

## Frequent Asked Questions (FAQs) for Active Ageing Centre IT Grant (AAC IT Grant)

### I. Understanding the Grant

**1. Does AAC IT Grant funding need to be approved before my organisation can purchase a whitelisted system?**

AACs should purchase the system only after the AAC IT Grant Letter of Award or In-Principal Approval is accepted, and within the project start & end date stated in the relevant documents.

**2. Are CCOs allowed to tap on PDG or other grants to top-up any shortfall of the AAC IT System?**

The Community Silver Trust (CST) funding can be used to top-up AAC IT Grant funding cap of \$33k for IT Solution. CST can also be used to top up funding as long as there is no double-dipping i.e. no overlap in items funded.

**3. Can the balance funding be used for other unapproved items needed for the AAC IT setup?**

No. The awarded amount must be spent only on the approved items listed in the Supportable list. Any remaining balance funding cannot be used for non-approved items, even if they are required for the AAC IT setup. Additionally, for awards approved before the Whitelisting, please ensure the complete purchase (including full payment) of all approved items before submitting the Milestone 2 claim.

**4. Is AAC IT Grant reimbursement based on actual amount incurred?**

Reimbursement is **not** based on actual amount incurred. Instead, it is tied to your organisation's attainment of specific milestones stated in the Letter of Award/Addendum. This also includes adhering to the type and quantity of hardware and software items indicated in the Supportable list when making purchases.

There is no need to submit supporting documents during claim submission unless AIC specifically requests them in writing. However, your organisation must retain and be able to produce supporting documents (e.g., invoices, delivery orders, etc.) in the event of an audit.

**5. Can my organisation switch the type of EUC device and/or exceed the supportable quantity while staying within the funding limit?**

No. You should purchase only the items listed in the approved Supportable list and ensure that payment is fully made before funding can be claimed. For example, you cannot purchase laptops instead of tablets if the former are not listed as a supportable item.

**6. Can we spend all the hardware funding on EUC items (and none on IT Network) if EUC items are more urgently needed?**

No. If no IT Network items are purchased, the complete purchase requirement will not be met, and Milestone 2 cannot be achieved. Additionally, please note that you cannot spend all the funding on a single site when the funding had originally been allocated for multiple locations.

**7. Does my organisation need to stick to the exact brand / model / quantity of items applied for?**

No. You do not need to purchase the exact brand or model of items specified (if any) during the application process. However, the items must (1) adhere to the approved Supportable list; and (2) not exceed the approved quantity.

**8. How and when will the approved grant amount be reimbursed to my CCO? Do I need to submit reimbursement claims by milestones, as per current practice?**

For AACs who have a LOA/addendum for the current AAC IT Grant, you may follow the milestone claim & claim form as listed in the LOA/addendum document.

## **II. Onboarding of AAC IT System**

**9. Is it mandatory for AACs to adopt a whitelisted system?**

Yes. All AACs are required to adopt a whitelisted system by 31 Dec 2025.

AACs may fill up the grant application form and e-mail it to [aac.it.grant@aic.sg](mailto:aac.it.grant@aic.sg).

Further details & the latest application form can be found at AIC's website (<https://www.aic.sg/partners/active-ageing-centre-it-grant/>).

**10. What if my organisation is unhappy with a whitelisted system after adoption and wishes to switch to another whitelisted system?**

We encourage AACs to engage the different whitelisted vendors to determine which system best meets their needs, as changing systems may be disruptive to operations. Please let AIC know beforehand if your AAC needs to change a system after adoption.

**11. Would AIC be able to help CCOs in their procurement of whitelisted AAC IT system such as negotiating prices with vendors and setting baselines?**

CCOs would have to engage vendors directly and make their own assessments based on their specific needs, service models, and in accordance with their respective procurement policies and guidelines.

**12. Does AAC still need to submit progress report manually? When will AACs be able to submit KPI progress report via IT system?**

As we are still working out the timelines for data submission via AAC's IT system, AACs would have to continue to submit progress report manually. To support AACs, from April 2025 onwards, AACs will be required to only declare,

and submit, the aggregate KPI achievements for the preceding half year. We will no longer require the client listing, for progress reporting. More details on KPI submission via AAC IT system will be shared in due course.

### III. System-Related Questions

#### 13. What domains were IT systems assessed for whitelisting?

The whitelisted IT systems met baseline requirements in the functional, integration, cyber-security, and data portability domains. More details are available at <https://www.synapxe.sg/partner-us/age-well-sg-programme>

#### 14. What are the functionalities of the AAC IT system?

Details can be found in Annex A.

### IV. Contact and Support

#### 15. Who can I contact if I need further help or support?

Please contact us at the relevant e-mails provided.

Grant Related matters	<a href="mailto:Aac.it.grant@aic.sg">Aac.it.grant@aic.sg</a>
Policy Related matters	<a href="mailto:Social_care_services@aic.sg">Social_care_services@aic.sg</a>
Systems Related matters (Vendors)	<a href="mailto:synapxe.asg.partnerengagement@synapxe.sg">synapxe.asg.partnerengagement@synapxe.sg</a>

#### Vendors' Contact

S/N	Name of Vendor	Name of Whitelisted System	Email
a.	BizCube Solutions Pte Ltd	CHARITAS	<a href="mailto:sales@bizcube.com.sg">sales@bizcube.com.sg</a>
b.	Computing for Social Good Pte Ltd	CVWO AAC System	<a href="mailto:aac-support@googlegroups.com">aac-support@googlegroups.com</a>
c.	Consulting Research Services Pte Ltd	Active Aging Wellness Management System	<a href="mailto:chiouhao@consulting-research.com">chiouhao@consulting-research.com</a>
d.	PulseSync Pte Ltd	Ingo TPCC Care Management System	<a href="mailto:aac@pulsesync.com">aac@pulsesync.com</a>
e.	SG iMed Pte Ltd	Hummingbird	<a href="mailto:cftang@sgimed.com">cftang@sgimed.com</a>
f.	Tetsuyu Healthcare Holdings Pte Ltd	CARES	<a href="mailto:info@tetsuyuhealthcare.com">info@tetsuyuhealthcare.com</a>
g.	Weeswares Pte Ltd	CaritaHub AAC	<a href="mailto:hello@caritahub.com">hello@caritahub.com</a>

### **Key Functionalities of Whitelisted AAC IT System**

The AAC IT system covers the following key functionalities:

1. Client Record Module:
  - This module maintains records of Seniors, including personal and Preventative Health Visit (PHV) profile information (shared by AIC). This allows users to have an overview of senior's profile and needs (e.g. clinical frailty score and social isolation risk factors), enabling convenient recommendation of appropriate Active Ageing Programmes (AAPs) and/or Befriending and Buddying (BnB).
2. Contact Log Module:
  - This module records interactions with Seniors. Users can use it to record case follow ups to the seniors (including calls and visit), capturing the key discussion details and progress notes. Users can also use it to record follow ups on Healthier SG referral cases, including signing up for AAPs under social connector and recording follows for community screening.
3. Events and Attendance Module:
  - This module manages the scheduling and attendance tracking for AAC events and activities attended by Seniors. In particular:
    - o It allows users to set up AAPs, register seniors for the AAPs and tracks attendance.
    - o AAPs domains are captured and users can easily assign seniors of suitable profile (robust/frail) to the AAP.
4. Befriending and Buddying Module:
  - This module supports the management of befriending and buddying programs, including:
    - o Assignment of befriender or buddy to seniors with BnB needs.
    - o Documentation of BnB progress notes for easy reference of senior progress.
5. Information and Referral for Care Module:
  - This module facilitates the referral process for seniors requiring additional care services, through maintaining a record of referrals and outcomes.
6. Staff and Volunteer Record Module:
  - This module manages records of AAC staff and volunteers, including their roles, contact details and information. Users can easily track the staff and volunteers and assign them to AAPs and/or BnB seniors.
7. Dashboard Module:
  - This module provides an overview of AAC operations and metrics, for user to view centre-level developments/trends.

In addition, the whitelisted AAC IT system is integrated with MOH/AIC systems, enabling it to receive senior profile information as well as push Key Performance Indicator reporting information. With this, AAC KPI submissions can be automated when the backend MOH/AIC systems are ready.