

FREQUENTLY ASKED QUESTIONS

- [Community Link](#)
- [Priority enrolment in anchor operator preschools](#)
- [KidSTART](#)
- [Early Intervention](#)
- [FFL@Community](#)
- [Enabling Services Hub](#)
- [Enabling Business Hub](#)
- [NCSS Sector Salary Guidelines](#)
- [Change for Charity](#)

COMMUNITY LINK

1. How will ComLink families benefit from the streamlined approach?

Today, ComLink families may be approached by befrienders from multiple agencies to offer support and to develop separate action plans with each. With the streamlining of common functions across programmes like KidSTART, UPLIFT Community Network and Project DIAN@M³, ComLink officers will partner volunteer befrienders to act as the consistent touchpoint for ComLink families to support coordination across programmes. They will work with agencies to address families' needs and organise the interventions in a coherent action plan that supports families across multiple domains (e.g., health, education, employment). For ComLink families, this means that they can build rapport with a consistent group of befrienders and be provided with better coordinated support that more comprehensively and conveniently meets their needs.

2. What types of programmes are available or planned at ComLink Communities? How much do they cost, and how can ComLink families and fellow residents find out and sign up for them?

The current and planned programmes at the ComLink communities include:

- Reading and numeracy programmes for young children, conducted by partners such as National Library Board, Etonhouse Community Fund, Bringing Love to Every Single Soul (BLESS) and National Youth Council;
- Non-academic enrichment programmes for children and youths, including sports activities by SportCares, after-school enrichment classes by social enterprises such as KidsExcel, coding lessons by National Youth Council, basic financial literacy workshops by corporate partners such as DBS, and activities for children that include free play, sports, and crafts at the Tak Takut Kids Club by 3Pumpkins;
- Health and medical services for adults and seniors, including the Community Nursing Programme by Regional Health System clusters;
- Support and life-skill programmes for parents, conducted by Early Childhood Development Agency (ECDA) and Social Service Agencies (SSAs), such as Care Corner Singapore Limited and Young-en Care Centre; and
- Skills upgrading and job matching services, provided by partners such as Workforce Singapore (WSG).

These programmes are free, with priority given to ComLink families. Social Service Offices and partner agencies will update ComLink families on upcoming ComLink programmes during their regular engagements. Residents who are not from ComLink families can find out about the latest programmes through noticeboards placed at common areas (e.g., lift lobbies and Residents' Networks), as well as through letters sent to residents.

PRIORITY ENROLMENT IN ANCHOR OPERATOR PRESCHOOLS

1. What are the eligibility criteria for priority enrolment in AOP Preschools?

ECDA has worked with Anchor Operators (AOPs) to accord higher priority to children from families with a gross monthly household income of \$3,000 and below (including those supported by KidSTART and the Preschool Outreach Programme) for enrolment into child care programmes from 1 January 2023. Following this group, children from families with a gross monthly household income between \$3,001 and \$6,000 are also given priority in preschool enrolment.

2. How will AOPs identify eligible families for priority enrolment?

ECDA's Preschool Search Portal has been enhanced to allow parents to indicate their monthly household income, which will allow AOPs to identify eligible children when parents indicate interest in their centres. KidSTART and Preschool Outreach workers will also continue to work closely with AOPs to facilitate preschool enrolment of children from lower-income families by age 3.

KIDSTART

1. What is KidSTART?

KidSTART was introduced in 2016 to empower lower-income parents¹ with the knowledge and skills to support their young children's development, health and nutrition, from when the mother is pregnant, until the child is 6 years old.

KKH and NUH will ramp up their outreach to eligible parents and encourage sign up at the antenatal stage. The multidisciplinary team of practitioners will support more expectant mothers in their physical and mental health, so that their babies can be born and raised under the best conditions. Beyond the antenatal stage, eligible parents who have not joined KidSTART will still be encouraged to do so, to reap the benefits. Please visit <http://www.kidstart.sg/> for more information.

2. How can individuals/the community contribute to KidSTART?

KidSTART partners the community to raise support and donations for KidSTART families through the "Growing Together with KidSTART" initiative. Since 2019, KidSTART has received \$5.8 million in cash and over \$2 million worth of in-kind donations including diapers, books and toys. More than 3,600 volunteers have also stepped forward to provide support for KidSTART families.

EARLY INTERVENTION

1. What are the Government-funded EI programmes available for children with developmental needs?

Children with developmental needs under the age of 7 can receive intervention through various Government-funded EI programmes:

¹ Pregnant mothers and families with Singapore Citizen children up to 6 years old, with a Gross Household Income (GHHI) ≤ \$2,500 or Per Capita Income (PCI) ≤ \$650, are eligible for KidSTART.

- Children requiring low levels of EI support are supported by the Development Support – Learning Support (DS-LS) and Development Support Plus (DS-Plus) programmes, in a preschool setting.
 - In 2022, about 900 preschools, which enrol 60% of preschoolers aged 5 to 6, offered the DS-LS programme.
- Children requiring medium to high levels of EI support are supported through the Early Intervention Programme for Infants and Children (EIPIC), provided at SSA-run EI centres. There are currently 21 EI centres providing EIPIC. Parents whose children have been referred to EIPIC can also choose to enrol their children in the Enhanced Pilot for Private Intervention Providers (PPIP) programme. The PPIP programme is provided by appointed private EI centres. There are currently 16 of such centres.
- The Inclusive Support Programme (InSP) pilot was launched in October 2021 to strengthen inclusion and support for children aged 3 to 6 requiring medium levels of EI support. It allows children to access both EC and EI within a preschool.
 - The pilot has been launched in 7 pilot preschools, and will span 3 years for each pilot preschool. More details on the InSP can be found [here](#).

2. Where are the new EI centres?

Two EI centres will start operations in Fernvale Woods and Bukit Batok by end-2023, and add around 300 new EIPIC places. Another 300 new EIPIC places will be in new sites. ECDA will share the details when ready.

3. How many more PPIP places will be provided?

The number of PPIP places will be tripled over the next two years, from 400 currently to 1,200.

4. How are PPIP providers selected?

Prior to their appointment, PPIP centres have to undergo a stringent selection process and be evaluated in areas such as programme design, staff quality and centre management.

5. How much savings will families enjoy with the new cap imposed on PPIP out-of-pocket expenses?

Savings differ according to families' per capita household monthly income and the PPIP centre that the child is currently enrolled in. Please see [Table 1](#) for details on how much

savings families enjoy for Singapore Citizen children attending a PPIP centre with a median fee of \$1,620 from 1 Jul 2023 (including 8% GST).

Table 1: Maximum out-of-pocket expenses² for PPIP from 1 Jul 2023

Income Tier (Per Capita Household Monthly Income)	Current median out-of-pocket expenses after subsidies (incl. 8% GST) (8h to <11h prog.)	Maximum out-of-pocket expenses from 1 Jul 2023 (incl. 8% GST) (8h to <11h prog.)	Savings per month
Tier 1 \$0 - \$1,000	\$280	\$11	\$269
Tier 2 \$1,001 - \$1,400	\$336	\$76	\$260
Tier 3 \$1,401 - \$1,800	\$392	\$119	\$273
Tier 4 \$1,801 - \$2,300	\$448	\$194	\$254
Tier 5 \$2,301 - \$2,800	\$560	\$324	\$236
Tier 6 \$2,801 - \$3,500	\$728	\$410	\$318
Tier 7 \$3,501 - \$4,600	\$896	\$508	\$388
Tier 8 \$4,600+	\$1,120	\$659	\$461

6. Do families need to pay more for the PPIP programme compared to EIPIC with the new cap imposed on PPIP out-of-pocket expenses?

Today, a middle-income family with a child enrolled in a PPIP programme will pay about \$320 more per month after subsidies, than if the child was enrolled in EIPIC³. From 1 July 2023, a middle-income family will pay only \$60 more per month.

The difference in out-of-pocket expenses between PPIP and EIPIC is due to several factors, including different cost structures between the two programmes (e.g. location of centres and associated rental costs).

² Figures have been rounded to the nearest dollar.

³ Assuming a middle-income family (\$1,801-\$2,300 per capita income), and median fees charged for both EIPIC (~\$130) and PPIP (~\$450). The exact difference in out-of-pocket fees depends on the EIPIC and PPIP programme fees charged by centres, and the subsidy tier the child is eligible for.

7. What is the difference between EIPIC and PPIP?

They are both Government-funded programmes offering similar services to children requiring medium to high levels of EI support. EIPIC is provided by SSA operators, while PPIP is provided by private sector operators.

Both EIPIC and PPIP programmes are delivered by a team of professionals including EI educators, therapists, psychologists and social workers. Children typically receive 5 to 12 hours of intervention conducted over 2 to 3 sessions every week.

FFL@COMMUNITY

1. What is the Families for Life movement?

The Families for Life (FFL) Movement was established by MSF in 2014 and aims to build strong and resilient families. It is led by the FFL Council, and rallies like-minded individuals, families and organisations to strengthen family bonds through events, campaigns, and marriage and parenting programmes.

FFL's signature initiatives are:

- National Family Week – a pinnacle celebration of the importance of families held every first week of June, with family bonding activities throughout Singapore
- FFL@Community – localised initiatives that will be rolled out in each of the 24 towns to strengthen family relationships. These include marriage preparation and mentoring, parenting and grandparenting programmes, and parent peer support groups.
- Family Values inculcation – promote family values (love, care and concern, commitment, respect) to children and their families through the FFL mascot Becky Bunny and engaging activities such as games, stories and drama.

Visit www.familiesforlife.sg for tips, resources and interesting family activities as well as a wide range of meaningful volunteering opportunities.

2. Who are the FFL Council members?

The Families for Life Council members are:

- 1) Chairperson **Mr Ishak Ismail**, Principal Consultant for i-Grow Partners Pte Ltd & Senior Advisor for Glamco Aviation Pte Ltd
- 2) **Mr Albert Lim**, Director, SG Mecor Pte Ltd
- 3) **Ms Cheryl Wee***, Founder of CHERYL W; Entrepreneur; former Actress and Singer

- 4) **Dr Elly Sabrina Binte Ismail**, Director, Banyan Clinic; and Director, Madison Academy of Music
- 5) **Mr Jimmy Toh***, Chief Executive Director, People's Association
- 6) **Mrs Joanna Portilla**, Co-Founder, The Collective Effort LLP
- 7) **A/Prof John Wong**, Lin Jo Yan and Yeo Boon Khim Professor in Mental Health and Neuroscience; Director, Mind Science Center; Senior Consultant Psychiatrist, Dept of Psychological Medicine, National University of Singapore & National University Hospital
- 8) **Ms K Thanaletchimi**, President, Healthcare Services Employees' Union; Chairperson, NTUC Women's Committee; and Member, NTUC Central Committee
- 9) **Mr Keith Magnus***, Chairman, Centre for Fathering
- 10) **Prof Paulin Straughan**, Professor of Sociology (Practice) and Dean of Students, Singapore Management University
- 11) **Mrs Sher-Li Torrey**, Founder, Mums@Work (Singapore); and Director, Career Navigators Singapore
- 12) **Ms Sim Siew Moon**, Head of Tax; Baker Tilly Singapore
- 13) **Mr Tan Yap Kin***, Executive Director, Chinese Development Assistance Council
- 14) **Ms Tricia Ho***, Lecturer, School of Law, Singapore University of Social Sciences
- 15) **Dr Vincent Ng***, CEO of AMKFSC Community Services
- 16) **Mr Yuwan Mohan***, Council Member of the National Youth Council and Chairman of SINDA Youth Club

** Newly appointed members*

ENABLING SERVICES HUB

1. What are the type of services one can expect at the first Enabling Services Hub (ESH)?

The ESH will bring a range of disability services and programmes closer to where persons with disabilities and their caregivers and families live. Persons with disabilities in the Tampines and Bedok regions can look forward to more customised and flexible 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. The ESH will also reach out to persons with disabilities in the 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.

2. How was Tampines selected?

Tampines was selected as it has one of the highest numbers of adult persons with disabilities in the East. MSF will continue to review and monitor the success of the Enabling Services Hub in this region.

ENABLING BUSINESS HUB

1. What are the types of services one can expect at Enabling Business Hub (EBH)?

The EBH will bring on-site job training and support closer to persons with disabilities to prepare them for employment, as well as job opportunities both at the hub and around the region. Employers can also look to tap on shared facilities such as training and calm rooms to facilitate inclusive employment or attend learning journeys to find out more about inclusive hiring and best practices to implement back at their workplaces.

The EBH will complement other employment support initiatives including the Open Door Programme (ODP), administered by SG Enable; the Enabling Employment Credit; and the School-to-Work programme, to name a few. A multi-stakeholder Taskforce has also been formed under the EMP2030 to enhance employment support and opportunities for persons with disabilities. Please visit <https://go.gov.sg/emp2030> for more information.

2. How was Jurong West selected?

The EBH will be launched in Jurong West at a site near Lakeside MRT, to reach out to persons with disabilities in the region. The West is estimated to have one of the largest numbers of unemployed persons with disabilities who are work-capable and would benefit from customised work support and a structured environment to work in.

NCSS SECTOR SALARY GUIDELINES

1. How often are salaries reviewed? What happens in between reviews?

MSF and NCSS last reviewed the NCSS Sector Salary Guidelines in 2018. The review was based on wages of comparable job roles in competing labour markets. In intervening years between reviews, the salary guidelines are adjusted to factor in average wage growth in the labour market.

2. Who will be affected by these guidelines and will they be enforced?

The changes in salary guidelines can potentially benefit over 20,000 employees in the social service sector. All social service agencies (SSAs) are encouraged to reference the guidelines when determining the pay structures and salaries in their organisations. MSF and NCSS will also work closely with funded SSAs on compliance with the salary guidelines, to ensure that they continue to reward staff adequately to attract and retain talent.

NCSS will organise a series of briefings, workshops, and clinic sessions to support SSAs in familiarising with and adopting the new guidelines, and address implementation considerations specific to SSAs' contexts and circumstances. NCSS will also support SSAs through the People Practice pillar under the Community Capability Trust (CCT) to strengthen SSAs' capability in HR practices, with initiatives under the pillar to be progressively rolled out from mid-2023 onwards. SSAs are encouraged to seek support under CCT to work on HR projects, including review of current pay structure to align salaries to the new revised salary guidelines.

3. What other forms of support are being offered to augment the job roles in the sector?

Based on the NCSS Social Service Sector Survey on Volunteer Management 2021, 78% of SSAs agreed that volunteers have enhanced service delivery, but only 58% of SSAs have dedicated Volunteer Management (VM) staff and hence more can be done to continue to advocate the importance of VM and support the sector to grow its VM capabilities. Over the past year, NCSS has worked on various initiatives to help strengthen SSAs' VM capabilities. Resources for Volunteer Managers can be found at <https://www.ncss.gov.sg/volunteer/volunteerresourcehub/for-volunteers-practitioners-social-service-agencies/resource-for-volunteer-managers>.

In 2023, NCSS will be launching the Skills-based Volunteerism Framework and the Volunteer Development Framework to guide SSAs in managing skills-based volunteerism projects and developing volunteers to better harness their capabilities, and releasing the findings from the Volunteer Experience Research Study to provide evidence-based recommendations that can equip and influence VMPs in using data for VM practices and strategies. NCSS will also be organising the inaugural Singapore Volunteer Management Conference in April to level up the thought leadership in the VM community along with more curated and target skills training to better equip the SSAs' VMPs.

CHANGE FOR CHARITY (CFC)

1. How does the CFC initiative differ from other initiatives that allow donations at different touchpoints?

Under CFC, businesses can engage their customers to give to Community Chest by:

- a. allowing them to round up their payment at the point of purchase
- b. providing regular donation options with subscription-based services
- c. donating a percentage of revenue from the sale of a product or service
- d. facilitating the conversion of loyalty points or rewards into donations.

CFC aims to scale giving in Singapore for greater impact by partnering businesses across all industries to facilitate giving via their payment platforms. When donation opportunities are readily available, giving becomes easy and convenient. Over time, Community Chest seeks to build a culture of sustained giving in Singapore and ensure that the social service sector is adequately resourced to support those in need now and in the future.

100% of donations received through these platforms will be channelled to support more than 200 critical programmes that empower children with special needs and youth-at-risk, adults with disabilities, persons with mental health conditions and families and seniors in need of assistance. For more information, please visit www.comchest.gov.sg/brand/change-for-charity.

2. How many companies does Community Chest hope to rally through CFC? How much does it hope to raise through this initiative?

As part of its 40th anniversary celebrations, Community Chest hopes to onboard at least 40 organisations to the CFC initiative this year. To drive sustainable philanthropy and build a culture of regular giving in Singapore, Community Chest will focus on rallying as many organisations on board the initiative as possible, so we can collectively make giving a way of living.