

HELPLINES FOR INDIVIDUALS AFFECTED BY COVID-19

Disclaimer: Although we have made every effort to ensure that the information is accurate at publication time, online information is constantly changing and updated by respective web content owners. Therefore, we do not assume any responsibility for errors or omissions. We advise you to call the organisation before making a trip down.

This is a non-exhaustive list of helplines critical to supporting low-income or vulnerable individuals affected by the COVID-19 situation. For comprehensive support, including information on COVID-19 financial assistance, please approach your nearest [Social Service Office \(SSO\)](#) (hotline: 1800 222 0000) or [Family Service Centre \(FSC\)](#).

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LEGEND

 Caritas Singapore's member organisation or a programme/project by Caritas Singapore's member organisation

Financial Assistance

No.	Name of Organisation	Operating Hours	Telephone	Website
1	Ministry of Social and Family Development (MSF) - ComCare	Daily: 7.00 am – 12.00 midnight	1800 222 0000	https://www.msf.gov.sg/Comcare/
2	Catholic Welfare Services	Mon – Fri: 9.00 am – 6.00 pm	6333 5484	http://www.catholicwelfare.org.sg/
3	Society of St Vincent de Paul	Mon – Fri: 9.00 am – 6.00 pm	9068 9948	http://www.ssvpsingapore.org/

Food Assistance for Families

No.	Name of Organisation	Operating Hours	Telephone	Website
1	Food from the Heart	Mon – Fri: 9.00 am – 6.00 pm	6280 4483	https://www.foodfromtheheart.sg/
2	The Food Bank <i>(To be referred by social worker)</i>	-	6831 5395	https://foodbank.sg/

3	Willing Hearts	Mon – Sat: 5.30 am – 3.30 pm	6743 0725 / 6743 0705 / 6476 5822	https://www.willinghearts.org.sg/
4	Free Food For All Ltd (Halal Food) <i>No walk ins. Food aid will be home delivered.</i>	-	6854 3789	http://freefood.org.sg/
5	Tastebuds <i>Food for families who cannot apply for ComCare and/or fall out of bracket for government aid</i>	-	hello@tastebuds.sg	http://www.tastebuds.sg/

Preschool Financial Assistance

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Ministry of Social and Family Development (MSF) - <i>ComCare</i>	Daily: 7.00 am – 12.00 midnight	1800 222 0000	https://www.msf.gov.sg/Comcare/
2	Early Childhood Development Agency (ECDA) - <i>Child Care / Infant Care subsidies and Kindergarten Fee Assistance Scheme</i>	Mon – Fri: 8.30 am – 5.30 pm	6735 9213	https://www.ecda.gov.sg/Pages/Subsidies-and-Financial-Assistance.aspx

Primary to University Financial Assistance

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Ministry of Education - <i>Financial Assistance Scheme for Primary to Pre-University Levels</i>	Mon – Fri: 8.30 am – 5.30 pm	6872 2220	https://beta.moe.gov.sg/fees-assistance-awards-scholarships/financial-assistance/
2	Ministry of Education - <i>Bursary for students in Institutes of Higher Learning (IHLs)</i>	-	Contact your IHL's Office of Financial Aid.	https://www.moe.gov.sg/education/financial-assistance/financial-assistance-information-for-ihls

			Details are in the website.	
3	Catholic Welfare Services - <i>Scholarship Aid Programme for Primary to Secondary School Students, and financial assistance to students in other Institutions on a case by case basis.</i>	Mon – Fri: 9.00 am – 6.00 pm	6333 5484	http://www.catholicwelfare.org.sg/

IT Support for Low-Income Families

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Infocomm Media Development Authority – <i>NEU PC Plus Programme</i>	-	Contact and apply via your school. Details are in the website	https://www.imda.gov.sg/programme-listing/neu-pc-plus
2	Singapore Pro Bono Volunteers <i>Free IT repair services for low-income families</i>	-	8633 4976 (Whatsapp)	http://sgbono.org/

Employment and Training Support

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	SkillsFuture Singapore – <i>skills training support</i>	Mon – Fri: 8.30 am – 5.30 pm	6785 5785	https://www.skillsfuture.sg/
2	Workforce Singapore – <i>Career Matching Services and Career Support Programme</i>	Mon – Fri: 8.30 am – 5.30 pm	6883 5885	https://www.ssg-wsg.gov.sg/individuals.html
3	Catholic Business Network – <i>Career Counselling</i>	Mon – Fri: 9.00 am – 5.00 pm	6801 7491	www.cbn.sg

Medical Schemes and Subsidies

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Ministry of Health – <i>Community Health Assist Scheme (CHAS)</i>	Mon – Fri: 8.30 am – 6.00 pm	1800 275 2427	https://www.chas.sg/
2	Ministry of Social and Family Development – <i>Medical Fee Exemption Card (MFEC)</i>	Mon – Fri: 8.30 am – 6.00 pm Sat: 8.30 am – 1.00 pm	6355 5000	https://www.msf.gov.sg/assistance/Pages/Medical-Fee-Exemption-Card.aspx
3	Ministry of Health – <i>Subsidy for Intermediate and Long-Term Care (ILTC)</i>	Mon – Fri: 8.30 am – 6.00 pm	6325 9220	https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/subsidies-for-government-funded-intermediate-long-term-care-services
4	Mount Alvernia Hospital – Outreach Medical Clinic <i>(The purpose of the outreach clinics is to serve the vulnerable and marginalised who have fallen through the cracks of the conventional safety net by providing them with subsidised primary healthcare services. Subsidized rates are only applicable to patients who have a referral from a VWO. For clarifications, please contact the respective clinics before visiting them.)</i>	<u>Medical Clinic @ Enabling Village</u> Mon & Fri: 9.00 am – 6.00 pm Tue – Thu: 12.00 pm – 8.00 pm <u>Medical Clinic @ Agape Village</u> Mon, Wed & Fri: 9.00 am – 6.00 pm	6262 4312 (Medical)	https://mtalvernia.sg/about-us/community-outreach
5	Public Health Preparedness Clinic (PHPC) Scheme	941 participating clinics island-wide	-	https://www.flugowhere.gov.sg/

	<p><i>Special subsidies for Singapore citizens and PR diagnosed with respiratory illnesses (e.g., common cold).</i></p> <p><i>Singaporean and PR: flat subsidised rate of \$10</i></p> <p><i>Pioneer Generation (PG) and Merdeka Generation (MG) seniors: \$5</i></p> <p><i>Public Assistance (PA) cardholders: Free</i></p>			
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Child Protection

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	<p>Ministry of Social and Family Development - <i>Child Protective Service</i></p>	<p>Mon – Fri: 8.30 am – 6.00 pm</p> <p>Sat: 8.30 am – 1.00 pm</p>	1800 777 0000	<p>https://www.msf.gov.sg/policies/Strong-and-Stable-Families/Supporting-Families/Family-Violence/Pages/Child-Abuse.aspx</p>
2	<p>Montfort Care - <i>Big Love Child Protection Specialist Centre</i></p> <p><i>(Facilities are closed, with limited provision of services for critical cases. Centre phonenumber remains open)</i></p>	Mon – Fri: 9.00 am – 6.00 pm	6445 0400	<p>http://www.biglove.org.sg/</p>
3	HEART@Fei Yue Child Protection Specialist Centre	Mon – Fri: 9.30 am – 5.30 pm	6819 9170	<p>https://www.fyccs.org/our-work/children/community-based-child-protection-specialist-centre/</p>

	<i>(Facilities are closed, with limited provision of services for critical cases. Centre phonenumber remains open)</i>			
4	Safe Space Child Protection Specialist Centre <i>(Facilities are closed, with limited provision of services for critical cases.)</i>	Mon & Thu: 9.00 am – 6.00 pm; 6.00 pm – 9.00 pm (by appointment only) Tue, Wed & Fri: 9.00 am – 6.00 pm	6266 0171	https://www.pave.org.sg/our-services-cpsc.php

Family Violence

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Care Corner Project StART <i>(Facilities are closed, with limited provision of services for critical cases. Centre phonenumber remains open.)</i>	Mon – Fri: 10.00 am – 5.00 pm	6476 1482	https://www.carecorner.org.sg/family-violence
2	PAVE <i>(Facilities are closed, with limited provision of services for critical cases. Centre phonenumber remains open.)</i>	Mon, Tue, Thu & Fri: 9.00 am – 6.00 pm Wed: 9.00 am – 6.00 pm; 6.30 pm – 9.30 pm (by appointment only)	6555 0390	http://pave.org.sg/

3	TRANS SAFE Centre <i>(Centre phonenumber remains open.)</i>	Mon – Fri: 9.00 am – 5.00 pm	6449 9088	http://www.transfamilyservices.org.sg/services-safe
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Counselling for Family and Marital Matters

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Family Life Society <i>(Counselling for Family and Marital and Children and Adolescence Therapy services)</i>	Mon – Fri: 9.00 am – 6.00 pm Sat: 9.00 am – 5.00 pm	6488 0278	https://familylife.sg/
2	Counselling and Care Centre <i>(online counselling)</i>	Mon – Fri: 9.00 am – 6.00 pm (except Wed)	6536 6366	http://www.counsel.org.sg/counselling/counselling-philosophy
3	Shan You Counselling Centre	Mon, Wed – Fri: 9.00 am – 6.00 pm Tue: 9.00 am – 9.00 pm	6741 9293	http://www.shanyou.org.sg/en/services/clinical-counselling-services.html
4	WINGS Counselling Centre	Mon - Fri: 8.30 am – 5.30 pm Sat: 9.00 am – 1.00 pm	6383 5745	https://www.wingscounselling.org.sg/counselling

Crisis Shelter for Victims of Family Violence

No.	Name of Organisation	Operating Hours	Contact Details	Website
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1	Singapore Anglican Community Services – <i>Anglican Family Centre</i>	24 hours hotline	1800 346 4939	https://sacs.org.sg/family-children-services/temporary-refuge-for-women-and-their-children.html
2	Singapore Council of Women’s Organisation – <i>Star Shelter</i>	Mon – Fri: 9.00 am – 6.00 pm	6571 0192	https://www.scwo.org.sg/what-we-do/services/star-shelter/

Pregnancy Crisis and Support

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Family Life Society	24 hours hotline	6339 9770	https://familylife.sg/

Counselling for Mental Health

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Clarity Singapore	Mon - Fri: 10.00 am – 4.30 pm (for appointments and enquiries); 8.30 am – 5.30 pm (for tele/video therapy and group video) Sat: No sessions for new client	6757 7990 (Yishun office)	https://www.clarity-singapore.org/
2	Care Corner Counselling Centre	Daily: 10.00 am – 10.00 pm (closed on PH)	6353 1180 (to schedule appointment) 1800 353 5800 (Counselling	https://www.carecorner.org.sg/counselling-centre

			Hotline – Mandarin)	
3	CARE Singapore - <i>Hear4U</i> <i>Pro-bono community initiative providing psychological first aid support through text and voice</i>	Mon – Fri: 10.00 am – 5.00 pm	6978 2728 (Whatsapp)	https://www.care.sg/hear4u/
4	REACH Counselling Centre	Mon – Fri: 9.00 am – 6.00 pm Mon & Wed: 6.00 pm – 9.00 pm (by appointment only) Sat: 9.00 am – 1.00 pm (by appointment only)	6801 0730	https://www.reach.org.sg/counselling_page/counselling/
5	Shan You Counselling Centre	Mon & Wed – Fri: 9.00 am – 6.00 pm Tue: 9.00 am – 9.00 pm	6741 9293	http://www.shanyou.org.sg/en/services/clinical-counselling-services.html
6	Singapore Association for Mental Health (SAMH)	Mon – Fri: 9.00 am – 6.00 pm	1800 283 7019	https://www.samhealth.org.sg/

Crisis and Suicide Prevention

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Samaritans of Singapore (SOS)	24 hours hotline	1800 221 4444	https://www.sos.org.sg/
2	Institute of Mental Health	24 hours hotline	6389 2222	https://www.imh.com.sg/

Legal Aid, Advice and Assistance

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Ministry of Law – Legal Aid Bureau	Mon – Fri: 8.30 am – 5.00 pm	1800 2255 529	https://lab.mlaw.gov.sg/
2	Catholic Lawyers Guild – <i>Pro Bono Legal Clinic (via telephone consultation)</i>	-	admin@clgsingapore.com	https://clgsingapore.com/pro-bono-legal-clinic/
3	Law Society Pro Bono Services – <i>Community Legal Clinic</i>	Mon – Fri: 9.00 am – 5.45 pm	6536 0650	https://www.lawsocprobono.org/Pages/Community-Legal-Clinic.aspx
4	Association of Women for Action and Research – <i>Free Legal Clinic (for women)</i>	Mon – Fri: 10.00 am – 6.00 pm	1800 777 5555	https://www.aware.org.sg/womens-care-centre/legal-services/

Sheltered Home for Ambulant Elderly with PA

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Catholic Welfare Services - <i>St. Vincent Home</i>	-	6337 6535	http://www.catholicwelfare.org.sg/svh.html

Elderly Befriending Services

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Agency for Integrated Care Singapore (AIC)	Mon - Fri: 8.30 am - 8.30 pm Sat: 8.30 am - 4.00 pm	1800 650 6060	https://www.aic.sg/ https://www.aic.sg/tools/e-care-locator

2	Lions Befrienders Service Association (Singapore)	Mon – Fri: 9.00 am – 6.00 pm	1800 375 8600	https://www.lionsbefrienders.org.sg/services/befriending/
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Assistance for Vulnerable Migrant Workers

No.	Name of Organisation	Operating Hours	Contact Details	Website
1	Archdiocesan Commission for the Pastoral Care of Migrants & Itinerant People <i>(Assists vulnerable migrant workers, individuals, spouses, families and transnational families)</i>	Mon – Fri: 9.00 am – 5.00 pm	9188 9162	http://www.acmi.org.sg/
2	Humanitarian Organization for Migration Economics	Mon – Fri: 10.00 am – 6.00 pm	<u>Hotline for domestic helpers</u> 1800-797 7977 <u>Hotline for migrant workers</u> 6341 5535	https://www.home.org.sg/
3	Transient Workers Count Too - <i>Compassion And Relief for Emergencies (CARE) fund</i>	Mon – Fri: 10.00 am – 6.00 pm	1800 888 1515	http://care.twc2.org.sg/about-care-fund.html