

# ENABLING

MASTERPLAN 2030





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# FOREWORD BY CO-CHAIRPERSONS

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**Mr Eric Chua**  
*Senior Parliamentary Secretary  
Ministry of Social and Family Development (MSF) and  
Ministry of Culture, Community & Youth (MCCY)*

**Mr Gan Seow Kee**  
*Vice Chairperson  
Singapore Business Federation*



The Enabling Masterplan 2030 (EMP2030) builds upon the strong foundations established by preceding Masterplans. Since the First Enabling Masterplan in 2007, we have made significant progress as a society to enable persons with disabilities to fulfil their aspirations, achieve their potential, and participate as integral members of society. Yet much remains to be done.

The EMP2030 Steering Committee took deliberate care to ensure that this Masterplan is built upon the hopes, aspirations and lived experiences of persons with disabilities and their loved ones. We benefitted from insights of Steering Committee members who have disabilities or are caregivers to a person with disabilities. We sought the views of more than 300 persons with disabilities, caregivers, and professionals working in the disability sector over the past year.

EMP2030 builds on the first three Enabling Masterplans, but one significant difference is that it seeks to paint a picture of what we hope Singapore will be as an inclusive society in 2030. The Steering Committee identified key trends and challenges that will shape the future disability landscape, and engaged stakeholders from the public, private and people sectors, as it set out to define goals, indicators and measurable targets spanning 14 focal areas. These targets were collectively defined by a coalition of persons with disabilities, caregivers, the Government, corporate partners,

and Social Service Agencies (SSAs), and are intended to help us measure our progress towards the EMP2030 goals.

While these targets lend resolution to our EMP2030 vision, what is perhaps equally important are 29 recommendations we have proposed – moves that we think will bring us closer to where we want to be by 2030. These recommendations will evolve along the way as EMP2030 remains a live and dynamic document.

Achieving our EMP2030 vision requires collective effort. Each of us can chip in to build a more inclusive Singapore. Policies and services can remove the tangible barriers, but for a truly inclusive society to be a reality, we will need to break the invisible attitudinal barriers that limit persons with disabilities from participating fully in everyday life.

2030 is not the endpoint but an interim checkpoint in our nation's journey towards building a more caring and inclusive Singapore. This will be a continual journey, and our collective efforts must likewise be ceaseless.

# EXECUTIVE SUMMARY

The Enabling Masterplans (EMPs) are national roadmaps that chart how we, as a society, seek to enable persons with disabilities to participate fully as integral and contributing members of society. Since 2007, we have had three EMPs that have guided our efforts to make Singapore a more caring and inclusive society, and to enable and support persons with disabilities as well as their caregivers and families.

In July 2021, the Ministry of Social and Family Development (MSF) convened a Steering Committee to develop the next Enabling Masterplan for 2022 to 2030 (referred to as Enabling Masterplan 2030, or EMP2030). Co-chaired by Mr Eric Chua and Mr Gan Seow Kee, the 27-member Steering Committee comprises representatives from the people, private and public sectors, including persons with disabilities and caregivers.

The Steering Committee consulted more than 300 persons with disabilities, their families and caregivers, and disability sector professionals in the development of EMP2030. The committee has identified the key challenges and trends that will shape the future disability landscape until 2030, and articulated three strategic themes to guide our efforts over the next eight years.



### ***Strategic Theme I: Strengthen Support for Lifelong Learning in a Fast-changing Economy***

The pace of economic and technological advancement has accelerated over the years. Disruptions and volatility are increasingly the order of the day. The ramifications, particularly on persons with disabilities, are more significant and acute. It is therefore imperative that we strengthen support for lifelong learning for persons with disabilities, so that they have the skills and knowledge needed to support their employment and employability, and to participate fully in society.

### ***Strategic Theme II: Enable Persons with Disabilities to Live Independently***

Several emerging trends can affect the ability of persons with disabilities to live independently. The shift towards a knowledge economy means that existing employment models may need to evolve to continue providing opportunities for gainful employment. By 2030, one in four Singaporeans will be 65 or older. As persons with disabilities and their caregivers age, their needs and ability to care will evolve. As households become smaller and the caregiving load is shared amongst fewer members, some families may find that providing family support and care is an increasing challenge. In view of these trends, we need to enhance support for persons with disabilities to work in jobs according to their interests and abilities, and to live independently and with dignity in the community.

### ***Strategic Theme III: Create Physical and Social Environments that are Inclusive to Persons with Disabilities***

For persons with disabilities to be truly included in society, our physical and social environments must be accessible and inclusive to persons with disabilities. This includes accessible public spaces and transport that enables one to get to work and play, as well as inclusive employers and colleagues that value the contributions of persons with disabilities. In designing and creating our physical and social environments, everyone – the public, private and people sectors as well as individual members of society – has a part to play to enable access and opportunities for persons with disabilities.



**“The earlier Enabling Masterplans have strengthened support for persons with disabilities to enter and sustain employment through initiatives such as the Open Door Programme and the Enabling Employment Credit. For the Enabling Masterplan 2030, my hope is that partnerships among stakeholders from the public, people and private sectors will be deepened to open up new work opportunities that will best harness the abilities and skills of persons with disabilities.”**

*Mr Poon Hong Yuen  
Deputy Secretary (Workforce)  
Ministry of Manpower*

**“The ultimate truly inclusive society is when you help someone, not because he or she is disabled, or a person with disabilities, but because he or she is a fellow human being who happens to need help at the time. May we note the many nuances of this statement.”**

*Mr Chong Kwek Bin  
Former Head (Employability & Employment and Advocacy)  
Singapore Association of the Visually Handicapped (SAVH)*

**“I am confident that Enabling Masterplan 2030 will bring Singapore closer to the vision of an inclusive society where persons with disabilities are an integral part of our multi-faceted and diverse community, and have equal opportunities and choices to live their lives to the fullest.”**

*Mr Moses Lee  
Board Chair, SG Enable  
Chairman, Special Needs Trust Company*

# EXECUTIVE SUMMARY

In line with the three strategic themes, EMP2030 sets out the overall goals and recommendations for each of the 14 focal areas. These are summarised in the following table.

Strategic Theme I: Strengthen Support For Lifelong Learning In A Fast-Changing Economy	
EMP2030 Goal	Recommendations
<p><b>Area 1 – Early Years</b></p> <p>By 2030, children identified with developmental needs will have access to early intervention (EI) support, and have opportunities to grow, learn and play alongside their typically-developing peers.</p>	<p>Recommendation 1: Expand EI services to better support children with developmental needs.</p> <p>Recommendation 2: Increase opportunities for children with developmental needs to grow, learn and play alongside their typically-developing peers.</p>
<p><b>Area 2 – Schooling Years</b></p> <p>By 2030, children with disabilities will have access to an education that develops their potential and equips them with the knowledge and skills to participate meaningfully in society.</p>	<p>Recommendation 3: Ensure access to quality education for students with Special Educational Needs (SEN).</p> <p>Recommendation 4: Enhance the quality of support to meet the unique learning demands of students with SEN.</p> <p>Recommendation 5: Build inclusiveness within our schools and the community.</p>
<p><b>Area 3 – Beyond Schooling Years</b></p> <p>By 2030, persons with disabilities will have access to opportunities and resources for lifelong learning.</p>	<p>Recommendation 6: Provide responsive and quality lifelong learning opportunities to persons with disabilities.</p>

Strategic Theme II: Enable Persons With Disabilities To Live Independently	
EMP2030 Goal	Recommendations
<p><b>Area 4 – Inclusive Employment</b></p> <p>By 2030, persons with disabilities who can work will be recognised for their abilities, knowledge and skills, and are able to achieve gainful employment.</p>	<p>Recommendation 7: Continue to grow the number of inclusive employers and expand the range of alternative and supported employment models, to enable more persons with disabilities to enter the workforce and sustain employment.</p> <p>Recommendation 8: Review existing employment models for persons with disabilities so that they remain relevant for the future.</p>
<p><b>Area 5 – Inclusive Living</b></p> <p>By 2030, persons with disabilities with care needs will have access to a continuum of services that enable them to fully and actively participate in community life.</p>	<p>Recommendation 9: Develop new community living models and review existing community- and residential-based adult disability services to meet future demands and needs for independent living.</p> <p>Recommendation 10: Provide a range of support services that enable persons with disabilities to live well in the community.</p>

EMP2030 Goal	Recommendations
<p><b>Area 6 – Assistive Technology</b></p> <p>By 2030, persons with disabilities will have access to assistive technology (AT) that enables them to live independently and connect to the community.</p>	<p>Recommendation 11: Raise awareness of AT and sector capabilities in AT, so that more persons with disabilities benefit from AT.</p>
<p><b>Area 7 – Caregiving Support</b></p> <p>By 2030, caregivers of persons with disabilities will have access to caregiving support, including respite services and future care planning.</p>	<p>Recommendation 12: Enhance respite options and support for caregivers, to help them care for loved ones with disabilities in the community.</p> <p>Recommendation 13: Support caregivers in planning for the future and prioritising the needs and choices of their family member with disabilities.</p>

**Strategic Theme III:  
Create Physical And Social Environments That Are Inclusive  
To Persons With Disabilities**

EMP2030 Goal	Recommendations
<p><b>Area 8 – Inclusive Communications</b></p> <p>By 2030, persons with disabilities will have access to information and communications, with reasonable accommodations provided.</p>	<p>Recommendation 14: Design digital services with the needs of persons with disabilities in mind.</p> <p>Recommendation 15: Enhance access by persons with disabilities to information and communications across non-digital platforms.</p>
<p><b>Area 9 – Inclusive Transport</b></p> <p>By 2030, persons with disabilities will have accessible and affordable public transport, including public buses, trains and point-to-point transport as needed. Commuters and public transport workers care about persons with disabilities, and are willing and know how to help them.</p>	<p>Recommendation 16: Enhance transport infrastructure to enable persons with disabilities to navigate independently during their journey.</p> <p>Recommendation 17: Improve affordability of transport for persons with disabilities.</p> <p>Recommendation 18: Better address public awareness and mindset barriers to foster a gracious and caring commuting culture.</p>
<p><b>Area 10 – Inclusive Public Spaces</b></p> <p>By 2030, persons with disabilities will enjoy more inclusive living conditions through better access to public spaces.</p>	<p>Recommendation 19: Accelerate accessibility upgrading and raise accessibility standards.</p>

EMP2030 Goal	Recommendations
<p><b>Area 11 – Inclusive Healthcare</b></p> <p>By 2030, persons with disabilities are enabled to live healthier lives, and are supported by a quality healthcare system that detects and manages health, dental and developmental issues early.</p>	<p>Recommendation 20: Ensure that health services are accessible for persons with disabilities.</p>
<p><b>Area 12 – Inclusive Sports</b></p> <p>By 2030, persons with disabilities will have access to and are able to participate in sports.</p>	<p>Recommendation 21: Increase opportunities for sports participation.</p>
<p><b>Area 13 – Inclusive Arts and Heritage</b></p> <p>By 2030, persons with disabilities will have regular opportunities to participate in arts and heritage activities/ offerings – whether as consumers/supporters, practitioners, or volunteers.</p>	<p>Recommendation 22: Enhance accessibility to enable persons with disabilities to attend more arts and heritage activities.</p> <p>Recommendation 23: Increase opportunities for persons with disabilities in the arts and heritage sector.</p>
<p><b>Area 14 – Inclusive Communities</b></p> <p>By 2030, Singapore will embody what it means to be a caring and inclusive community, with positive attitudes, mindsets, and behaviours towards persons with disabilities.</p>	<p>Recommendation 24: Improve mutual understanding, by educating the general public on disability awareness and how to interact with persons with disabilities, and equipping persons with disabilities with the skills to self-advocate and co-create change in general perceptions and attitudes towards persons with disabilities.</p>

Enablers Of Success	
EMP2030 Commitments	Recommendations
<p><b>Enabler A: Smoothen Transitions Across Different Life Stages</b></p> <p>To provide a coordinated system of support that enables persons with disabilities to transit between services across different life stages smoothly.</p>	<p>Recommendation 25: Strengthen the transition from school to employment by better supporting students to explore and develop skills that would help them in their chosen work pathway.</p> <p>Recommendation 26: Strengthen the transition from school to adult services through more person-centred planning and handovers from school to community services.</p>
<p><b>Enabler B: Raise Sector Capability</b></p> <p>To raise the capability of the disability sector to deliver high-quality, evidence-based and person-centric services.</p>	<p>Recommendation 27: Enhance capabilities and effectiveness of manpower in the disability sector, including professionals such as psychologists, therapists, social workers, as well as care and programme staff.</p> <p>Recommendation 28: Support capability- and capacity- building schemes of disability SSAs through funding and resources.</p>
<p><b>Enabler C: Use Data and Analytics Better</b></p> <p>To use data and analytics better to support service planning, service delivery, research and pilots across Government agencies and disability SSAs.</p>	<p>Recommendation 29: Collect a wider set of disability-related data to enable policy analysis, service planning and person-centric service delivery.</p>

**“MOE is proud to have participated in the Enabling Masterplan since its inception. EMP2030 provides a holistic roadmap for all stakeholders to support and enable our fellow Singaporeans with disabilities, as well as their families and caregivers. MOE will contribute to the EMP2030 by supporting students with Special Educational Needs in all our educational institutions.”**

*Mr Eugene Leong  
Deputy Secretary (Policy)  
Ministry of Education (MOE)*

**“The Enabling Masterplan has put together the efforts of various agencies to make Singapore an accessible and inclusive place. We will work to ensure that our public transport remains accessible and affordable for all even as we strive to put in place an effective and efficient system. This is so that everyone in Singapore can move smoothly from point to point.”**

*Mr James Wong  
Deputy Secretary (Land and Corporate)  
Ministry of Transport (MOT)*



# INTRODUCTION

## *Gearing Up for 2030*

### **DEMOGRAPHIC CHALLENGES**

Singapore's ageing population, declining birth rate and shrinking household sizes pose a range of challenges for the disability landscape. Our infrastructure and services will have to meet the needs of an aging disability population – more than 40% of adults with disabilities (about 130,000 individuals) will be 65 years or older in 2030. The Ministry of Health (MOH) projects that 1 in 2 healthy Singaporeans aged 65 today could become severely disabled in their lifetime.<sup>1</sup> We must anticipate and plan for the rise of age-acquired disabilities, given our aging population and the increasing prevalence of chronic diseases.<sup>2</sup> Caregiving needs across the community will likely grow and become more complex as caregivers age. Smaller household sizes also translate to less members in each family available to share the caregiving.

### **GROWING INCIDENCE OF AUTISM**

As recognised in the Third Enabling Masterplan (EMP3) and in line with international trends, there continues to be an increase in the number of children diagnosed with autism in Singapore. Across mainstream and Special Education (SPED) schools, the number of students reported with Special Educational Needs (SEN) has risen by about 5% in the last 3 years, largely due to growing awareness and early identification. Persons with autism have varied needs. Some can learn to live independently, while others will require life-long support. Their needs may also evolve over their life cycle, and our services and societal attitudes will need to evolve to meet their changing needs.

### **RAPID PACE OF ECONOMIC AND TECHNOLOGICAL CHANGE**

The fast-changing global economy, rapid digitalisation and increasing pace of technological development will continue to transform the nature of work in 2030. Persons with disabilities can be disproportionately affected by these trends. We must continue to ensure that persons with disabilities are included in broader, national efforts to prepare for these changes, such as the Smart Nation push to enable everyone to participate in a digitally connected society, and support from SkillsFuture to encourage lifelong learning, so that persons with disabilities can keep pace with the changing economy.



<sup>1</sup>Source: <https://www.careshieldlife.gov.sg/careshield-life/about-careshield-life.html>.

<sup>2</sup>The prevalence of hypertension (high blood pressure) and hyperlipidaemia (high cholesterol) showed an increasing trend over the years in the National Public Health Survey (NPHS) 2020, even after adjusting for the possible effects of an ageing population. Source: <https://www.moh.gov.sg/news-highlights/details/smoking-rates-down-chronic-disease-prevalence-remains-of-concern>.



*A graduate of Singapore Management University, Alister is currently working at LinkedIn. He has been invited to local and overseas venues to speak on diversity and inclusion to raise greater disability awareness. He has Cerebral Palsy.*

### THE EMP2030 VISION

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*A caring and inclusive society where persons with disabilities are enabled to pursue their aspirations, achieve their potential, and participate as integral members of society.*

# Achieving The EMP2030 Vision

To prepare for these trends and realise the EMP2030 vision, the Steering Committee identified **three strategic themes** across 14 focal areas to guide the development of disability policies and initiatives through 2030:

## I STRENGTHEN SUPPORT FOR LIFELONG LEARNING IN A FAST-CHANGING ECONOMY

While we have made considerable progress in developing a more inclusive education system (Areas 1 and 2), opportunities for lifelong learning for persons with disabilities after their schooling years (Area 3) remain limited. As the pace of economic and technological change accelerates and transforms the nature of work as well as our daily lives, we must also step up our efforts to equip persons with disabilities for lifelong learning, so that they are not left behind in a fast-changing economy.

Key initiatives under this theme include piloting the Enabling Service Hubs, which are intended to reach out to persons with disabilities living within the region that it serves to uncover their needs, and bring services, including continual education and learning courses for adult persons with disabilities, closer to where they live. Launched in 2022, the Enabling Academy curates courses for persons with disabilities and will map out the learning needs of persons with disabilities through a new Enabling Skills Framework.



## II ENABLE PERSONS WITH DISABILITIES TO LIVE INDEPENDENTLY

As persons with disabilities and caregivers age, and the caregiving load falls on smaller households, we must strengthen support for employment, transform housing and care models, support services and local communities to enable persons with disabilities to live independently and age actively, and better support caregivers (Areas 4, 5, 6 and 7).

Key initiatives under this theme include developing alternative housing and care models that enable persons with disabilities to live and participate in the community through a new Taskforce on Developing New Community Living Models for Persons with Disabilities, and piloting the Enabling Business Hubs<sup>1</sup> to increase support for persons with disabilities who require customised employment support and a more structured work environment.

<sup>1</sup>This is a recommendation that follows from the Third Enabling Masterplan.

# III

## CREATE PHYSICAL AND SOCIAL ENVIRONMENTS THAT ARE INCLUSIVE TO PERSONS WITH DISABILITIES

To enable persons with disabilities to live independently, we must have a disability-inclusive mindset when we design policies, infrastructure, and services. This includes mainstreaming disability considerations in communications, transport, public spaces, healthcare, sports, the arts and heritage, and community attitudes (Areas 8 to 14).

Key initiatives under this theme include designing inclusive Government digital services with the support of a centralised Accessibility Enabling Team, improving accessibility by extending subtitling/captioning/sign language interpretation to more free-to-air TV programmes, enabling persons with disabilities to navigate their journeys independently by upgrading more pedestrian crossings with 24/7 on-demand audible traffic signals, and improving service provision by upskilling general practitioners (GPs) to treat persons with disabilities with cognitive and/or communication challenges.

EMP2030 has also identified recommendations and an initial list of initiatives for each of the focal areas, to be implemented from 2022-2030. These initiatives involve the public, private and people sectors, and we expect to grow this list over time as more initiatives are developed over the course of EMP2030.



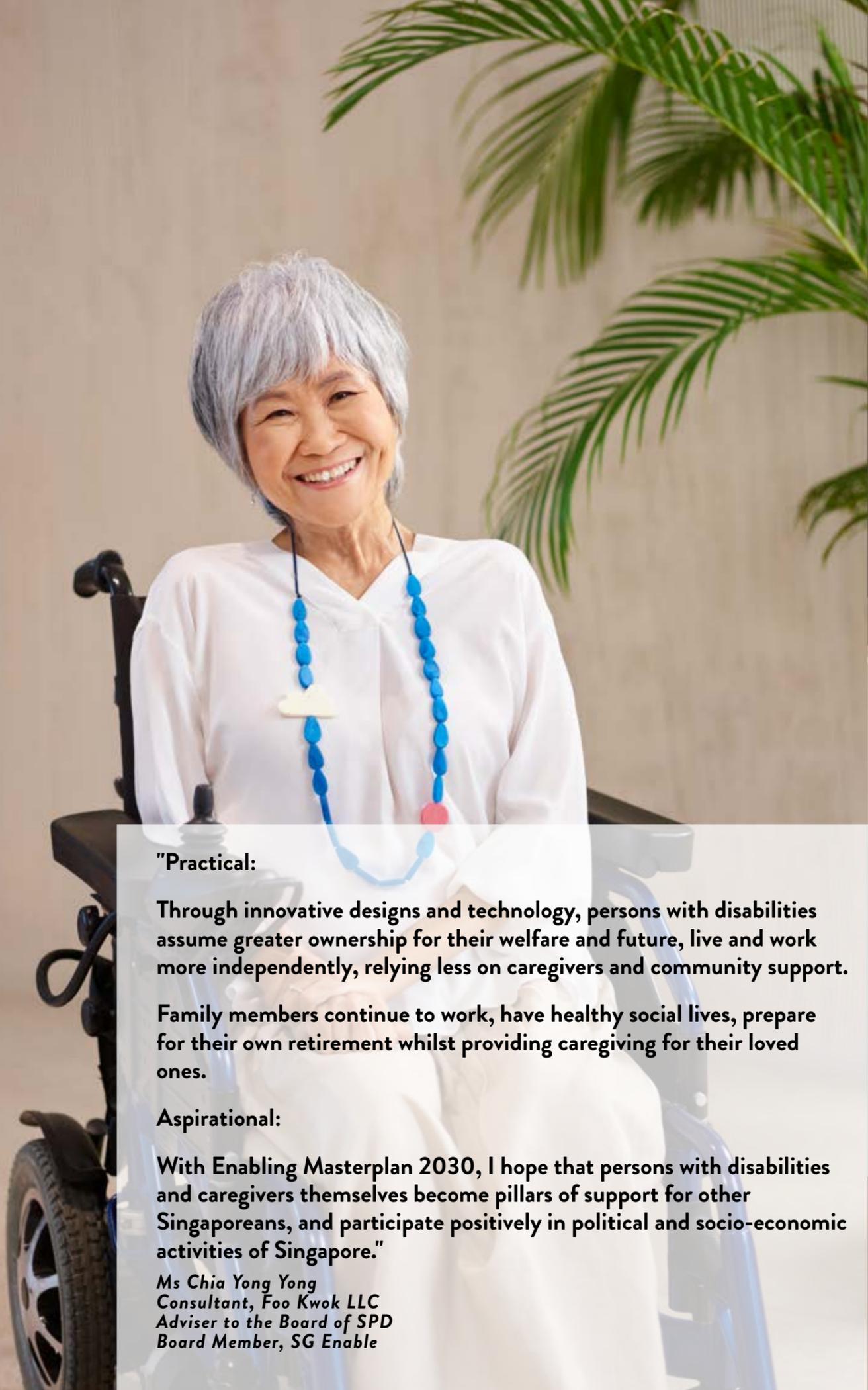
*Claire loves to dance to her favourite songs, and will ask her sister, Elaine, to play them again and again. She has intellectual disability.*

## GOALS AND INDICATORS TO MEASURE PROGRESS

We have made significant progress since the launch of the First Enabling Masterplan. It is thus timely to build on past efforts and set aspirational goals for a more inclusive Singapore in 2030. EMP2030 sets clear, tangible goals for each of the 14 focal areas, identifies indicators and targets that will help inform our progress towards these goals by 2030, and recommends the collection of a wider range of disability data to improve monitoring of progress based on the recommended indicators. The data for the EMP2030 indicators will be drawn from administrative data and studies. Details of these data sources are provided in the [Annex](#).



*The artwork titled 'Lockdown' by Genine Tham hangs on the wall behind Steering Committee member, Ms Sherena Loh.*



**"Practical:**

**Through innovative designs and technology, persons with disabilities assume greater ownership for their welfare and future, live and work more independently, relying less on caregivers and community support.**

**Family members continue to work, have healthy social lives, prepare for their own retirement whilst providing caregiving for their loved ones.**

**Aspirational:**

**With Enabling Masterplan 2030, I hope that persons with disabilities and caregivers themselves become pillars of support for other Singaporeans, and participate positively in political and socio-economic activities of Singapore."**

*Ms Chia Yong Yong  
Consultant, Foo Kwok LLC  
Adviser to the Board of SPD  
Board Member, SG Enable*



**"We will not assume what disabled people can or cannot do based on their medical condition. Instead we will reframe our thinking to ask how we help disabled people achieve their aspirations and highest potential as defined by them. In 2030, I would like to see social equality and accommodation to ensure no disabled person is left behind. Where access to all opportunities for education, employment, and a social life are presented as possible."**

*Mr Richard Kuppusamy  
President  
Disabled People's Association (DPA)*

# PUBLIC ENGAGEMENT AND CONSULTATION

In developing EMP2030, the Steering Committee prioritised involving persons with disabilities, caregivers, and disability sector professionals, to ensure that their views, especially those of persons with disabilities, form the core of this Masterplan.

We consulted with more than 300 individuals through seven focus group discussions, to take in their feedback and views. MSF also conducted small group discussions with disability SSAs and organisations.

64

Persons with disabilities (including persons with physical disabilities, persons with intellectual disabilities, persons with visual impairment, d/Deaf and hard-of-hearing persons, and autistic persons)

112

Family members / caregivers of persons with disabilities

164

Disability sector professionals from more than 20 organisations, including social workers, psychologists, allied health professionals, centre managers, senior SSA leaders

The recommendations within each focal area reflect what participants have shared as being important to achieve our EMP2030 vision, and informed the selection and formulation of the initial initiatives to be implemented under EMP2030.

Beyond the public consultations, the Steering Committee intentionally sought to involve persons with disabilities in every aspect of the EMP2030 report. To the photographers, illustrators, and families of individuals with disabilities who participated in the making of this report, this Enabling Masterplan belongs to you too.





**“From the lens of an international architect who was physically disabled from a very young age at five; who studied, worked and lived in global cities across three continents and has now resided in Singapore for more than three decades, the evidence of the relentless resiliency of this Asian city-state, and the fast coming-of-age road mapping of an inclusivity community alongside those on the global city circuit is truly heartening, encouraging and commendable.”**

**Mr Michael Ngu**  
*President and CEO*  
*Architects 61*

**“I hope that Singapore in 2030 and beyond will be a place of hope, opportunity and compassion, where all who have a disability will be enabled to dream, develop to one’s full potential and pursue one’s passions, and those who care for them will also feel cared for.”**

**Mr John Lim**  
*First Deputy Secretary*  
*Ministry of Social and Family Development (MSF)*

# STRATEGIC THEMES

**Strategic Theme I: Strengthen Support For Lifelong Learning In A Fast-Changing Economy**

- Area 1: Early Years
- Area 2: Schooling Years
- Area 3: Beyond Schooling Years

**Strategic Theme II: Enable Persons With Disabilities To Live Independently**

- Area 4: Inclusive Employment
- Area 5: Inclusive Living
- Area 6: Assistive Technology
- Area 7: Caregiving Support

**Strategic Theme III: Create Physical And Social Environments That Are Inclusive To Persons With Disabilities**

- Area 8: Inclusive Communications
- Area 9: Inclusive Transport
- Area 10: Inclusive Public Spaces
- Area 11: Inclusive Healthcare
- Area 12: Inclusive Sports
- Area 13: Inclusive Arts And Heritage
- Area 14: Inclusive Communities



*Allan jokingly calls himself “the happiest man on earth” and has many hobbies such as reading, playing the piano and drums, and playing computer games. He has Down Syndrome.*

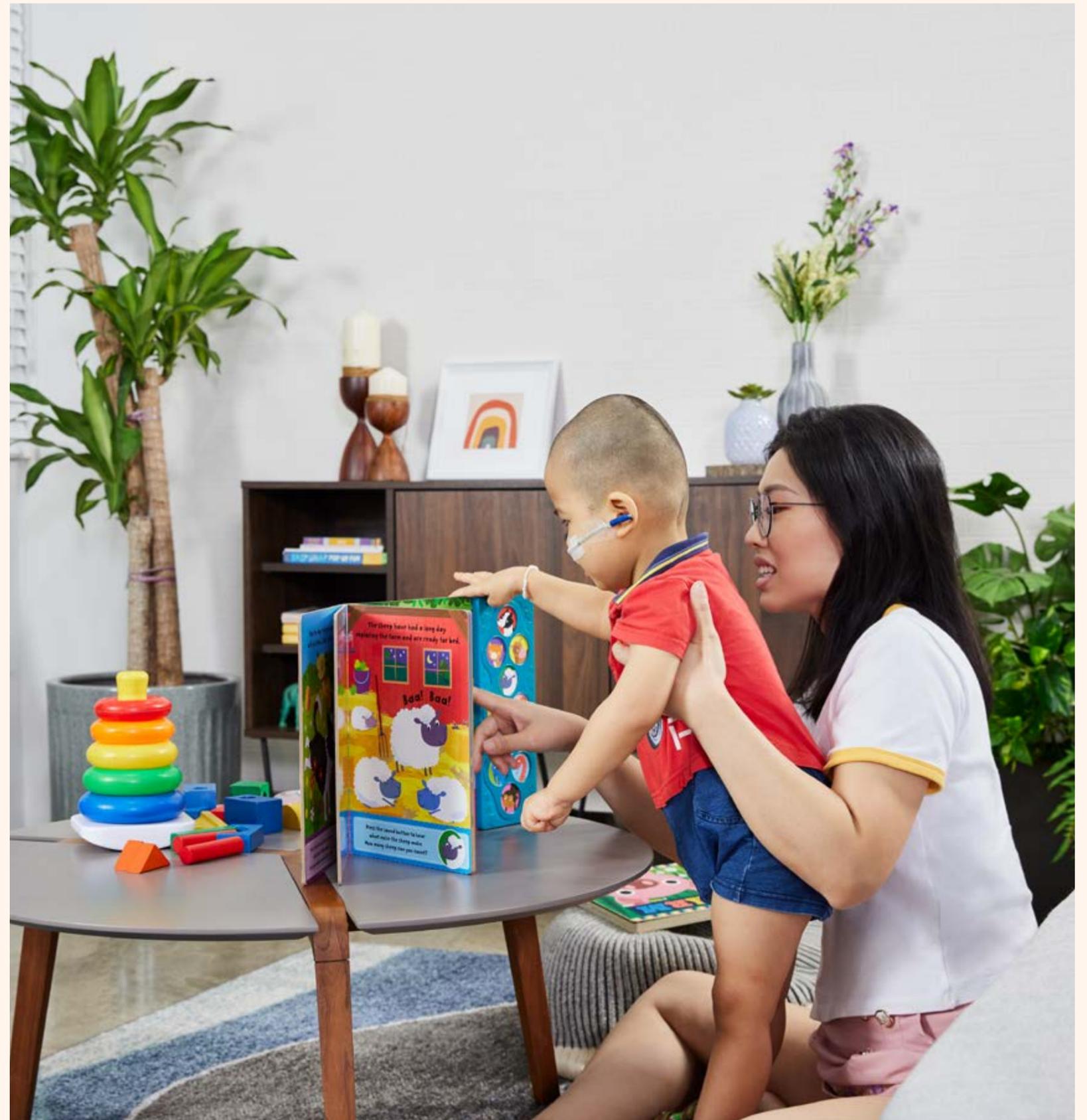
**“In 2030, I hope to see more affordable options for intervention and therapy to maximise the potential physical and social development of children with severe disabilities. And as my child grows up, I hope there can be suitable caregiving options for adults with care needs, so that I dont have to stay at home as a full time caregiver and can continue working to earn income for my whole family.”**

**- Lim Hwee Ting**



## EARLY YEARS

The early years are critical for a child's cognitive, social and functional development. We must ensure that children with developmental needs have access to early intervention (EI), so that they have a strong foundation from which to pursue their aspirations and achieve their fullest potential in adulthood.



*Darius is a 3-year-old boy who smiles gently when he is happy. His mother, Hwee Ting, made the decision to stop working so she can bring him to his numerous appointments for medical needs, physiotherapy and other early intervention services. Darius was diagnosed with polymicrogyria, which affects his overall development.*

## Progress Since EMP3

Today, children with developmental needs can receive intervention through a range of Government-funded EI services, which includes the Development Support – Learning Support (DS-LS) and Development Support Plus (DS-Plus) programmes, and the Early Intervention Programme for Infants & Children (EIPIC). In 2021, around 2,300 children who required low levels of EI support were supported under the DS-LS and DS-Plus programmes provided at preschools, and 3,600 children who required medium to high levels of EI support were supported under EIPIC provided at 21 EI centres.

A key development under EMP3 was the enhancement of the network of touchpoints for the timely detection of developmental needs. Childhood Developmental Screening is fully subsidised for eligible Singaporean children, with seven recommended touchpoints across the first six years. Developmental milestone checklists and growth charts were added to the HealthHub app for parents to track their children’s developmental milestones.

MSF and the Early Childhood Development Agency (ECDA) enhanced subsidies in 2019 to keep EI services affordable for families of children with developmental needs. Depending on the EI programme and the families’ income level, out-of-pocket fees for Singapore Citizen children range from \$5 to \$430 per month.

In April 2021, MSF/ECDA announced new initiatives to enhance inclusion and support for children with developmental needs. These initiatives were guided by the Inclusive Preschool Workgroup’s recommendations to enable children with developmental needs to learn, play, contribute and participate meaningfully, alongside their typically-developing peers in preschools and the community. To deepen inclusive education capabilities, MSF/ECDA launched a range of capability-building initiatives, which include a new Certificate in Inclusive Practice in June 2021 to enable early childhood educators to acquire inclusive strategies to support children with varying needs in preschools.



*A child's mobility white cane.*

## ***Challenges and Gaps to be Addressed by 2030***

As the identification of developmental needs improves with greater awareness and enhanced early detection, there will be a corresponding increase in demand for EI services.

In addition, while parents and caregivers recognised the enhancements made over the years, they suggested that EI programmes be provided at more preschools to improve accessibility. Sector professionals and SSAs also highlighted the need for more specialised EI support for children with sensory disabilities, as they had more specific support needs.



*Elliot is drinking water from a blue water bottle with his name labelled in Braille.*



## Goal and Directions for 2030

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*By 2030, children identified with developmental needs will have access<sup>1</sup> to EI support, and have opportunities to grow, learn and play alongside their typically-developing peers.*

To achieve this goal, we will need to:

**a) Ensure adequate access for children with developmental needs.**

This involves ensuring sufficient capacity across the various Government-funded EI programmes so that children can receive these services on a timely basis.

**b) Offer more opportunities for inclusion and integration, that benefits both children with developmental needs and typically-developing children.**

This includes providing EI services at preschools and facilitating opportunities for children with developmental needs unable to enrol in preschools, to have meaningful opportunities to interact with their peers.

<sup>1</sup> 'Access' here refers to whether the child is able to receive Government-funded EI support within a suitable waiting time.

## Recommendations to Achieve the 2030 Goal

### Recommendation 1: Expand EI services to better support children with developmental needs.

ECDA is working closely with preschool operators and regional DS-LS providers to make the DS-LS programme available at more preschools. ECDA targets for the DS-LS programme to be made available at preschools covering 60% of preschoolers by 2025, and 80% in steady-state. ECDA will also expand the number of EIPIC places through two new EI centres. These are expected to be in operation by mid-2023. ECDA will continue to grow the number of places in Government-funded EI programmes to support children with developmental needs.

### Recommendation 2: Increase opportunities for children with developmental needs to grow, learn and play alongside their typically-developing peers.

ECDA is piloting a new Inclusive Support Programme (InSP), which serves children aged 3 to 6 who require medium levels of EI support in preschools. As the majority of these children attend intervention sessions at EI centres outside of their preschools, InSP reduces the need for these children to travel to different centres, and provides more opportunities for children to interact with peers of diverse abilities.

For children who require high levels of EI support and are better served by more intensive and specialised support at EI centres, ECDA will work with EI centres to explore opportunities for purposeful interactions between these children and their peers.

## Indicators

EMP2030 will track the key quality of life domains in the school context – whether the child is doing well in school, their feelings about school, and their relationships with teachers and peers – as reported by their parents. As this is a new indicator, we propose that the Government collect more data before considering an appropriate target for this area.

Indicators	Current Level	Target
Quality of Life (QoL) indicator for children with developmental needs aged 6 and below that tracks their well-being in school. <sup>1</sup>	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).



To complement this topline indicator, ECDA will also track supplementary indicators such as the wait time of the various EI programmes, and the quality and outcomes of these programmes.

<sup>1</sup> Includes preschools and EI centres that the child may be attending. [\[Link to footnote\]](#)



# 02

## SCHOOLING YEARS



**“In 2030, we hope that there will be more awareness and support for early intervention and affordable hearing devices for children with different types of hearing loss so that children like my son can fully experience learning, interacting and growing up like any other child and not miss out in any way.”**

**- Sarah Chia**



*Jeston is a 10-year-old with a younger sister. He has boundless energy and likes to have fun. Jeston is currently homeschooled and enjoys drawing blueprints of skyscrapers and elevators. His father, Alex, shared that other parents in their homeschooling community have been open and accepting of Jeston. He has autism.*

## SCHOOLING YEARS

All children must be able to access an education that develops their potential and equips them with the knowledge and skills to participate meaningfully in society. This includes students of schooling age with Special Educational Needs (SEN)<sup>1</sup>, who have more learning needs and require additional educational support.

<sup>1</sup>While students with SEN require additional support given their educational needs, not all students with SEN need to be supported as persons with disabilities, nor choose to identify as a persons with disabilities, in adulthood.

## Progress Since EMP3

Students with SEN can thrive in an educational setting that best supports their development and learning needs, whether in mainstream schools or Government-funded Special Education (SPED) schools. In mainstream schools, there are about 27,000 students with SEN, including some without a formal diagnosis. The 22 Government-funded SPED schools support 7,000 students with moderate-to-severe SEN in a specialised setting that provides more intensive and customised support. A key development under EMP3 was the extension of Compulsory Education to students with moderate-to-severe SEN from the 2019 Primary 1 cohort onwards.

As recommended in EMP3, the Ministry of Education (MOE) has worked with partners to ensure affordability of SPED schools. Besides the Government funding provided to SPED schools, the eligibility criteria for the SPED Financial Assistance Scheme, which provides financial assistance to lower-income families with children in Government-funded SPED schools, was revised in 2018 to benefit more families. Since 2020, six SPED schools which charged relatively higher fees have lowered their fees by at least 25% for Singaporeans. In 2020, MSF also enhanced support for Special Student Care Centres (SSCCs), which provide before- and after-school care services, reducing out-of-pocket fees by 30% to 80%.



MOE also continually reviews the quality of teaching and support for students with SEN in both SPED and mainstream schools. Since 2020, all teachers in mainstream schools receive professional development through the SkillsFuture for Educators (SFEd) framework. For educators in SPED, MOE has embarked on developing SPED Teaching and Learning Syllabuses (TLSs) to provide better guidance to SPED schools in developing quality customised curriculum to attain the SPED desired outcomes. The “SPED Teaching Profession: Journeys of Excellence Package” framework, launched in 2020, maps out competencies and skillsets as well as professional and career development opportunities.

## Challenges and Gaps to be Addressed by 2030

While there has been considerable progress to develop a more inclusive education system, we need to do more to ensure that our education system is prepared for future challenges and needs of students with SEN.

As diagnoses of SEN such as autism among students aged 7 to 18 grow with greater awareness and improved early detection, the capacity and design of our education system must continue to evolve to meet this growing demand. Correspondingly, there must be sufficient capacity in SSCCs.

Working adults with disabilities, parents and disability sector professionals highlighted the need for our education system to prepare students with SEN for the fast-changing economy. Schools must not only equip students with skills needed for the jobs of today, but also nurture their confidence and resilience to learn new skills

for the multiple jobs they are likely to have throughout their working lives.

Students also flagged issues with last-mile implementation. For example, while SEN Support Officers work with academic staff in Higher Education settings to support students with SEN, the support that students receive can be uneven, and can depend on individual lecturers' or staff's abilities and willingness to make accommodations.

As we work towards a more disability-inclusive society, parents and sector professionals also noted that schools are a good platform to inculcate greater disability awareness and inclusive values amongst students. Parents and students with SEN also felt that schools could be a key platform to enable interaction between students with SEN and students without SEN through sustained opportunities. Their experience has been that such interactions do not just benefit students with SEN, but also help typically-developing students to develop social and communication skills as well as nurture empathy.



*Samuel is a 9-year-old boy with a cheeky smile that lets you know he loves to play. When he was younger, his parents, Aik Kee and Sarah, were not advised to have a hearing aid for him, and put in significant effort and finances to enrol Samuel in an early intervention programme and intensive speech and language therapy. When he was in Primary 1, Samuel realised he could hear his teacher speak when utilising the Frequency Modulation (FM) system provided by MOE, and was fitted with a hearing aid immediately upon seeking a second opinion. His parents have since witnessed tremendous progress in his speech and language development. Samuel has a moderately severe single-sided hearing loss and now uses a bone conduction hearing aid daily.*



## ***Goal and Directions for 2030***

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***By 2030, children with disabilities will have access to an education that develops their potential and equips them with the knowledge and skills to participate meaningfully in society.***

To achieve this goal, we will need to:

**a) Ensure access to quality education for students of different SEN profiles.**

This includes ensuring sufficient school places for students best supported in SPED schools.

**b) Enhance quality of support to meet the unique learning demands of students with SEN.**

This includes enhancing the capabilities of educators and regularly reviewing the curricula to ensure that students are well prepared for life after school.

**c) Build inclusiveness in schools.**

This includes enhancing disability awareness in all students from young.

## Recommendations to Achieve the 2030 Goal

### Recommendation 3: Ensure access to quality education for students with SEN.

MOE will continue to ensure sufficient school places for students best supported in SPED schools, taking into account emerging needs, such as the growing demand for SPED school places for students with autism. Adding to the current 22 schools, MOE will partner SSAs to establish five new SPED schools by 2030.



### Recommendation 4: Enhance the quality of support to meet the unique learning demands of students with SEN.

MOE will continue to enhance the educational experience provided in SPED schools so that students can achieve the Living, Learning and Working outcomes. Through the development and implementation of SPED TLSs for all learning domains, quality SPED can be strengthened. The SPED TLSs for Daily Living Skills, Visual Arts and Vocational Education have been released. The TLS for Communication and Language, Social-Emotional Learning, Numeracy and Physical Education will be released progressively by 2024, as part of providing greater guidance to schools in developing quality customised curriculum to attain the SPED desired outcomes. In tandem with the launch of the SPED TLSs, MOE will enhance support and professional development to schools in implementing the TLSs.

All mainstream schools have access to specialised manpower, such as teachers trained in special needs (TSNs), Special Educational Needs Officers (SEN Officers), MOE Educational Psychologists and Case Management Teams to plan and coordinate support for students with SEN. Mainstream schools also offer specialised support interventions for specific needs, such as TRANSIT (TRANSition Support for InTegration)<sup>1</sup> for students with social and behavioural needs, Facing Your Fears for secondary school students with autism and anxiety, and Circle of Friends which aims to strengthen positive peer support for students with SEN.

MOE will continue to build a strong whole-school approach in supporting students who present with additional needs with or without a disability diagnosis. This includes achieving the baseline SFEd proficiency level for all teachers in supporting students with SEN, as well as the ongoing efforts to sharpen the knowledge and skills of TSNs and SEN Officers.

<sup>1</sup>TRANSIT supports Primary One students with social and behavioural needs in their transition into primary school by developing foundational self-management skills.

## Recommendations to Achieve the 2030 Goal

### Recommendation 5: Build inclusiveness within our schools and the community.

MOE will continue to develop disability awareness in students through the Social Studies and Character and Citizenship Education curricula. Student development experiences (e.g. Co-Curricular Activities, Values in Action) also provide opportunities for students to interact meaningfully and form positive relationships with peers, including those with disabilities. Through such experiences, students can learn how they can actively help to create an inclusive and caring community.

Some mainstream schools also facilitate opportunities for students and staff to interact meaningfully and regularly with persons with disabilities through Satellite Partnerships and collaborations with SPED Schools. MOE and key stakeholders (including SSAs) will establish more collaborations through school partnerships to enhance disability awareness in students and facilitate professional learning between staff of mainstream and SPED schools.

## Indicators

EMP2030 will track the key Quality of Life domains in the school context – whether the child is doing well in school, their feelings about school, and their relationships with teachers and peers – as reported by themselves or their parents/caregivers as proxies. This is a new indicator to be tracked under EMP2030. As this is a new indicator, we propose that the Government collect more data before considering an appropriate target for this area.

Indicators	Current Level	Target
QoL indicator for children with disabilities aged 7 and above that tracks their well-being in school.	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).

To complement this topline indicator, MOE will also track supplementary indicators such as the proportion of Primary 1 cohort with disabilities in mainstream and Government-funded SPED schools who complete secondary or special education.





# 03

**BEYOND  
SCHOOLING  
YEARS**



**“In 2030, I hope that society’s expectations on caregiving will evolve as our siblings with disabilities grow older, with family dynamics shifting as our parents age and other siblings move out to form our own families.”**

**- Amilia Koh**

## BEYOND SCHOOLING YEARS

Today, learning is neither confined to the earlier years of our lives nor does it take place only in school. As technology advances and the way that we live and work change, lifelong learning is essential in ensuring that we can adapt and stay relevant amidst changes in the economy and society. We must do more to provide access to lifelong learning for all persons with disabilities so that they can be equipped with the skills that are needed to maximise their potential in life.



*Herman enjoys cycling around the neighbourhood, and loves watching fishes and wrestling matches. On a good day, he can verbalise what he wants to do. Living with his parents who are in their 60s, Herman is the middle child and has two sisters. His older sister has moved out to form her own family. He has intellectual disability.*



*Arassi is a teaching assistant for a dance troupe and helps with wardrobe management. She enjoys Pilates and Zumba in her free time. She has Down Syndrome.*

## **Progress Since EMP3**

EMP3 identified the need to strengthen efforts to provide lifelong learning opportunities for persons with disabilities.

Since then, there has been a significant increase in funding support for skills-training for persons with disabilities. For example, MOE expanded the usage of the Post-Secondary Education Account (PSEA) in 2017 to allow persons with disabilities to use their PSEA funds for training courses curated by SG Enable. In 2021, the Temasek Fund and the five Community Development Councils (CDCs) set up the Temasek Trust-CDC Lifelong Learning Enabling Fund, to support adults with disabilities on their learning journey. The fund provides up to \$1,000 for each adult with disabilities to defray costs related to learning devices, support services and training courses.

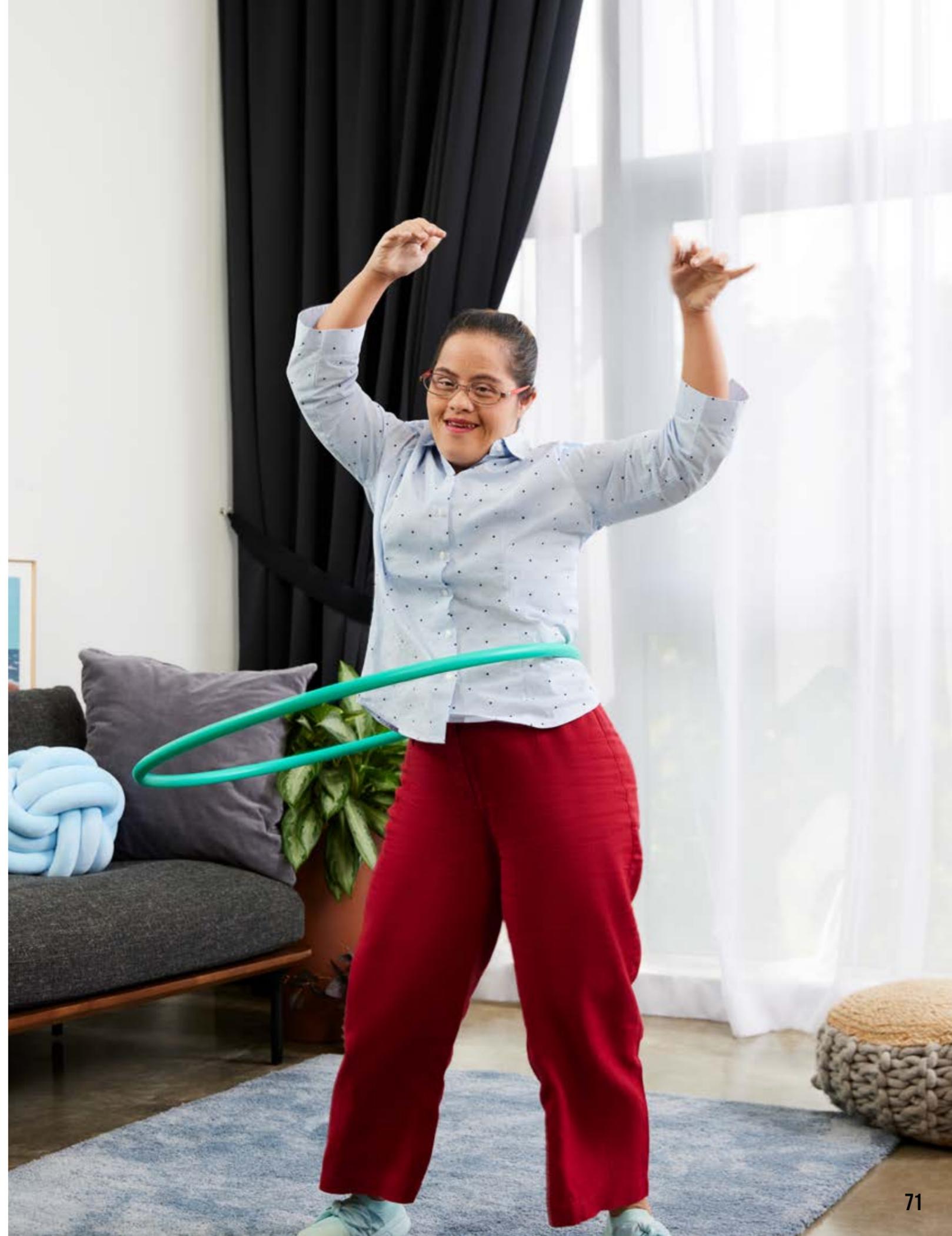
There have also been efforts to increase the availability of training courses for persons with disabilities and encourage employers to send their employees with disabilities for training. The Government enhanced the Open Door Programme (ODP) Training Grant in July 2020 to provide stronger funding support to employers who send their employees with disabilities for training, as well as persons with disabilities seeking to upgrade themselves. SG Enable has also worked with training partners to introduce more new courses catering to persons with disabilities. Between 2014 and 2021, more than 2,800 persons with disabilities received employment-related training under ODP.

## ***Challenges and Gaps to be Addressed by 2030***

Persons with disabilities and disability sector professionals have observed that opportunities for lifelong learning for persons with disabilities after their schooling years should be further improved.

Courses catering to the general population need to be made more inclusive and accessible. This is particularly important given the need to continually learn new skills to remain relevant in the fast-changing economy.

There is also a lack of customised courses to meet the specific needs of persons with intellectual disabilities or persons with autism who have higher support needs, such as courses in independent living skills. Such opportunities for lifelong learning are essential to ensure that this group of persons with disabilities can live independently and age well in the community.





## ***Goal and Directions for 2030***

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***By 2030, persons with disabilities will have access to opportunities and resources for lifelong learning.***

To achieve this goal, we will need to provide diverse lifelong learning opportunities:

**a) For personal growth:**

This includes providing different avenues for persons with disabilities to acquire knowledge and skills for their individual development.

**b) For professional development:**

This includes providing a range of training options that enhances the employability and work performance of persons with disabilities.

## Recommendations to Achieve the 2030 Goal



### Recommendation 6: Provide responsive and quality lifelong learning opportunities to persons with disabilities.

Launched in May 2022, the Enabling Academy, a disability learning hub managed by SG Enable, connects stakeholders in education, business and disability to work towards common goals of facilitating and promoting lifelong learning for persons with disabilities.

For a start, the Enabling Academy will develop an Enabling Skills Framework, a resource on training pathways for learners with disabilities and training providers. It will also connect like-minded stakeholders to bring new ideas and capabilities into the disability training space, so that persons with disabilities can access more and better choices for lifelong learning.

MSF will be piloting the Enabling Services Hubs (ESHs), which take an upstream approach in providing support for persons with disabilities and their families, with a particular focus on persons with disabilities with care needs who do not have any regular activities to keep them engaged. To support the lifelong learning of this group of persons, ESHs will provide on-site continual education and learning courses, including areas like daily living skills, social-emotional learning, physical activity, and the arts. The ESH will also conduct outreach to persons with disabilities who live near the ESH.

## Indicators

EMP2030 will track the reported scores of persons with disabilities on their access to lifelong learning. This is a new indicator to be tracked under EMP2030. As this is a new indicator, we propose that the Government collect more data before considering an appropriate target for this area.

<i>Indicators</i>	<i>Current Level</i>	<i>Target</i>
Persons with disabilities' reported scores on access to lifelong learning.	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).

To complement this topline indicator, MOE and MSF will also track supplementary indicators such as the participation of persons with disabilities in continuing education and training, and the number of accessible courses available.



**“The defining nature of the EMP2030 is inclusion. This masterplan and recommended actions are a result of consultations with a large number of persons with disabilities, their caregivers and all who are involved in their care. Inclusion is reflected in the actions and attitudes which everyone should adopt. The EMP2030 aims to enable persons with disabilities by providing them with the same opportunities to maximise their potential in an inclusive society.”**

*Dr Chong Yoke Sin  
Managing Partner, iGlobe Partners  
Board Member, SG Enable*

**“We all have a light, one that is pure and true  
Which illuminates the darkness, and gives hope anew  
My wish is that all of us - disabilities and abilities alike  
Will have the chance to let that light shine bright  
To live our lives with joy and with pride  
And most importantly, be recognised for our own unique light”**

*Dr Chen Shiling  
Founder, Happee Hearts Movement  
Physician, Khoo Teck Puat Hospital and Tsao Foundation*



**“Enabling Masterplan 2030 builds on the work accomplished as a result of the partnership between public, private and people sectors over past Enabling Masterplans. Let us work together towards a society where persons with disabilities are empowered to participate and contribute fully in their communities.”**

*Mr Karthikeyan J.R.*  
CEO  
AWWA



**“The EMP2030 is a step forward for Singapore to realise the vision of inclusion as articulated in UN Convention of the Rights of the Child, UN Convention of the Rights of Persons with Disabilities and Sustainable Development Goals 2030. I hope this fourth Enabling Masterplan will be useful in guiding development of future services towards improving quality of life for all persons with disabilities, their caregivers and families.”**

*Dr Lim Hong Huay*  
Director, Rophi Clinic  
Board Member, SG Enable  
Board Chair and Project 3i Lead, CaringSG



# 04

**INCLUSIVE  
EMPLOYMENT**



**"In 2030, I hope Singapore will be a more inclusive society where persons with disabilities are given equal opportunities and can lead fulfilling lives. This is an aspiration that my special needs friends and I have for our nation."**

**- Nigel Ng**



*Raymond graduated university with a business degree but made a career switch to the social service sector after developing a passion to serve others. He has visual impairment.*

## INCLUSIVE EMPLOYMENT

Amidst the accelerating pace of economic and technological change, there is a risk that persons with disabilities will be left behind if support is not available. As the nature of work changes, we must continue to remove barriers and create opportunities for persons with disabilities to attain fulfilling and meaningful employment, through which they can engage with others in the community and achieve their potential.

## Progress Since EMP3



While not all persons with disabilities are work-capable, as reflected in the lower average labour force participation rate (33.9%<sup>1</sup> for resident persons with disabilities in 2020-2021), the employment rate of persons with disabilities has improved over the years.

The average employment rate<sup>2</sup> of resident persons with disabilities aged 15 to 64 was 30.1% in 2020-2021, an increase from the 28.2% in 2018-2019 when the Ministry of Manpower (MOM) first started collecting employment data on persons with disabilities. This improvement reflects the stronger ecosystem of employment support, but more can be done to remove barriers to employment for persons with disabilities.

<sup>1</sup>Based on MOM's Comprehensive Labour Force Survey (CLFS). The use of two-year moving averages is to smoothen out year on year fluctuations due to the relatively small number of persons with disabilities. The labour force participation rate is defined as the percentage of persons in the labour force (i.e. the employed and the unemployed) to the population. The labour force participation rate for resident persons without disabilities aged 15-64 in 2020-2021 is 78.1%.

<sup>2</sup>Based on MOM's CLFS. The use of two-year moving averages is to smoothen out year on year fluctuations due to the relatively small number of persons with disabilities. The employment rate is defined as the percentage of employed persons to the population.

EMP3 highlighted the need to develop employers who are ready and willing to hire and develop persons with disabilities. The Open Door Programme (ODP) provides post-placement support for up to one year to persons with disabilities and their employers, in addition to free job coaching and matching. Employers are supported by grants covering up to 90% of the cost of job redesign. They can also tap on course fee support of up to 90% when sending supervisors and co-workers for training in hiring and integrating employees with disabilities into the workplace. Between 2014 and 2021, over 3,500 persons with disabilities were placed into new jobs through the ODP. About 600 organisations have acquired skills in implementing inclusive employment practices.

To support inclusive employment, the Government introduced the Enabling Employment Credit (EEC) in 2021.<sup>1</sup> Employers of Singaporeans with disabilities earning less than \$4,000 per month receive a wage offset of up to 20% of monthly income, and those who hire Singaporeans with disabilities earning less than \$4,000 per month who have not been employed for at least six months receive an additional wage offset of 10% for a period of six months. In 2021, the EEC supported close to 6,400 employers who employed more than 9,700 Singaporeans with disabilities.

To provide support for persons with disabilities amid the pandemic, close to 300 new job and training opportunities were created in 2021, through three new programmes introduced under the National Jobs Council. This includes opportunities from the customised Place-and-Train and Attach-and-Train programmes. The Jobs Growth Incentive (JGI) has also supported the hiring of over 3,400 persons with disabilities between September 2020 and November 2021. The JGI has been extended to March 2023.

To further support and promote inclusive employment, SG Enable introduced the Enabling Mark in 2020. It is the first national-level accreditation framework that benchmarks and recognises organisations for their best practices and outcomes in disability-inclusive employment.

<sup>1</sup>The EEC provides higher wage offsets for employers of persons with disabilities compared to the preceding Special Employment Credit (SEC) and the Additional SEC, which were implemented between 2012 and 2020.

## Challenges and Gaps to be Addressed by 2030



While there have been considerable efforts to support the employment of persons with disabilities, one observation raised was that some employers did not have the awareness, expertise or willingness to provide reasonable accommodations to persons with disabilities in the workplace. Persons with disabilities who have the capabilities for open employment may still face difficulties with job retention due to issues with job fit, and would benefit from job placements which are more suited to their strengths. Many also agreed that improving employment outcomes requires a holistic approach, including efforts that are covered in other areas of EMP2030, such as Inclusive Transport (Area 9) and Inclusive Public Spaces (Area 10).

Persons with disabilities, caregivers and sector professionals also highlighted the need for more alternative employment options and accommodations to enable more persons with disabilities to sustain employment. For example, more flexible work arrangements enable employment for those who are unable to work for long stretches of time or who are unable to work on-site. Many felt that flexible working arrangements during COVID-19 enabled more persons with disabilities to be hired and recognised for their contributions, and that such practices should continue post-pandemic. Those with higher support needs would also benefit from a longer duration of training to be more job-ready, as well as sustained support and coaching to stay employed.

In addition, we cannot assume the continued effectiveness of what has worked well thus far given the pace of economic and technological change. Persons with disabilities across all support profiles will need to keep up with technological changes. As manual and routine work are increasingly digitised and automated, there is a need to continually review employment options for persons with disabilities so that they are included in the digital economy. For example, existing employment models such as Sheltered Workshops need to evolve to better support persons with disabilities who can benefit from the more structured environment of supported employment. There is also a need to update continuing education and training opportunities for persons with disabilities (Area 3).



## ***Goal and Directions for 2030***

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***By 2030, persons with disabilities who can work will be recognised for their abilities, knowledge and skills, and are able to achieve gainful employment.***

Although many persons with disabilities may not be able to access open employment, they may be able to work in settings which provide more support. The aim is to create pathways to employment for all with the potential to work. Beyond supporting those who are keen to work, we also wish to affirm the abilities of others who may be unsure or discouraged about joining the workforce.

To achieve this goal, we will need to:

**a) Increase the number of inclusive employers and employment models.**

This includes making inclusive employers the norm in Singapore and enabling persons with disabilities to work with the right support.

**b) Prepare persons with disabilities for jobs of the future.**

This includes ensuring that persons with disabilities, especially those with higher support needs, are employed in jobs that are relevant in 2030 and beyond.

## Recommendations to Achieve the 2030 Goal

**Recommendation 7: Continue to grow the number of inclusive employers and expand the range of alternative and supported employment models, to enable more persons with disabilities to enter the workforce and sustain employment.**

To complement existing employment options, MSF will be piloting the Enabling Business Hubs (EBHs) to better support persons with disabilities who need customised support (e.g. on-site job support) and a structured environment to work in.<sup>1</sup>

EBHs will provide support services and shared facilities to persons with disabilities and their employers such as training, on-site job support and calm rooms to facilitate inclusive employment. By locating the EBHs regionally, persons with disabilities can train and work close to where they live. EBHs will also drive community inclusion by bringing the community together to participate in various activities and services.

To place more persons with disabilities into jobs which are suited to their strengths, MOM and MSF will strengthen customised placement programmes by exploring strategies such as (i) increasing partnerships between SG Enable and SSAs to reach out to more persons with disabilities who are looking for jobs, including recent graduates (from both mainstream and SPED institutions) and persons with acquired disabilities, and (ii) generating more relevant employment opportunities and organising thematic sector-based career fairs which curate specific roles for persons with disabilities.

A taskforce will be formed to (i) support employment for persons with disabilities via designing alternative employment models such as microjobs, and (ii) bolster efforts to increase the number of organisations that commit to disability-inclusive employment through the Enabling Mark and Enabling Employment Pledge.

<sup>1</sup>This is a recommendation that follows from the Third Enabling Masterplan.



*Nigel is a graduate from Life Sciences at National University of Singapore. He currently works in the public service and enjoys swimming in his free time. He has autism.*

## ***Recommendations to Achieve the 2030 Goal***

### **Recommendation 8: Review existing employment models for persons with disabilities so that they remain relevant for the future.**

The nature of work in 2030 may differ from today, as work is transformed by technological advances such as automation and artificial intelligence. Such changes can have an impact on the employment options for persons with disabilities. For example, the demand for the typical work done in Sheltered Workshops – which may be more manual and repetitive in nature – may fall, creating a gap for persons with disabilities who thrive on such routine and structured work. MSF is reviewing the Sheltered Workshop model to ensure that it remains relevant in 2030.



# Indicators

EMP2030 will track the employment rate of persons with disabilities, as it directly maps to EMP2030’s goal of supporting all persons with disabilities to achieve gainful employment, across a range of work-capabilities and circumstances, at the broadest level. The target employment rate has been set at 40%. We have set this aspirational target to galvanise action and spur innovation across the public, private and people sectors, to push the envelope in supporting persons with disabilities from different profiles, including those with past employment experience, as well as those who have not been employed before.

Indicators	Current Level	Target
Employment rate <sup>1</sup> of resident persons with disabilities (aged 15 to 64)	30.1% (2020-2021)	40% (improve employment of persons with disabilities who are able to engage in gainful employment)

While the employment rate provides one perspective of employment outcomes for persons with disabilities, not all persons with disabilities may be able to engage in gainful employment. Hence, to complement the employment rate, we will also track the labour force participation and unemployment rates<sup>2</sup> for resident persons with disabilities as supplementary indicators. Tracking the former will give insight into how successful we are in attracting persons with disabilities into the labour force, including through the alternative employment models. Tracking the latter will give insight into whether ease of job search for persons with disabilities improves.

In 2020-2021, the labour force participation rate for resident persons with disabilities aged 15-64 stood at 33.9%. Over the same period, the unemployment rate for resident persons with disabilities aged 15-64 stood at 11.3%.

In addition, MOM and MSF will also track other indicators such as the breakdown of industries that resident persons with disabilities work in and the number of inclusive employers in Singapore.

<sup>1</sup>This is defined as the number of employed persons with disabilities divided by the total number of working-age persons with disabilities (whether or not they are able to access open employment). Employed persons refer to persons who, during the reference period:

- a. work for one hour or more either for pay or profit; or
- b. have a job or business to return to but are temporarily absent because of illness, injury, breakdown of machinery at workplace, labour management dispute or other reasons.

<sup>2</sup>Based on MOM’s CLFS. The use of two-year moving averages is to smoothen out year-on-year fluctuations due to the relatively small number of persons with disabilities. The unemployment rate is defined as the percentage of unemployed persons to the labour force (i.e. the sum of employed and unemployed persons). Persons are counted as unemployed if they are not working but are actively looking and available for work.



*Lydia observes keenly and will occasionally vocalise her interest in participating in activities. She is 31 years old and attends a Day Activity Centre on some weekdays. Her parents, Mabel and Patrick, who are in their late 60s, have retired and continue to care for her at home. She has intellectual disability.*

**“In 2030, I wish to see persons with special needs like my sister have meaningful connections with others and have the chance to contribute in their communities in whatever way they can.”**

**- Elaine Jalleh**



## INCLUSIVE LIVING

As persons with disabilities and caregivers age, and the caregiving load falls on increasingly smaller households, we must transform our housing models, support services and local communities to enable persons with disabilities to live independently, participate fully in community life and age actively and happily.



## ***Progress Since EMP3***

EMP3 highlighted the need to ensure the affordability and quality of services for persons with disabilities, including ensuring that funding structures reflect the level of support needed based on the degree of persons' needs.

The Government has regularly increased resourcing for disability care services to enhance their quality and affordability. For example, in October 2021, the Government increased funding support for Day Activity Centres (DACs) by 20% (or \$3 million annually) and Adult Disability Homes (ADHs) by 25% (or \$6 million annually) to raise the quality of care and service standards provided. A tiered funding model was introduced for the ADHs to provide increased resourcing for residents who need higher levels of support. Fee caps were also introduced for DAC clients from households with gross per capita household income of \$2,800 per month or less.

In 2021, the Government started a pilot Disability Case Management Programme (DCMP) with the Movement for the Intellectually Disabled of Singapore (MINDS) to further strengthen support for persons with disabilities with high support needs and their caregivers. Under the pilot, a multi-disciplinary team of social workers and allied health professionals trained in disability care helps each family better access the ecosystem of disability and social support services and coordinate the interventions and services that the family requires. The DCMP pilot will run for a three-year period till 2024.

Other efforts to enable more individuals with moderate to severe disabilities to be included and fully engaged in the community include SPD and SUN-DAC's DAC Without Walls (DWW) collaboration initiative. DWW anchors the DAC clients in the community space with the support of community partners that provide either venue, activities, or both. Examples of such activities include clients learning how to buy food independently and engaging in heritage learning sessions with the museums through craft work.



## ***Challenges and Gaps to be Addressed by 2030***

Caregivers shared their concerns about the waiting times and lack of spaces at some DACs, particularly those serving adults with autism. As their children with disabilities graduated from SPED schools and waited for a DAC space, caregivers struggled with the lack of meaningful regular activities for their adult children.

Caregivers of adult children with disabilities highlighted that as they and their children age, they need a wider variety of alternative housing and service models to enable their adult children to live independently in the community for as long as possible, especially after they are no longer able to care for them. Some cited the example of the Community Care Apartments for seniors introduced by the Housing Development Board (HDB), the Ministry of National Development (MND) and MOH in 2021. These flats integrate senior-friendly housing with social activities and care services that can be scaled according to care needs to support seniors to age independently within the community. Housing options with care services that similarly enable persons with disabilities to live independently in the community could be explored.

Caregivers and persons with disabilities also noted that there could be greater flexibility introduced amongst the various services provided today. For example, care services need not be isolated from employment services, but could instead be integrated or blended where work and training for activities of daily living are addressed concurrently.

As Singapore's population ages, there will be a larger number of older persons with congenital and acquired disabilities who will require support. Disability sector professionals highlighted the need for health and social services to be better integrated and equipped to meet the needs of aging persons with disabilities.





## ***Goal and Directions for 2030***

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***By 2030, persons with disabilities with care needs will have access to a continuum of services that enable them to fully and actively participate in community life.***

To achieve this goal, we will need to:

**a) Support community living as much as possible, with institutionalisation as a last resort.**

This includes enabling persons with disabilities to live in the community as much as possible through housing models and services that support community living.

**b) Support persons with disabilities to live well in the community.**

This includes integrating persons with disabilities with the communities they live in, such as through programmes and services that enable persons with disabilities to participate in the community.

## Recommendations to Achieve the 2030 Goal

### **Recommendation 9: Develop new community living models and review existing community- and residential-based adult disability services to meet future demands and needs for independent living.**

We need more alternative options for community-based living that can enable persons with disabilities to live in the community as independently as possible, with institutionalisation as a last resort. These options need to be supplemented with a range of services to enable community living and participation, ranging from ‘concierge’-type assistance for independent residents, where care managers may provide support in arranging services such as cleaning services for residents, to community managers who organise and curate relevant activities for residents.

A taskforce will be formed to develop new community living models for persons with disabilities. The taskforce will (i) identify the housing and care models required for different profiles of persons with disabilities across the range of disability types and level of support needs, and (ii) design alternative housing and care models to meet the gaps and enable persons with disabilities to live and participate in the community.

We must ensure that the existing community- and residential-based services (e.g. DACs, Adult Disability Hostels, or ADHs) can meet future demands and needs of the disability population, which will be shaped by the growing incidence of autism, aging of persons with disabilities and caregivers, and smaller families sharing the caregiving load. For example, more DACs serving certain disability types may need to be developed, or existing models revamped, to better meet the changing needs of their clients.

MSF is studying the longer-term demand for adult disability services and will explore setting up new services in areas where demand is expected to exceed the current supply. MSF is also studying existing service models and considering possible enhancements to ensure that future needs can be met.

### **Recommendation 10: Provide a range of support services that enable persons with disabilities to live well in the community.**

MSF will pilot Enabling Services Hubs (ESHs), with each ESH serving persons with disabilities living within its area of coverage. The ESH will strengthen support for persons with disabilities to live well and participate actively in the community, by offering a range of disability services and programmes closer to where they and their families live.

The ESHs will enable upstream intervention by reaching out to persons with disabilities in that region to understand their needs, supporting them in each phase of life, linking them to relevant support services and matching at-risk persons with disabilities/ caregivers to community befrienders, who will help look out for them.

The ESHs will also provide on-site services which support community living, such as social inclusion activities in partnership with the local community, and drop-in respite care to support caregivers, in addition to continuing education and learning courses.



## Indicators

EMP2030 will track persons with disabilities' satisfaction with their opportunities to participate in social activities. The aspirational target score of 4.0 for 2030 corresponds to a satisfaction level between 'moderately satisfied and mostly satisfied', up from the score of 2.52 in 2015.

<i>Indicators</i>	<i>Current Level</i>	<i>Target</i>
Persons with disabilities' reported scores on their satisfaction with their access to opportunities to participate in social activities.	2.52 / 5.0 (between 'a little' to 'moderately' satisfied) (2015)	4.0 / 5.0 (aims for 'mostly satisfied') <sup>1</sup>

To complement this topline indicator, MSF will also track supplementary indicators such as the utilisation rate of adult disability community- and residential-based services, the adequacy of care and support received; awareness of social activities, and how involved persons with disabilities are in decisions about their living arrangements.



<sup>1</sup> The survey questions for this indicator use a 5-point scale (1-Not at all; 2-A little; 3-Moderately; 4-Mostly; 5-Totally) in response to the question "Are you satisfied with your chances to be involved in social activities?".



# 006

## ASSISTIVE TECHNOLOGY



**“In 2030, I hope that Singapore will be more aware, and mindful towards persons with disabilities. In particular, I hope that building infrastructure, digital application and services can include accessibility by design when creating products for the public so that persons with disabilities can use them as easily as the next person.”**

**- Josephine Tan**

# ASSISTIVE TECHNOLOGY

Assistive Technology (AT) can enable persons with disabilities to live and work more independently within the home, community and workplace. We must continue to encourage AT adoption, so that persons with disabilities are equipped to live independently as they age.



## Progress Since EMP3

EMP3 stressed the need to provide sufficient support for persons with disabilities to adopt AT, including continually reviewing relevant financial assistance schemes. Since February 2022, the Government has enhanced the Assistive Technology Fund (ATF), which subsidises up to 90% of the cost of AT devices. The subsidies have been enhanced so that Singaporeans whose per capita household income fall between \$801 and \$2,000 are eligible for a higher level of subsidy. For seniors with disabilities, the ATF now also covers items that were previously covered only under the Seniors' Mobility and Enabling Fund (SMF) (e.g. oxygen concentrators, suction pumps, spectacles). This makes it more convenient for seniors with disabilities as their needs for these items increases with age, as they do not need to make a separate application under the SMF. Instead, they can continue to tap on the ATF for their lifetime needs. In 2021, over 2,700 persons with disabilities were supported through the ATF.



Singapore has also stepped up efforts to promote AT as an enabler for education, employment and independent living, as recommended under EMP3. Tech Able, an integrated AT space jointly managed by SPD and SG Enable that showcases and provides AT services, was revamped in 2018 to reach out to more persons with disabilities both in-person and online through a new Tech Able Web App. In the education space, IMDA and SPD have set up eight satellite Information Technology / Assistive Technology (IT/AT) Loan Libraries in polytechnics and ITE colleges since 2018. These libraries help students identify and trial suitable IT/AT devices and software before purchasing them. To promote the use of AT at home, HDB has incorporated a wide range of smart home devices in its My Nice Home Gallery showflats since 2017.

To facilitate cross-cutting innovations in disability and community care, the Enabling Technology Advisory Group (ETAG) was formed by the Agency for Integrated Care (AIC) – an agency under the Ministry for Health – and SG Enable in October 2020. The ETAG has identified four focal areas that would help enhance disability and community care – telepractice<sup>1</sup>, smart homes for independent living, robotics for service delivery and operations, and speech translation in care settings.

<sup>1</sup> Telepractice refers to the provision of AT assessment and training and interventions (e.g. speech therapy, occupational therapy) via video call.

## ***Challenges and Gaps to be Addressed by 2030***

Persons with disabilities, caregivers and disability sector professionals gave feedback that there is a need to deepen disability organisations' functional expertise in AT (e.g. being familiar with the available AT solutions and developing a good appreciation of how these solutions would meet their client's specific needs).

Persons with disabilities and caregivers also said that they would appreciate more support and training in the use of AT, particularly considering their individual needs and the environment in which they would use these devices (e.g. at home, in school, in the workplace). Such training would enable persons with disabilities to use AT more effectively.



*Josephine is a marketing manager at a local comics publisher. She draws, reads and enjoys the outdoors in her spare time. She is hard-of-hearing and has moderate hearing loss.*



## *Goal and Directions for 2030*

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*By 2030, persons with disabilities will have access to AT that enables them to live more independently and connect to the community.<sup>1</sup>*

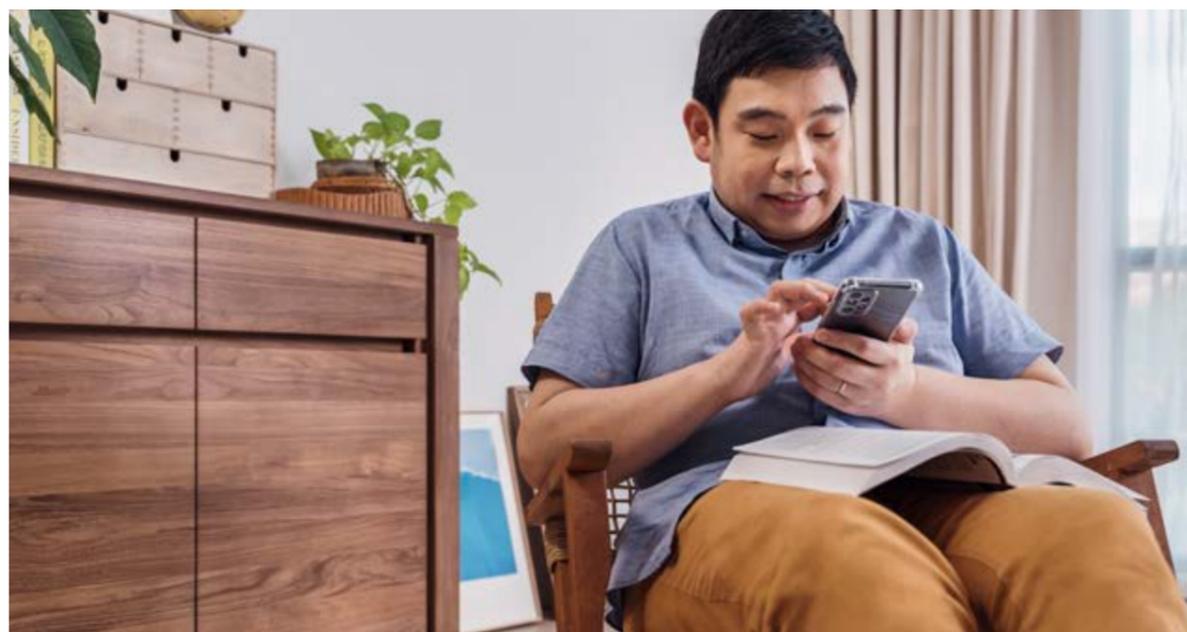
To achieve this goal, we will need to:

**a) Accelerate the adoption of AT.**

This includes raising awareness of AT, ensuring that AT remains affordable, and deepening sector capabilities in AT, so that persons with disabilities can enjoy a more independent life.

<sup>1</sup> Access covers a variety of factors including awareness of AT, awareness of AT schemes and services, and affordability of AT.

# Recommendations to Achieve the 2030 Goal



## Recommendation 11: Raise awareness of AT and sector capabilities in AT, so that more persons with disabilities benefit from AT.

Tech Able will continue to raise awareness of AT, including through introducing a new virtual showroom and developing more resources for persons with disabilities and caregivers to help them select and purchase suitable AT. Tech Able will also expand its AT assessment and training services. In addition to providing these services at the Tech Able space in Enabling Village, it will conduct assessment and training at other locations where persons with disabilities live, work, or learn/train.

The natural touchpoints where persons with disabilities may learn about the use of AT and seek information on selecting and using AT would be through schools, healthcare institutions, or the disability or social sector organisations that they interact with. There is thus a need to deepen these touchpoints' capabilities in recommending suitable AT and training persons with disabilities in using AT.

Tech Able will establish a Community of Practice to enhance professional capability building in AT to accelerate the adoption of AT.

## Indicators

EMP2030 will track access to AT through the perspective of persons with disabilities. This is a new indicator to be tracked under EMP2030. As this is a new indicator, we propose that the Government collect more data before considering an appropriate target for this area.

<i>Indicators</i>	<i>Current Level</i>	<i>Target</i>
Persons with disabilities' reported scores on their access to AT that meets their needs (for those who need AT).	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).

To complement this topline indicator, MSF will also track supplementary indicators such as the number of persons with disabilities who are supported to access assistive technology through government-funded programmes and services, awareness of AT and AT assistance schemes/ services, and the affordability of AT.

# 07

CAREGIVING  
SUPPORT



**“In 2030, I hope that there will be more inclusive employers so that people with disabilities can not only get a job but retain their job.”**  
**- Faraliza Bte Zainal**



## CAREGIVING SUPPORT

Given the critical roles that caregivers play, it is important that we recognise their contributions and provide them with sufficient support, particularly as caregivers and their loved ones age.

## Progress Since EMP3

EMP3 recognised the critical importance of caring for caregivers and introduced several initiatives to better support them.

SG Enable introduced the Enabling Guide to serve as the first-stop resource portal for caregivers to find information and support. In addition, SG Enable started the Take-A-Break pilot programme which enables caregivers to tap on short-term home-based respite care services, and MSF and SG Enable set up the Caregivers Pod at the Enabling Village, which provides a space for caregivers to organise peer support sessions and gatherings. KK Women's and Children's Hospital also introduced a pilot programme to support caregivers' mental wellness through upstream mental health screening. The Home Caregiving Grant (HCG) was launched in 2019, providing a monthly cash payout of \$200 to offset caregiving expenses for individuals with at least permanent moderate disability living in the community. Other financial support schemes include the Migrant Domestic Worker (MDW) Levy Concession, which supports families who need to hire a MDW to support the care of their family member with disabilities.



EMP3 also highlighted the importance of supporting caregivers in future care planning. The Assisted Deputyship Application Programme (ADAP) makes it simpler and more affordable for parents to be appointed by the Courts as deputies for their children with no mental capacity, allowing them to make legal decisions for their children after they turn 21. ADAP was expanded to SPED schools (with graduating cohorts between 18 to 21 years old) in 2017, and various DACs and Sheltered Workshops in 2019. As of Dec 2021, about 400 ADAP applicants have been appointed as deputies by the court.

The Special Needs Trust Company (SNTC), which was established in 2008, also helps families to project future financial, accommodation, educational and medical needs of a person with disabilities, and develop a care plan for when caregivers are no longer able to care for their dependents. SNTC has a portfolio of about 900 trust accounts. In October 2021, SNTC launched the Gift of a Lifetime Sponsorship Scheme (GOAL), which supports eligible low-income families who put in an initial \$5,000 to set up a trust account with an additional \$5,000 matching grant to help parents defray the premiums of affordable term insurance policies.<sup>1</sup>

<sup>1</sup> The insurance proceeds will be paid into the child's SNTC account in the event of the insured parent's demise.



*Ashraf grins from ear to ear when he is enjoying an activity or spending time with his mother. He does not like others talking about him and will type a note on his mobile phone to ask you if you are doing so! His mother, Faraliza, quit her corporate job to be a full-time caregiver, where she eventually founded MIJ Hub to support others like Ashraf. He has autism.*

## **Challenges and Gaps to be Addressed by 2030**

While the number of programmes and services to support caregivers has increased, some caregivers gave feedback that they were not aware of the resources available to them, and others felt overwhelmed by the information on caregiving. Caregivers voiced the need for more support in navigating the landscape of services, and that such information should be provided early (e.g. from the point of diagnosis at hospitals) and tailored to the needs of their loved ones' specific disabilities.

Planning for a future where the caregiver is no longer able to provide care for his or her loved ones remains a critical concern for many caregivers. While caregivers today have access to a range of pre-planning tools, they felt that more could be done to address issues such as financial support, independent living, and educational opportunities.

There is also room to continue improving efforts to alleviate caregiver stress. For example, some caregivers felt that the process for applying and receiving respite care was long, or that longer waiting times for enrolment into adult services meant that caregivers would need to spend more time and effort to care for their loved ones in the interim.



## ***Goal and Directions for 2030***

***By 2030, caregivers of persons with disabilities will have access to caregiving support, including respite services and future care planning. Access covers a variety of factors such as awareness, ease of application, affordability, perceived quality, capacity, and suitability of services.***

”

To achieve this goal, we will need to:

**a) Provide caregivers with access to support services when needed.**

This includes providing a range of respite care options, increasing capacity of and reducing wait times for respite care services, reducing the financial strain of caregiving, and building communities of support.

**b) Support caregivers in making future care planning decisions that best support their loved ones.**

This includes supporting caregivers with information, resources, and guidance for future care planning.

## Recommendations to Achieve the 2030 Goal

### **Recommendation 12: Enhance respite options and support for caregivers, to help them care for loved ones with disabilities in the community.**

The Government will continue to ensure that caregivers are able to access caregiver support services when needed. This is particularly important as caregivers age and experience greater difficulty in providing adequate care for their loved ones.

MSF will enhance the range of respite care options for caregivers of persons with disabilities, to ease their caregiving load. The Enabling Services Hubs pilot will introduce a new drop-in respite care option to support persons with disabilities, particularly adult persons with disabilities with care needs who are not currently enrolled in any disability services.

As announced in the White Paper on Singapore Women's Development, MOH will enhance the HCG to recognise caregivers' contributions and further reduce the financial strain of caregiving, with more targeted support provided to lower-income families. The HCG quantum will be increased from the existing \$200 per month in 2023 to (i) \$400 per month for beneficiaries with monthly per capita household income (PCHI) of up to \$1,200, or beneficiaries with no income who live in a residence with an annual value of \$13,000 or below; and (ii) \$250 per month for beneficiaries with PCHI between \$1,201 and \$2,800.

The local community and fellow caregivers play a crucial role in creating strong social networks to support caregivers. The SG Together Alliance for Action (AfA) for Caregivers of Persons with Disabilities was set up in 2021 to focus on co-developing a self-sustaining community support model for caregivers. The AfA is supporting the implementation of two projects – Project 3i<sup>1</sup> and Community Circles<sup>2</sup> – and will continue to work towards developing an ecosystem of community and peer support for caregivers.

<sup>1</sup>Project 3i is a caregiver-led initiative conceptualised by CaringSG, to provide social and emotional support for caregivers through three approaches: – (1) connecting caregivers with one another to form community networks; (2) providing befriending and peer mentorship by trained caregivers; and (3) providing professional advisory support for mainstream health and social services to caregivers with complex needs.

<sup>2</sup>Community Circles involves a small group of people (comprising friends, neighbours, or volunteers) forming a 'circle' to provide practical and emotional support to the caregiver.



### **Recommendation 13: Support caregivers in planning for the future and prioritising the needs and choices of their family member with disabilities.**

As EMP2030 works towards a future of an inclusive Singapore, caregivers need to be better equipped to think about and put in place plans and actions that secure the long-term well-being of their care recipients and give them the best possible life outcomes.

Improvements in areas like education, lifelong learning and employment support will be key to giving persons with disabilities more options and opportunities in life. The development of new assisted living models will enable more persons with disabilities to age-in-place safely in the community even if their caregivers are no longer able to provide care for them (Area 5).

To complement this, we must also improve caregivers' capabilities in future care planning. SG Enable will be working with SSA partners to develop a Future Care Planning Playbook. The Playbook will provide caregivers with resources and guided support to develop a future care plan while prioritising the needs and choices of their family member with disabilities. This can enable conversations on important life choices to start earlier and allow a longer runway for caregivers and persons with disabilities to identify and develop suitable support and development options.

## Indicators

EMP2030 will track the well-being of caregivers, as well as their perception of whether they can access caregiver services if needed. These are new indicators to be tracked under EMP2030. As these are new indicators, we propose that the Government collect more data before considering appropriate targets for this area.

<i>Indicators</i>	<i>Current Level</i>	<i>Target</i>
Survey responses on wellbeing of caregivers.	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).
Caregivers' reported scores on access to caregiver services (e.g. caregiver support groups, information on caregiving) if needed.	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).

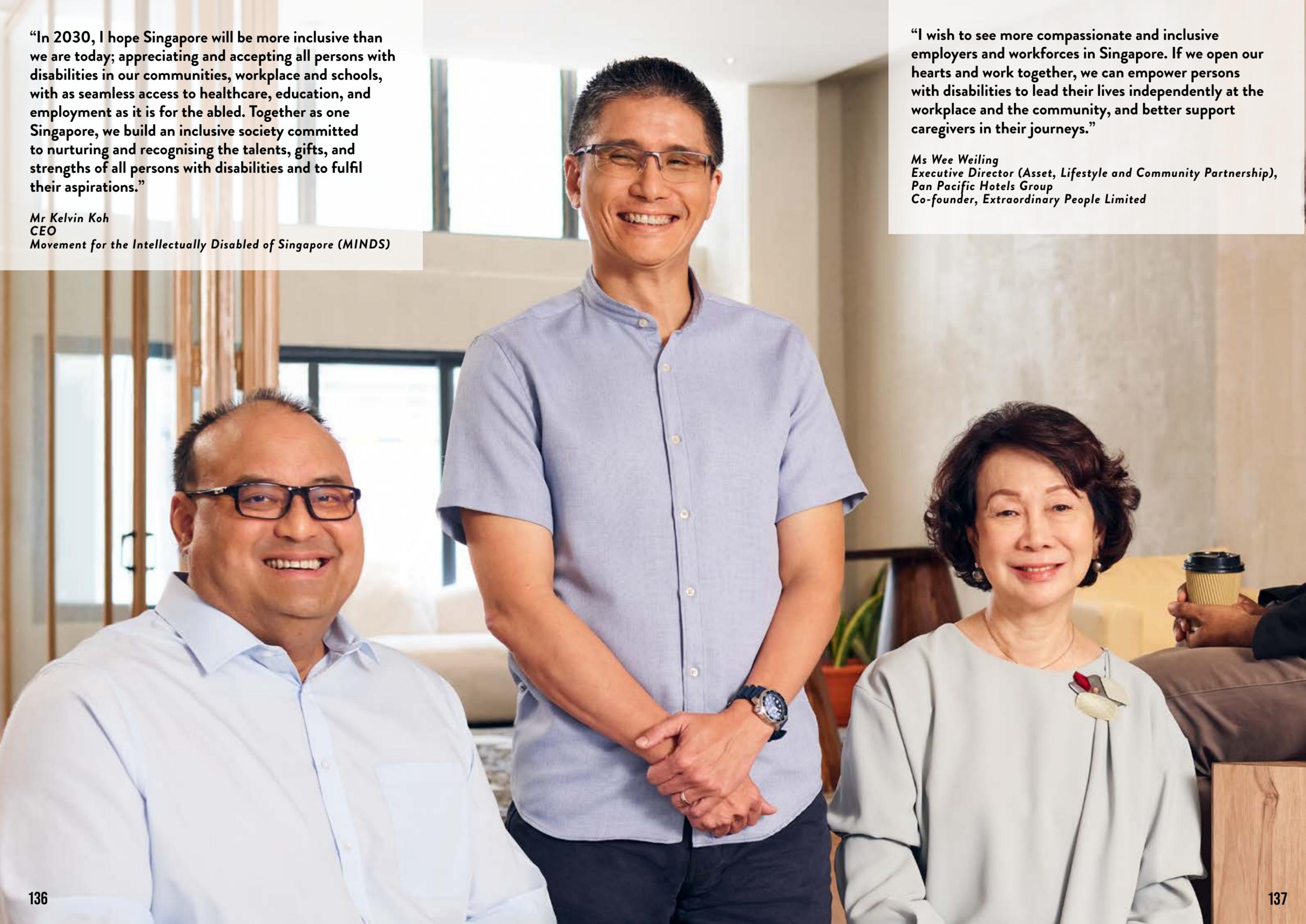
To complement these topline indicators, MSF will also track supplementary indicators such as the number of caregivers supported by information and peer support services, factors that contribute to access and utilisation of caregiver services (e.g. awareness, ease of application, affordability, capacity), and the impact of caregiving on various aspects of caregivers' lives.

**“In 2030, I hope Singapore will be more inclusive than we are today; appreciating and accepting all persons with disabilities in our communities, workplace and schools, with as seamless access to healthcare, education, and employment as it is for the abled. Together as one Singapore, we build an inclusive society committed to nurturing and recognising the talents, gifts, and strengths of all persons with disabilities and to fulfil their aspirations.”**

**Mr Kelvin Koh**  
**CEO**  
*Movement for the Intellectually Disabled of Singapore (MINDS)*

**“I wish to see more compassionate and inclusive employers and workforces in Singapore. If we open our hearts and work together, we can empower persons with disabilities to lead their lives independently at the workplace and the community, and better support caregivers in their journeys.”**

**Ms Wee Weiling**  
*Executive Director (Asset, Lifestyle and Community Partnership),  
Pan Pacific Hotels Group  
Co-founder, Extraordinary People Limited*





**“Even getting out of the flat today can still be a problem for some, having to deal with three steps at the door. Venture further out and there are more obstacles, both physical and in the attitudes we hold about disabilities. By 2030, hopefully we can dismantle more of them.”**

*Mr Dominic Nathan  
Managing Editor / English, Malay and Tamil Media  
(EMTM) Group  
Singapore Press Holdings*

**“My wish for Singapore 2030 is a visible leap in societal participation in ensuring effective lifelong learning, employment and care of persons with disabilities. And Singapore will indeed be a beacon to embrace everyone regardless of their abilities and differences.”**

*Ms Denise Phua  
President  
Autism Resource Centre (ARC)*

**“In 2030, I hope to see Singapore become more inclusive and accessible for blind individuals like me so I can get to more places independently.”**

**- Raymond Lee**



# 00

**INCLUSIVE  
COMMUNICATIONS**





## INCLUSIVE COMMUNICATIONS

Information and communications channels and materials must be designed with the needs of all persons with disabilities in mind, to enable them to participate fully in every aspect of society, including education, employment, and living and ageing well in the community. This is particularly important for digital services as the pace of digitalisation continues to pick up.

*Lily Goh works as a media producer, and is also actively involved in the arts and music scene, having represented Singapore in various international music events. She is Deaf and uses sign language as her primary mode of communication.*

## Progress Since EMP3

Today, about 48% of all Free-to-Air TV has at least sign language interpretation, captioning or subtitling, and about 61% of all high traffic Government websites<sup>1</sup> are accessible. All Government communications of national significance, such as the National Day Rally and announcements on COVID-19, are also made accessible through provisions such as sign language interpretation.

EMP3 stressed the importance of including persons with disabilities in the Smart Nation initiative, as Singapore harnesses technology to transform how people and businesses live, work and play. To build a strong foundation in digital skills from an early age, MOE introduced the National Digital Literacy Programme in 2020 for both mainstream and SPED schools, to develop students' skills in using digital technologies, information literacy, and cyber wellness and security.

In 2021, the Government launched the Digital for Life national movement. One of the initiatives under this movement is a Digital for Life Fund which supports community-led projects and activities that promote digital inclusion, literacy, and wellness. This has supported a range of projects promoting digital inclusion for persons with disabilities. For example, the Digital Enablement Programme driven by Microsoft, SPD and SG Enable enhances independent living and employment opportunities for persons with disabilities by training participants in accessing online services and using productivity tools and supporting them to secure job placements thereafter. Another project under the Digital for Life movement is the Data for All initiative, where persons with disabilities are provided with free mobile plans to enhance their digital access and connectivity. The Singapore Institute of Technology and Guide Dogs Singapore also tapped on the fund to formulate a training and learning resource toolkit for persons with visual impairment to navigate smartphones and mobile applications.

<sup>1</sup>High traffic Government websites are websites with at least 1 million visits per year.





*Having graduated from Singapore Institute of Technology, Shalom is a freelance writer and has published a book featuring his art works. He enjoys watching comedies and soccer matches in his free time. He is diagnosed with Duchenne Muscular Dystrophy.*

## ***Challenges and Gaps to be Addressed by 2030***

While we have made some progress in improving access to information and communications, including through digital services, there is room for improvement. During our public engagement sessions, persons with visual impairment shared that some websites and mobile applications were not fully accessible by screen readers. D/deaf and hard-of-hearing persons highlighted the need for consistent provision of captioning and sign language interpretation. Persons with intellectual disabilities and their caregivers expressed the need for information to be provided in accessible, easy to understand formats.



## ***Goal and Directions for 2030***

***By 2030, persons with disabilities will have access to information and communications, with reasonable accommodations provided.***

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To achieve this goal, we will need to:

**a) Build future digital services with accessibility in mind.**

This includes designing accessible websites and applications for Government services and raising the adoption of e-accessibility by the non-Government sectors.

**b) Enhance accessibility for non-digital forms of communications.**

This includes enhancing access to broadcast media, printed materials, and frontline Government services.

## Recommendations to Achieve the 2030 Goal

### Recommendation 14: Design digital services with the needs of persons with disabilities in mind.

Digital services, including websites and mobile applications, should be designed with the needs of persons with disabilities in mind. Accessibility should be considered from the start of the design process, rather than retrofitted later.

Government agencies are required to meet the Digital Service Standards for designing Government websites which follow international web accessibility standards.<sup>1</sup> GovTech will continue to build capabilities to help Government agencies design accessible Government digital services through the establishment of a new Accessibility Enabling Team in 2022, that will provide Government agencies with consultancy services and training resources, and propagate the use of inclusive design and accessibility testing in the product development process.

Beyond Government digital services, other digital services for essential functions also need to be accessible. SG Enable will be building an e-accessibility ecosystem under which SG Enable will engage stakeholders in key sectors like healthcare and transport, across public agencies and the private sector (e.g. business owners and software developers) to raise awareness and adoption of e-accessibility.

A key part of building accessible digital products is engaging persons with disabilities themselves and understanding their needs. To support this, SG Enable will build capability in the disability sector to provide e-accessibility audits and user testing services by persons with disabilities.

<sup>1</sup>The Web Content Accessibility Guidelines (WCAG) is an internationally adopted standard for digital accessibility, primarily for persons with disabilities.



### Recommendation 15: Enhance access by persons with disabilities to information and communications across non-digital platforms.

While information and transactions are increasingly carried out digitally, there is still a need to enhance access to information and communications across non-digital platforms, such as broadcast media, printed materials and at frontline customer service channels.

The Ministry of Communications and Information (MCI) and Mediacorp will work towards extending subtitling/captioning to more programmes, and study how accessibility of free-to-air programmes can be improved further for the d/Deaf and visually impaired communities.

Under the Libraries and Archives Blueprint 2025 (LAB25), the National Library Board (NLB) will launch a suite of services for persons with disabilities, which will be debuted at the upcoming Punggol Regional Library. These include building a curated accessible collection for persons with autism and persons with intellectual disabilities, providing Assistive Technology devices to library patrons, and introducing accessible programmes such as guided orientation tours with wheelchair-friendly routes.

# Indicators

EMP2030 will track two key types of communications – free-to-air television and Government websites.

The first target for free-to-air programmes pertains to the proportion of all programmes that will either have sign language interpretation, captioning, or subtitling by 2030. This stands at 48% today and will be increased to 70% by 2030 to cover most non-live programmes. The remaining 30% comprises largely live and near-live programmes, for which captioning technology is not at a sufficiently high level of accuracy for general use. The proportion of key Government communications (i.e. programmes of national significance such as the National Day Rally and COVID-19 announcements) with accessibility provisions is already at 100% as of 2022, and this will be maintained.

The second target on high-traffic websites refers to Government websites with more than 1 million visits per year.<sup>1</sup> High-traffic Government websites account for around 90% of visits to all Government websites. To ensure that such websites are accessible, we propose a 100% target, up from 61% today.

Indicators	Current Level	Target
[For broadcast media] Proportion of programmes on Free-to-Air TV with any of the following – sign language interpretation, captioning, subtitling.	48% overall (As of 2022)	70% overall (cover most non-live programmes)
[For Government websites] Proportion of high-traffic Government websites that are accessible.	61% (1 Mar 2022)	100% (cover all high traffic Government websites)

To complement these topline indicators, GovTech and MSF will also track supplementary indicators such as the accessibility of Government counter services and hotline services in terms of communications, and the proportion of non-high-traffic Government websites that are accessible.



<sup>1</sup> Examples of high- traffic websites include those of CPF, MOE and MOM.

"In 2030, I hope that our public transport system can be more accessible and fellow commuters more understanding, so that people like me can have a safer and better commuting experience."

- Suzy Rais



# 00

**INCLUSIVE  
TRANSPORT**



## INCLUSIVE TRANSPORT

Achieving an inclusive transport system for all persons with disabilities requires accessible infrastructure, such as accessible public buses and trains, and the ability to tap on dedicated transport services for those who require them. Beyond physical infrastructure, an inclusive transport system also requires a gracious and caring commuting culture. Collectively, these measures enable persons with disabilities to move around independently, safely, and confidently.

*Navin holds a Doctorate of Business Administration and two master's degrees. He has witnessed the changes introduced over the years that have made Singapore a more accessible and inclusive place. A strong disability inclusion advocate who believes that more can still be done, Navin continues to provide feedback to public agencies in various capacities. He has Cerebral Palsy.*



*Suzy, with her affable and extroverted personality, is actively involved in grassroots and other volunteering activities. She conducts school talks and workshops on disability awareness. Suzy has limited mobility resulting from a stroke on her left side.*

## ***Progress Since EMP3***

EMP3 called for the enhancement of the public transport system to enable persons with disabilities to move around more conveniently and independently.

There has been significant progress in making public transport more accessible under EMP3. All public buses are wheelchair-accessible as of December 2020. New public buses since December 2018 have been fitted with the Passenger Information Display System (PIDS), which helps persons with disabilities to better plan their journeys. All bus interchanges and 98% of bus stops are also barrier-free, with the remaining bus stops, except for a small number with site constraints, to be barrier-free by 2025. In addition, all MRT and LRT stations have at least one wheelchair-accessible route. New bus interchanges and those undergoing major upgrading works have inclusive features such as priority queue zones with seats, hearing enhancement systems and commuter care rooms for commuters who require access to a quiet and calming space.

In 2019, the Land Transport Authority (LTA) and SG Enable trialled the Mobility Assistance for the Visually Impaired and Special Users (MAVIS) app. The MAVIS app provides personalised journey guidance to persons with disabilities and alerts bus captains on when they will be boarding or alighting the bus. Feedback on the app has been positive and the trial has been scaled up since 2021 to cover all buses on Service 139 and Service 141 for another three years from the initial three buses on Service 139.



EMP3 has also focused on cultivating a gracious and caring commuting culture. Public transport operators conduct training, developed in consultation with SSAs, to equip frontline staff with knowledge to meet the diverse needs of commuters. Commuters also play a part in fostering the culture. To transform Singapore's commuter culture into one that is more caring, welcoming, and inclusive, the Caring SG Commuters Committee was set up in 2020. One of the Committee's key initiatives is the annual Caring Commuter Award, which recognises and celebrates everyday heroes who have demonstrated acts of care to fellow commuters in need. Another key initiative is the Caring Commuter Champion volunteer corps established in 2020, where members of public sign up for training by SG Enable or through an online programme, and learn valuable knowledge on how to assist commuters with different types of disabilities. These volunteers may also participate in projects such as guiding seniors to take public transport with confidence. In 2021, the Committee also launched the "May I Have a Seat Please" card and lanyard that commuters with invisible conditions may use to alert fellow commuters that they would like a seat.

## ***Challenges and Gaps to be Addressed by 2030***

While many persons with disabilities acknowledged the significant improvements in transport accessibility, some suggested that more could be done to enhance last-mile accessibility so that the journey from start to end is fully accessible.

Some persons with disabilities have also provided feedback on the high transport costs they face. While there are transport subsidy schemes to reduce transport costs for persons with disabilities, these means-tested schemes should be continually reviewed to ensure that persons with disabilities who need support are able to receive it.

To realise the vision of an inclusive transport system, the infrastructure and schemes must go hand in hand with a caring commuting culture, e.g. giving way to persons in need at lifts or when boarding/alighting buses and trains. More can be done to foster this culture, so that persons with disabilities enjoy a smoother transport experience.



## ***Goal and Directions for 2030***

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***By 2030, persons with disabilities will have accessible and affordable public transport, including public buses, trains and point-to-point transport as needed. Commuters and public transport workers care about persons with disabilities, and are willing and know how to help them.***

To achieve this goal, we will need to:

**a) Enhance the accessibility of our public transport system.**

This includes improving last-mile accessibility, and enhancing affordability of dedicated transport options for them to attend SPED schools and community-based programmes.

**b) Foster a gracious and caring commuting culture.**

This not only includes building public awareness and inclusive mindsets, but also promoting and celebrating acts of care towards fellow commuters.

## ***Recommendations to Achieve the 2030 Goal***

### **Recommendation 16: Enhance transport infrastructure to enable persons with disabilities to navigate independently during their journey.**

For transport to be fully inclusive, persons with disabilities must be able to navigate independently at various parts of their journey, which includes last-mile accessibility.

LTA will be upgrading more pedestrian crossings with 24/7 on-demand audible traffic signals so that persons with visual impairment are able to locate pedestrian crossings and use them safely.

OneMap, the authoritative national map of Singapore developed by the Singapore Land Authority, will also be updated to include barrier-free point-to-point navigation.

### **Recommendation 17: Improve affordability of transport for persons with disabilities.**

MSF had increased the transport subsidies for persons with disabilities who take dedicated transport to attend SPED schools and community-based programmes under the Voluntary Welfare Organisation Transport Subsidy (VWOTS) Scheme. The higher subsidies help to reduce transport costs and enable persons with disabilities to attend SPED schools and community-based programmes.

The VWOTS was also renamed to the Enabling Transport Subsidy (ETS) to better reflect the scheme's aim of enabling persons with disabilities to attend SPED schools and community-based programmes. The enhancements to the scheme took effect from 1 July 2022.

### **Recommendation 18: Better address public awareness and mindset barriers to foster a gracious and caring commuting culture.**

Under the auspices of the Caring SG Commuters Committee, the Public Transport Council and LTA will facilitate more co-creation with commuters to build an inclusive transport system together. More commuters will also be recruited and trained as Caring Commuter Champions to better assist commuters with disabilities on public transport.

## Indicators

EMP2030 will track the two key modes of transport for persons with disabilities – public transport and point-to-point transport – from the perspective of persons with disabilities. As these are new indicators, we propose that the Government collect more data before considering appropriate targets for this area.

<i>Indicators</i>	<i>Current Level</i>	<i>Target</i>
Overall satisfaction of persons with disabilities with regard to public buses/trains.	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).
Overall satisfaction of persons with disabilities with regard to point-to-point transport (e.g. taxis, private-hire vehicles).	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).

To complement these topline indicators, the Ministry of Transport (MOT), LTA and MSF will also track supplementary indicators such as the number of persons with disabilities who are supported with their dedicated transport costs through government subsidies, and various dimensions of access to transport (e.g. waiting time, affordability, and accessibility).





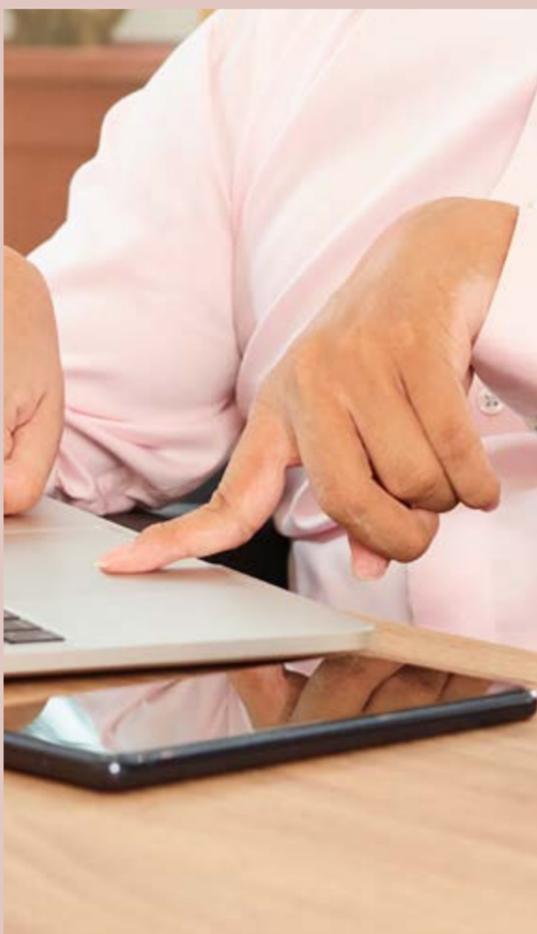
# 10

**INCLUSIVE  
PUBLIC  
SPACES**

**"In 2030, I hope to see Singapore becoming more inclusive in the built environment, especially when it comes to physical accessibility, so that I can go to even more places and activities with my friends and family."**

**- Alister Ong**





## INCLUSIVE PUBLIC SPACES

Buildings and public spaces<sup>1</sup> play an important role in enabling persons with disabilities to carry out their daily activities and integrate fully into society. While we aspire to meet the diverse needs of persons with disabilities through accessibility upgrading and Universal Design (UD), we also recognise the associated challenges such as high retrofitting costs and site constraints. Despite these challenges, Singapore is committed to providing the necessary infrastructure to support a more inclusive society, by ensuring that public spaces meet basic accessibility standards wherever it is feasible to do so.

<sup>1</sup>Public spaces here refer to areas that are open to public access, including such areas in sports complexes, shopping centres, hotels, polyclinics, community clubs, public transport stations, etc., and includes privately-owned public spaces (e.g. promenades and pedestrian malls).

## ***Progress Since EMP3***

Today, around 79% of buildings that are open to public access and over 99% of all other public spaces have achieved basic accessibility.

The Code on Accessibility in the Built Environment is one key initiative that has helped shape the creation of inclusive public spaces. It stipulates essential accessibility provisions that should be included, across various building types. The Code has undergone several reviews (about once every 5 years) since it was launched in 1990, with its scope progressively expanded to include features to better meet the changing needs of the population. The latest revision in 2019 focused on improving access for persons with disabilities and the elderly, in line with the EMP3's recommendations to incorporate UD principles. This includes requirements for larger accessible toilets for motorised wheelchair users, accessible changing rooms for persons who may need the help of caregivers, and mirrors or mirror-like finishes in lifts to help wheelchair users enter and exit.

The Accessible City Network (ACN) was launched in 2021 as a recommendation under EMP3. Three community partnerships have been announced under the ACN programme, to address accessibility gaps in the Central Business District and the HDB towns of Boon Lay and Nee Soon Central. Through a community-driven, 3P (people, public, private) approach, the community partnerships will identify locations with accessibility and inter-connectivity challenges, prioritise needs, and co-develop solutions with agencies to address these gaps.





## ***Challenges and Gaps to be Addressed by 2030***

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Persons with disabilities suggested that while new buildings are generally accessible, more could be done to improve the accessibility of older buildings. This would enable persons with disabilities to access a wider range of opportunities (e.g. employment at workplaces located in older buildings).

Another suggestion was to include persons with disabilities in efforts to improve wayfinding and navigation in public spaces, to address the needs of different groups of persons with disabilities.



## ***Goal and Directions for 2030***

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***By 2030, persons with disabilities will enjoy more inclusive living conditions through better access to public spaces.***

To achieve this goal, we will need to:

**a) Increase the number of accessible buildings.**

This includes introducing legislation to require basic accessibility features to be built whenever addition and alteration (A&A) works are undertaken.

**b) Ensure that accessibility requirements keep pace with evolving needs.**

This includes enhancing support for building owners to improve the accessibility of their buildings and incorporate UD features, and raising accessibility standards through periodic reviews of accessibility requirements.

## Recommendations to Achieve the 2030 Goal



### **Recommendation 19: Accelerate accessibility upgrading and raise accessibility standards.**

To accelerate accessibility upgrading in older buildings, the Building and Construction Authority (BCA) will require all existing commercial and institutional buildings with Gross Floor Area (GFA) of more than 500 sqm to put in place basic accessibility features whenever A&A works are done, regardless of where such works are carried out in the building. Owners of these buildings will be required to provide an accessible entrance, an accessible route throughout the building and an accessible toilet if they undertake A&A works anywhere in the building.<sup>1</sup> The revised requirement is expected to be implemented in early 2023.

BCA's Accessibility Fund (AF) provides funding support to private building owners who undertake voluntary upgrading of their buildings to improve accessibility. The AF co-funds up to 80% of the construction cost of basic accessibility features, such as ramps, lifts and accessible toilets, and up to 60% of the construction cost of family-friendly features and features for persons with visual impairment and the d/Deaf and hard-of-hearing community. BCA has enhanced the AF to better support building owners that undertake accessibility upgrading works and to encourage more building owners to provide family-friendly features in their buildings.

BCA, in partnership with stakeholders from the public, people and private sectors, will also continue to study how accessibility requirements, such as the provision of accessible facilities and features, can be enhanced as part of its periodic reviews of the Code to address the changing needs of the population.

<sup>1</sup> Currently, only the new and/or modified areas of an existing building undergoing major A&A works are required to comply with accessibility requirements.

## Indicators

EMP2030 will track the two main categories of public spaces – buildings and other types of public spaces.

Currently, around 79% of buildings that are open to public access have achieved basic accessibility. The remaining buildings primarily comprise buildings that were built before the introduction of basic accessibility requirements in 1990. For older buildings that were not designed with accessibility considerations, retrofitting works to improve accessibility could be costly. Agencies aim to achieve the target of 85% through a combination of regulatory levers such as the Code on Accessibility, incentive schemes such as the enhanced AF and community partnerships such as the ACN.

Aside from some parks and stretches of park connectors with physical constraints<sup>1</sup> that are inherently inaccessible, over 99% of other public spaces have achieved basic accessibility today. Agencies will continue to ensure that the infrastructure under their purview provide inclusive amenities and implement accessible design features, where feasible, to achieve the target of 100%.

<i>Indicators</i>	<i>Current Level</i>	<i>Target</i>
Proportion of buildings which are accessible.	79% (2021)	85% (increase accessibility of buildings built before the 1990 basic accessibility requirements)
Proportion of other public spaces which are accessible	More than 99% (2021)	100% (make all other public spaces accessible)

To complement these topline indicators, MND and BCA will also track supplementary indicators on the accessibility of different types of buildings and public spaces (e.g. parks, neighbourhood and town centres).

<sup>1</sup>Physical constraints include steep terrain, dense vegetation etc.





# 1 INCLUSIVE HEALTHCARE



"In 2030, I hope Singapore can embrace the challenges faced by families that have a child born with high medical needs. My wish is for society to be willing to provide more help to ease the difficulties of lifelong caregiving for individuals with more needs - a situation that we had not chosen to be in, but nonetheless have embarked on."

- Jasmine Lee

# INCLUSIVE HEALTHCARE

Good health is the foundation that enables persons with disabilities to participate in all aspects of community life. As persons with disabilities age, and as age-acquired disabilities increase, it is even more crucial to ensure access to quality healthcare. This involves both promoting healthy lifestyles (also see Area 12) and ensuring that mainstream health services are accessible for persons with disabilities, with sufficient specialist services to serve those with more complex needs.



## ***Progress Since EMP3***

Under EMP3, the Government has undertaken various efforts to ensure that healthcare services and facilities are accessible to persons with disabilities. This includes barrier-free access at all hospitals and polyclinics, provision of information in several formats to meet different communication needs, and service ambassadors or volunteer guides who are trained to proactively assist patients, including those with disabilities, in navigating facilities and alerting healthcare workers to patients' needs.

Healthcare services that cater to the needs of persons with disabilities have also increased over the years, including the Mount Alvernia Outreach Medical and Dental Clinic at Enabling Village, MINDS' Developmental Disabilities Medical Clinic, and Tsao Foundation Intellectual Disability Service's pilot clinic which serve persons with intellectual disabilities, as well as over 60 dental clinics with general dental practitioners who are able to provide routine dental care for adults with disabilities.

To enhance healthcare affordability, MediShield Life provides all Singapore Citizens (SCs) and Permanent Residents (PRs) with universal and lifelong protection against large healthcare bills from birth, regardless of age or health condition (including those with congenital and pre-existing conditions). CareShield Life, a national long-term care insurance scheme launched on 1 Oct 2020, provides basic financial protection of at least \$600/month to defray long-term care costs should one become severely disabled. CareShield Life provides better protection than its predecessor ElderShield as CareShield Life payouts are for life, as long as the insured is severely



disabled, whereas ElderShield payouts are capped in duration. In addition, CareShield Life payouts increase over time until the insured is age 67 or when a successful claim is made, whichever is earlier. This helps to better keep pace with inflation. MediSave Care was also launched on 1 Oct 2020 to allow SCs and PRs aged 30 and above who are severely disabled to make monthly cash withdrawals of up to a total of \$200 per month from their own and/or their spouse's MediSave for their long-term care needs.

To inculcate healthy habits from a young age and provide children with special needs with a good health foundation, the Health Promotion Board (HPB) collaborates with pre-schools and mainstream schools with students with special needs to provide age-appropriate vaccinations, health promotion/prevention programmes, and resources on nutrition, physical activity, mental health, sleep, oral health, eye care, screen time management and hygiene. This is in addition to the oral health preventive services and vaccinations conducted at SPED schools.

## Challenges and Gaps to be Addressed by 2030

While there have been efforts to improve the accessibility of mainstream healthcare services, more can be done. Persons with disabilities said that they still faced attitudinal and communication barriers in accessing healthcare services. For example, while more healthcare professionals are now equipped to serve persons with disabilities, more could be trained to communicate with persons with intellectual disabilities or persons with autism, and to better manage challenging behaviours. In hospitals and polyclinics, queue numbers were not always provided in both visual displays and audio announcements, to serve both the D/deaf persons and persons with visual impairment. D/deaf persons expressed their concerns that there was inconsistent provision of sign language interpretation across health services. Some persons with disabilities and caregivers also spoke about the challenges they faced in trying to purchase private health insurance.

Caregivers of persons with disabilities also felt that there could be more services that cater to the specific therapy and healthcare needs of persons with disabilities. For example, while SPED schools and SSAs did provide therapy services (e.g. physiotherapy, speech therapy), the interventions could be more frequent. Caregivers also noted that there were relatively few GPs who were equipped to treat patients with intellectual disabilities due to the communication challenges.



*Sarah is 10 years old, and likes to have her hair brushed to look beautiful. Her mother, Jasmine, gave up her career to care for her daughter and also volunteers with Rare Disease Society. Born with multiple and rare conditions, some of which remain undiagnosed, Sarah's parents use an adaptive stroller to help with moving her from place to place. She is non-verbal and unable to sit up on her own.*



## ***Goal and Directions for 2030***

***By 2030, persons with disabilities are enabled to live healthier lives, and are supported by a quality healthcare system that detects and manages health, dental and developmental issues early.***

”

To achieve this goal, we will need to:

**a) Ensure that accessibility to mainstream healthcare services continues to improve.**

This includes ensuring that more healthcare professionals are trained to care for persons with disabilities, and that healthcare remains affordable for persons with disabilities.

**b) Provide healthcare services catering to the needs of persons with disabilities.**

This includes providing healthcare services catering to different types of disabilities.

# Recommendations to Achieve the 2030 Goal

## Recommendation 20: Ensure that health services are accessible for persons with disabilities.

To enable persons with disabilities to continue living healthily, we must ensure that accessibility to Singapore’s mainstream health services continues to improve.

MOH collaborated with the College of Family Physicians Singapore (CFPS) to provide a Family Practice Skills Course to further strengthen our GPs’ skills in the provision of care for persons with intellectual disabilities who have cognitive and/or communication challenges. The first run of the course was conducted in July 2022, where GPs were trained to better support persons with intellectual disabilities such as in terms of addressing behaviours of concern and future care planning.

For those who require a higher level of care and support, MOH will explore the piloting of an intermediate team within the community to support the healthcare needs of persons with intellectual disabilities with complex needs and their caregivers. This would help provide coordinated health and social services in the community, which would reduce the need for persons with intellectual disabilities to visit acute hospitals or to live in residential-based services to cover their healthcare needs.

For persons with intellectual disabilities with intense health needs, most of whom have significant behavioural and/or mental health issues and are institutionalised in residential homes (e.g. Adult Disability Homes, Nursing Homes), MOH will explore the initiation of an Adult Neurodevelopmental Service outreach team. The team would provide healthcare interventions to these persons with intellectual disabilities within the community and skills training to staff of residential homes. The team would also conduct training to build capability among community-based care providers. This would help to reduce the need for persons with intellectual disabilities to be admitted to the acute hospitals on a recurrent or prolonged basis.

To provide greater assurance that persons with disabilities who apply for private insurance are treated fairly, the Monetary Authority of Singapore (MAS) will issue guidelines to ensure that private insurers adopt fair and responsible practices towards persons with disabilities who apply for insurance, including health insurance.

MOH and MSF will also jointly commission a study to identify healthcare services gaps for persons with disabilities and explore interventions to address these gaps.

## Indicators

EMP2030 will track the satisfaction of persons with disabilities with healthcare services. This indicator is a composite measure comprising ease of access, affordability and inclusiveness of healthcare services. This is a new indicator tracked under EMP2030. As this is a new indicator, we propose that the Government collect more data before considering an appropriate target for this area.

Indicators	Current Level	Target
Persons with disabilities’ reported satisfaction with healthcare services.	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).

To complement this topline indicator, MOH will also track supplementary indicators such as life expectancy and mortality, the prevalence of chronic diseases in persons with disabilities, and oral health outcomes.

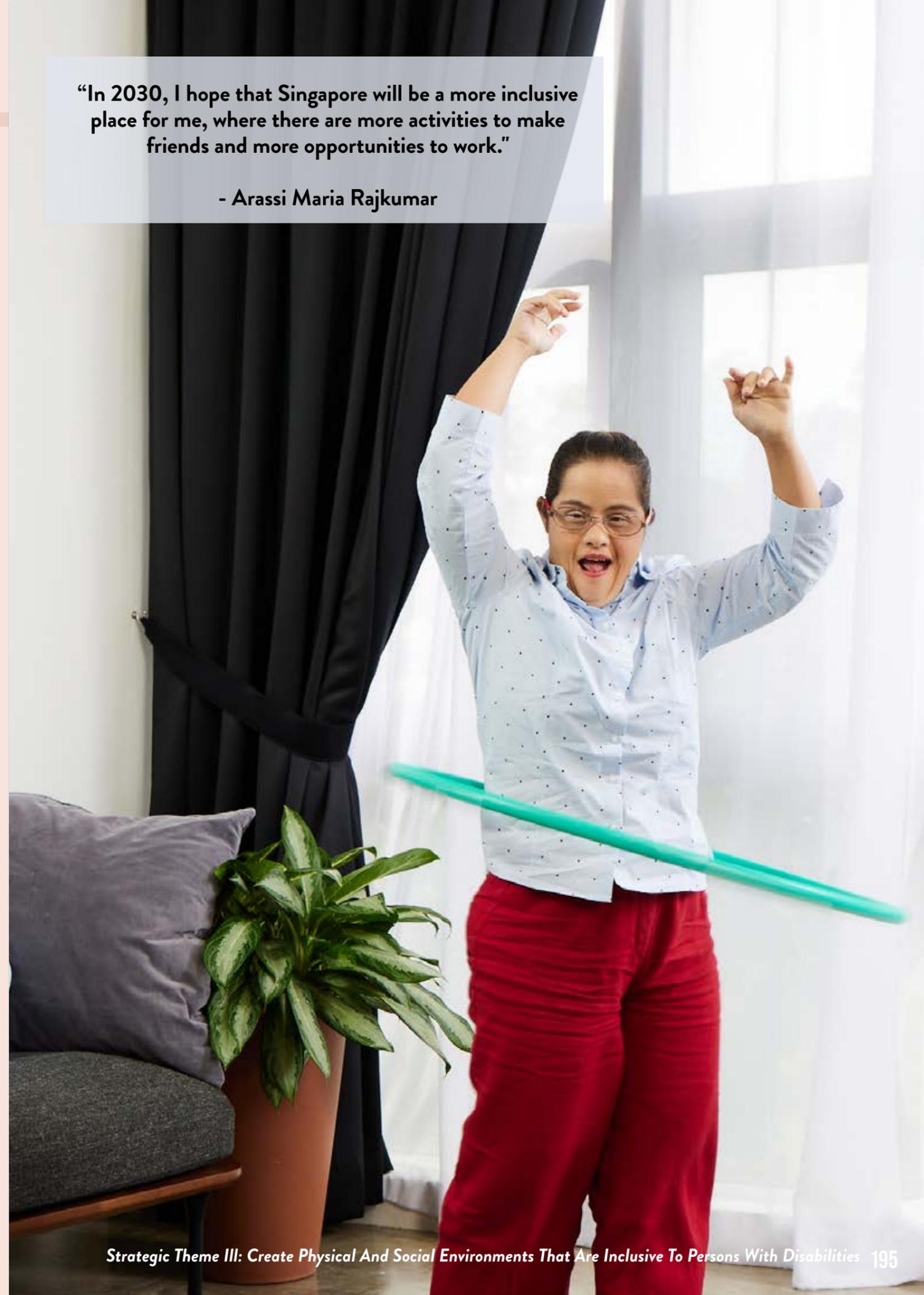


# 12

**INCLUSIVE  
SPORTS**

“In 2030, I hope that Singapore will be a more inclusive place for me, where there are more activities to make friends and more opportunities to work.”

- Arassi Maria Rajkumar





## INCLUSIVE SPORTS

Participation in sports and physical activities has a positive impact on the lives of persons with disabilities – it supports physical and mental wellbeing, helps develop confidence, independence, and social skills, and acts as an agent of change by emphasising the strengths and abilities of persons with disabilities and encouraging interaction between persons with disabilities and the communities around them. By enabling them to participate in sports, more persons with disabilities can make sports and physical activities a part of their everyday lives.

## Progress Since EMP3

The sport participation rate for persons with disabilities has increased over time, from 30% in 2015 to 50% in 2019. While this is a positive development, there is still a gap between sport participation for persons with disabilities versus the general population, with the sport participation rate for the latter at 69% in 2019.

In line with the key thrust of EMP3 of fostering inclusive communities, the Ministry of Culture, Community and Youth (MCCY) and Sport Singapore (SportSG) launched the Disability Sports Masterplan (DSMP) in 2016 to promote inclusive sports and involve more persons with disabilities in sports. The DSMP brought together major players and stakeholders in the disability ecosystem to work towards a more inclusive society through sport. The DSMP aims to achieve three broad outcomes.



First, to expand access and opportunities for sports participation by persons with disabilities. New learn-to-play programmes (Yes! I Can programme) and recreational sports programmes like Play-Ability were introduced. To promote understanding and break down barriers, initiatives such as the Play Inclusive campaign was organised, where students with and without disabilities play sports together in an inclusive and supportive environment. Expanding access also requires increasing accessibility at community sports facilities. To date, there are accessible swimming pools at six ActiveSG Sports Centres and eight inclusive ActiveSG gyms, with upcoming redevelopment plans to enhance accessibility to all sports facilities and other amenities for persons with disabilities. SportSG is on track to making all ActiveSG Gyms inclusive by 2026.

Second, to develop organisational and professional capabilities in disability sports to ensure the ecosystem can sustain the growth in sports participation of persons with disabilities. This is done through SportSG's SportsCares initiatives, which include developing coaching and technical expertise of disability sports, as well as raising disability awareness and provide empathy training for coaches, staff, and volunteers. These are done in partnership with local and overseas organisations, benefitting coaches and instructors, SPED teachers and administrators, and volunteers.



Third, to build public awareness of disability sports and strengthen affinity with Team Singapore athletes. One of the biggest barriers that hinders the participation of persons with disabilities in sports is the general lack of awareness of disability sports. DSMP outreach activities include disability sports try-outs in public events, at SPED schools and disability institutions, and at inclusive Sports Festivals (held from 2017 to 2019) to promote awareness of disability sports to the persons with disabilities and the general public. Since May 2016, 73 events have been organised, engaging more than 16,000 persons with disabilities and another 120,000 members of the public. These have been complemented by efforts to profile our national para-athletes via the #OneTeamSG campaign which strengthen Singaporeans' affinity and support for all Team Singapore athletes, including para-athletes.

## ***Challenges and Gaps to be Addressed by 2030***

Persons with disabilities recognised the increase in the number of inclusive sports facilities over the years, but felt that there was still room to make inclusive sports a norm, e.g. through more inclusive facilities that offer a range of different sports, as well as access to resources such as professional trainers and coaches that are trained to work with persons with disabilities.





## ***Goal and Directions for 2030***

***By 2030, persons with disabilities will have access to and are able to participate in sports.***

”

To achieve this goal, we will need to:

**a) Increase opportunities for persons with disabilities to participate in sports.**

This includes providing facilities, equipment, professional support for different sports and para sports.

# Recommendations to Achieve the 2030 Goal

## Recommendation 21: Increase opportunities for sports participation.

SportSG will aim to enable more persons with disabilities to live more actively, and to tap on the efforts of our partners in the para sports sector to create more sporting opportunities.

In March 2022, SportSG took a significant step by launching the Para Sports Academy, under the ActiveSG Academies and Clubs. The Para Sport Academy has four objectives. First, it will train more new coaches, upskill existing coaches, and establish a coaches' Community of Practice. Second, it will deepen partnerships with entities such as National Disability Sports Associations and MOE's SPED schools. Third, it will increase volunteering opportunities for those who keen on supporting para sports. Fourth, it will expand the number of ActiveSG venues that offer Para Sport Academy programmes, making them more accessible.

Six sports were rolled out in the first phase from March 2022, with another four sports to be included in the second phase from July 2022.<sup>1</sup> More sports will be added in the future. As of June 2022, more than 130 persons with disabilities have enrolled in the Para Sports Academy.

SportSG has also appointed an Advisory Panel for the Para Sports Academy comprising representatives from the disability sport ecosystem to lend knowledge and ground-sensing on the local para sports capabilities and capacities. The panel will advise on ways to enhance the pathways and development ecosystem for para sports.

MCCY and SportSG will refresh the DSMP to further boost the sports participation rate of persons with disabilities to achieve the EMP2030 goal in this area.

<sup>1</sup>In the first phase, a total of six sports were rolled out – Cerebral Palsy Football, Para Canoe, Para Athletics, Wheelchair Basketball, Wheelchair Tennis and Para Swimming. The second phase will see the Para Sport Academy offer programmes in Wheelchair Rugby, Futsal (Blind Football), Para Badminton and Para Table Tennis.

## Indicators

EMP2030 will track the sport participation rate of persons with disabilities. The aspirational target of 70% reflects the aim to make disability sports even more inclusive and fully close the gap between the current sport participation rate of the general population and that of persons with disabilities.

Indicators	Current Level	Target
Sport participation rate <sup>1</sup> of persons with disabilities.	50% (2019)	70% (aspires to close gap with general population)

To complement this topline indicator, MCCY and SportSG will also track supplementary indicators such as the engagement in sport between persons with disabilities and persons without disabilities, participation frequency and duration, and achievements of and support for para-athletes.



<sup>1</sup>The sport participation rate tracks whether an individual has participated in any sports or recreational physical activities in the past year.

**“In 2030, I hope Singapore will be more inclusive towards the autism community in both educational institutions and workplaces. With more awareness about our strengths, I will feel more confident in sharing about autism with others.”**

**-Seah Guan Yi**

# 10

**INCLUSIVE ARTS  
AND HERITAGE**



# INCLUSIVE ARTS AND HERITAGE

Developing an inclusive arts and heritage landscape in Singapore is a multi-dimensional effort. It involves minimising and removing barriers that reduce the ability of or prevent persons with disabilities from appreciating and enjoying the arts and heritage as attendees or participants. It also involves enabling persons with disabilities to pursue their interests in the creative arts as practitioners and professionals, or as a form of personal expression.



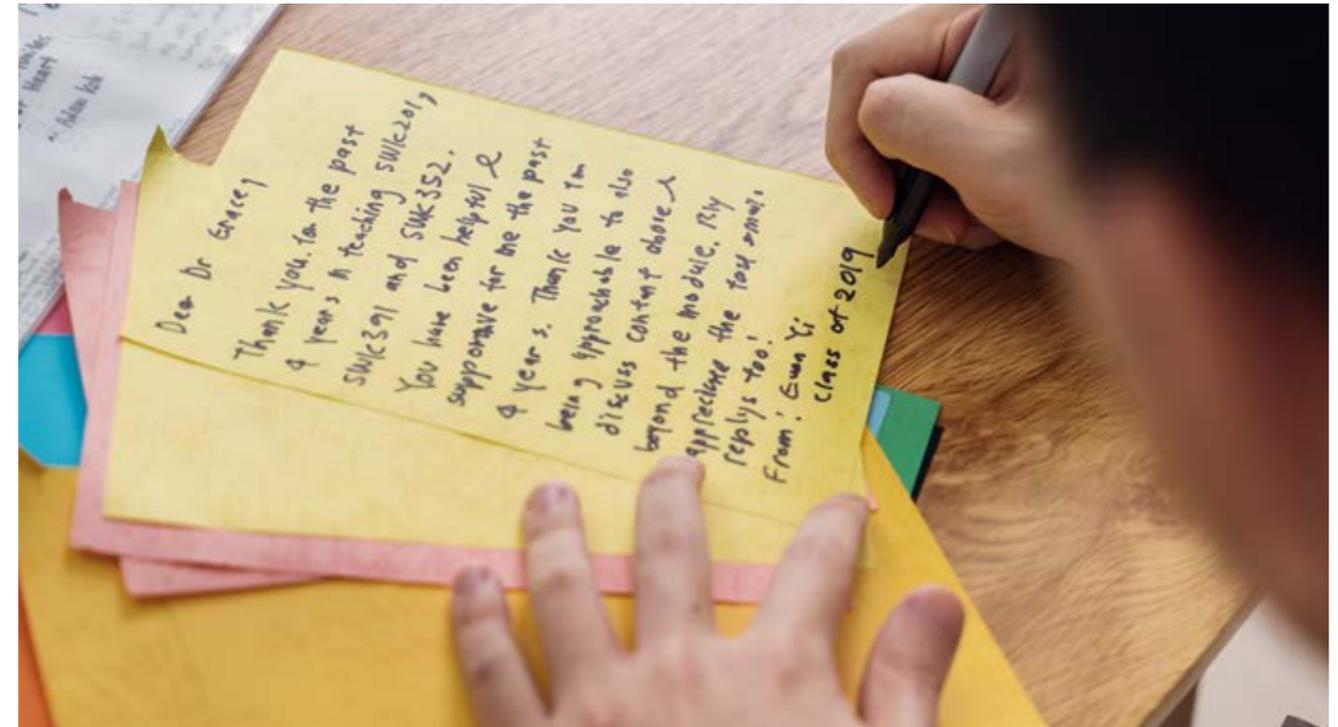
## Progress Since EMP3

Under EMP3, there have been continual efforts by our arts community to co-design and co-deliver arts and culture programmes with key stakeholders and partners for persons with disabilities.

Several arts organisations and practitioners, and the National Heritage Board (NHB), have implemented initiatives to cater to the diverse needs of persons with disabilities, such as relaxed and signed performances and workshops. For example, Esplanade's PLAYtime! interactive theatre series for children aged 2-6 includes offerings which are sensory-friendly, allowing families, children with autism, and children with sensory or cognitive sensitivities to enjoy learning through the performing arts.

In addition, the Arts and Disability Forum, supported by the National Arts Council (NAC), facilitates knowledge-sharing and discussions on innovation in artistic practice, inclusive community engagement and multi-sectorial partnerships, while NAC's Special Education Artist-in-School Scheme helps to deepen SPED school students' understanding and appreciation of the arts, through co-developed experiences with arts professionals.

Under NHB's Our SG Heritage Plan, there are also efforts to make museums more accessible and inclusive. Museums and heritage institutions managed by NHB have undergone an accessibility audit and are in the process of introducing infrastructural enhancements to improve access for persons with disabilities.



For example, the National Museum of Singapore has already introduced quiet rooms and corners to provide safe spaces for visitors who might experience sensory overload, while the Asian Civilisations Museum's audio description tours enable persons with visual impairment to appreciate the fine details of various artefacts. The Science Centre Singapore's sensory-level guides help caretakers identify exhibits that are suitable for children with special needs.

In 2021, NHB signed a 2-year memorandum of understanding with SG Enable, to collaborate on a series of initiatives that aim to develop museums and heritage institutions into more inclusive and accessible spaces for persons with disabilities and their families.

The impact of the COVID-19 pandemic accelerated the need for digitalisation, which has made arts and heritage activities more accessible to persons with disabilities. For example, arts organisations, practitioners and NHB offered a variety of public programmes that utilises digital tools and platforms, such as captions and audio descriptions for performances and workshops, and online performances and guided tours. In addition, NAC, through its Arts X Tech Lab, included Technology and Accessibility as a mandatory workshop topic for the participants of the lab to take into consideration the accessibility of their design.



## ***Challenges and Gaps to be Addressed by 2030***

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Based on feedback from focus group discussions, persons with disabilities generally agreed that arts and heritage have been inclusive. However, participation by persons with disabilities in arts and heritage activities remains relatively low, and more can be done to make these offerings more accessible, and to involve and include persons with disabilities in the sector.

*Guan Yi is a social work undergraduate at Singapore University of Social Sciences. A diligent learner, he prepares for his exams by spotting possible questions and putting together complete answers. He has autism.*



## ***Goal and Directions for 2030***

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***By 2030, persons with disabilities will have regular opportunities to participate in arts and heritage activities/offerings – whether as consumers/supporters, practitioners, or volunteers.***

To achieve this goal, we will need to:

**a) Enhance accessibility for all arts and heritage activities.**

This includes creating inclusive programmes and offerings through accessibility resources, tailored programmes, digital enhancement, and training of staff and volunteers to support visitors of varying needs.

**b) Increase opportunities for persons with disabilities in the arts and heritage sector.**

This includes involving persons with disabilities as an integral part of the sector through collaborations, volunteerism and professional engagements.

# Recommendations to Achieve the 2030 Goal

## Recommendation 22: Enhance accessibility to enable persons with disabilities to attend more arts and heritage activities.

NAC and NHB will continue to facilitate the creation of more inclusive arts and heritage-related offerings. This includes providing capability development opportunities for the arts community, in areas such as audio description, captioning, and signing, as well as enhancing the skills of museum staff and volunteers to enable them to develop accessible programmes that engage persons with disabilities.

In addition, NHB will continue to work with partners like SG Enable to engage persons with disabilities and ensure that its programmes and digital offerings are accessible to them. NHB’s museums and heritage institutions will develop resources to enhance the visitor experience of persons with disabilities, design and pilot school programmes for students with specialised learning needs, and share best practices with the Museum Roundtable (a collective of over 60 local public and private museums).

## Recommendation 23: Increase opportunities for persons with disabilities in the arts and heritage sector.

NAC will continue to encourage the arts community to explore more opportunities for capacity building in engaging and collaborating with persons with disabilities through strategic partnerships with organisations such as ART:DIS Singapore<sup>1</sup>, while concurrently advocating and sharing best practices for working with persons with disabilities through platforms like the Arts and Disability Forum.

NHB will continue to explore and create opportunities for inclusive hiring or volunteerism of persons with disabilities in museum settings, and encourage the Museum Roundtable to adopt similar policies and practices.

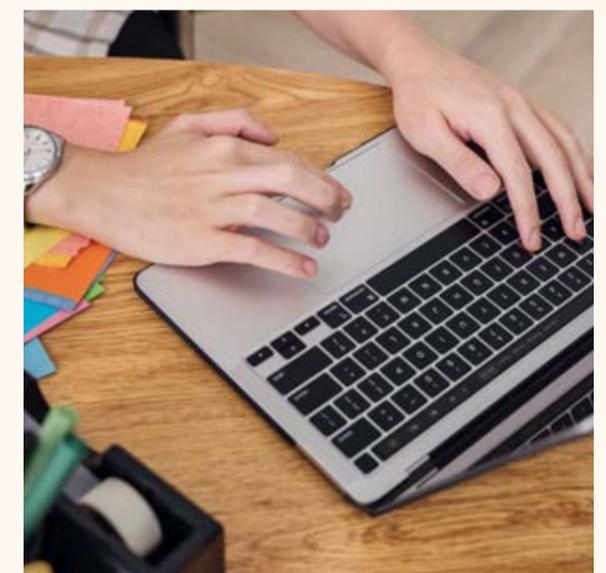
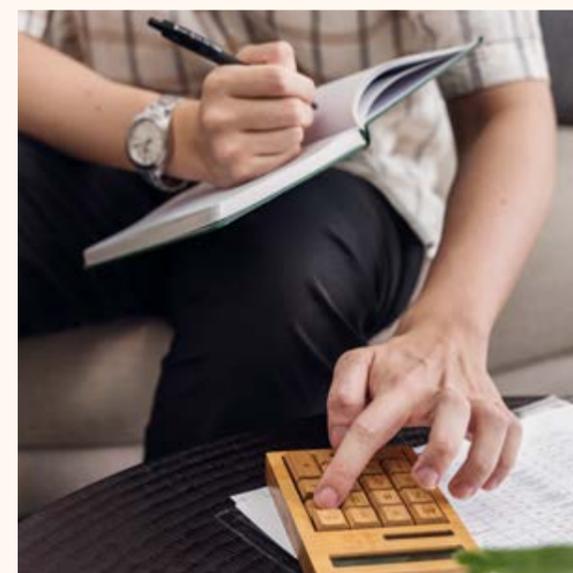
<sup>1</sup> Formerly known as Very Special Arts Singapore.

## Indicators

EMP2030 will track the ease of access to arts and heritage activities from the perspective of persons with disabilities in different roles – whether consumers, practitioners, or volunteers. This will help us better understand the effectiveness of future workstreams and initiatives in enhancing persons with disabilities’ access to these activities. This is a new indicator tracked under EMP2030. As this is a new indicator, we propose that the Government collect more data before considering an appropriate target for this area.

Indicators	Current Level	Target
Persons with disabilities’ reported scores on their ease of access to arts and heritage activities.	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).

To complement this topline indicator, MCCY, NAC and NHB will also track supplementary indicators such as the number of museum and heritage activities for persons with disabilities, the participation in these activities as well as general attendance, the number of partnerships with disability sector SSAs to bring arts and heritage to persons with disabilities, and the number of persons with disabilities who volunteer at NHB’s museums.



"In 2030, I hope that inclusion in Singapore goes beyond infrastructure - that there would be greater awareness and acceptance of persons with disabilities, where they have the same opportunities to learn, an enabling community to live in and workplaces that see their abilities not their disabilities."

- Koh Wei Shi



# 14

**INCLUSIVE  
COMMUNITIES**

# INCLUSIVE COMMUNITIES

Building inclusive communities starts with disability awareness – having a better understanding of disabilities and the physical and attitudinal barriers that persons with disabilities face, and challenging preconceived notions about persons with disabilities. Every individual has an important part to play in building an inclusive Singapore – by being aware, by developing empathy, and by accepting persons with disabilities for who they are.





## ***Progress Since EMP3***

In 2019, the average public attitude score was 5.48/7.0, which indicates that public attitudes were generally positive towards persons with disabilities.<sup>1</sup> As for persons with disabilities, their reported score on how included they felt in society was 3.0/5.0 in 2015, indicating that there is still room for improvement so that persons with disabilities feel more included.<sup>2</sup>

Under EMP3, various initiatives have helped build positive attitudes towards persons with disabilities and improve knowledge on how to interact with them. Since 2017, the annual “See the True Me” campaign has helped to encourage the public to see persons with disabilities for who they are beyond the disabilities that they have, educate the public on interaction tips and support strategies for persons with disabilities, and encourage the inclusion of persons with disabilities in society.

To support disability awareness initiatives in Singapore, Tote Board has committed up to \$5 million under the Enabling Lives Initiative and National Council of Social Service (NCSS) \$1.2 million under the Care & Share movement to SG Enable to carry out public education activities for FY2020-2023, with the aim of fostering positive mindsets towards persons with disabilities and encouraging inclusive behaviours in schools, workplaces and the community.

In 2019, the Mediacorp Enable Fund launched the annual Goh Chok Tong Enable Awards to recognise persons with disabilities who have made significant contributions to their fields and to society, and to encourage others to go the distance with their endeavours. Mediacorp, as the official media partner, helped to bring their personal stories of excellence, perseverance and living life to the fullest to the public.

<sup>1</sup> Source: National Council of Social Service’s Public Attitudes towards Persons with Disabilities Study 2019.

<sup>2</sup> Source: National Council of Social Service’s Quality of Life Study (Persons with Disabilities) 2015.

## ***Challenges and Gaps to be Addressed by 2030***

While persons with disabilities feel that public awareness has improved, more can still be done to move towards a society where disability inclusion is the norm. There is also a lack of understanding and empathy towards persons whose disabilities are less visible. While persons with disabilities feel that societal attitudes are gradually shifting away from viewing persons with disabilities as deficient, they also see it as important to not valorise or romanticise disabilities, such as seeing persons with disabilities as just “brave” or “strong”. Overall, persons with disabilities are of the view that there is still some way to go in terms of seeing beyond a person’s disability and focusing on who they are as individuals.



*Elliot is 2 years old, and enjoys teasing his parents while playing. His mother, Wei Shi, shares regularly on her Instagram page (@blindandshine) about Elliot’s day-to-day experiences, normalising the daily life of parenting a child with disabilities and creating more awareness of children with disabilities. He has visual impairment, having been diagnosed with a rare genetic condition that causes vision loss.*



## ***Goal and Directions for 2030***

”

***By 2030, Singapore will embody what it means to be a caring and inclusive community, with positive attitudes, mindsets, and behaviours towards persons with disabilities.***

To achieve this goal, we will need to:

**a) Raise awareness and sustain public education efforts across the whole of Singapore.**

This includes carrying out diverse campaigns to encourage inclusive behaviours across different settings, and enabling persons with disabilities to effectively self-advocate and co-create change in general perceptions and attitudes towards persons with disabilities.

## Recommendations to Achieve the 2030 Goal

**Recommendation 24: Improve mutual understanding, by educating the general public on disability awareness and how to interact with persons with disabilities, and equipping persons with disabilities with the skills to self-advocate and co-create change in general perceptions and attitudes towards persons with disabilities.**

SG Enable will work towards amplifying on-going efforts to raise disability awareness and inculcate positive mindsets, attitudes and behaviours towards persons with disabilities through the i'mable public education initiative.

Various initiatives by SSAs also aim to bring Singaporeans together. For example, Rainbow Centre will be launching a Good Life Champions web portal, which helps to develop a befriending community and disability advocates to enable young adults with disabilities to live a good life.



## Indicators

EMP2030 will track progress from two perspectives – those of persons with disabilities, and those of the general public. The aim is to achieve an outcome where both persons with disabilities and the general public hold highly positive attitudes, behaviours and feelings towards each other, and the gap between both is minimised.

The first indicator on persons with disabilities' perceptions tracks their perceptions of inclusion and discrimination. We propose an aspirational target of an average score of 4.0/5.0 by 2030 (from the score of 3.0/5.0 today), to reflect the goal of persons with disabilities feeling mostly included in society.

The second indicator on public attitudes tracks the thoughts, feelings and behaviours of the general public. The target of 6.0/7.0, where the public clearly holds positive attitudes towards persons with disabilities, will be an aspirational target as there was no significant change in public attitude scores between 2015 and 2019, with 5.49 and 5.48 being the scores for those two years respectively. The target of 6.0/7.0, supported through various initiatives to build inclusive communities, is intended to reflect the progress and maturing of Singapore society envisioned in 2030.

<i>Indicators</i>	<i>Current Level</i>	<i>Target</i>
Survey results on persons with disabilities' perceptions.	3.0 / 5.0 ('moderately included' in society) (2015)	4.0 / 5.0 (aims for 'mostly included' in society) <sup>1</sup>
Survey results on public attitudes towards persons with disabilities.	5.48 / 7.0 (generally positive public attitudes towards persons with disabilities) (2019)	6.0 / 7.0 (aims for clearly positive public attitudes towards persons with disabilities) <sup>2</sup>

To complement these topline indicators, MSF will also track supplementary indicators on attitudes in specific domains (e.g. education, employment, when accessing services and facilities) that will help inform action in these domains.

<sup>1</sup> The survey questions for this indicator use a 5-point scale (1-Not at all; 2-A little; 3-Moderately; 4-Mostly; 5-Totally) in response to questions such as "Do you feel that other people accept you?".

<sup>2</sup> The survey questions for this indicator use a 7-point scale (1-Strongly disagree; 2-Disagree; 3-Slightly disagree; 4-Neither agree nor disagree; 5-Somewhat agree; 6-Agree; 7-Strongly agree) in response to questions that measure the affective (feeling) behavioural (acting) and cognitive (thinking) aspects of public attitudes.

**“I believe that character development is a lifelong process. In 2030, I hope to see the best possible opportunities offered to persons with disabilities through the Enabling Masterplan, so that they can continue to grow and harness their potential.”**

*Dr Djon Huang  
Director (Clinical Services)  
Mount Alvernia Hospital*

**“We all need to play our part and work together to build an inclusive society where every Singaporean will be supported in fulfilling their potential and achieving their dreams.”**

*Dr Benjamin Koh  
Deputy Secretary (Development)  
Ministry of Health (MOH)*



**“Having measurable targets for every goal is one of the key changes in this upcoming edition of the Enabling Masterplan. They will act as our North Star, keeping us focused and on track. I’m equally excited to see the sector ramping up capacity to develop the much-needed post-18 services in the next two to five years.”**

**Mr Abhimanyau Pal**  
CEO  
SPD



**“Being involved in the Steering Committee has enabled me to highlight the plight and service gaps of people with severe forms of neuromuscular conditions and their caregivers. Learning from the dedicated and passionate advocates has also widened my perspective of the landscape.**

**I look forward to the continued efforts to further enable this community to live with and above their disability with dignity.”**

**Ms Sherena Loh**  
Co-Founder and Director  
Muscular Dystrophy Association Singapore (MDAS)



# ENABLERS OF SUCCESS

Enabler A: Smoothen Transitions Across Different Life Stages

Enabler B: Raise Sector Capability

Enabler C: Use Data And Analytics Better



## ENABLER A: SMOOTHEN TRANSITIONS ACROSS DIFFERENT LIFE STAGES

Beyond providing support at each life stage, it is also important that persons with disabilities can transit smoothly across each life stage, between early intervention, education in mainstream or SPED schools, child and student care services, employment, further education and training, adult care services, or eldercare services. The transitions that persons with disabilities go through are unique to each family or individual, as each individual's pathway is different. Taking a person-centred approach and facilitating smooth transitions are critical to ensuring that the choices of persons with disabilities are respected, that they continue to receive adequate support that meets their interests, preferences and needs, and that relevant information and data which would help support persons with disabilities within and across life stages is shared in a proper manner between organisations supporting the persons with disabilities and their caregivers. This will also entail planning support and resourcing for persons with disabilities and their caregivers from an end-to-end perspective, rather than by separate life stages and needs.



## ***Progress Since EMP3***

EMP3 recognised the importance of improving transition management, to ensure that persons with disabilities continue receiving the support they need as they move between different life stages.

One of the most challenging transitions is the transition from school to adulthood. Since 2017, MOE has worked with SPED schools to implement school-wide Transition Planning for every SPED student from the age of 13 years old. In Transition Planning, a Transition Planning Coordinator in each SPED school works with the graduating class' form teachers and parents to develop an Individual Transition Plan for each student to prepare and plan for meaningful post-school pathways, taking into consideration students' strengths and interests. About 450 graduating SPED students benefit from the Transition Planning process every year.

EMP3 also recommended customised training pathways and work options to SPED students who can access open and paid employment. This was implemented via the MOE-MSF-SGE School-to-Work (S2W) Transition programme which has been progressively expanded from 5 SPED schools in 2015 to cover all 15 SPED schools serving secondary-aged

students today. To date, close to 75% of the students who have participated in the S2W Transition programme have been successfully employed, with more than 70% of them staying employed for at least six months.

Another group of individuals that face significant barriers to being employed are persons with acquired disabilities, for example, victims of serious motor or industrial accidents. MOM worked with SG Enable to introduce the Return-to-Work programme in 2017 to support persons with acquired disabilities to gain sustainable employment. It is now known as the Hospital-to-Work Programme, and supports persons with acquired disabilities in their transition to employment.

To prepare students with SEN enrolled in ITEs, polytechnics, and Autonomous Universities for the workforce, SEN Support Offices in these Institutes of Higher Learning (IHLs) collaborate with community and industry partners to run mentorship programmes, internship placements and job matching programmes. Pre-internship workshops covering topics such as workplace norms and communication skills are also conducted to help students cope with the transition to work.



## ***Challenges and Gaps to be Addressed by 2030***

While there are transition frameworks in place today, there can be better coordination across stakeholders in the disability sector. As the needs of persons with disabilities grow or become more complex, there needs to be more flexible access to a variety of services, possibly across different service providers, to ensure that the individual's needs are adequately met.



## **EMP2030 Commitment**

**“**

*To provide a coordinated system of support that enables persons with disabilities to transit between services across different life stages smoothly.*

## Recommendations to Achieve the 2030 Commitments

**Recommendation 25: Strengthen the transition from school to employment by better supporting students to explore and develop skills that would help them in their chosen work pathway.**

The Vocational Education Teaching and Learning Syllabus (VE TLS), which was rolled out to SPED schools in end July 2022, builds on the Framework for Vocational Education in SPED (2010). It expounds a broadened concept of work with more diverse work pathways, including sheltered employment, home-based employment, self-employment and volunteering, through which students can make meaningful and valued contributions after graduation. The enhanced VE TLS will guide SPED schools with more intentional instruction in soft skills through a refreshed Continuum of Work Experience and strategies for collaborative teaming among teachers, job coaches and allied professionals.

With the enhancements to the role of a Job Coach in the revised VE TLS, the Government will further develop the capabilities of Job Coaches and facilitate a stronger ‘handshake’ between the Job Coaches in schools and those supporting adults with disabilities.



**Recommendation 26: Strengthen the transition from school to adult services through more person-centred planning and handovers from school to community services.**

The Multi-Agency Transition Meeting (MATM) was prototyped by MOE, MSF and SG Enable to facilitate more person-centred handovers from SPED schools to Day Activity Centres and Sheltered Workshops that focus on appreciating the strengths, interests and goals of SPED graduates. MATM will be open to all SPED schools, MSF-funded Day Activity Centres and Sheltered Workshops by end 2022. As we learn from the scale up of MATM, we will pilot person-centred handshakes with more community services, settings and groups such as neighbourhood Residents’ Committees.

In addition, from 2023, MOE will enhance processes and capabilities of SPED schools for Person-Centred Transition Planning during the secondary years. A new family envisioning process for greater family involvement and empowerment will be prototyped in 2023, together with person-centred tools to engage and involve all students in the process, including those with very high needs.

## ENABLER B: RAISE SECTOR CAPABILITY

As the needs of persons with disabilities evolve, disability service providers must continue to build capabilities, so that they can continue delivering high-quality services that enable persons with disabilities to achieve better outcomes.



## ***Progress Since EMP3***

EMP3 recognised that in order to deliver effective and quality services, it was important to develop the capabilities of the disability sector. SG Enable launched The Training Roadmap for Disability Employment Professionals (DEPs) in 2020, which aims to strengthen DEPs' competencies to better support persons with disabilities and their employers in hiring and integrating employees with disabilities. The training roadmap serves as a first-stop guide with course recommendations to upskill and deepen DEPs' competencies. It was enhanced in 2021, featuring a new segment on learning pathway guide for new DEPs.

NCSS provides funding support for SSAs to implement capability development or organisational transformation projects. These include projects on improving processes, developing leadership, strengthening people practices, adopting digitisation, or engaging stakeholders and volunteers. The funding to SSAs also supports the recruitment of relevant manpower needed to provide the necessary services and projects.

There are various programmes to attract new entrants who are keen to start a career in social service such as the Social Service Scholarships and the Career Conversion Programme for Social Workers (CCP SW) supports mid-career individuals to attain the knowledge and skills to become qualified social workers. CCP SW operates on a Place-and-Train model, whereby trainees work full-time with a Sponsoring Employer while pursuing the part-time Bachelor of Social Work/Graduate Diploma in Social Work at the Singapore University of Social Sciences. Upon completion of training, trainees are required to serve a minimum service period with their sponsoring employer.



## ***Challenges and Gaps to be Addressed by 2030***

While there have been efforts to develop clearer career pathways in the sector, there is potential to explore whether specific roles in the sector could be professionalised. There is also a need to ensure that organisations and professionals in the disability sector have the requisite capability to meet ever-changing needs.



## ***EMP2030 Commitment***

**“**

*To raise the capability of the disability sector to deliver high-quality, evidence-based and person-centric services.*

## Recommendations to Achieve the 2030 Commitments

**Recommendation 27: Enhance capabilities and effectiveness of manpower in the disability sector, including professionals such as psychologists, therapists, social workers, as well as care and programme staff.**

To ensure that social service professionals possess the skills and competencies, the Social Service SkillsFuture Tripartite Taskforce is developing training pathways and professional practice guidelines to enhance capabilities and effectiveness of professional manpower in the social service sector, including psychologists, therapists and social workers, as well as care and programme staff in the disability sector.



**Recommendation 28: Support capability- and capacity-building schemes of disability SSAs through funding and resources.**

As set out in the Social Service Sector Strategic Thrusts (4ST) roadmap, which was refreshed in July 2022 for the period 2022-2026, capability building includes strengthening organisational health, leadership capabilities and practices; improving the professionalism of staff; and improving how needs are met through the use of impact measurement and productivity gains.

NCSS administers the Community Capability Trust (CCT), which is a dedicated, long-term fund to support the capability and capacity building schemes and initiatives for the social service sector from FY22 onwards. The CCT will continue to support SSAs to build capabilities in areas such as innovation and productivity, people practice, volunteer management, board leadership, financial sustainability, and evaluation and research.

SSAs in the disability sector have also developed plans to build their capabilities. For example, Thye Hua Kwan Moral Charities plans to establish a training centre to train staff and volunteers in caring for persons with disabilities. Various SSAs such as MINDS are also building their research capabilities, to help inform how existing programmes and services could be enhanced to better serve persons with disabilities. SSAs in the disability sector may tap on the CCT to support their capability-building plans.

## ENABLER C: USE DATA AND ANALYTICS BETTER

The collection and analysis of disability data serves as the foundation for developing effective policies and programmes for persons with disabilities. Data on disability serves multiple purposes, including helping us understand better the prevalence of different types of disabilities in Singapore, how specific disabilities correlate with other factors such as age, sex and socioeconomic status, what the emerging needs of persons with disabilities are, and how effective our disability services are. This would help inform our policies, plans and practices relating to disability support.



## ***Progress Since EMP3***

EMP3 recommended the collection of better data to enable better navigation, coordination and planning of services. As part of efforts to better support different groups of persons with difficulties performing basic activities, Census 2020 included questions relating to functional difficulties. The questions, based on the Washington Group Short Set of Questions (WG-SS), which is recommended by the United Nations Statistical Commission for the collection of disability data, track difficulty with performing six types of basic activities (seeing, hearing, walking/climbing steps, remembering, self-care (washing/dressing), and communicating). Such data enable Government agencies to better plan services and programmes for different groups based on their needs.



## ***Challenges and Gaps to be Addressed by 2030***

As the Government improves the stock of disability data, more can be done to ensure that data is collected and organised in a structured and consistent manner across the sector, and to make available aggregate or anonymised data where this would help SSAs or other service providers in the planning and delivery of disability services. Better data would also inform policy development and research, to better assure the efficacy of policies and practice approaches relating to disability support and services.



## **EMP2030 Commitment**

**“**

*To use data and analytics better to support service planning, service delivery, research and pilots across Government agencies and disability SSAs.*

## Recommendations to Achieve the 2030 Commitments

**Recommendation 29: Collect a wider set of disability-related data to enable policy analysis, service planning and person-centric service delivery.**

While data on persons with disabilities exist across the Government, there is currently no centralised system. MSF is currently developing a centralised Disability Register to aggregate data on persons with disabilities from different sources across the Government. The Disability Register will enable anonymised analysis of demographic, socio-economic and programme-related information and enhance the delivery of services for persons with disabilities.

NCSS will also be embarking on a Disability and Inclusion Panel Study to track 2,000 persons with disabilities as well as their caregivers between 2022 and 2030, in important aspects of their lives including service usage, employment, and health outcomes. The panel data will be able to support research on a broad range of topics in relation to persons with disabilities, as well as the tracking of various indicators under EMP2030.

More details on measuring Quality of Life and data sources for the EMP2030 indicators can be found in the [Annex](#).



**“Enabling Masterplan 2030 is shaped by the voices of persons with disabilities, their family members and many of us in the social, public and private sectors. I look forward to the collaborative implementation of these aspirations between sectors to enable stronger ground understanding, wider community connections and knowledge sharing for persons with disabilities to thrive in their respective communities.”**

*Ms Tan Sze Wee  
Executive Director  
Rainbow Centre*

**“The Enabling Masterplan is a testament of Singapore’s relentless dedication and pursuit to build an inclusive and caring society for persons with disabilities. The EMP2030 is a commitment that we hold to ourselves accountable as a society that there is still much to be done to remove barriers and to foster greater societal inclusion. I hope by 2030, the accomplishments made could recognise Singapore as one of the most inclusive and accessible society among the international community.”**

*Mr Eric Tseng  
President  
Singapore Association for the Deaf (SADeaf)*



# ANNEX

## Measuring Quality of Life

In EMP3, one key thrust was improving the quality of life of persons with disabilities, as they journey through different life stages. This took reference from the World Health Organization’s Quality of Life (WHOQOL) framework, which looks at the quality of life (QoL) of a person across six domains: physical health, psychological, social relationships, level of independence, personal beliefs, and environment.



EMP2030 follows through on EMP3 and uses QoL as one of the measures of success. Ultimately, what EMP2030 sets out to achieve is to enhance the well-being of persons with disabilities, according to their own unique needs and aspirations. This includes more tangible dimensions such as employment and housing, as well as less tangible ones such as whether they feel accepted as integral members of society and the quality of their relationships.

Measuring QoL is challenging because it is inherently subjective. Everyone thinks about QoL differently – an individual may place more importance on social relationships over his/her work capacity or have different expectations of what constitutes a good QoL. Despite this, the Steering Committee decided that measuring QoL is important because it enables persons with disabilities to tell us about their needs and whether they think that their lives are going well from their perspective.

## QUALITY OF LIFE INDICATORS

Each of the 14 EMP2030 focal areas impact the QoL of persons with disabilities. As a broad measure, EMP2030 will track the QoL of persons with disabilities across 3 age groups: those below 18 (children and youth), those aged 18 to 49 (younger adults), and those aged 50 and above (older adults). The aspiration set out by EMP2030 is to maximise the QoL of persons with disabilities over time, with the target<sup>1</sup> for adults reflecting the aspiration to close the gap fully between persons with disabilities and the general population in the same age-group.

Broad Quality of Life Indicator	Current Level	Target
QoL score of children and youth with disabilities (< 18 years old)	No data available.	Recommend that Government collect baseline information for this indicator (see Enabler of Success C).
QoL score of younger adults with disabilities (18 – 49 years old)	55.3 / 100.0 (2015)	70.0 / 100.0
QoL score of older adults with disabilities (≥ 50 years old)	49.3 / 100.0 (2015)	65.0 / 100.0

<sup>1</sup>The QoL targets are set at the QoL scores level for the general population which may fluctuate. As such, while the intent to close the gap in QoL scores will remain unchanged, the target scores may be revised to account for such fluctuations over time.





## ***Detailed Information on Sources for EMP2030 Indicators***

1. Disability Panel Study
2. Quality of Life Studies
3. Public Attitudes Towards Persons with Disabilities Study
4. Comprehensive Labour Force Survey
5. National Sports Participation Survey
6. Administrative Data



## DISABILITY PANEL STUDY

The Disability and Inclusion Panel Study, conducted by NCSS, is a new longitudinal study that tracks persons with disabilities at specific intervals over a period of time. Findings from the Disability and Inclusion Panel Study enable a better understanding of the dynamics of change, long-term effects, and the interrelationships between aspects of the individual and his or her outcomes.

It aims to track 2,000 persons with disabilities aged from 15 – 64 years and their caregivers who provide informal care for them, over the EMP2030 period (2022-2030).

In EMP2030, the Steering Committee identified several indicators which are not currently collected as part of existing surveys, such as overall satisfaction with lifelong learning and assistive technology. These indicators will be tracked by the Disability and Inclusion Panel Study:

- i. Area 3: Beyond Schooling Years. Persons with disabilities' reported scores on access to lifelong learning.
- ii. Area 6: Assistive Technology. Persons with disabilities' reported scores on their access to AT that meets their needs (for those who need AT).
- iii. Area 9: Inclusive Transport. Overall satisfaction of persons with disabilities with regard to public buses and trains.
- iv. Area 9: Inclusive Transport. Overall satisfaction of persons with disabilities with regard to point-to-point transport (e.g. taxis, private-hire vehicles).
- v. Area 11: Inclusive Healthcare. Persons with disabilities' reported satisfaction with healthcare services.
- vi. Area 13: Inclusive Arts and Heritage. Persons with disabilities' reported scores on their ease of access to arts and heritage activities.

Data from the Disability and Inclusion Panel Study will be available approximately every 2-3 years.

## QUALITY OF LIFE STUDIES

The Quality of Life (QoL) studies are a research series that have been conducted by NCSS since 2015. The studies investigate the subjective well-being of groups in need of more support, and of Singaporeans in general. Thus far, the target groups that have been tracked include:

### Adults and Seniors

This was the first QoL study conducted in 2015. NCSS surveyed around 1,000 adults with disabilities, as well as adults with mental health conditions and the general population.<sup>1</sup>

### Children and Youth

The QoL study was expanded to children and youths below 18 years in 2018. NCSS surveyed a sample of children and youths with developmental needs (DN), special educational needs (SEN) and/or disabilities, as well as those with chronic illnesses and/or mental health conditions. The sample also included children and youths without any health conditions.

### Caregivers

A study on the QoL and needs of caregivers was also conducted in 2018. Caregivers of persons with DN, SEN and/or disabilities, caregivers who were caring for frail elderly, and/or persons with mental health conditions and/or chronic illnesses were surveyed.

Data from these studies offer EMP2030 with a quantitative baseline for the quality of life for each of these target groups.

The following indicators will use data from the QoL series of studies:

- i. QoL. QoL score of children and youth with disabilities (< 18 years old).
- ii. QoL. QoL score of younger adults with disabilities (18 – 49 years old).
- iii. QoL. QoL score of older adults with disabilities ( $\geq$  50 years old).
- iv. Area 1: Early Years. QoL indicator for children with developmental needs aged 6 and below that tracks their well-being in school.
- v. Area 2: Schooling Years. QoL indicator for children with disabilities aged 7 and above that tracks their well-being in school.
- vi. Area 5: Inclusive Living. Persons with disabilities' reported scores on their satisfaction with their access to opportunities to participate in social activities.
- vii. Area 7: Caregiving Support. Survey responses on wellbeing of caregivers.
- viii. Area 7: Caregiving Support. Caregivers' reported scores on access to caregiver services (e.g. caregiver support groups, information on caregiving) if needed.
- ix. Area 14: Inclusive Communities. Survey results on persons with disabilities' perceptions.

Data from the QoL Studies will be available approximately every 3 years.

<sup>1</sup> Reports from the findings from the first QoL study conducted in 2015 are available for adults with disabilities, adults with mental health conditions, and seniors.



## PUBLIC ATTITUDES TOWARDS PERSONS WITH DISABILITIES STUDY



The Public Attitudes Towards Persons with Disabilities study, conducted by NCSS, tracks the public's perception of, and understanding towards, persons with disabilities. The study was last conducted in 2019 and serves as a suitable baseline for EMP2030.

The following indicators will use data from the Public Attitudes Towards Persons with Disabilities study:

i. Area 14: Inclusive Communities. Survey results on public attitudes towards persons with disabilities.

Data from the Public Attitudes Towards Persons with Disabilities Study will be available approximately every 4 years.



*The artwork titled 'Lockdown' by Genine Tham hangs on the wall behind Steering Committee member, Ms Sherena Loh.*

## COMPREHENSIVE LABOUR FORCE SURVEY

The Comprehensive Labour Force Survey, conducted by MOM, captures labour market indicators of the Singapore population.

The sample for the study comprises 33,000 households in the general population.

The following indicators will use data from the Comprehensive Labour Force Survey:

i. Area 4: Inclusive Employment. Employment rate of resident persons with disabilities (aged 15 to 64).

Data from the Comprehensive Labour Force Survey is available yearly.

## NATIONAL SPORTS PARTICIPATION SURVEY

The National Sports Participation Survey, conducted by Sport Singapore, tracks sport and physical activity participation among Singapore residents.

The sample for the study comprises 9,000 individuals in the general population, including persons with disabilities.

The following indicators will use data from the National Sports Participation Survey:

i. Area 12: Inclusive Sports. Sport participation rate of persons with disabilities.

Data from the National Sports Participation Survey will be available approximately every 5-6 years.





## ADMINISTRATIVE DATA

Administrative data refers to data in Government databases collected as part of Government-funded programmes or services.

The following indicators will use administrative data:

- i. Area 8: Inclusive Communications.  
[for broadcast media] Proportion of programmes on Free-to-Air TV with any of the following – sign language interpretation, captioning, subtitling.
- ii. Area 8: Inclusive Communications.  
[for Government websites] Proportion of high-traffic Government websites (>1M visits/year) that are accessible.
- iii. Area 10: Inclusive Public Spaces.  
Proportion of buildings which are accessible.
- iv. Area 10: Inclusive Public Spaces.  
Proportion of other public spaces which are accessible.

Administrative data is typically available on a yearly basis.

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## *Steering Committee*

*Mr Abhimanyau Pal  
Dr Benjamin Koh  
Dr Chen Shiling  
Ms Chia Yong Yong  
Mr Chong Kwek Bin  
Dr Chong Yoke Sin  
Ms Denise Phua  
Dr Djoni Huang  
Mr Dominic Nathan  
Mr Eric Chua  
Mr Eric Tseng  
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Mr James Wong  
Mr John Lim  
Mr J R Karthikeyan  
Mr Kelvin Koh  
Dr Lim Hong Huay  
Mr Lim Teck Yin  
Mr Michael Ngu  
Mr Moses Lee  
Mr Poon Hong Yuen  
Mr Richard Kuppusamy  
Ms Sherena Loh  
Ms Tan Sze Wee  
Ms Wee Weiling*

## *Persons with Disabilities and/or their Family and Friends*

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Alister Ong  
Allan Cai  
Anu Sethi  
Arassi Maria Rajkumar, Kristin Van Burn  
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Ministry of Education  
Ministry of Health  
Ministry of Manpower  
Ministry of National Development  
Ministry of Social and Family Development  
Ministry of Transport  
Monetary Authority of Singapore (MAS)  
Movement for the Intellectually Disabled of Singapore (MINDS)  
Muscular Dystrophy Association Singapore (MDAS)  
National Arts Council (NAC)  
National Council of Social Service (NCSS)  
National Heritage Board (NHB)  
National Library Board (NLB)  
Rainbow Centre  
Singapore Association for the Deaf (SADeaf)  
SG Enable Ltd  
Singapore Association of the Visually Handicapped (SAVH)  
Smart Nation and Digital Government Group (SNDGO)  
Special Needs Trust Company (SNTC)  
SPD  
Sport Singapore (SportSG)  
Tote Board*

*Design and layout by Elizabeth Natalie Ng.*

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