

HELPLINES

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 in Singapore. For comprehensive support, 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	https://www.msf.gov.sg/Comcare/
2	Catholic Welfare Services	Mon – Fri: 9am – 6pm	6337 7954	http://www.catholicwelfare.org.sg/
3	Society of St Vincent de Paul	Mon – Fri: 9am – 6pm	9068 9948	http://www.ssvpsingapore.org/

Food Assistance for Families

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Food from the Heart	Mon – Fri: 9am – 6pm	6280 4483	https://www.foodfromtheheart.sg/
2	The Food Bank	Mon – Fri: 9.30am – 6pm	9855 4805	https://foodbank.sg/ <i>(Client to be referred by social worker)</i>
3	Willing Hearts	Mon – Sun: 5am – 4pm	6743 0725 / 6743 0705 / 6476 5822	https://www.willinghearts.org.sg/
4	Free Food For All Ltd (Halal Food)	Mon – Fri: 10am - 4pm	8769 3947 / 8769 3463	http://freefood.org.sg/ <i>(No walk ins. Food aid will be home delivered.)</i>
5	Singapore Buddhist Lodge <i>Our main service areas are concentrated in the North East of Singapore (Hougang, Sengkang, Punggol). With increasing need for their meal delivery service, they have included needy beneficiaries in the North and East Central zones.</i>	Mon-Fri: 9am - 4pm	6489 8161 Sbws@sbws.org.sg	https://sbws.org.sg/en/services-affiliates/social-welfare-and-community-services/daily-free-meal-delivery-programme/ <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 & Infant Care Subsidy and Kindergarten Fee Assistance Scheme</i>	Mon – Fri: 8.30am – 5.30pm	6735 9213	https://www.ecda.gov.sg/Pages/Subsidies-and-Financial-Assistance.aspx
2	NTUC First Campus - <i>Bright Horizons Fund</i>	Mon – Fri: 7:30am - 7:00pm	6509 7887	https://www.myfirstskool.com/financial-support <i>(Approach principals at My First Skool for more details)</i>

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	https://www.moe.gov.sg/financial-matters/financial-assistance <i>(Visit your IHL website for more details.)</i>
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	https://catholicwelfare.org.sg/our-programmes-services#pane-9/
3	The Straits Times School Pocket Money Fund	-	Email only: emailus@spmf.org.sg	https://www.spmf.org.sg/

4	Lee Foundation <i>Based on referrals from the MSF, Family Service Centres and other grassroots organisations.</i>	-	6535 4055 or write in and send to: 65 Chulia Street #44-01 OCBC Centre Singapore (049513)	-
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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	https://www.imda.gov.sg/programme-listing/neu-pc-plus
2	Infocomm Media Development Authority – <i>Home Access</i>	Mon – Thurs: 8.30am to 6pm Fri: 8.30am -5.30pm	6377 3800	https://www.imda.gov.sg/programme-listing/home-access
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: admin@sghono.org	http://sghono.org/

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	https://www.skillsfuture.gov.sg/
2	Workforce Singapore – <i>Career Matching Services and Career Support Programme</i>	Mon – Fri: 8.30am – 5.30pm	6883 5885	https://www.ssg-wsg.gov.sg/individuals.html
3	Catholic Business Network – <i>Career Counselling</i>	Mon – Fri: 9am – 5pm	6801 7491	www.cbn.sg

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	https://www.chas.sg/
2	Ministry of Health – <i>Subsidy for Intermediate and Long-Term Care (ILTC)</i>	Mon – Fri: 8.30am – 6pm	6325 9220	https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/subsidies-for-government-funded-intermediate-long-term-care-services <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	https://www.msf.gov.sg/assistance/Pages/Medical-Fee-Exemption-Card.aspx <i>(Apply through medical social worker)</i>

4	<p>Mount Alvernia Hospital – Outreach Medical and Dental Clinic</p> <p><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. Subsidised rates are only applicable to patients who have a referral from a VWO. For clarifications, please contact the respective clinics before visiting them.)</i></p>	<p><u>Medical Clinic @ Agape Village</u> Every first Thu of the month (except PH): 6.30pm - 8.30pm</p> <p><u>Medical Clinic @ Enabling Village</u> Mon & Fri: 9am to 1pm; 2pm to 6pm</p> <p>Tue, Wed & Thu: 12pm to 4pm; 5pm to 8pm</p>	<p><u>Medical Clinic @ Agape Village</u> 6262 4312</p> <p><u>Medical Clinic @ Enabling Village</u> 6473 5100</p>	<p>https://mtalvernia.sg/about-us/community-outreach</p>
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>	-	-	<p>https://www.flugowhere.gov.sg/</p>

6	<p>Singapore Buddhist Free Clinic</p> <p><i>Provides the general public with outpatient consultation in Traditional Chinese medicine (TCM) including acupuncture. Cancer Treatment Centre (at Main Clinic, Sembawang Clinic and Tampines Clinic) provides TCM medical services to reduce the side-effects suffered when patients undergoing chemotherapy and radiotherapy and help them to strengthen immunity system.</i></p>	<p>Consultation Hours: 8.30 am to 12.00 pm 1.30 pm to 5.00 pm</p> <p>Last Registration: 11.30 am/ 4.30 pm</p>	<p>Main Clinic 48 Lor 23 Geylang Singapore 388376 (Level 2) Tel: 6848 4306</p> <p>Cancer Treatment 48 Lor 23 Geylang Singapore 388376 (Level 3) Tel: 6309 0595</p>	<p>https://www.sbfc.org.sg/medical-service</p>
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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	https://www.msf.gov.sg/policies/Strong-and-Stable-Families/Supporting-Families/Family-Violence/Pages/Child-Abuse.aspx
2	HEART@Fei Yue Child Protection Specialist Centre	Mon – Fri: 9.30am – 5.30pm	6819 9170	https://www.fyccs.org/our-work/children/community-based-child-protection-specialist-centre/

3	Safe Space Child Protection Specialist Centre	Mon & Thu: 9am – 1pm; 2pm – 6pm; 6pm – 9pm (by appointment only) Tue, Wed & Fri: 9am – 1pm; 2pm – 6pm	6266 0171	https://www.pave.org.sg/our-services-cpsc.php
4	Big Love Child Protection Specialist Centre • 7A Lorong 8 Toa Payoh, Agape Village #02-05/06 • Blk 426 Bedok North Road #01-515, Singapore 460426	Monday – Friday 9.00am – 6.00pm	6445 0400 6011 0089	https://www.biglove.org.sg/

Family Violence

No.	Name of Organisation	Operating Hours	Contact Number	Website
1	Care Corner Project StART Blk 7A Commonwealth Ave #01-672	Mon & Tues: 10am to 9pm (By appointment: 5pm to 9pm) Wed - Fri: 10am to 5pm	6476 1482	https://www.carecorner.org.sg/family-violence-protection

2	PAVE Integrated Services for Individual and Family Protection Specialist Centre (ISIFPSC) • Blk 211 AMK Ave 3 #01- 1446 • Blk 305 Yishun Central #01-175	Mon to Fri: 9am – 1pm 2pm – 6pm	6555 0390	http://pave.org.sg/
3	TRANS SAFE Centre • Blk 410 Bedok North Ave 2 #01-58	Mon – Fri: 9am – 5pm	6449 9088	http://www.transfamilyservices.org.sg/services-safe
4	Big Love Child Protection Specialist Centre • 7A Lorong 8 Toa Payoh, Agape Village #02-05/06 • Blk 426 Bedok North Road #01-515, Singapore 460426	Monday – Friday 9.00am – 6.00pm	6445 0400 6011 0089	https://www.biglove.org.sg/
5	HEART@Fei Yue • 20 Lengkok Bahru Playground Block #03-02 Enabling Village Singapore 159053	Monday – Friday 9.30am – 5.30pm	6819 9170	https://www.fycs.org/seek-professional-services/

Counselling for Family and Marital Matters

No.	Name of Organisation	Operating Hours	Contact Number	Website
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1	<p>Catholic Family Life</p> <ul style="list-style-type: none"> - <i>Pro bono counselling at 11 parishes and 2 community centres</i> - <i>Family and Marital Therapy (online and physical)</i> - <i>Children and Adolescence Therapy (online and physical)</i> 	<p><u>Pro bono counselling</u> 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> 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> 6631 8963</p> <p><u>Marital and Family Therapy and Adolescent and Child Therapy</u> 6488 0278</p>	<p><u>Pro bono counselling</u> https://cpc.familylife.sg/</p> <p><u>Marital and Family Therapy and Adolescent and Child Therapy</u> https://www.familylife.sg/RestoretoFlourish</p>
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2	Counselling and Care Centre	Mon & Wed: 9am – 9pm (last appointment at 8pm) Tues, Thurs & Fri: 9am – 6pm	6536 6366	https://counsel.org.sg/make-an-appointment/
3	Shan You Counselling Centre	Mon, Wed, Thurs & Fri: 9am – 6pm Tues: 12pm – 9pm	6741 9293	https://www.shanyou.org.sg/our-services/shan-youcounselling-centre/
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	https://www.wingscounselling.org.sg/counselling
5	Community Psychology Hub for Singaporeans and residents of Singapore 18 years old and above	Mon - Fri 9am to 6pm, excluding public holidays	<u>CPH Online Counselling</u> Live web chat counselling (live chat), telephone counselling (arranged through live chat) and email counselling	https://www.cponlinecounselling.sg/hc/en-us

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	https://www.pertapis.org.sg/welfare-homes <i>(Client to be referred by MSF and Youth Court)</i>
2	Singapore Anglican Community Services – <i>Anglican Family Centre</i>	Mon – Fri: 9am – 6pm	1800 346 4939	https://sacs.org.sg/family-children-services/temporary-refuge-for-women-and-their-children.html <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	https://www.scwo.org.sg/what-we-do/services/star-shelter/
4	Good Shepherd Centre (Crisis shelter)	-	6256 4440	admin@marymountctr.org.sg <i>(Client to be referred by FSC, Police, MSF)</i>

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	https://www.pregnancycrisis.sg/
2	Babes Pregnancy Crisis Support Ltd	-	<u>24/7 Helpline</u> 6206 6640	https://www.babes.org.sg/
3	aLife Limited	-	6258 8816 / 9183 4483 (Whatsapp) contact@alife.org.sg	https://www.alife.org.sg/about

4	Safe Place	-	Email: safeplace@lakeside.org.sg Phone: +65 6817 4202 WhatsApp: +65 8891 4214	https://safeplace.org.sg/
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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	https://www.clarity-singapore.org/
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	https://www.imh.com.sg/clinical/page.aspx?id=275

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)	https://www.carecorner.org.sg/counseling-centre
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)	https://www.care.sg/hear4u/
6	REACH Counselling Centre	Mon – Fri: 9am – 6pm 6pm – 9pm (Mon Evening sessions will be conducted remotely during COVID-19 period)	6801 0730	https://www.reach.org.sg/counseling_page/counseling/
7	Shan You Counselling Centre	Mon, Wed, Thurs, Fri: 9am – 6pm Tues: 12pm – 9pm	6741 9293	https://www.shanyou.org.sg/our-services/shan-youcounseling-centre/
8	Singapore Association for Mental Health	Mon – Fri: 9am – 6pm (except PH)	1800 283 7019	https://www.samhealth.org.sg/
9	Sage Counselling Centre for Singaporeans & PRs 50 years old & above	Mon – Fri 9.00am - 7.00pm Sat 9.00am - 1.00pm	<u>The Seniors Helpline</u> 1800 555 5555	https://www.sagecc.org.sg/#/ourWork

10	CHAT (IMH) for youth and young adults aged 16 to 30	<p><u>WebCHAT</u> Tues - Sat: 1pm - 8pm (excl. Public Holidays)</p> <p><u>CHAT Hub</u> 12pm – 9pm Tue - Sat (Closed on public holidays)</p>	<p><u>WebCHAT</u> Livechat is at https://www.imh.com.sg/CHAT/Get-Help/webCHAT/Pages/default.aspx</p> <p><u>Walk in to CHAT Hub</u> *Scape, 2 Orchard Link, #04-01A, Singapore 237978</p> <p><u>For enquiries:</u> 6493-6500 / 6501 CHAT@mentalhealth.sg</p>	https://www.imh.com.sg/CHAT/Get-Help/Pages/default.aspx
11	OTR Listens <i>Text-based chat support</i>	<p>Mon – Fri: 4pm – 12 midnight</p> <p>Sat – Sun: 12pm – 12 midnight</p>	-	https://otrlistens.net/

Crisis and Suicide Prevention

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

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	https://lab.mlaw.gov.sg/
2	Catholic Lawyers Guild – <i>Pro Bono Legal Clinic</i>	Depends on location. See website for details.	6801 7494	https://clgsingapore.com/pro-bono-legal-clinic/
3	Law Society Pro Bono Services – <i>Community Legal Clinic</i>	Mon – Fri: 10am – 1pm; 2pm – 4pm	6536 0650	https://www.lawsocprobono.org/Pages/Community-Legal-Clinic.aspx
4	SMU PBC Legal Clinic	-	For Enquiries, Tel: +65 6828 1951 Email: probonocentre@smu.edu.sg To register for appointment, you may: Call hotline at +65 6828 1951 or Email probonocentre@smu.edu.sg	https://pbc.smu.edu.sg/legal-clinic/about

Sheltered Home for Ambulant Elderly with PA

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

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: https://www.aic.sg/tools/e-care-locator
2	Lions Befrienders Service Association (Singapore)	Mon – Fri: 9am – 6pm	1800 375 8600	https://www.lionsbefrienders.org.sg/services-befriending/

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	http://www.acmi.org.sg/

2	HealthServe	-	<u>24-hour helpline</u> 3129 5000	https://help.healthserve.org.sg/
3	Migrant Workers' Centre	<u>Help centre</u> Tues - Fri: 9am - 7pm Sat & Sun: 11am - 3pm	<u>24-hour helpline</u> 6536 2692	https://www.mwc.org.sg/wps/portal/mwc/home
4	Transient Workers Count Too (TWC2)	-	6247 7001 info@twc2.org.sg	https://twc2.org.sg/
5	Centre for Domestic Employees (CDE)	-	<u>24-hour Helpline</u> 1800 2255 233	https://www.cde.org.sg/wps/portal/cde/home/aboutus/aboutcde
6	Foreign Domestic Worker Association for Social Support and Training (FAST)	-	<u>24-hour Helpline</u> 1800 339 4357	https://fast.org.sg/social-support
7	Humanitarian Organization for Migration Economics (HOME)	Mon - Fri 10am-6pm	HELPLINE (For domestic workers) +65 9787 3122 (WhatsApp / Viber / SMS) HELPLINE (For non-domestic migrant workers) +65 6341 5535 Enquiries: helpdesk01@home.org.sg	https://www.home.org.sg/what-we-do-index