

## 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 who are 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	Contact Number	Website
1	Ministry of Social and Family Development - <i>ComCare</i>	Daily: 7am – 12 midnight	1800 222 0000	<a href="https://www.msf.gov.sg/Comcare/">https://www.msf.gov.sg/Comcare/</a>
2	Catholic Welfare Services	Mon – Fri: 9am – 6pm	6337 7954	<a href="http://www.catholicwelfare.org.sg/">http://www.catholicwelfare.org.sg/</a>
3	Society of St Vincent de Paul	Mon – Fri: 9am – 6pm	9068 9948	<a href="http://www.ssvpsingapore.org/">http://www.ssvpsingapore.org/</a>

## Food Assistance for Families

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Food from the Heart	Mon – Fri: 9am – 6pm	6280 4483	<a href="https://www.foodfromtheheart.sg/">https://www.foodfromtheheart.sg/</a>
2	The Food Bank	Mon – Fri: 9.30am – 6pm	9855 4805	<a href="https://foodbank.sg/">https://foodbank.sg/</a>  <i>(Client to be referred by social worker)</i>
3	Willing Hearts	Mon – Sun: 5am – 4pm	6743 0725 / 6743 0705 / 6476 5822	<a href="https://www.willinghearts.org.sg/">https://www.willinghearts.org.sg/</a>
4	Free Food For All Ltd (Halal Food)	Mon – Fri: 10am - 4pm	8769 3947 / 8769 3463	<a href="http://freefood.org.sg/">http://freefood.org.sg/</a>  <i>(No walk ins. Food aid will be home delivered.)</i>

## Preschool Financial Assistance

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Early Childhood Development Agency - <i>Child Care &amp; Infant Care Subsidy and Kindergarten Fee Assistance Scheme</i>	Mon – Fri: 8.30am – 5.30pm	6735 9213	<a href="https://www.ecda.gov.sg/Pages/Subsidies-and-Financial-Assistance.aspx">https://www.ecda.gov.sg/Pages/Subsidies-and-Financial-Assistance.aspx</a>

2	NTUC First Campus - <i>Bright Horizons Fund</i>	Mon – Fri: 7:30am - 7:00pm	6509 7887	<a href="https://www.myfirstskool.com/financial-support">https://www.myfirstskool.com/financial-support</a>  (Approach principals at My First Skool for more details)
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### Primary to University Financial Assistance

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Ministry of Education  <i>- Financial Assistance Scheme for Primary to Pre-University Levels - Bursary for students in Institutes of Higher Learning (IHLs)</i>	Mon – Fri: 8.30am – 5.30pm	6872 2220	<a href="https://www.moe.gov.sg/financial-matters/financial-assistance">https://www.moe.gov.sg/financial-matters/financial-assistance</a>  (Visit your IHL website for more details.)
2	Catholic Welfare Services - <i>Scholarship Aid Programme for individuals who faced some adversity in their lives and desire to continue their education at a college, university, vocational or technical school.</i>	Mon – Fri: 9am – 6pm	6337 7954	<a href="https://catholicwelfare.org.sg/our-programmes-services#pane-9/">https://catholicwelfare.org.sg/our-programmes-services#pane-9/</a>
3	The Straits Times School Pocket Money Fund	-	Email only: <a href="mailto:emailus@spmf.org.sg">emailus@spmf.org.sg</a>	<a href="https://www.spmf.org.sg/">https://www.spmf.org.sg/</a>

## IT Support for Low-Income Families

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Infocomm Media Development Authority – <i>NEU PC Plus Programme</i>	Mon – Thurs: 8.30am to 6pm  Fri: 8.30am -5.30pm	6377 3800	<a href="https://www.imda.gov.sg/programme-listing/neu-pc-plus">https://www.imda.gov.sg/programme-listing/neu-pc-plus</a>
2	Infocomm Media Development Authority – <i>Home Access</i>	Mon – Thurs: 8.30am to 6pm  Fri: 8.30am -5.30pm	6377 3800	<a href="https://www.imda.gov.sg/programme-listing/home-access">https://www.imda.gov.sg/programme-listing/home-access</a>
3	Singapore Pro Bono Volunteers  – <i>Refurbished laptop/desktop for Low Income Families (Holder of CHAS Blue Card)</i> – <i>IT product repair services for low-income families</i>	-	Email only: <a href="mailto:admin@sgbono.org">admin@sgbono.org</a>	<a href="http://sgbono.org/">http://sgbono.org/</a>

## Employment and Training Support

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	SkillsFuture Singapore – <i>Skills training support</i>	Mon – Fri: 8.30am – 5.30pm	6785 5785	<a href="https://www.skillsfuture.gov.sg/">https://www.skillsfuture.gov.sg/</a>
2	Workforce Singapore – <i>Career Matching Services and Career Support Programme</i>	Mon – Fri: 8.30am – 5.30pm	6883 5885	<a href="https://www.ssg-wsg.gov.sg/individuals.html">https://www.ssg-wsg.gov.sg/individuals.html</a>
3	Catholic Business Network – <i>Career Counselling</i>	Mon – Fri: 9am – 5pm	6801 7491	<a href="http://www.cbn.sg">www.cbn.sg</a>

## Medical Schemes and Subsidies

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Ministry of Health – <i>Community Health Assist Scheme (CHAS)</i>	Mon – Fri: 8.30am – 6pm	1800 275 2427	<a href="https://www.chas.sg/">https://www.chas.sg/</a>
2	Ministry of Health – <i>Subsidy for Intermediate and Long-Term Care (ILTC)</i>	Mon – Fri: 8.30am – 6pm	6325 9220	<a href="https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/subsidies-for-government-funded-intermediate-long-term-care-services">https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/subsidies-for-government-funded-intermediate-long-term-care-services</a>  <i>(Apply through staff of Government hospitals or MOH-funded ILTC service providers)</i>
3	Ministry of Social and Family Development – <i>Medical Fee Exemption Card (MFEC)</i>	Mon – Fri: 8.30am – 6pm  Sat: 8.30am – 1pm	1800 111 2222 / 6355 5000	<a href="https://www.msf.gov.sg/assistance/Pages/Medical-Fee-Exemption-Card.aspx">https://www.msf.gov.sg/assistance/Pages/Medical-Fee-Exemption-Card.aspx</a>  <i>(Apply through medical social worker)</i>
4	Mount Alvernia Hospital – Outreach Medical and Dental 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 VVO. For clarifications, please contact the respective clinics before visiting them.)</i>	<u>Medical Clinic @ Agape Village</u> Every first Thu of the month (except PH): 6.30pm - 8.30pm  <u>Medical Clinic @ Enabling Village</u> Mon & Fri: 9am to 1pm; 2pm to 6pm	<u>Medical Clinic @ Agape Village</u> 6262 4312  <u>Medical Clinic @ Enabling Village</u> 6473 5100	<a href="https://mtalvernia.sg/about-us/community-outreach">https://mtalvernia.sg/about-us/community-outreach</a>

		Tue, Wed & Thu: 12pm to 4pm; 5pm to 8pm		
5	<p>Public Health Preparedness Clinic (PHPC) Scheme</p> <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>	-	-	<a href="https://www.flugowhere.gov.sg/">https://www.flugowhere.gov.sg/</a>

## Child Protection

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Ministry of Social and Family Development - <i>Child Protective Service</i>	-	<u>24-hour hotline</u> 1800 777 0000	<a href="https://www.msf.gov.sg/policies/Strong-and-Stable-Families/Supporting-Families/Family-Violence/Pages/Child-Abuse.aspx">https://www.msf.gov.sg/policies/Strong-and-Stable-Families/Supporting-Families/Family-Violence/Pages/Child-Abuse.aspx</a>
2	Montfort Care - <i>Big Love Child Protection Specialist Centre</i>	Mon – Fri: 9am – 6pm	6445 0400	<a href="http://www.biglove.org.sg/">http://www.biglove.org.sg/</a>
3	HEART@Fei Yue Child Protection Specialist Centre	Mon – Fri: 9.30am – 5.30pm	6819 9170	<a href="https://www.fycs.org/our-work/children/community-based-child-protection-specialist-centre/">https://www.fycs.org/our-work/children/community-based-child-protection-specialist-centre/</a>

4	Safe Space Child Protection Specialist Centre	<p>Mon &amp; Thu: 9am – 1pm; 2pm – 6pm; 6pm – 9pm (by appointment only)</p> <p>Tue, Wed &amp; Fri: 9am – 1pm; 2pm – 6pm</p>	6266 0171	<a href="https://www.pave.org.sg/our-services-cpsc.php">https://www.pave.org.sg/our-services-cpsc.php</a>
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## Family Violence

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Care Corner Project StART	<p>Mon &amp; Tues: 10am to 9pm</p> <p>(By appointment: 5pm to 9pm)</p> <p>Wed - Fri: 10am to 5pm</p>	6476 1482	<a href="https://www.carecorner.org.sg/family-violence-protection">https://www.carecorner.org.sg/family-violence-protection</a>
2	PAVE	<p>Mon to Fri: 9am – 1pm 2pm – 6pm</p>	6555 0390	<a href="http://pave.org.sg/">http://pave.org.sg/</a>
3	TRANS SAFE Centre	<p>Mon – Fri: 9am – 5pm</p>	6449 9088	<a href="http://www.transfamilyservices.org.sg/services-safe">http://www.transfamilyservices.org.sg/services-safe</a>



## Counselling for Family and Marital Matters

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	<p>Catholic Family Life</p> <ul style="list-style-type: none"> <li>- <i>Pro bono counselling at 11 parishes and 2 community centres</i></li> <li>- <i>Family and Marital Therapy (online and physical)</i></li> <li>- <i>Children and Adolescence Therapy (online and physical)</i></li> </ul>	<p><u>Pro bono counselling</u></p> <p>Mon/Wed/Fri: 7.30pm to 10.00pm</p> <p>Tue: 2.30pm to 5.00pm, 7.30pm to 10.00pm</p> <p>Thu: 10.00am to 12.30pm, 7.30pm to 10.00pm</p> <p>Sat: 10.00am to 12.30pm</p> <p><u>Marital and Family Therapy and Adolescent and Child Therapy</u></p> <p>Mon/Wed/Fri: 9.00am to 6.00pm</p> <p>Tue/Thu: 9.00am to 10.00pm</p> <p>Sat: 9.00am to 1.00pm</p>	<p><u>Pro bono counselling</u></p> <p>6631 8963</p> <p><u>Marital and Family Therapy and Adolescent and Child Therapy</u></p> <p>6488 0278</p>	<p><u>Pro bono counselling</u></p> <p><a href="https://cpc.familylife.sg/">https://cpc.familylife.sg/</a></p> <p><u>Marital and Family Therapy and Adolescent and Child Therapy</u></p> <p><a href="https://www.familylife.sg/RestoretoFlourish">https://www.familylife.sg/RestoretoFlourish</a></p>

2	Counselling and Care Centre	Mon & Wed: 9am – 9pm (last appointment at 8pm)  Tues, Thurs & Fri: 9am – 6pm	6536 6366	<a href="https://counsel.org.sg/make-an-appointment/">https://counsel.org.sg/make-an-appointment/</a>
3	Shan You Counselling Centre	Mon, Wed, Thurs & Fri: 9am – 6pm  Tues: 12pm – 9pm	6741 9293	<a href="https://www.shanyou.org.sg/our-services/shan-youcounselling-centre/">https://www.shanyou.org.sg/our-services/shan-youcounselling-centre/</a>
4	WINGS Counselling Centre	Mon, Tues, Wed, & Fri: 8.30am - 5.30pm  Thurs: 8:30am – 7:30pm  Sat: 9am –12.30pm (2nd & 4th Sat of every month.)	6383 5745	<a href="https://www.wingscounselling.org.sg/counseling">https://www.wingscounselling.org.sg/counseling</a>

### Crisis Shelter for Victims of Family Violence

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Pertapis Children's Home	Daily: 9am – 7pm	6383 0914	<a href="https://www.pertapis.org.sg/welfare-homes">https://www.pertapis.org.sg/welfare-homes</a>  <i>(Client to be referred by MSF and Youth Court)</i>
2	Singapore Anglican Community Services – Anglican Family Centre	Mon – Fri: 9am – 6pm	1800 346 4939	<a href="https://sacs.org.sg/family-children-services/temporary-refuge-for-women-and-their-children.html">https://sacs.org.sg/family-children-services/temporary-refuge-for-women-and-their-children.html</a>

				<i>(Client to be referred by FSC)</i>
3	Singapore Council of Women's Organisation – <i>Star Shelter</i>	Mon – Fri: 9am – 6pm	6571 0191, 6571 0193, 6571 0192	<a href="https://www.scwo.org.sg/what-we-do/services/star-shelter/">https://www.scwo.org.sg/what-we-do/services/star-shelter/</a>

## Pregnancy Crisis and Support

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Catholic Family Life – <i>Pregnancy Crisis and Support</i>	9am – 10pm	6339 9770	<a href="https://www.pregnancycrisis.sg/">https://www.pregnancycrisis.sg/</a>
2	Babes Pregnancy Crisis Support Ltd	-	<u>24/7 Helpline</u> 6206 6640	<a href="https://www.babes.org.sg/">https://www.babes.org.sg/</a>

## Counselling for Mental Health

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Clarity Singapore	<u>Yishun office</u> Mon - Fri: 9am – 5.30pm  Sat: By appointment only (Yishun office only)  <u>Agape Village Office</u> Mon - Fri: 9am - 5.30pm	<u>Yishun Office</u> 6757 7990    <u>Agape Village Office</u> 6801 7467	<a href="https://www.clarity-singapore.org/">https://www.clarity-singapore.org/</a>
2	National Care Hotline	Daily: 8am – 12 midnight	1800 202 6868	-

3	Institute of Mental Health	Mon - Thurs: 8am – 5.30pm  Fri: 8am– 5pm	24-hour hotline: 6389 2000	<a href="https://www.imh.com.sg/clinical/page.aspx?id=275">https://www.imh.com.sg/clinical/page.aspx?id=275</a>
4	Care Corner Counselling Centre	Mon, Wed & Fri: 9am to 6pm  Tues & Thurs: 9am to 9pm  Sat: 9am to 1pm	6353 1180 (to schedule appointment)  1800 353 5800 (Toll-free Mandarin Counselling Hotline)	<a href="https://www.carecorner.org.sg/counselling-centre">https://www.carecorner.org.sg/counselling-centre</a>
5	CARE Singapore - <i>Hear4U</i>  <i>Pro-bono community initiative providing psychological first aid support through text and voice</i>	Mon – Fri: 10am – 5pm	6978 2728 (Whatsapp)	<a href="https://www.care.sg/hear4u/">https://www.care.sg/hear4u/</a>
6	REACH Counselling Centre	Mon – Fri: 9am – 6pm  6pm – 9pm (Mon Evening sessions will be conducted remotely during COVID-19 period)	6801 0730	<a href="https://www.reach.org.sg/counselling_page/counselling/">https://www.reach.org.sg/counselling_page/counselling/</a>
7	Shan You Counselling Centre	Mon, Wed, Thurs, Fri: 9am – 6pm  Tues: 12pm – 9pm	6741 9293	<a href="https://www.shanyou.org.sg/our-services/shan-youcounselling-centre/">https://www.shanyou.org.sg/our-services/shan-youcounselling-centre/</a>
8	Singapore Association for Mental Health	Mon – Fri:	1800 283 7019	<a href="https://www.samhealth.org.sg/">https://www.samhealth.org.sg/</a>

		9am – 6pm (except PH)		
9	OTR Listens  <i>Text-based chat support</i>	Mon – Fri: 4pm – 12 midnight  Sat – Sun: 12pm – 12 midnight	-	<a href="https://otrlistens.net/">https://otrlistens.net/</a>

### Crisis and Suicide Prevention

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Samaritans of Singapore (SOS)	-	24-hour hotline: 1800 221 4444	<a href="https://www.sos.org.sg/">https://www.sos.org.sg/</a>
2	Institute of Mental Health	-	24-hour hotline: 6389 2222	<a href="https://www.imh.com.sg/">https://www.imh.com.sg/</a>

### Legal Aid, Advice and Assistance

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Ministry of Law – <i>Legal Aid Bureau</i>	Mon – Fri: 8.30am – 5pm	1800 2255 529	<a href="https://lab.mlaw.gov.sg/">https://lab.mlaw.gov.sg/</a>
2	Catholic Lawyers Guild – <i>Pro Bono Legal Clinic</i>	Depends on location. See website for details.	6801 7494	<a href="https://clgsingapore.com/pro-bono-legal-clinic/">https://clgsingapore.com/pro-bono-legal-clinic/</a>
3	Law Society Pro Bono Services – <i>Community Legal Clinic</i>	Mon – Fri: 10am – 1pm; 2pm – 4pm	6536 0650	<a href="https://www.lawsocprobono.org/Pages/Community-Legal-Clinic.aspx">https://www.lawsocprobono.org/Pages/Community-Legal-Clinic.aspx</a>

## Sheltered Home for Ambulant Elderly with PA

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Catholic Welfare Services - St. Vincent Home	-	6337 7954	<a href="https://catholicwelfare.org.sg/our-programmes-services#pane-8/">https://catholicwelfare.org.sg/our-programmes-services#pane-8/</a>

## Elderly Befriending Services

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Agency for Integrated Care Singapore (AIC)	<u>Call operating hours</u> Mon - Fri: 8.30am - 8.30pm  Sat: 8.30am - 4pm	1800 650 6060	Locate the nearest elderly befriending service: <a href="https://www.aic.sg/tools/e-care-locator">https://www.aic.sg/tools/e-care-locator</a>
2	Lions Befrienders Service Association (Singapore)	Mon – Fri: 9am – 6pm	1800 375 8600	<a href="https://www.lionsbefrienders.org.sg/services-befriending/">https://www.lionsbefrienders.org.sg/services-befriending/</a>

## Assistance for Vulnerable Migrant Workers

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Archdiocesan Commission for the Pastoral Care of Migrants & Itinerant People (ACMI)  <i>(Assists vulnerable migrant workers, individuals, spouses, families and transnational families)</i>	<u>Office</u> Mon – Fri: 9am – 5pm  <u>Helpline for migrants</u> Mon – Sun: 9pm – 12 midnight	<u>Office</u> 6801 7400  <u>Helpline for migrants</u> 6776 8428	<a href="http://www.acmi.org.sg/">http://www.acmi.org.sg/</a>

2	HealthServe	-	<u>24-hour helpline</u> 3129 5000	<a href="https://help.healthserve.org.sg/">https://help.healthserve.org.sg/</a>
3	Migrant Workers' Centre	<u>Help centre</u> Tues - Fri: 9am - 7pm  Sat & Sun: 11am - 3pm	<u>24-hour helpline</u> 6536 2692	<a href="https://www.mwc.org.sg/wps/portal/mwc/home">https://www.mwc.org.sg/wps/portal/mwc/home</a>