How We Started
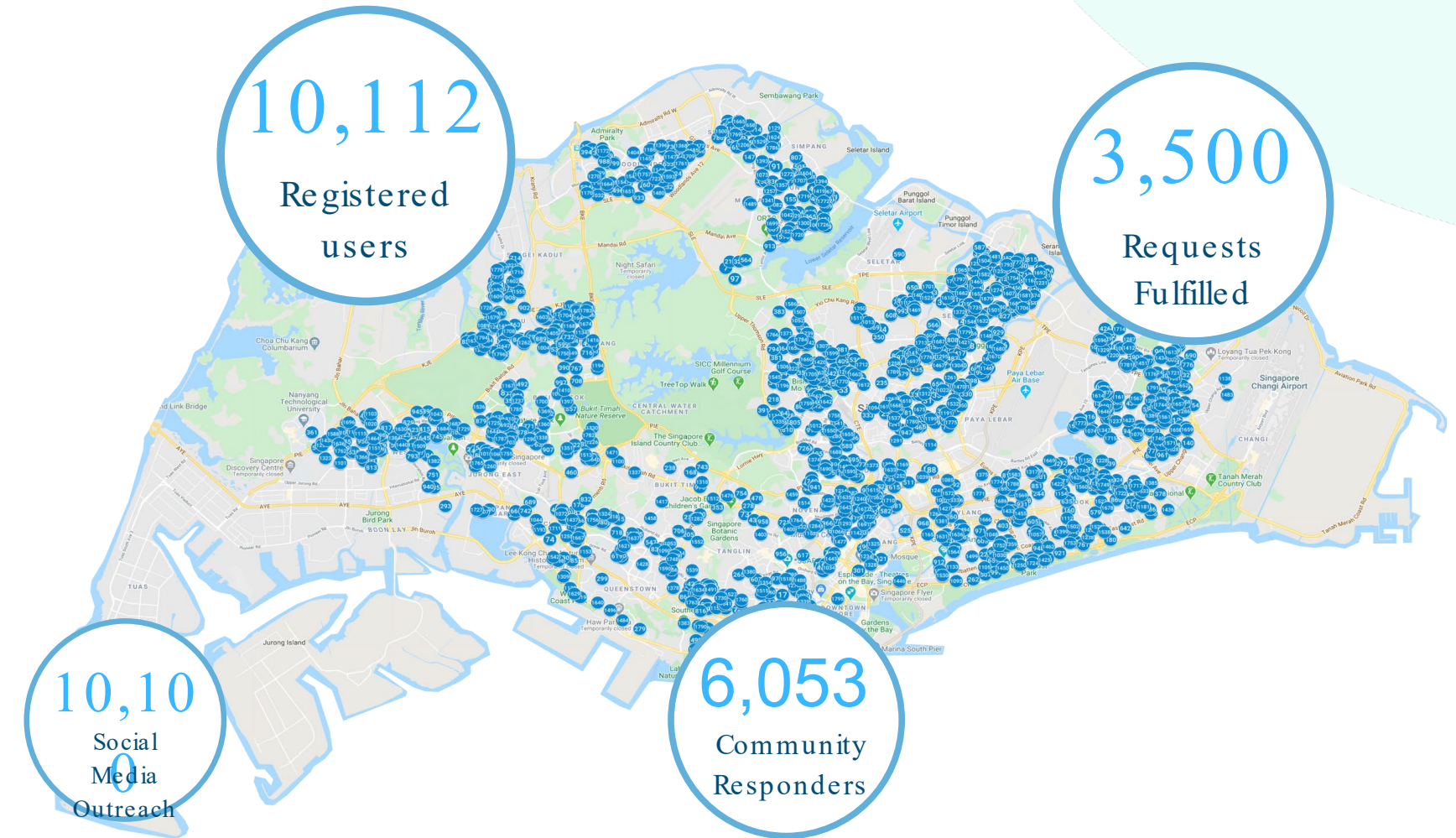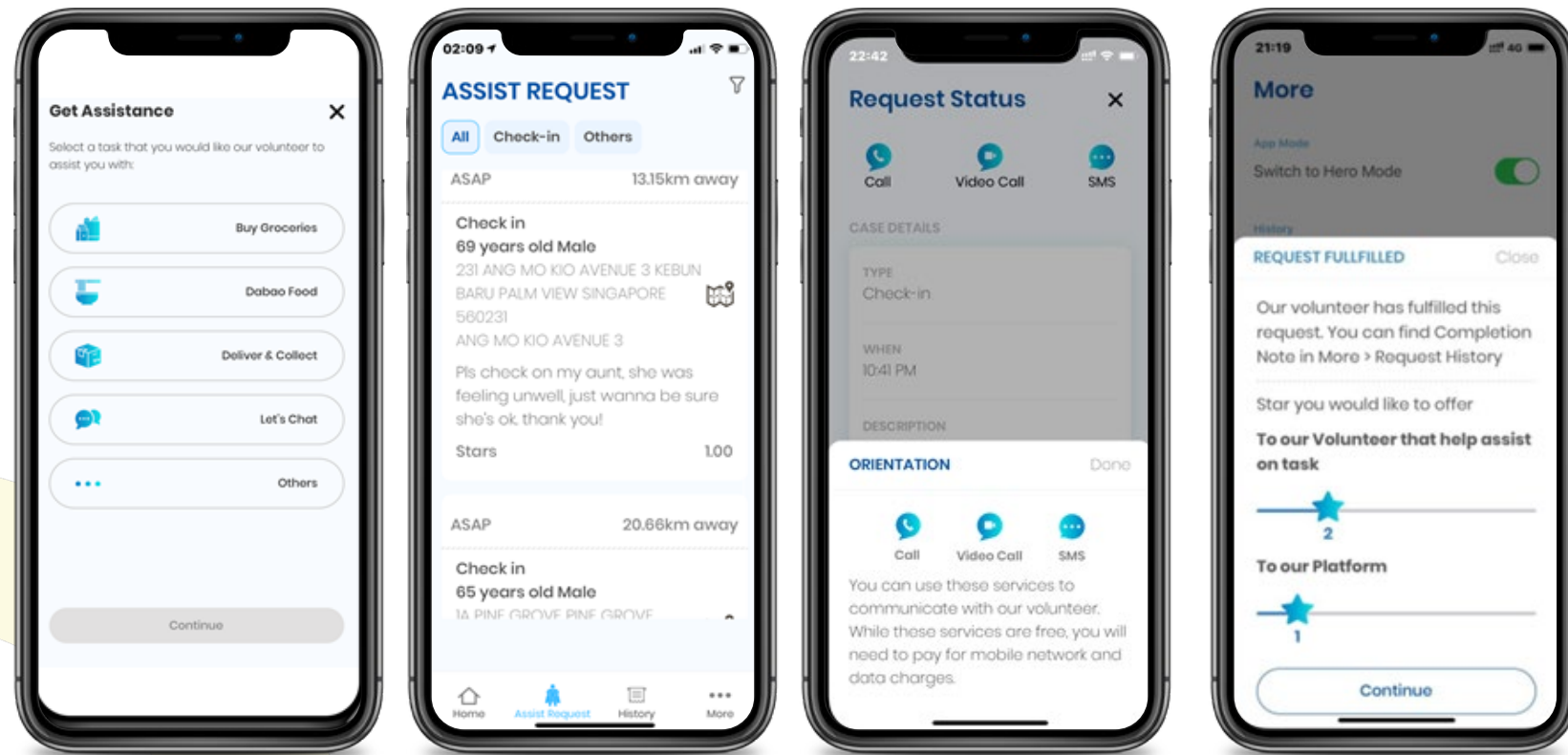
Everyone has a story, here is OURS

- SG ASSIST (SGA) started out as a formal solution for caregivers in the sandwich generation who may not always be home to tend to the beneficiaries, thus requiring the help of neighbours.

- Founding team are all caregivers to their own loved ones

- Today, it has evolved into a large neighbourhood-volunteering network accommodating a wide range of requests.

- Beyond the pandemic, SG Assist is refocusing our efforts as a one-stop care solution that supports seniors, people with disabilities, and their caregivers.
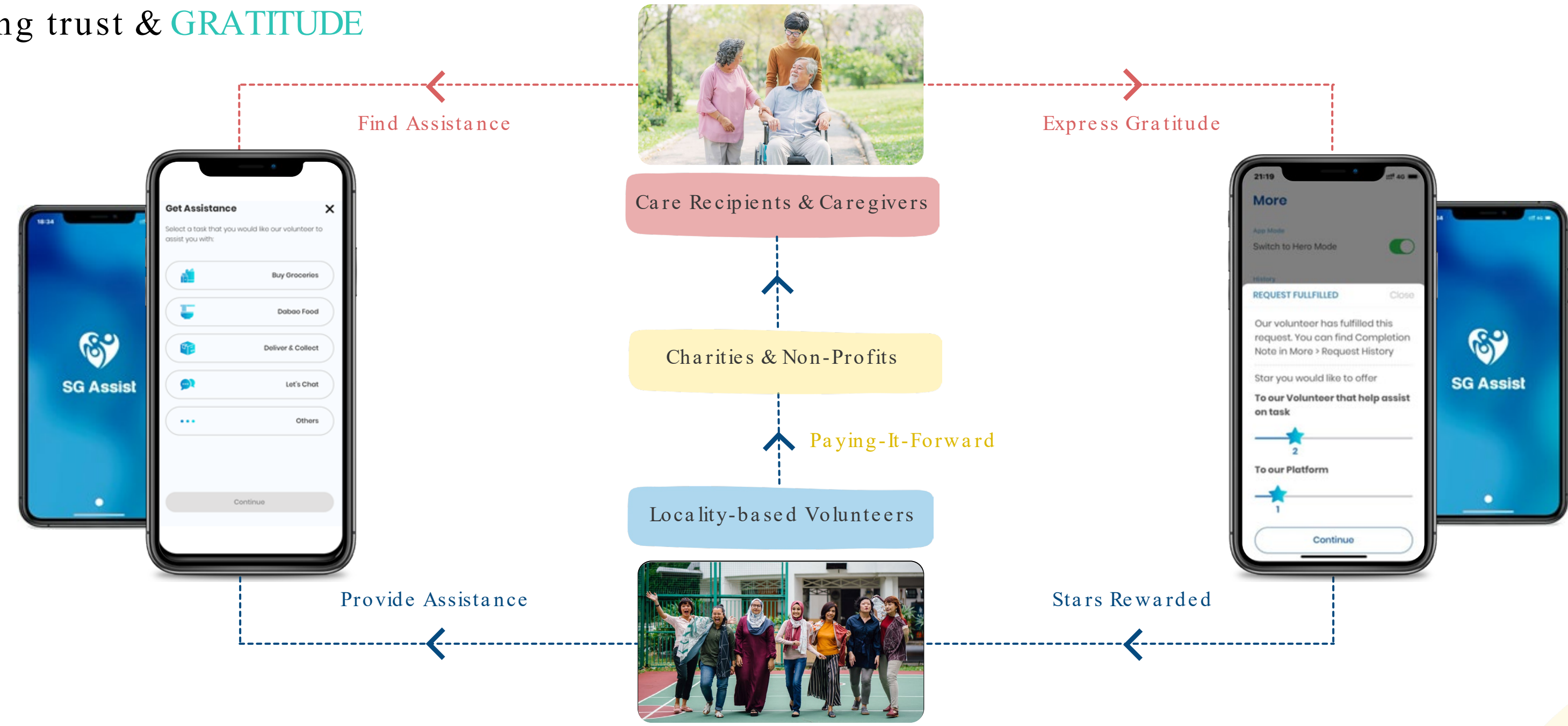
How We Started

Building a community that CARES

10,112
Registered users

3,500
Requests Fulfilled

10,10
Social Media Outreach

6,053
Community Responders

How It Works

Fostering trust & GRATITUDE

Find Assistance

Express Gratitude

Care Recipients & Caregivers

Charities & Non-Profits

Paying-It-Forward

Locality-based Volunteers

Provide Assistance

Stars Rewarded

Use Cases

Community-based support for CARERS

- Providing COVID support for seniors

- Provide adhoc necessities and meals deliveries

- Matching them to other social services / charities / tele-med

- Forms support circle for clients with complex needs

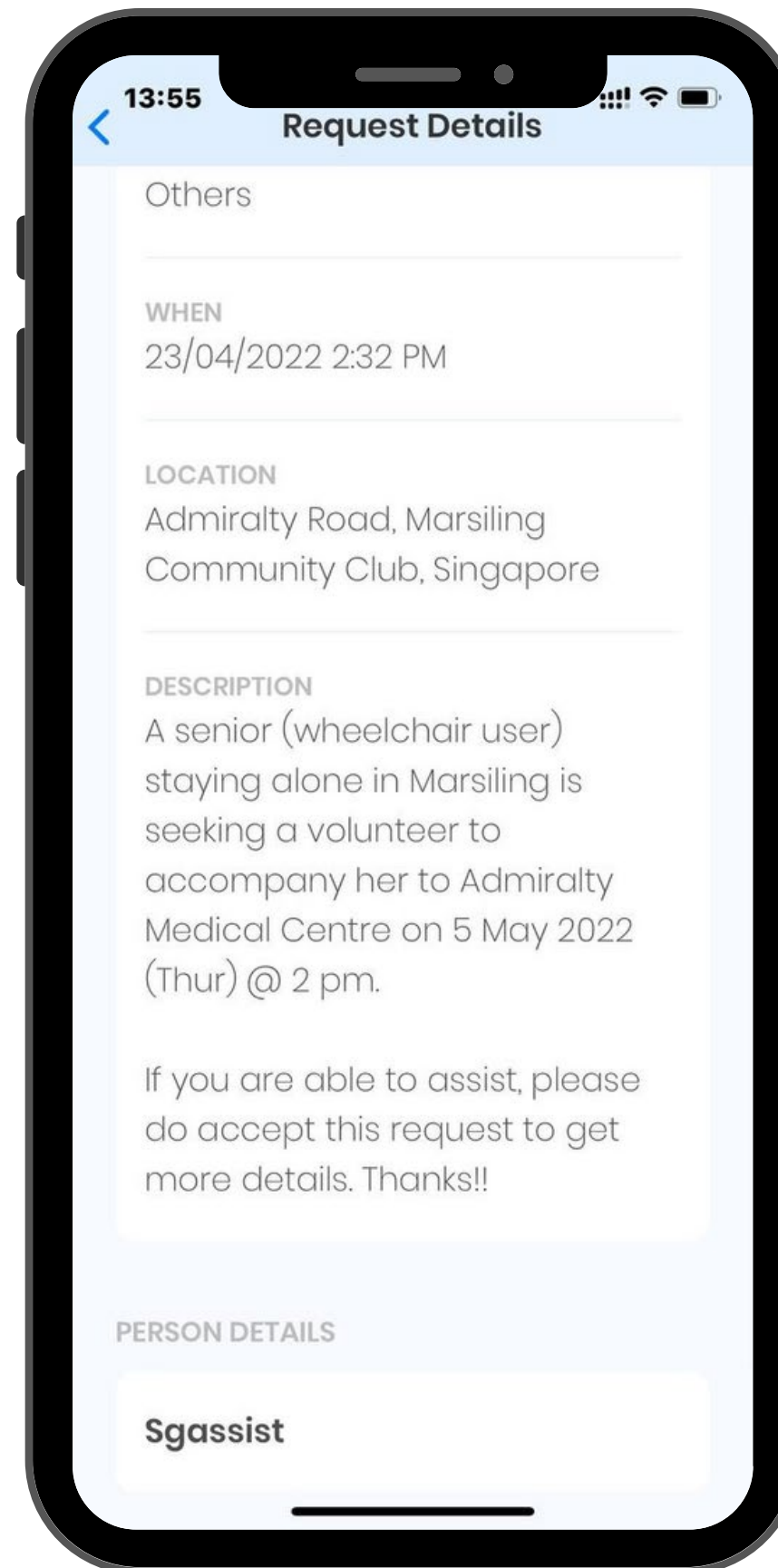- Support social service agencies with adhoc volunteers

Use Cases

Neighbours to Volunteers

Auntie Pauline
Lonely Elderly with Mobility
Issues
Medical Appointment
Visit Supported by
Volunteer

13:55   Request Details

Others

WHEN
23/04/2022 2:32 PM

LOCATION
Admiralty Road, Marsiling
Community Club, Singapore

DESCRIPTION
A senior (wheelchair user)
staying alone in Marsiling is
seeking a volunteer to
accompany her to Admiralty
Medical Centre on 5 May 2022
(Thur) @ 2 pm.

If you are able to assist, please
do accept this request to get
more details. Thanks!!

PERSON DETAILS

Sgassist

Jina
SG Assist Volunteer
Volunteering Ad hoc-ly via SG
Assist
for Time flexibility

Volunteer Persona

Volunteering made Easier

Jina
SG Assist
Volunteer

- Sandwiched Generation between mid 20s - 50s (Youth and Working Adults)

- Have a full-time job, studies, on national service

- Typically wants to volunteer but unable to commit long term

- Prefers to volunteer during pockets of free time

- Prefers to volunteer near their own neighbourhood

Partnerships for the goals

Community building made Easier

Provide Ad-hoc Assistance

- Providing ad hoc support to buy groceries / food

- extra hands for social workers or caregivers

- de-cluttering support etc.

Pool Resources & Donations

- Pooling donations that organization cannot provides i.e. home repair work, plumbing, wheelchair purchases etc.

- Gather resources such as hospital bed or other essentials

- Volunteers are able to directly support clients based on actual situation rather than a donation pool

Community Circle of Support

- Forms a circle of support for clients with complex/ongoing needs

- volunteers stays nearby and able to build lasting relationship with beneficiaries

- True spirit of neighbours supporting neighbours

Community Awareness

- Volunteers in the neighbourhood gets to know there are people who needs help around them

- Proven records that SG Assist volunteers eventually volunteers directly with SSAs

- SG Assist remains as a way for volunteers to stay connected with the community and their interests to help

Realising Our Mission

Extending Our Care with **careassist**

Leveraging on technology and supported by call centre to enhance service delivery

Partnered with various organisations to implement products that detect emergency situations and aid seniors in times of distress

Creating A Diverse Workforce

To promote diversity in our workforce, some of our call agents are seniors & PWDs!

Service with Purpose

Technology with a human touch

CareAssist is designed to support Social Services Agencies (SSAs) and Caregivers to emerge stronger in the new normal by
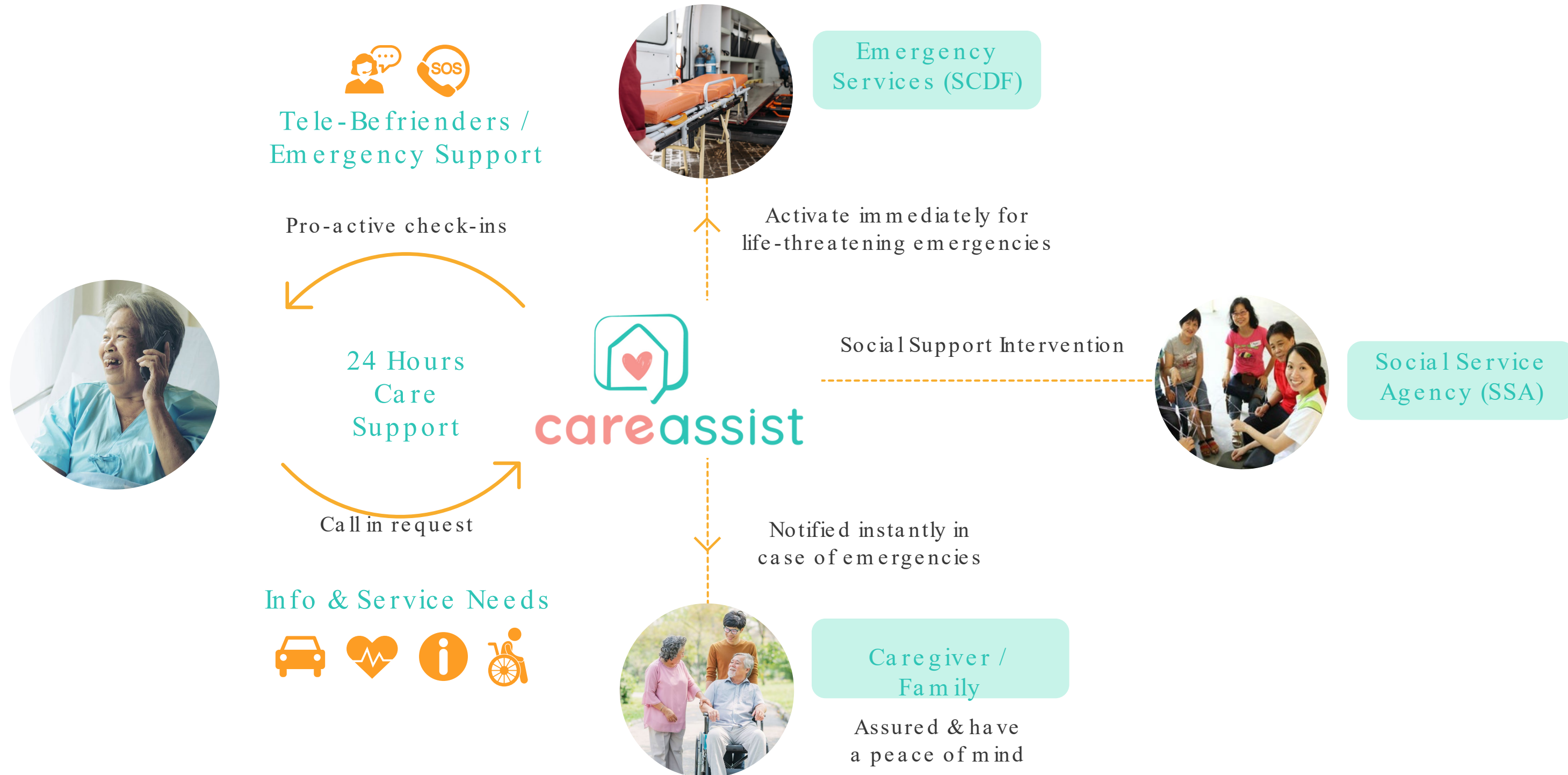
| Adopting technologies ✓ | Optimising resource utilisation ✓ | Improving productivity ✓ |

With CareAssist, seniors and Persons with Disabilities (PWDs) who are at risk of nursing home placements can now live in the comfort of their own homes through technological support.
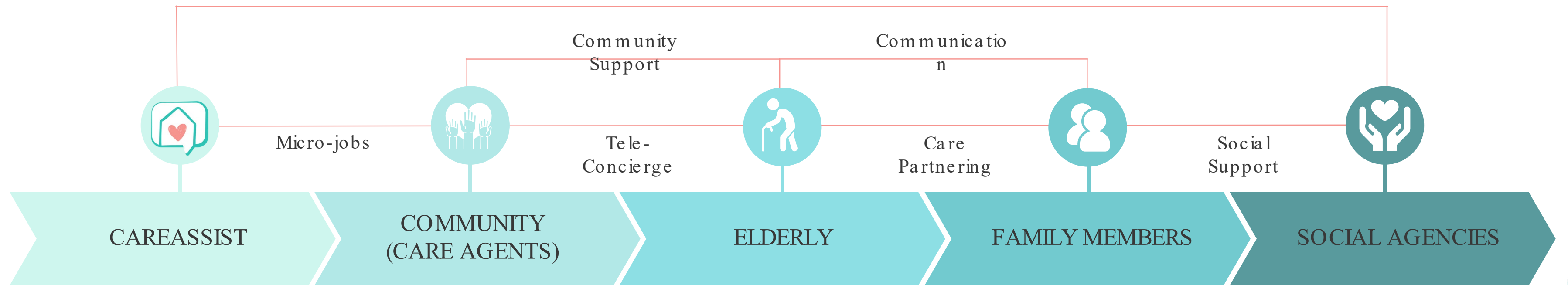
24/7 Care Support

Caregiving made Easier

Tele-Befrienders /
Emergency Support

Pro-active check-ins

24 Hours
Care
Support

Call in request

Info & Service Needs

Emergency
Services (SCDF)

Activate immediately for
life-threatening emergencies

careassist

Social Support Intervention

Social Service
Agency (SSA)

Notified instantly in
case of emergencies

Caregiver /
Family

Assured & have
a peace of mind
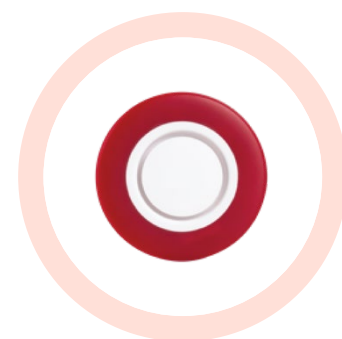
Social Impact Goals

Care made Easier

Making caregiving products and services more accessible for all, lower cost of living

Lighten caregiving load to prevent caregiver burnout, thus better caregiving to loved ones

Enable ageing-in-place, independent living and improving quality of life

Providing a self-help option for the underserved community

A Healthier Singapore

Made Possible by Community & Technology

A Smart City Digitally Connected and Powered by Kindness

Community Self-Help

+

Smart Home Monitoring

=

Healthy Neighbourhoods
Healthy Communities

Thank You

Feedback / Enquiry

Access to our App download
guide and more...!

Adrian Tan

Co-Founder, SG Assist
Adrian.Tan@SGAssist.com

📷 @kamponghero // @careconnecctsga

📘 @sgassist // @careconnectsga

💼 https://www.linkedin.com/company/sgassist