



AGE WELL KAKIS PROGRAMME FOR SENIORS

FAQ GUIDE

Supporting Seniors to remain engaged and contribute to the community via sustained social participation

Agency for Integrated Care (AIC)

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Table of Contents

Introduction	2
A. About Age Well Kakis Programme and Community Opportunities	3
B. Seniors' Participation and Suitability	6
C. Supporting Seniors	8
D. Stipend Payout to Seniors	10

Introduction

This guide provides an overview of the Age Well Kakis programme and supports eligible Community Care Organisations (CCOs) in the implementation of the programme across community care settings.

The Age Well Kakis Programme enables CCOs to create and offer bite-sized and flexible community opportunities within AACs and other MOH-funded community care services, such as Senior Care Centres (SCCs), Medical Escort & Transport (MET), Meals-on-Wheels (MOW) and Nursing Homes (NHs). We encourage CCOs to leverage on this programme to create meaningful opportunities within their services and operations, and to support seniors in staying active, engaged and connected while contributing to their communities.

A. About Age Well Kakis Programme and Community Opportunities

1. Which Service Providers are eligible for the programme?

CCOs that operate Active Ageing Centres (AACs) and/or MOH funded community care services (non-AACs) are eligible to participate.

2. How long is the programme?

The duration of the programme is two years, from 1 August 2026 to 31 July 2028.

3. What are community opportunities?

Community opportunities are tasks that seniors can easily undertake based on their interests, abilities and availability. Rather than fixed schedules, these tasks can be completed within a short duration of time (e.g. minimum of 1 hour) but still allows them flexibility to participate and contribute.

Community opportunities are intended to provide meaningful volunteer activities for seniors, allowing them to stay active and contribute at a pace that is comfortable for them. These opportunities are voluntary in nature and should not be treated as employment.

4. What are the potential positive outcomes for seniors?

Participation in community opportunities may bring several positive outcomes for seniors over time:

- Build seniors' sense of purpose and independence as active contributors to society
- Support seniors to stay active, alert and engaged
- Build seniors' confidence and sense of accomplishment through completing tasks
- Help seniors stay socially connected through opportunities to meet and interact with others
- Encourage regular participation in meaningful community activities and development of positive routines
- Strengthen seniors' sense of recognition and self-worth through acknowledge of their contributions

5. What types of community opportunities can seniors do in community care settings?

Community opportunities can be done within centres, service settings, or nearby community spaces. Examples may include:

- Event support: setting up rooms, registration, ushering, guiding participants
- Activity support: helping with group activities or supporting peers
- Support MOW service by assisting with delivery of meals
- Support MET service through coordination or accompanying other seniors during medical appointments

Service Providers may also identify meaningful opportunities that are not service-related. Examples include peer-support activities, such as accompanying another senior for grocery shopping, navigating public transport system for their outings, as well as suitable non-care tasks within care setting (e.g. nursing homes), such as folding laundry and organising items.

6. What are some considerations when developing community opportunities suitable for seniors?

Suitable tasks are generally those that are safe and aligned with the capabilities and interest of active seniors. Tasks can be adapted to suit seniors' functional ability and comfort levels and should be appropriately designed to support a safe and positive experience.

They are usually (non-exhaustive):

- Physically manageable for the senior (avoid strenuous or heavy lifting if senior is physically not as strong)
- Allow tasks to be done seated where possible
- Have clear instructions and simple steps
- Be short in duration
- Take place in a familiar and / or accessible setting
- Have support or supervision available if needed

Tasks may not be suitable if they involve prolonged or heavy physical exertion, requires professional knowledge (e.g. clinical care tasks) or exposes a senior to unsafe or high-risk environments. Service Providers should also be clear about the expectations of the senior and provide sufficient supervision as needed.

7. How can Service Providers identify and design community opportunities within their services?

Service Providers can look at existing activities and workflows to break them into smaller tasks that senior may be able to support. For example:

- Turning preparation work into simple tasks (packing, sorting)
- Assigning light roles during programmes
- Breaking tasks into smaller steps

Where suitable, Service Providers may also explore tasks with other services or community partners.

8. Can community opportunities be rotated or varied over time?

Yes, tasks can be varied or rotated where suitable. This may help keep seniors interested and engaged and provide avenues for seniors to try different ways of contributing.

Service Providers can consider rotating tasks across programmes or service areas, while ensuring that each task remains suitable for the senior's ability, pace and comfort level.

9. Can going for training be considered as a community opportunity and be counted towards community task hours?

No. Attending training is generally not counted, unless seniors are involved in delivering or supporting the training activities (e.g. teaching or mentoring other seniors) as part of AAC activities or service provision.

B. Senior Participation and Suitability

10. Who is suitable for the programme?

The programme is suitable for individuals aged 50 and above, Singaporean and Permanent Residents, who wish to stay active and contribute through meaningful activities, particularly those who prefer flexible arrangements and/or are seeking purposeful engagement. Service Providers should also assess the seniors against the requirements of the respective community tasks, with due consideration to their organisation's existing policies and guidelines.

11. How can Service Providers assess a senior's readiness and match them to suitable community opportunities?

Service Providers can consider assessing a senior's readiness through conversations and observations. Key areas may include the senior's physical health, mobility, ability to follow instructions, level of interest, and motivation to stay active or contribute.

When matching seniors to tasks, Service Providers can consider factors such as:

- Manageability: Whether the task is safe and manageable
- Interest: Whether the task caters to the senior's interest and if the senior feels engaged doing it
- Location: Whether travel distance is reasonable
- Timing: Whether it fits the senior's availability
- Complexity: Whether the task is easy to understand and execute

Where appropriate, Service Providers may start seniors with lower-intensity or lower-barrier tasks to assess suitability and build confidence. As seniors gain experience, confidence, and familiarity with the tasks, they can be progressively matched to more varied or higher-responsibility opportunities, creating a pathway for continued participation and contribution.

12. Can seniors choose the type of community opportunities they want?

Yes, seniors should be encouraged to choose tasks based on their interests, abilities and comfort level, where suitable options are available. This can help promote motivation and sustained participation.

Service Providers can support informed choices by clearly explaining available tasks and offering options where possible. At the same time, task matching should be guided to ensure tasks are safe, suitable, and aligned with the senior's ability

and readiness. Seniors are also more likely to remain engaged when they can contribute in ways they find meaningful.

13. Can the same senior participate in tasks across different services?

Yes, the same senior can participate in community tasks across different services. The eligible CCOs may claim the funding based on the stipend amount paid out to the seniors per service line.

14. Can the senior who participated in CCOs (non-AAC) community opportunities be counted by the AACs as part of the set of 10 contributions under this programme?

AAC should ensure that the CCO (non-AAC) tasks are not counted towards the 10 sets of AAC contributions/ tasks per senior in this programme. The AAC may count the CCO (non-AAC) task as part of the AAC's Key Performance Index (KPI), where applicable, but not under the Age Well Kakis's set of 10 contributions for claiming. Nevertheless, the AAC has the discretion to assess if there are commendable volunteering efforts (non-AAC tasks) by seniors within the AAC, whom they wish to still recognise under the Age Well Kakis programme. For example, if the AAC is aware of a senior who has gone above and beyond to sustain volunteerism beyond AAC-related activities, such as providing custodial support to other seniors, including accompanying them for administrative matters at the bank, purchasing meals, groceries, and household necessities on their behalf, or assisting with basic home maintenance tasks such as changing light bulbs and replacing batteries in household appliances.

15. Can the same senior participate in a few community opportunities across a few AACs?

Yes, seniors can participate in tasks across AACs. Where the AACs are under the same parent organisation, the senior will only be counted as one unique participating senior, and all participations across AACs can be combined and counted towards the set of 10 contributions.

16. Is there any maximum contributions or stipends for a senior per day/per week/per month?

No. There is no cap to the number of contributions or stipends for seniors.

17. Will there be insurance coverage for the Seniors involved?

The intent of the Programme is to encourage more community opportunities for seniors and recognise the efforts of seniors' contributions with a nominal cash / cash-like stipend. Insurance coverages are to be arranged and borne by the Service Providers for this pilot programme.

C. Supporting Seniors

18. What support do seniors need before starting community opportunities?

Before starting, seniors may be supported with clear and simple guidance on what to expect. This may include:

- Explaining the task clearly (what to do, how to do it)
- Sharing where and when the task takes place
- Clarifying the purpose of the task (how they are contributing)
- Highlighting that participation is voluntary, and when and how to seek support if they are unsure or need help

A simple briefing or demonstration may help seniors feel more prepared and confident. Some seniors may feel unsure when trying something new. Service Providers can support them by:

- Starting with simple and familiar tasks
- Giving clear, step-by-step guidance
- Offering encouragement and reassurance
- Pairing them with staff, volunteers, or peers whenever helpful

19. What support may seniors need during the community opportunities?

During tasks, seniors may benefit from light guidance and supervision. This may include:

- Checking if assistance is needed
- Providing clear reminders or instructions
- Allowing breaks where needed
- Adjusting tasks if they become tired or face difficulties
- Ensure seniors know whom to contact in the event of emergencies

Support levels may vary depending on the setting (e.g. more supervision in NHs or MET-related opportunities).

20. How often should Service Providers check in with seniors?

Service Providers can consider checking in more closely at the start, and then periodically over time.

- Initial stage: More frequent support to ensure understanding
- Ongoing: Lighter check-ins to see if tasks remain suitable

Regular check-ins may help identify concerns early and keep seniors engaged.

21. What if a senior faces difficulty during community opportunities?

If a senior finds a task challenging, Service Providers can review the situation and provide appropriate support. This may include:

- Clarifying instructions or providing additional guidance
- Simplifying or adapting the task
- Allowing more time or support to complete the task
- Reassigning the senior to a more suitable task

Service Providers should also regularly seek feedback from seniors to understand their experience, comfort level, and any challenges faced. This can help identify issues early and ensure tasks remain safe, meaningful, and aligned with the senior's abilities and interests.

Where task adjustments are made, Service Providers are encouraged to document the changes and reasons for the adjustments. This can help track the senior's progress, inform future task matching, and support continuous improvement of the community task programme.

22. What if a senior wants to stop participating?

Seniors can choose to stop at any time. Service Providers can:

- Acknowledge their decision
- Check if another task may be more suitable
- Offer alternative ways for seniors to stay engaged (e.g. centre activities)

Seniors' participation should remain voluntary.

23. How can Service Providers support seniors in identifying suitable community opportunities?

In cases where community tasks are limited (e.g. within AAC), AACs may partner with other AACs or CCOs (non-AACs) to:

- Raise seniors' awareness of community opportunities available in different community care settings, including through digital platforms (e.g. apps such as *Silver Hands*) that would facilitate sharing/posting of community opportunities across different ILTC /community care services.
- Support seniors in identifying suitable community tasks that match their interest, abilities and preferences.

D. Stipend Payout to Seniors

24. Will seniors receive recognition for completion of community opportunities?

Yes, seniors can look forward to receiving a nominal stipend (either cash or cash-like form, such as vouchers or coupons), as a token of appreciation and recognition for their contributions. It is important that they are aware that this is not intended as a source of income.

25. How are stipends usually determined?

For AACs, the general guidance is that approximately one hour spent by a senior on community tasks is equivalent to one contribution. AACs may exercise discretion to award one contribution for a task that is more intensive in nature, even if it's completed in less than one hour (e.g. within 30mins).

For CCOs (excluding AACs), stipend amounts and payment frequency may be determined based on the complexity of tasks, as well as the organisation's processes and practices. Service Providers should ensure that the stipends provided are set out clearly and communicated to seniors before they commence the community tasks.

26. How should Service Providers communicate stipend payments and payment frequencies to seniors?

Service Providers should explain payment in a clear and simple way before seniors start participating in the community task. This may include:

- Stipend amount
- What the task involves
- How and when the stipend will be paid out

Clear communication will help to set clear and realistic expectations for the seniors.

Frequency of stipend payment may vary depending on the service or activity. Where possible, Service Providers can aim to:

- Ensure timely payment of stipend(s)
- Use simple and clear methods (e.g. cash, digital transfer, or other arrangements)
- Inform seniors in advance of the stipend payout timeline

27. What should Service Providers take note of when managing stipend payments to seniors?

Service Providers should:

- Maintain basic records of participation and payment for audit and claims.
- Ensure records kept are accurate and complete.

Service Providers may also consider the following:

- Address seniors' questions or concerns on stipends
- Keep processes simple and easy to understand

28. What if there are concerns or misunderstandings about stipend paid out?

If a senior has questions or concerns about their stipend, Service Providers should review the issue and clarify the arrangement with the senior. This may include:

- Sharing the stipend amount, payment schedule, and eligibility criteria
- Confirming that expectations and payment terms were communicated clearly from the onset
- Reviewing records of task participation and stipend payments
- Correcting any administrative errors where necessary
- Exploring appropriate adjustments or resolutions where applicable

Service Providers should encourage seniors to raise concerns early and maintain clear documentation of stipend arrangements, payments made, and any follow-up actions. It is also a good practice to keep a record of emails or conversations with the seniors. Open communication and timely resolution can help prevent misunderstandings and maintain trust between seniors and the programme.