in the vendor list. Please email us at ATF@sgenable.sg to request for an Organisation Registration Form.

7. How do I check the status of my client's ATF application in the E-Service Portal?

You may view the application statuses under Applications at the "Home" tab or navigate to "My Applications" tab.

Detailed information on the application can be viewed by clicking the Case Number or by assessing the list of applications under the "Services" tab > "Assistive Technology Fund".

8. If my client is already known to SG Enable for other services, do I need to still need to fill in the "General Information" under their Applicant & Household Information section?

Yes. Either the Application Admin or Assessor will have to complete the section.

9. What if applicant wishes to withdraw the application?

Touchpoints may withdraw the application on the E-Service Portal.

10. Can an Assessor assist applicant to submit his/her ATF application (in lieu of an Application Admin)?

Yes. Assessors can perform the role of the Application Admin as well.

Application and Subsidy Disbursement

1. 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 hard copy application form via email to ATF@sgenable.sg or by post.

2. 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
- NEU PC Programme
- And other funds administered for the same purpose

3. 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.

4. What information is required in the Quotation?

The Quotation should contain information on

- Name of vendor
- Quote reference no.
- Date of quote
- The device name
- Full cost of device

Please ensure that there are at least 3 weeks left in the validity period of the Quotation at point of submission.

5. What if applicants still face genuine inability to bear the co-payment costs even after ATF & SAF subsidies?

Subsidies are determined by applicant's gross household income. You may wish to request the applicant to fill up the Financial Assistance Declaration Form, to help them get their cases reviewed.

6. How do I make a claim for the approved ATF application?

Upon approval of application, SG Enable will notify Touchpoint to purchase the device and request for the original or certified true copy of the Invoice and Delivery Order to be posted to SG Enable for subsidy disbursement.

Certified true copies of the Invoice and Delivery Order should indicate staff's signature, identity and designation.

7. What is the Invoice format?

Vendor's invoices must contain information on:

- Name of vendor
- Invoice reference no.
- Date of invoice
- The device name (consistent with what was previously quoted and approved)
- Full cost of device (not subsidised cost)
- Applicant's name (It must be indicated that the device is sold to or delivered to applicant. In some scenarios, the devices are seen to be sold to touchpoint and delivered to applicant. This is acceptable.)
- Applicant's ATF application no.

8. What if the invoiced amount/device differs from the approved amount/device?

Please inform us at ATF@sgenable.sg, sharing with us the reasons for change in invoiced amount/device.

- a. If invoice amount is increased/change in device, we will require for the revised Cost & Quotation as well as the Assessor's Report to be updated in the E-Service portal. The original application

will be voided. The amended application would have to be re-endorsed before SG Enable assesses the application.

b. If the invoiced amount is lower, we will confirm the revised ATF/SAF subsidy amount with you.

9. How long does it take for the payment to be made to the Touchpoint/Vendor?

Upon receipt of proper invoice and delivery order, we will take up to 3 weeks for disbursement.

10. How long is the ATF/SAF approval amount valid for?

For applicant's benefit, we request for devices to be purchased as soon as possible. The invoice and delivery order should be mailed to SG Enable within 10 days of purchase.

As applicant's disability status and need for device may change over time, please inform SG Enable if the invoice cannot be obtained within time, or if the application is withdrawn.

Vendors

1. 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 payments.