

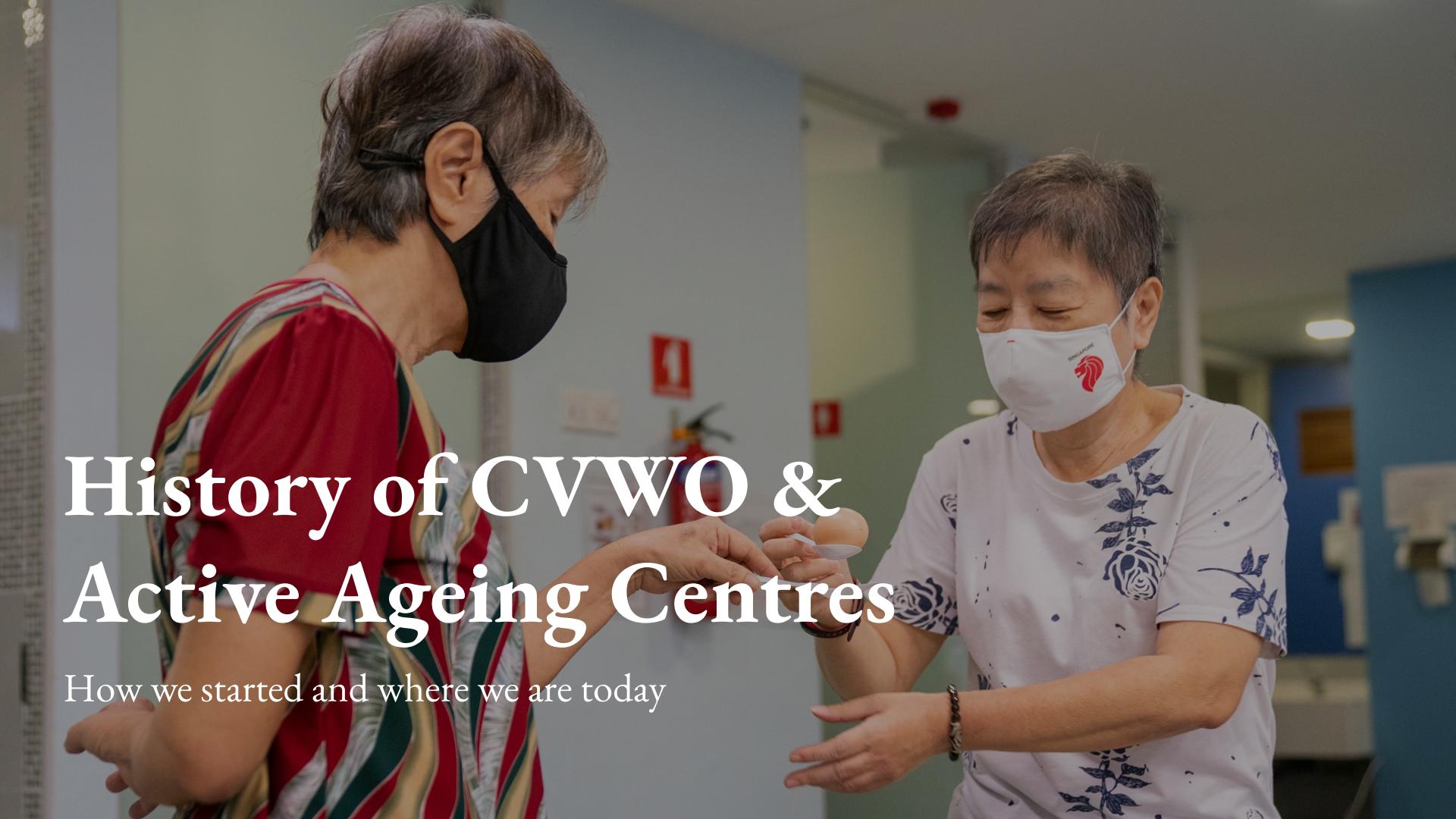
# Active Ageing Centres (AACs)

Creating a vibrant care community for  
our people to live well and age gracefully



# Overview

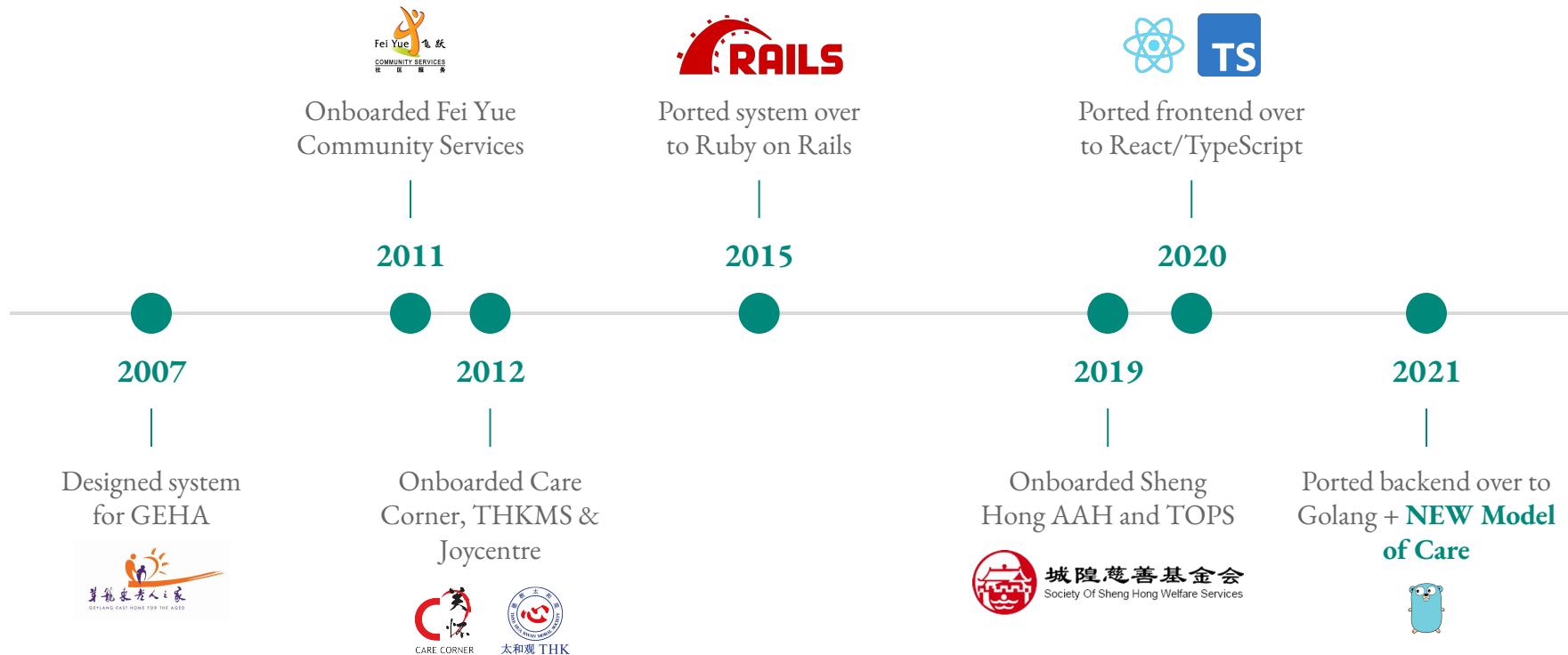
1. History of CVWO and AACs
2. Current Challenges
3. Key Contributions
  - a. Befriender Application
  - b. Access Control & 2-Factor Authentication
  - c. Admin Dashboard
4. Other Contributions
  - a. GIC Sparks & Smiles
  - b. Security & Scalability
  - c. Bugs & Other Enhancements
5. Conclusion



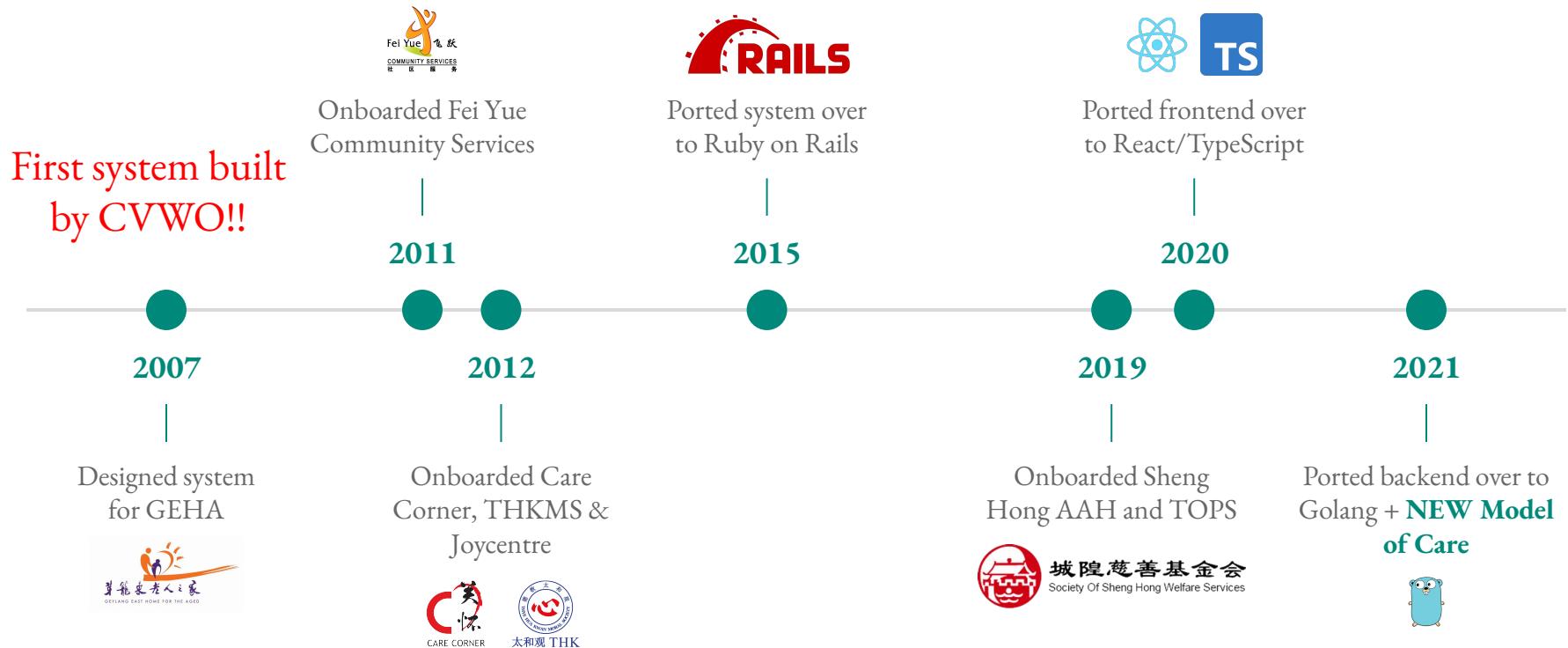
# History of CVWO & Active Ageing Centres

How we started and where we are today

# CVWO's Journey with Eldercare Centres



# CVWO's Journey with Eldercare Centres



# 2021: New Model of Eldercare

Eldercare centres will serve as a key point of contact for all social-health matters, provide opportunities for volunteering among seniors in their community, and provide services including:



**Active Ageing  
Programmes**



**Befriending &  
Buddying**



**Referral to  
Care Services**



**Emergency Alert  
Response Calls**

# 2021: New Model of Eldercare

Eldercare centres will serve as a key point of contact for all social-health matters, provide opportunities for volunteering among seniors in their community, and provide services including:



Active Ageing  
Programmes



Befriending &  
Buddying



Referral to  
Care Services



Emergency Alert  
Response Calls

This is new to a lot of the  
existing centres!

# 2021: New Model of Eldercare

**Active Ageing  
Centres / Care  
Hubs**

Rebranding for all centres  
between 2021-2024

**Increase to  
3000-4000 seniors  
per centre**

From the original 300-500 that  
centres support

# 2022: Where CVWO comes in today

Help to transition the

**11**

Eldercare Centres currently  
on our system

Eventually support

**220+**

Eldercare Centres around  
Singapore

**2022**

---



# Current Challenges

What we need to overcome for us to achieve our goals.



# Current Challenges

There were a few key challenges that our team had to tackle this year:



Befriending &  
Buddying



Security &  
Access Control



Scalability to  
220+ centres



Bugs and QOL  
Improvements

# Our Team



Hanming



Changjun



Marcus



Haoren



Zong Xun



Richard



Yi Xian



Shaun



Emily



Ting Kai



Yuanxi



Hui Zheng



Devansh



Bryan



Cai Ting



Joe



Hanming



Richard



Marcus



Emily



Ting Kai



Yuanxi



Yi Xian



Bryan



Haoren



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Devansh



Changjun



Joe



Hui Zheng



Cai Ting



Shaun



Hanming



Emily



Joe



Hui Zheng



Cai Ting



Shaun

A close-up photograph of two women. On the left, a young woman with short dark hair and a warm smile, wearing a red top. On the right, an elderly woman with short light-colored hair and a gentle smile, wearing a teal t-shirt. They appear to be in a home setting, with a potted plant and a doorway visible in the background.

# Befriender Application

A one-stop application for Befrienders  
to record their visits with seniors

# Team



Richard



Yuanxi



Ting Kai



Bryan



Yi Xian

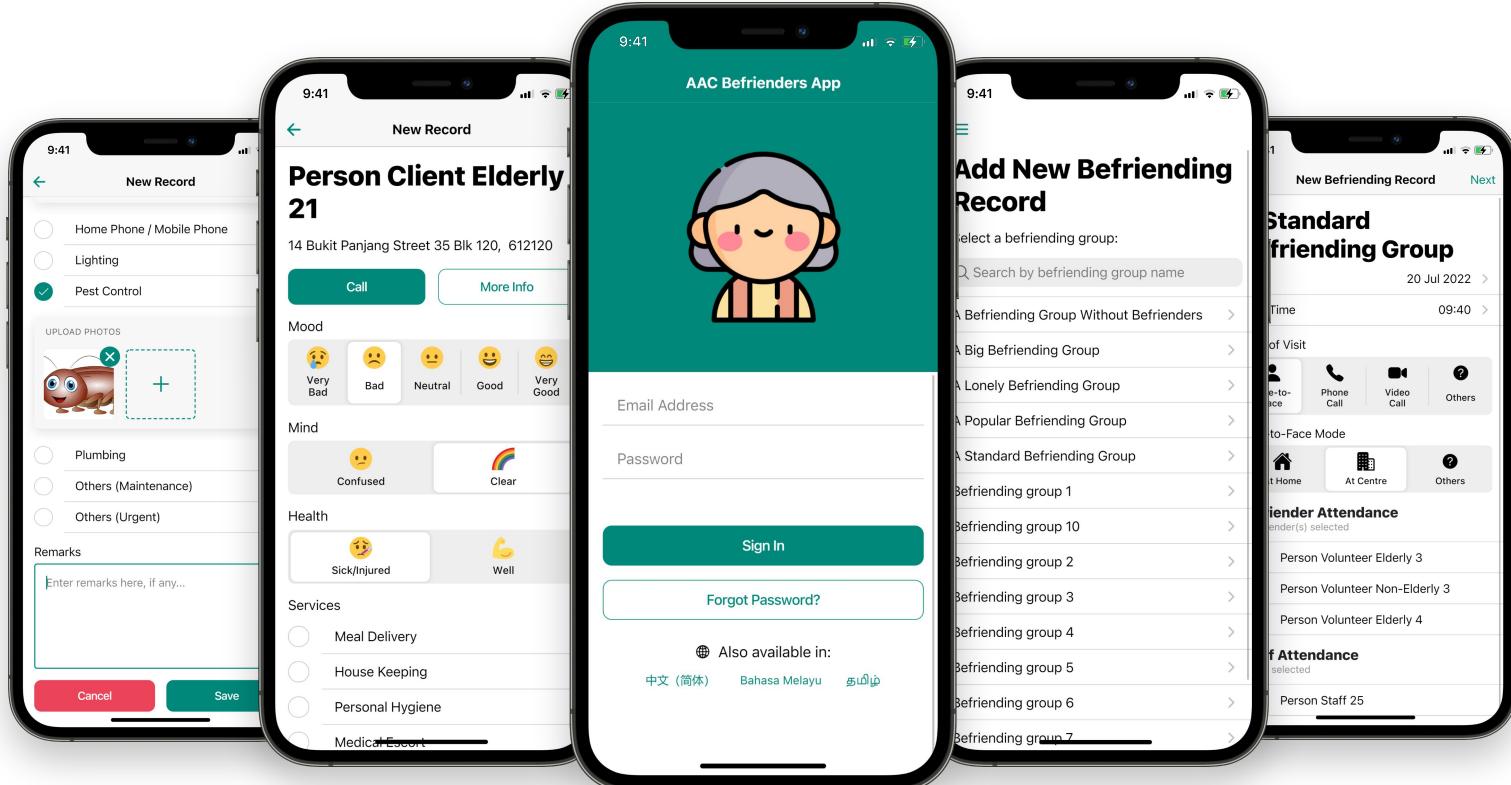
# Objectives

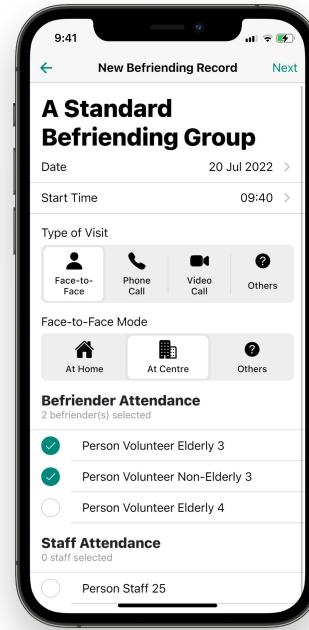
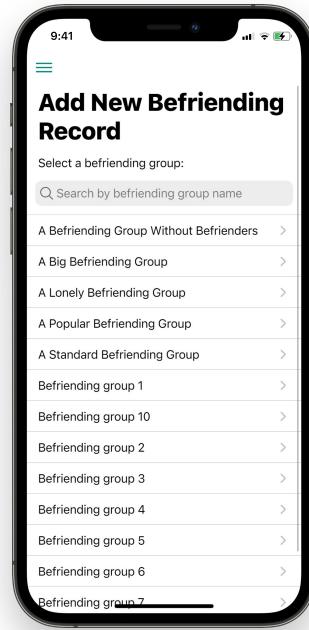
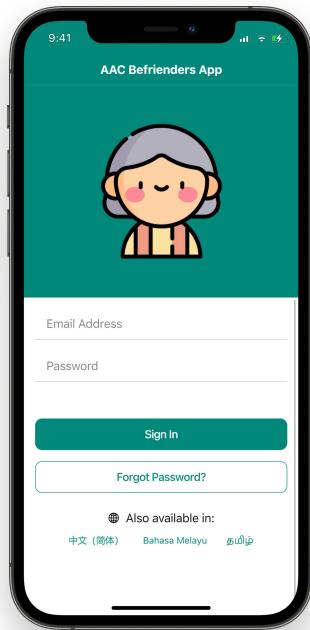
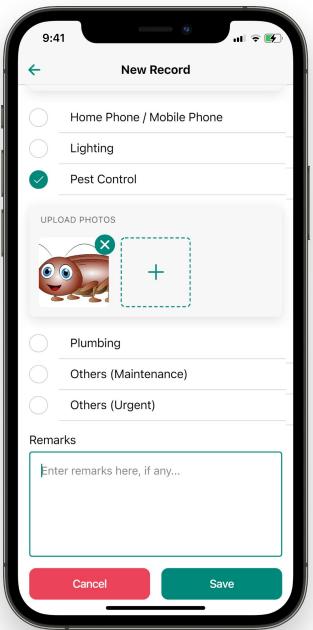


Befriending &  
Buddying

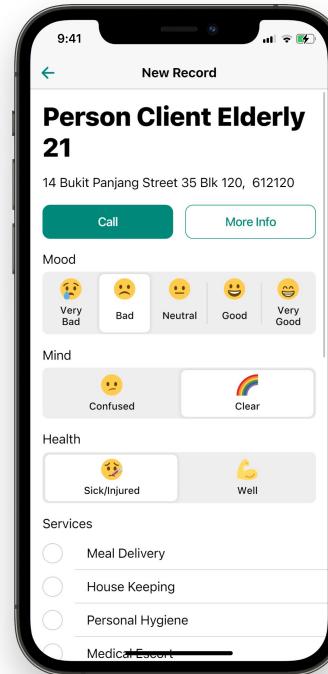
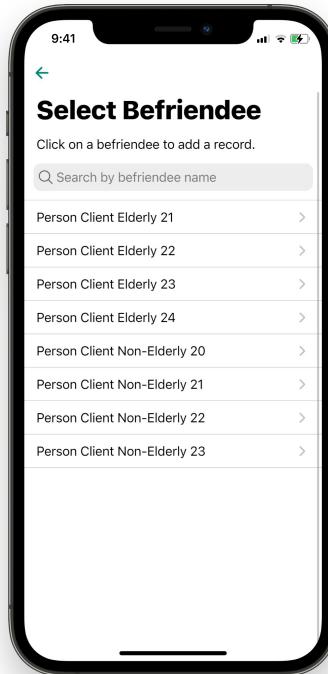
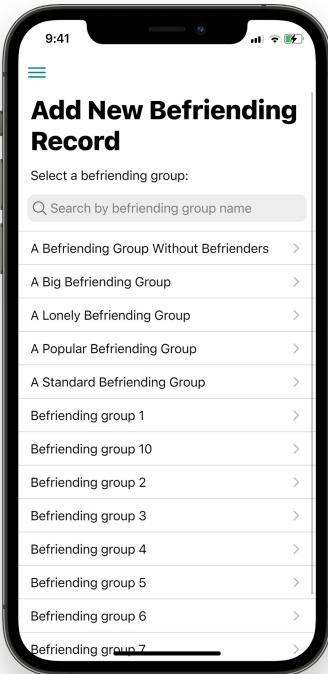
- BnB is a very high-involvement programme, which makes scaling up difficult
- In need of a better way to manage seniors and volunteers
- Previous workflow: using Microsoft Forms

# Our Solution

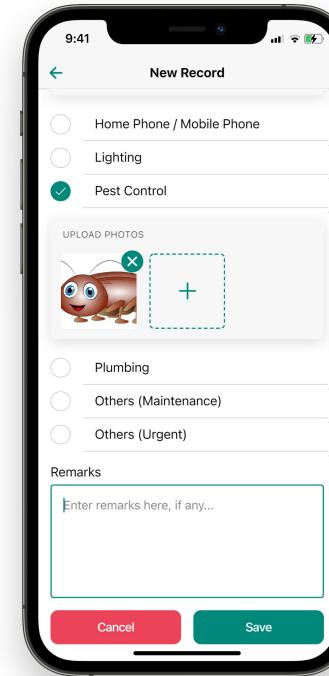
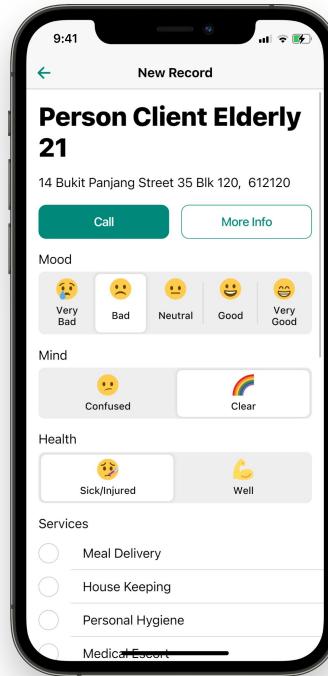
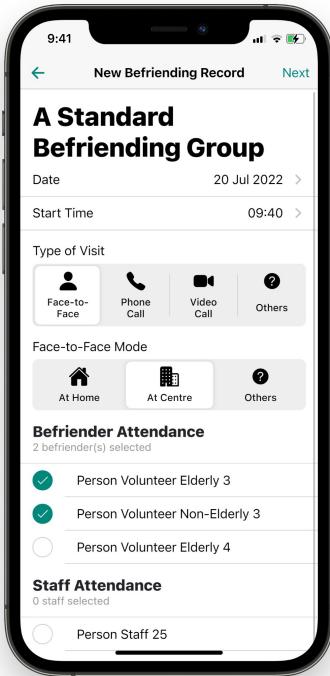




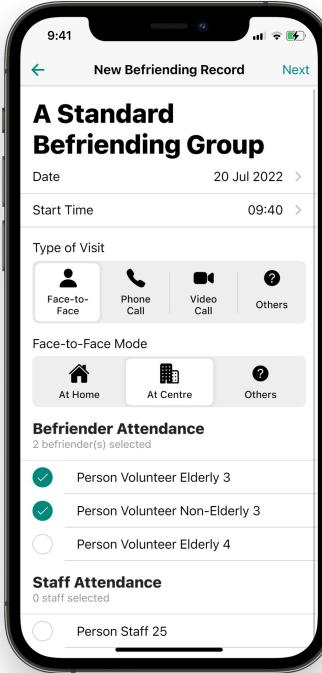
# Integration with the CVWO Ecosystem

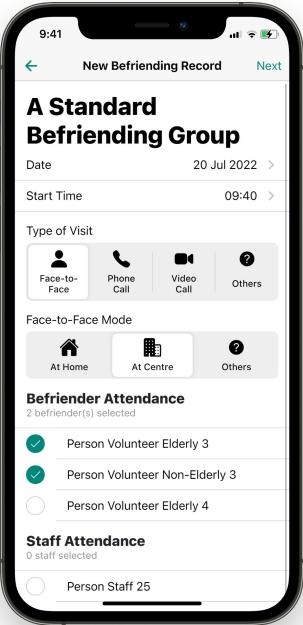


# Full Support for Befriending Visit Requirements



# Multi-Language Support





# Reviewing & Auditing by Staff Members

This screenshot shows the 'Befriending Records' page with a 'PENDING' tab selected. The table lists 10 records, each with details like date/time, befriender name, referrer present, staff present, mode of service delivery, mood, mind, health, and actions. The left sidebar includes sections for Centre, Activities, Facilities, News, Touchscreen, Rearrange Touchscreen, Time Records, Community Screeners, Befriending & Buddying, Befriending Matching, Befriendee Monitoring, Befriendees, Befrienders, Befriending Groups, and Befriending Records.

S/N	Start Date/Time	Befriender Name	Referrers Present	Staff Present	Mode of Service Delivery	Mood	Mind	Health	Actions
1	Thu, 21 Jul 2022, 12:59 PM	Au Wee Tat	Tee Pi Five	Demo Centre Manager	Face-To-Face At Centre	Neutral	Confused	Well	<span>View</span> <span>Edit</span> <span>Delete</span>
2	Thu, 21 Jul 2022, 3:25 PM	Au Wee Tat	—	CWIO Admin	Video Call	Good	Clear	Well	<span>View</span> <span>Edit</span> <span>Delete</span>
3	Thu, 21 Jul 2022, 3:23 PM	Au Wee Tat	—	Demo Centre Manager, Demo Staff	Face-To-Face At Centre	Neutral	Clear	Well	<span>View</span> <span>Edit</span> <span>Delete</span>
4	Thu, 21 Jul 2022, 9:00 AM	Au Wee Tat	—	Demo Centre Manager, Demo Staff	Phone Call	Good	Clear	Well	<span>View</span> <span>Edit</span> <span>Delete</span>
5	Wed, 20 Jul 2022, 10:43 AM	Fatimah Abdullah	Beth Pang	Test Staff	Phone Call	Good	Confused	Well	<span>View</span> <span>Edit</span> <span>Delete</span>
6	Thu, 21 Jul 2022, 10:25 AM	Garth Krael	—	Test Staff	Face-To-Face At Centre	Neutral	Confused	Sick or Injured	<span>View</span> <span>Edit</span> <span>Delete</span>
7	Thu, 21 Jul 2022, 10:25 AM	Fatimah Abdullah	Adi Hasan, Kwek Geck Long	Test Staff	Face-To-Face At Centre	Good	Clear	Sick or Injured	<span>View</span> <span>Edit</span> <span>Delete</span>
8	Thu, 21 Jul 2022, 10:08 AM	Beth Selvaraj	—	CWIO Admin	Face-To-Face At Centre	Good	Clear	Well	<span>View</span> <span>Edit</span> <span>Delete</span>
9	Thu, 21 Jul 2022, 10:07 AM	Beth Selvaraj	—	Demo User	Face-To-Face At Centre	Bad	Confused	Sick or Injured	<span>View</span> <span>Edit</span> <span>Delete</span>
10	Thu, 21 Jul 2022, 10:07 AM	Garth Krael	—	Demo User	Face-To-Face At Centre	Good	Clear	Well	<span>View</span> <span>Edit</span> <span>Delete</span>

This screenshot shows the 'Review Pending Befriending Record' page for Fatimah Abdullah. It displays record details (referrer, mode of service delivery, start/end times, community screener), befriender attendance (Kwek Geck Long, Adi Hasan, Beth Pang), and staff attendance (Demo Staff, Demo User, Test Staff). The left sidebar is identical to the first screenshot.

**Record Details**

Referrer*	Fatimah Abdullah
Mode of Service Delivery*	Phone Call
Date*	22/07/2022
Start Time*	11:58
Community Screener	Kwek Geck Long
End Time*	11:59

**Befriender Attendance**

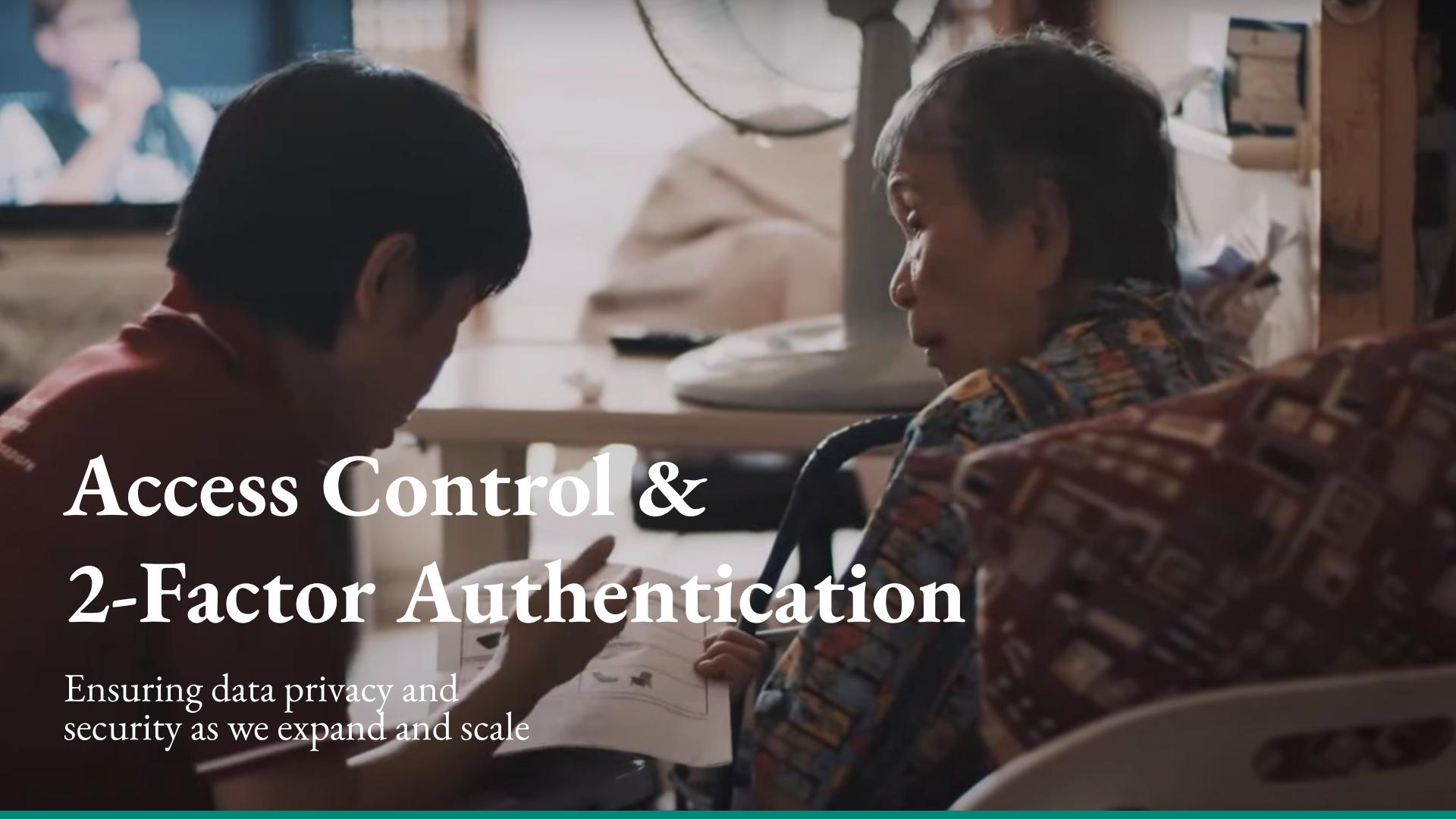
Kwek Geck Long
Adi Hasan
Beth Pang

**Staff Attendance**

Demo Staff
Demo User
Test Staff

## Complexities Faced

1. Having a separate application for access by volunteers while maintaining security and protecting personal information
2. Marrying the workflows from our two different apps for a seamless and intuitive experience
3. Adapting the needs of our clients into a workable, extensible, and scalable system is not straightforward as our users have a lot of requirements and conditions for us to consider

A photograph showing two men in an office setting. One man, seen from the side, is wearing a red shirt and looking down at a white document he is holding. Another man, wearing a colorful patterned shirt, is seated across from him, holding a clipboard and looking towards the first man. The background shows office equipment like a printer and a computer monitor.

# Access Control & 2-Factor Authentication

Ensuring data privacy and  
security as we expand and scale

# Team



Marcus



Zong Xun



Devansh



Haoren



Changjun

# Objectives



Security &  
Access Control

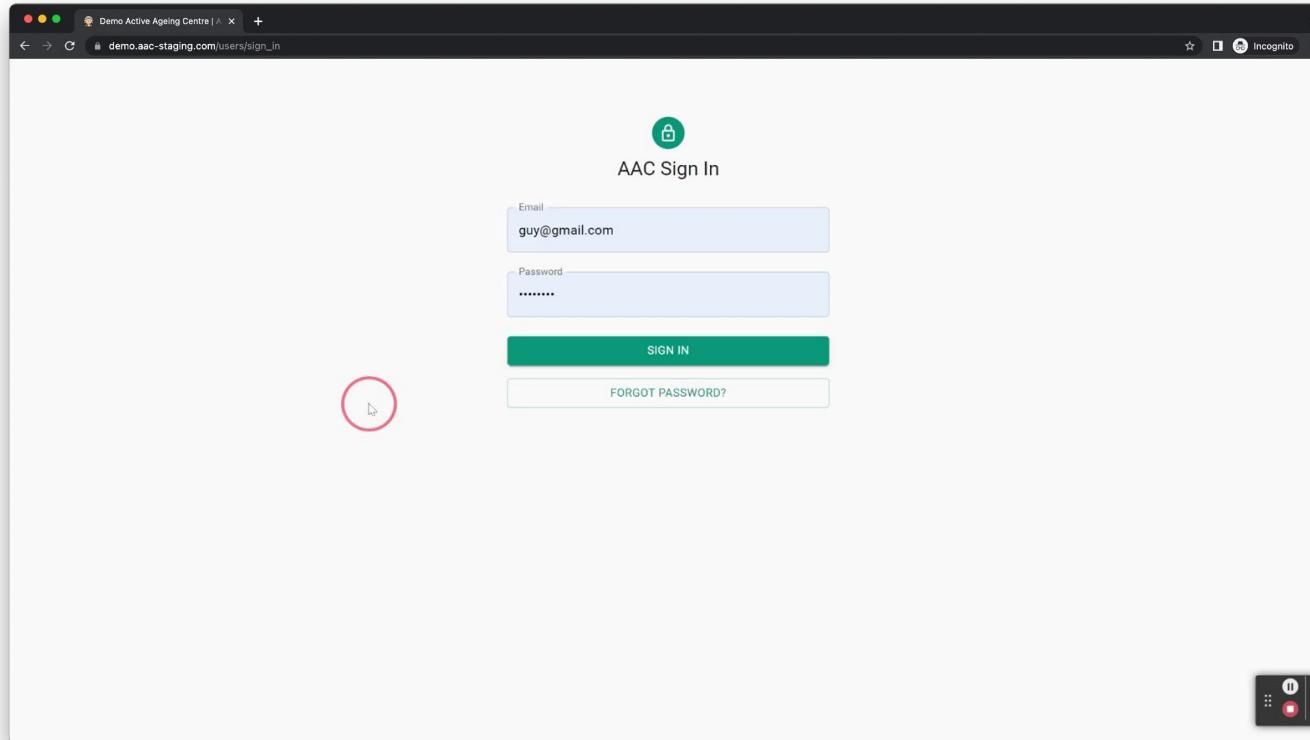
- As we scale up, we need to make sure that data security and privacy are ensured at every step along the way
- Give our users flexibility in configuring access control for their centres' systems
- Fulfil the organisational requirement of having 2FA

# Our Solution

The image displays three screenshots of the Geylang East Home for the Aged software interface, illustrating its features:

- Two-Factor Authentication (2FA) Settings:** This page allows users to set up 2FA. It includes a QR code for scanning with an Authenticator app, and instructions: "Scan the image below with your Authenticator App. If you don't have one, enter the secret key instead." Below the QR code, it says: "Once you have scanned the QR code or entered the secret key in your Authenticator App into the boxes below."
- Permissions:** This page shows the permissions matrix for different roles across various modules. The modules listed are Befriending and Buddying, Community Screening, Activities, Facilities, News, Touchscreen, and Time Records. The roles listed include Administrator, Assistant Administrator, Welfare Officer, Senior Welfare Officer, Nursing Aid Officer, Social Worker, and Admin Assistant. The permissions are represented by checkboxes in the matrix.
- Two-Factor Authentication:** This page displays a 6-digit OTP (414477) sent to the user's email (marcopangguyang@gmail.com). It shows the OTP will expire in 0:50 and advises waiting 0:20 before requesting another. It also includes a "Remember me for 7 days" checkbox and a link to reset access.

# Two-Factor Authentication on Login



# Role-Based Access Control

# Fine-Grained Two-Factor Authentication

The screenshot shows a web application interface for managing staff at Geylang East Home for the Aged. The top navigation bar includes links for 'Home', 'Staff', and 'Person Staff 1'. The main content area is divided into sections: 'STAFF INFO' (containing a placeholder profile picture), 'REMARKS', and 'NEXT OF KIN'. The 'Personal Particulars' section contains fields for Name as in NRIC (Person Staff 1), Identity Document (\*\*\*\*2551), Date of Birth (25/07/2022), Marital Status, Race (Singapore Citizen), Nationality (Singapore Citizen), Salutation, Age (-1), Occupation, Ethnicity, Highest Education Level, Traditional/Preferred Name, Gender (Female), and Place of Birth. Below this is the 'Addresses' section, which lists a primary address: Block No. 120, Street Name Bukit Panjang Street 7, Postal Code 612120, Floor No. 8, Unit No. 14, Flat Type HDB Executive Flat, Building Name, Residential Status, and a checkbox for 'Has Lift Landing'. A green '+ ADD ADDRESS' button is visible. On the left side, a sidebar menu lists various modules: Touchscreen, Rearrange Touchscreen, Time Records, Community Screener, Befriending & Buddying (with 33 notifications), Records, Reports, Administration, Clients, Volunteers, Organisations, Venues, Staff, Tags, and Missions. The 'Staff' module is currently selected.

# Support for Email Authentication

The screenshot shows a web-based application interface for 'Geylang East Home for the Aged'. The top navigation bar includes a logo, the center name, and a user dropdown for 'GUY@GMAIL.COM'. The left sidebar contains a navigation menu with items like Centre, Activities, Facilities, News, Touchscreen, Rearrange Touchscreen, Time Records, Community Screener, Befriending & Buddying (with a notification count of 33), Records, Reports, and Administration.

The main content area is titled 'Two-Factor Authentication (2FA) Settings'. It displays '2FA Details' with 'Provider: Email' and 'Contact: marcuspangyuyang@gmail.com'. Below this, a message states: 'To change your current 2FA method, click RECONFIGURE 2FA METHOD button below. If you have lost the access to your current 2FA device, click RESET button below to reset your 2FA method to your signing in email address.' There are two buttons: a green 'RECONFIGURE 2FA METHOD' button and a red 'RESET' button.

The bottom right corner features a small toolbar with icons for back, forward, and other navigation functions.

# Support for Authenticator App

The screenshot shows a web application interface for 'Geylang East Home for the Aged'. The top navigation bar includes the title 'Geylang East Home for the Aged' and a user account section with 'GUY@GMAIL.COM' and a profile icon. The left sidebar contains a navigation menu with the following items:

- Centre
  - Activities
  - Facilities
  - News
  - Touchscreen
  - Rearrange Touchscreen
  - Time Records
- Community Screener
  - Befriending & Buddying (33)
- Records
- Reports
- Administration

The main content area is titled 'Two-Factor Authentication (2FA) Settings'. It displays '2FA Details' with 'Provider: Email' and 'Contact: marcuspangyuyang@gmail.com'. Below this, a message states: 'To change your current 2FA method, click RECONFIGURE 2FA METHOD button below. If you have lost the access to your current 2FA device, click RESET button below to reset your 2FA method to your signing in email address.' There are two buttons: a green 'RECONFIGURE 2FA METHOD' button and a red 'RESET' button. At the bottom right of the page are three small icons: a gear, a red square, and a right-pointing arrow.

# Support for SMS Authentication

The screenshot shows a web-based application interface for 'Geylang East Home for the Aged'. The top navigation bar includes the title 'Geylang East Home for the Aged' and a user account section with 'GUY@GMAIL.COM' and a profile icon. The left sidebar contains a navigation menu with the following items:

- Centre
  - Activities
  - Facilities
  - News
  - Touchscreen
  - Rearrange Touchscreen
  - Time Records
- Community Screener
- Befriending & Buddying
  - (33)
- Records
- Reports
- Administration

The main content area is titled 'Two-Factor Authentication (2FA) Settings'. It displays the following information:

Provider: Authentication App

To change your current 2FA method, click RECONFIGURE 2FA METHOD button below.  
If you have lost the access to your current 2FA device, click RESET button below to reset your 2FA method to your signing in email address.

Buttons: RECONFIGURE 2FA METHOD (green), RESET (red)

# Reconfiguration of 2FA

The screenshot shows a web-based application interface for 'Geylang East Home for the Aged'. The top navigation bar includes a logo, the title 'Geylang East Home for the Aged', and a user account section with the email 'GUY@GMAIL.COM' and a profile icon.

The left sidebar contains a vertical navigation menu with the following items:

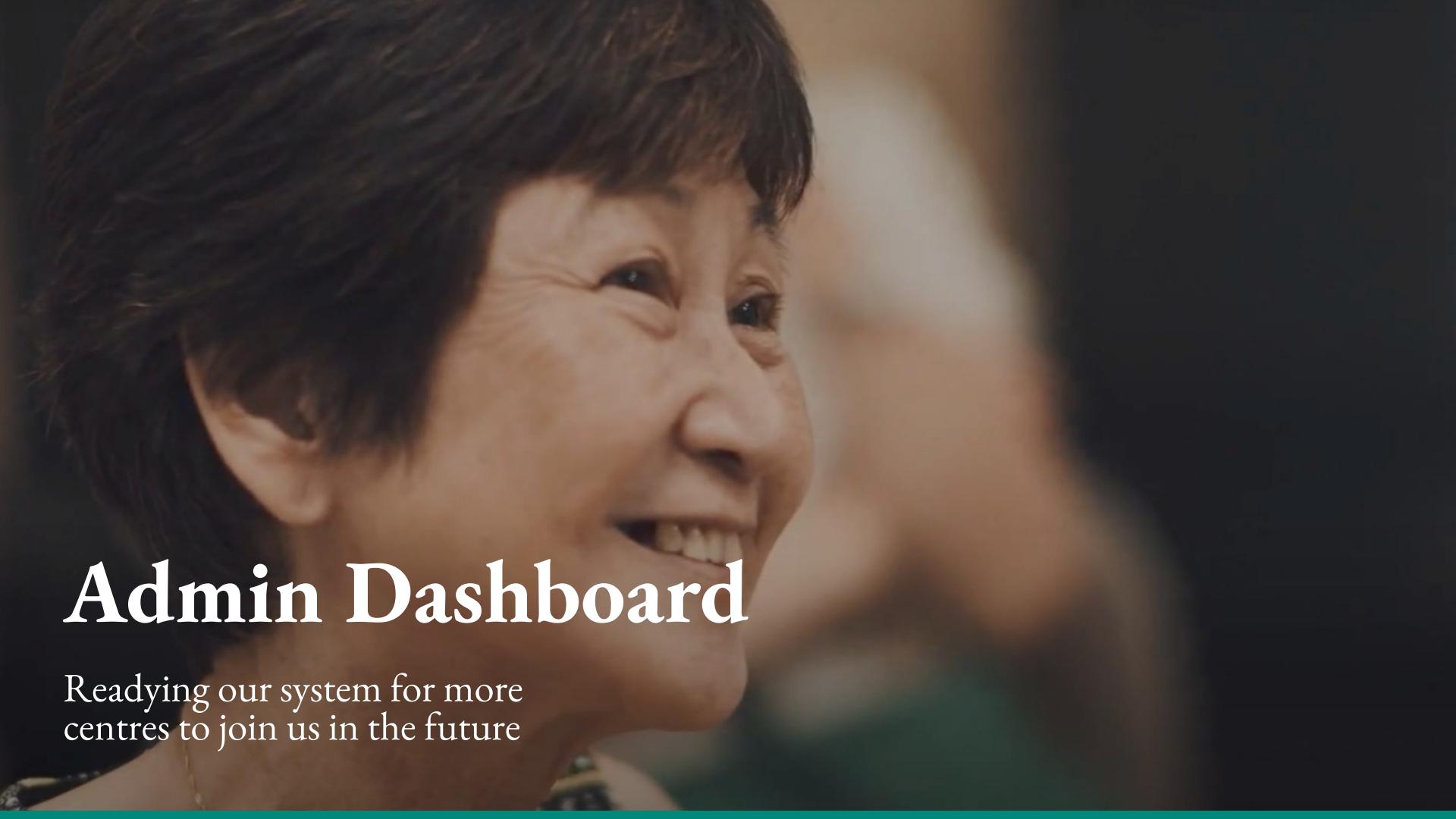
- Touchscreen
- Rearrange Touchscreen
- Time Records
- Community Screener
- Befriending & Buddying (with a notification count of 33)
- Records
- Reports
- Administration
  - Clients
  - Volunteers
  - Organisations
  - Venues
  - Staff
  - Tags
  - Permissions

The main content area is titled 'Two-Factor Authentication (2FA) Settings'. It displays '2FA Details' with the provider set to 'Email' and the contact email 'marcuspangyuyang@gmail.com'. Below this, there is a note: 'To change your current 2FA method, click RECONFIGURE 2FA METHOD button below. If you have lost the access to your current 2FA device, click RESET button below to reset your 2FA method to your signing in email address.' Two buttons are present: a green 'RECONFIGURE 2FA METHOD' button and a red 'RESET' button.

The bottom right corner of the screen shows a small toolbar with icons for video, audio, and navigation.

# Complexities Faced

1. Providing fine-grained access control without compromising on security and flexibility
  - a. Existing solutions (Golang packages) don't fit our requirements
  - b. Designing and implementing an access control framework that can validate more than just roles
2. Integrating 2FA with our access control framework
3. Ever-evolving client requirements



# Admin Dashboard

Readyng our system for more  
centres to join us in the future

# Team



Emily



Joe



Cai Ting



Hui Zheng



Shaun

# Objectives



**Scalability to  
220+ centres**

- Need a better way to onboard new social service agencies and their centres, than the existing manual set-up process
- Currently very challenging for agencies to manage their staff members across all centres
- Also need to support centre-specific configurations

# Our Solution

The image displays three screenshots of a web-based administrative interface, likely for managing an elderly care center.

**Screenshot 1: Admin Dashboard - Create Tenant**

This screenshot shows the "Create Tenant" form. The "Agency" dropdown is set to "Eldercare Centre (eldercare)". The "Name" field contains "Eldercare Centre @ Block 1".

**Screenshot 2: Admin Dashboard - Staff Management**

This screenshot shows the "STAFF" tab of the "TENANT DETAILS" section. It lists five staff members assigned to the tenant:

S/N	Assign	Name	Email	Centre(s)
1	<input checked="" type="checkbox"/>	Staff 1	staff1@email.com	Eldercare Centre @ Block 1 Eldercare Centre @ Block 2
2	<input checked="" type="checkbox"/>	Staff 2	staff2@email.com	Eldercare Centre @ Block 1
3	<input checked="" type="checkbox"/>	Staff 5	staff5@email.com	Eldercare Centre @ Block 2
4	<input type="checkbox"/>	Staff 4	staff4@email.com	Eldercare Centre @ Block 2
5	<input type="checkbox"/>	Staff 5	staff5@email.com	Eldercare Centre @ Block 2

**Screenshot 3: Admin Dashboard - Settings & Configurations**

This screenshot shows the "SETTINGS & CONFIGURATIONS" tab. It includes sections for "Inscreen Membership Data" (set to "No") and "Activities For Today On Touchscreen" (set to "Yes").

# Easy Onboarding of New Centres & Agencies

Create Agency | AAC

admin.localhost:3001/agencies/new

Admin Dashboard

Agencies

Agency Admins

Analytics

Home / Agencies / Create Agency

## Create Agency

Agency Details

Name \* Eldercare Centre

URL Prefix \* eldercare

Add Agency Admin(s)

Admin Name \* Admin

Admin Email \* admin@admin.com

DELETE

+ ADD ADMIN

CREATE AGENCY

This screenshot shows the 'Create Agency' form on a web browser. It includes fields for the agency's name ('Eldercare Centre') and URL prefix ('eldercare'). Below this, there's a section for adding agency admins, with one entry ('Admin' with email 'admin@admin.com') currently listed. A 'CREATE AGENCY' button is at the bottom.

New Tenant | AAC

admin.localhost:3001/tenants/new

Admin Dashboard

Agencies

Agency Admins

Analytics

Home / New Tenant

## Create Tenant

Tenant Details

Agency \* Eldercare Centre (eldercare)

Name \* Eldercare Centre @ Block 1

URL Prefix \* eldercare1 .aac.nuscwwo.com

+ CREATE TENANT

This screenshot shows the 'Create Tenant' form. It references the previously created 'Eldercare Centre' agency. The tenant is named 'Eldercare Centre @ Block 1' and has a URL prefix of 'elderCare1'. A 'CREATE TENANT' button is at the bottom.

# One-Stop Management of Staff Members

The screenshot shows a web-based administrative interface for managing staff members. The top navigation bar includes the title "Eldercare Centre | Agencies" and a user account section for "GUY@GMAIL.COM". Below the header, a sidebar on the left lists "Agencies", "Agency Admins", and "Analytics". The main content area displays a breadcrumb path: "Home / Agencies / Eldercare Centre / Eldercare Centre @ Block 1". The page has four tabs: "TENANT DETAILS", "STAFF" (which is active), "SETTINGS & CONFIGURATIONS", and "PERMISSIONS". A large table lists five staff members with columns for "S/N", "Assign", "Name ↑", "Email", and "Centre(s)". Each staff entry includes a checkbox under "Assign" and a dropdown menu for "Centre(s)". A search bar at the top right allows filtering by staff name. At the bottom, there are buttons for "CANCEL" and "SAVE", and options to change the "Rows per page" (set to 10) and view "1-5 of 5" results.

S/N	Assign	Name ↑	Email	Centre(s)
1	<input checked="" type="checkbox"/>	Staff 1	staff1@email.com	Eldercare Centre @ Block 1 Eldercare Centre @ Block 2
2	<input checked="" type="checkbox"/>	Staff 2	staff2@email.com	Eldercare Centre @ Block 1
3	<input checked="" type="checkbox"/>	Staff 5	staff5@email.com	Eldercare Centre @ Block 2
4	<input type="checkbox"/>	Staff 4	staff4@email.com	Eldercare Centre @ Block 2
5	<input type="checkbox"/>	Staff 5	staff5@email.com	Eldercare Centre @ Block 2

# Configuration of Centre-Specific Settings

The screenshot shows the Admin Dashboard interface for managing tenant configurations. The top navigation bar includes the title "Eldercare Centre @ Block 1 | A" and the URL "admin.localhost:3001/tenants/4/edit\_configurations". The top right corner shows the user "GUY@GMAIL.COM" and an "Incognito" button.

The left sidebar contains three main menu items: "Agencies", "Agency Admins", and "Analytics".

The main content area displays the "SETTINGS & CONFIGURATIONS" tab for the selected tenant. It includes sections for "General Configuration", "Touchscreen Configuration", and "Reports Configuration".

The "Touchscreen Configuration" section features a search bar with placeholder "Search by name..." and a "SEARCH" button. Below the search bar is a table listing two configuration items:

S/N	Configuration	Value
1	Show Touchscreen Membership Data	No
2	Show All Activities For Today On Touchscreen	Yes

At the bottom of the table, there are pagination controls: "Rows per page: 10", "1-2 of 2", and navigation arrows.

## Complexities Faced

1. Providing a single-account login for agency admins across their various centre(s)
2. Synchronization of staff accounts over all centre(s) under the agency
3. Consolidating data across various centre(s) for the dashboard



# Other Contributions

Other projects and tasks undertaken by our team

## GIC Sparks & Smiles

The [Sparks & Smiles](#) programme is a social impact programme run by GIC that aims to empower Singaporean youths from high-needs households to be changemakers who want to pay it forward in their own communities.

Together with GIC's charity partner Beyond Social Services, students are provided with mentorship training and are connected to a disadvantaged child, youth or family.

They are also given opportunities to engage with GIC senior leaders and receive a grant to support their studies.

# Improved Management of Students

The screenshot shows a deployment for 'John Koh' in 'AY 2022/2023'. A modal dialog box asks 'Are you sure?' about suspending the deployment. The deployment status is 'PENDING' with a start date of '28 May 2022'. The deployment is for 'Befriending' and is 'VERIFIED' at 25.5h. Deployment actions include 'FINAL REFLECTION', 'DEPLOYMENT' (disabled), 'MARK AS ENDED', 'SUSPEND', and 'DELETE'. Below the deployment details, there's a table titled 'Entries' showing two entries: one for 'Befriending' on '28 Jun 2022' with a pending reflection, and another for 'Teaching primary level' on '30 May 2022' which is verified by 'Alana Teo'.

The screenshot shows the 'Import New Students' process. It starts with a step to 'Select fields' where users can choose from various student data fields. Fields like Name, Email, Organisation, Gender, and ID Type are checked. Other fields like Salutation, First Name, Middle Name, Family Name, Citizenship, Birthday, Skills, and Interests are also listed. Below this, steps for the process are outlined: 'Download student data template', 'Import student data', and 'Review student data'. The 'NEXT' button is visible at the bottom of the 'Select fields' section.

# Communication Channel for Beyond & School Staff

The screenshot shows a web browser window for the SPARKS platform. The URL is [sparks-demo.com/deployments/5](https://sparks-demo.com/deployments/5). The interface has a dark blue header with the word "SPARKS" and a user profile for "Justin Lee Admin". The left sidebar contains navigation links for Home, Comments, Programmes, Forms, Questions, Students, School Staff, Beyond Staff, Admins, Organisations, and Cohorts. The main content area is titled "Comments" and includes a note: "This section is only visible to the student's supervisor and school staff in NUS". It shows a comment from "Poh Guowei" (1 minute ago) asking if the student has submitted their final reflection. Below it, "Justin Lee" (1 minute ago) responds that the student has not. There are "EDIT" and "VIEW 1 REPLY" buttons for the first comment, and "Write a comment..." input fields for the second and third comments.

Comments

This section is only visible to the student's supervisor and school staff in NUS

Poh Guowei 1 minute ago

Can I check if this student has submitted their final reflection?

VIEW 1 REPLY

Justin Lee 1 minute ago

No, this student has not.

EDIT

Write a comment...

Write a comment...

## Bug Fixes & Other Enhancements

- Resolved all outstanding bugs that were reported by Beyond Social Services and GIC
- Added minor enhancements to improve the workflow of the system such as
  - Improved overall security of the application by tightening permission checks
  - Clearer distinction for staff to differentiate between students that were deactivated
  - Check for duplication of names when schools enter the students' particulars
- Improved overall user experience of the application
  - Better linking throughout the application
  - Clearer indication of error messages
  - Upgraded the design system used in the application and provided an improved user interface

## Security & Scalability

In addition to the in-app security and scalability, we also improved the security and scalability of our infrastructure.

This includes:

- Migrating our databases, servers and services to use Amazon Web Services.
- Data encryption utilised at appropriate places.
- Automating all our processes using Infrastructure as Code.

## Bug Fixes & Other Enhancements

- Resolved all outstanding bugs that were reported by Care Corner, GEHA and Sheng Hong
- Added minor enhancements to improve the workflow of the system such as
  - Support for usage of Membership ID throughout the application so as to deprecate the use of NRIC
  - Automated handling of public holidays
- Improved overall user experience of the application
  - Reworked existing screens to make workflows smoother
  - Improved error handling throughout
  - Upgraded the design system used in the application and provided an improved user interface

# Conclusion

Our key takeaways and acknowledgements



# Our Takeaways



Eldercare in  
Singapore



Expectation  
Management



Online  
Collaboration



Software Design  
and Engineering

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  - Sheng Hong AAH: Soo How, Letch
  - Beyond Social Services: Yik
  - GIC: Mandes

# Thank you!

by AAC Team

