

Implementation of Review Panel's Recommendations Arising from Megan Khung's Case

Area	Recommendation/Initiative	Status
(A) Improving the clarity of roles within the child protection ecosystem <i>Initiatives 1 to 4 relate to Review Panel recommendations #1 to #4. Initiative 5 is a separate commitment made by MSF in Parliament.</i>	1. Designation of Child Protection Case Management (CPCM) agencies	Implemented May 2026 with the list of 82 designated CPCM agencies published on MSF's website (https://go.gov.sg/cpcm-agencies). MSF is reviewing the resourcing funding structure for agencies that manage child protection cases, i.e. Family Service Centres (FSCs) and Child Protection Specialist Centres.
	2. Establishment of Triage Assessment Panel (TAP)	Implemented May 2026 to review triage decisions and determine the appropriate agency to manage a case when there are differing professional views.
	3. Preschool to report cases directly to National Anti-Violence and Sexual Harassment Helpline (NAVH)	Implemented February 2026 with preschools informed of the revised workflows.
	4. Correct the wrong perception that only family members can file police report	Implemented April 2026. MSF has raised awareness on this among both the public and professionals, via public education, awareness training and outreach. Circulars were disseminated to key sectors (law, health, education, social services) to clarify reporting protocols to police.
	5. Social Services Coordination Centre (i.e. SAFER)	Implemented end-June 2026 (details in media release)
(B) Fostering a stronger learning culture <i>Initiatives 6 and 7 relate to Review Panel recommendations #5 and #6</i>	6. Lessons learnt from critical incidents to be routinely shared with community agencies	Implemented from November 2025. Conducted reflective learning sessions with sector on the Megan Khung case and instituted a structured engagement process with key stakeholders to share on critical incidences. The most recent series of engagements were held in August and September 2026.
	7. Professionals who work with children should be	Implemented January 2026. Resources to help professionals

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	sensitised to issues pertaining to child safety	identify and respond to child safety concerns have been made available on MSF's website, and frontline professionals have been informed of these resources.
(C) Providing more structured support for social service practitioners <i>Initiatives 8 and 9 relate to Review Panel recommendation #7</i>	8. Protection Practitioners Care Fund	Implemented February 2026.
	9. Professional Development Programme (PDP) for MSF Protection Officers	Implemented June 2026.