# STEP-BY-STEP ON SUPPORTGOWHERE PORTAL (SCFA)



# Directory

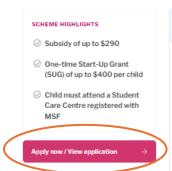
- SCFA scheme information
- Breakdown of Sections in SGW form
  - 1. Profile
  - 2. Income and Employment
  - 3. Beneficiary
  - 4. Marital Status
  - 5. Terms and Conditions
- Request for Supporting Documents
- Guide to Filling Up Omnibus Consent Form
- Common Error when Filling Up Omnibus Consent Form



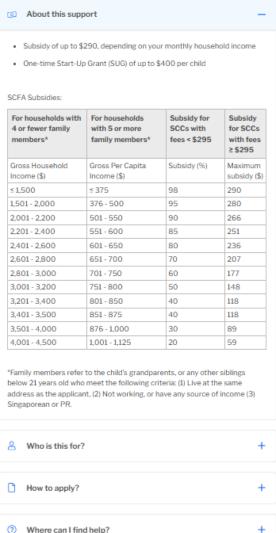


### Student Care Fee Assistance (SCFA)

Provides fee assistance for children from lower-income working families enrolled in Student Care Centres (SCCs) registered with MSF.



Click on "Apply now" and you will be directed to your Singpass login page.



Expand all sections



To apply for Student Care Fee Assistance (SCFA), please go to <a href="http://go.gov.sg/scfa">http://go.gov.sg/scfa</a>

In this page, you can find information regarding

- Details of SCFA (subsidy table and Start-Up Grant info)
- Eligibility criteria
- Supporting documents required when applying for SCFA
- Where to seek help

Once you have read the scheme details and are eligible to apply for SCFA, please click on "Apply now/View application". It will direct you to login to your Singpass to apply for SCFA.

### Who is this for?

- Child is a Singapore Citizen or a Permanent Resident (at least one immediate family member in the same household must be a Singapore Citizen)
- Both you and your spouse are each working at least 56 hours a month
- Child must attend a Student Care Centre registered with MSF
- Monthly household income of less than or equal to \$4,500, or monthly household income per capita of less than or equal to \$1,125

### ? Where can I find help?

MSF Consolidated Hotline: 1800 111 2222



Airtime charges apply for mobile calls to 1800 service lines. Calls are free of charge only if made from regular land lines in Singapore.







Apply online via SupportGoWhere

If applicable, you will need to provide supporting documents (e.g., proof of job search, medical letter, or medical certificate) if you are unemployed or looking for work.

To make an appeal for your SCFA support, approach your SCC. Please note that the appeal is subject to approval.



Support

### Student Care Fee Assistance (SCFA)

Supported by Ministry of Social and Family Development

### **New application**

Child must attend a Student Care Centre registered with MSF to qualify for the assistance.

The application may take 15 mins to complete.

You may apply for a renewal of your SCFA support up to 6 months from now if you meet the eligibility criteria.

Apply Now

Click on "Apply now" to continue

### TIMELINE



### Apply

Provide details of yourself and your beneficiary.

### Processing

Processing takes 4 to 8 weeks after we receive all required documents. You may be contacted by MSF and/or HOMES (a Government System supporting public schemes to conduct means-tests to determine the level of assistance for citizens) for more details or supporting documents.

Check your email if additional documents are needed and submit them by the deadline stated to keep your application open.

### Check outcome

Check your application details

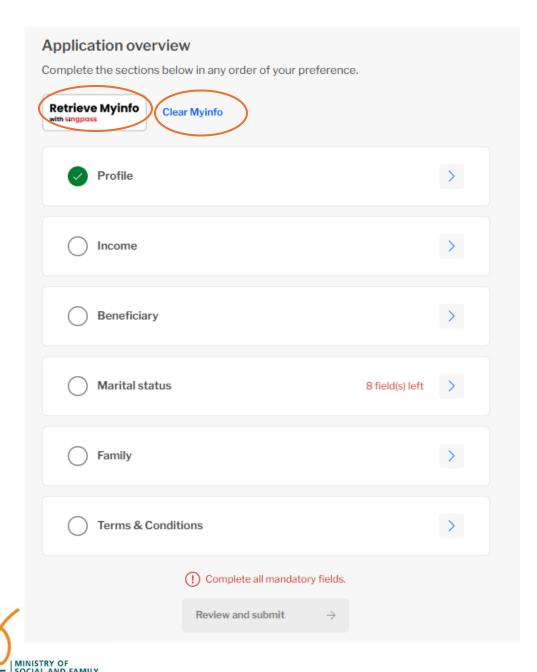
After clicking on "Apply Now", it will bring you to this page.

This page explains the expected time taken to complete the application and informs you that the application window period is 6 months from the intended SCFA start month.

The table below outlines the timeline for the application and what happens from the application to the outcome stage.

To click on "Apply Now" to continue.





As you have login using Singpass, you can click on "Retrieve Myinfo" for your profile and child(ren)'s information to be autopopulated in the application form. This saves your time from manually keying in their personal particulars.

There are altogether six fields that you need to provide information on.

You will not be able to proceed to submit your application if there are missing fields denoted in red font.

At the end of the application page, you can review your application before you submit.

If your spouse is a foreigner and does not have a valid pass, please click on 'Clear MyInfo' and enter all required information manually.

In the marital status section (slides 21 to 24), select 'Single'. At the end of your application, upload:

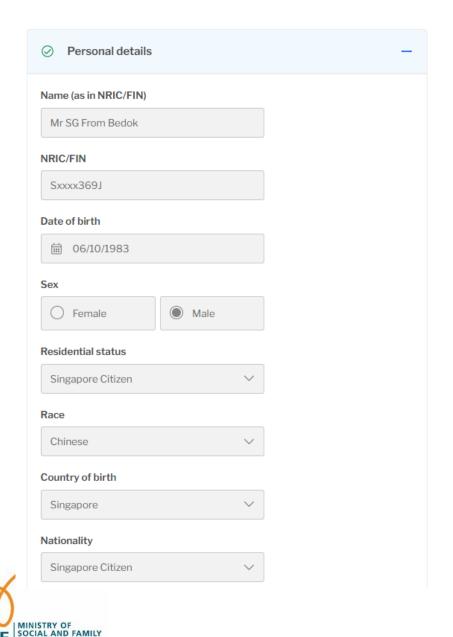
Your spouse's identification document (e.g. passport)
The completed omnibus consent form (from slides 35)

# 1.Profile



### Profile

Tell us about yourself



### Residential address

Country		
Singapore		~
Postal code		
458634		Q
Block/house numbe	er	
634		
Street		
BEDOK STREET		
Level (optional)	Unit (optional)	
12	22	
Building name (option	onal)	
Mailing address		
Same as resid	dential address	
Contact details	Provide your and email ad	mobile numbe
Mobile number		
+65 88158701		
Home number (option	onal)	
+65		
Email		
gt.govandi@gmail.	com	

Once you have clicked on MyInfo, your profile such as NRIC number, Date of Birth, Address etc, will be auto-populated into the mandatory fields.

You will need to confirm your mailing address and provide accurate contact details for MSF to contact you.

It is crucial to check and update your contact details as MSF will inform you on the SCFA application outcome via SMS and the email address that you have provided.

# 2.Income and Employment



### Income

Tell us your income details	
Income from rent This is income from renting out a room (or rooms) of the fa	mily home or other properties.
S\$	
Employment status	
Working	
O Looking for work	
O Not working	
Back to overview	Next: Beneficiary



### Income

Tell us your income details

### Income from rent

This is income from renting out a room (or rooms) of the family home or other properties.

### Employment status

0	Working
0	Looking for work
0	Not working

### Are you employed with CPF contribution/taxable income?

	res	
•	No	

### Employment type

You may select more than one option.

- Employed with no CPF contribution or have not made any tax declarations to IRAS
- Self-employed with no taxable income/Freelance employment/Odd-Job worker
- Platform workers (e.g. delivery and ridehailing drivers)
- Commission-based jobs (e.g. Property/Insurance agent)

### Additional documents to upload

Employment docume	nts
-------------------	-----

Under Income section, you will be required to declare your income from rent.

There are three choices to select under employment status. You will be required to provide supporting documents.

If your are working, please indicate if you are 'employed with CPF contribution/taxable income' and select employment type.

Please upload a copy of your employment document.

Income Tell us your income details	Income Tell us your income details
Income from rent This is income from renting out a room (or rooms) of the family home or other properties.  S\$	Income from rent This is income from renting out a room (or rooms) of the family home or other properties.  S\$
Employment status	Employment status
Working	Working
O Looking for work	O Looking for work
O Not working	○ Not working
	Are you employed with CPF contribution/taxable income?
Back to overview Next: Beneficiary	Yes
	○ No
	Additional employment type (optional) You may select more than one option.
	Employed with no CPF contribution or have not made any tax declarations to IRAS
	Self-employed with no taxable income/Freelance employment/Odd-Job worker
	Platform workers (e.g. delivery and ride- hailing drivers)
MISTRY OF SOCIAL AND FAMILY DEVELOPMENT	Commission-based jobs (e.g.

Under Income section, you will be required to declare your income from rent.

There are three choices to select under employment status. You will be required to provide supporting documents.

If your are working, please indicate if you are 'employed with CPF contribution/taxable income' and select employment type.

There is <u>no need</u> to upload any documents.

## Income Tell us your income details Income from rent This is income from renting out a room (or rooms) of the family home or other properties S\$ **Employment status** Working Looking for work Not working

### Additional documents to upload

	Proof of job search
1. /	Annex 4: Proof of Job Search
	Select file



	TAILS OF PARENT / LEGAL GUARDIAN		
Name	:	NRI	C No.:
Addre	ess:		
Child'	s Name:		
BC No	).;		
(II) DE	CLARATION BY PARENT / LEGAL GUARDIA	N (PLEASE TICK THE	APPROPRIATE BOX)
	am already registered as a job seeker at the Si	ocial Service Office (SSO	), or the Career Centre under
	Workforce Singapore (WSG) or Employment an		
		(Name of S	SO/WSG/e2l)
	am registered as a job seeker at the following p	private employment agend	ey:
		/Nama of pr	vate employment agency)
-			vace employment agency)
	VERIFICATION BY PRIVATE EMPLOYMENT		
	We confirm that		(Name of parent/
	Legal Guardian),	(NRIC No./ FIN) is re	gistered with us for job
	placement assistance since	(Date). We are I	nelping her/ him* to secure a jo
	Name of Staff	Signature	Date
	Name of Private Employment Agency	Email Address	Tel No.
į.	5		
O 1	am actively looking for jobs on my own.		
	Diagra fill in the details of the resumes or inh int	erviews in Table 1 and su	bmit records of resumes sent o
(F	rease hir in the details of the resulties of Job line		

Under Income section, you will be required to declare your income from rent.

If you are looking for work, please download Annex 4: Proof of Job Search.

You will need to fill in your details under (I) and under (II), please select whichever applies. Please sign and date the Annex 4 and upload in the application form.

### Income

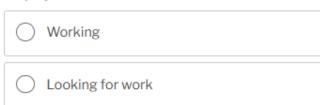
### Tell us your income details

### Income from rent

This is income from renting out a room (or rooms) of the family home or other properties.

S\$

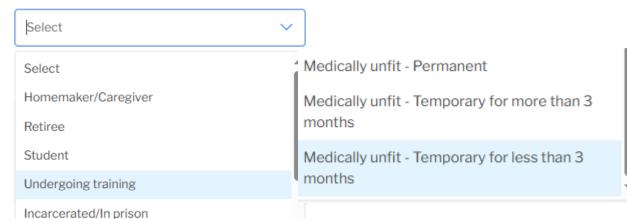
### **Employment status**



Not working

### Tell us more about the situation

Medically unfit - Permanent



Under Income section, you will be required to declare your income from rent.

If you are not working, please select from the drop-down list whichever that applies to your situation. There are a total of nine selections.

You will be required to provide supporting documents in this section.



### Income

### Tell us your income details

### Income from rent

This is income from renting out a room (or rooms) of the family home or other properties.

S\$

### **Employment status**





### Tell us more about the situation

Homemaker/Caregiver

### Person you are caring for

Select V

This is a required field.

### Person you are caring for

Select

Caring full time for a younger child aged 24 months and below

Caring for sick family member

Caring for special needs family member

Additional documents to upload



Under Income section, you will be required to declare your income from rent.

If you are not working because you are a Caregiver, please select whether:

- Caring full time for a child aged
   24 months and below
- Caring for a sick family member
- Caring for special needs family member

You will be required to upload supporting documents such as a caregiver memo if you are caring for sick family member or special needs family member.



Income	Income		
Tell us your income details	Tell us your income details	Tell us your income details	
Income from rent This is income from renting out a room (or rooms) of the fa	Income from rent  home or other properties. This is income from renting out a room (or rooms) of the family ho	ome or other properties.	
S\$	S\$		
Employment status	Employment status		
Working	Working		
C Looking for work	C Looking for work		
Not working	Not working		
Tell us more about the situation	Tell us more about the situation		
Student	Retiree		

Under Income section, you will be required to declare your income from rent.

If you are not working because you are a full-time student or you have reached the statutory retirement age. Please indicate your employment situation accordingly.



No document is required at this stage.

### Income

### Tell us your income details

### Income from rent

This is income from renting out a room (or rooms) of the family home or other properties.

S\$

### **Employment status**



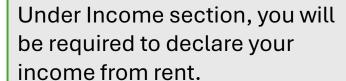


### Tell us more about the situation

Undergoing training

### Additional documents to upload





If you are not working because you are undergoing full-time training, please upload supporting documents such as training schedule.



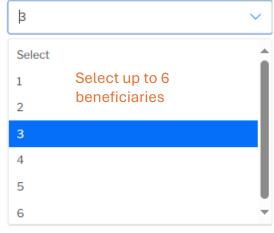
# 3.Beneficiary



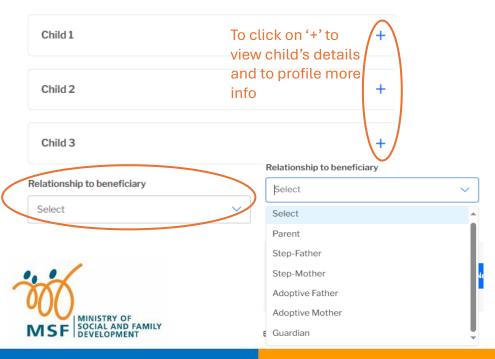
### Beneficiary

Tell us about the child you are applying for

### Number of beneficiaries you are applying for



Beneficiary details



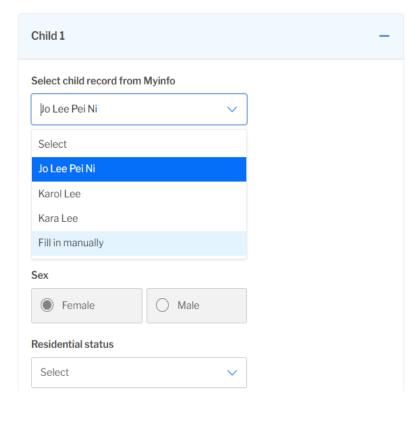
### **Beneficiary**

Tell us about the child you are applying for

Number of beneficiaries you are applying for



### Beneficiary details

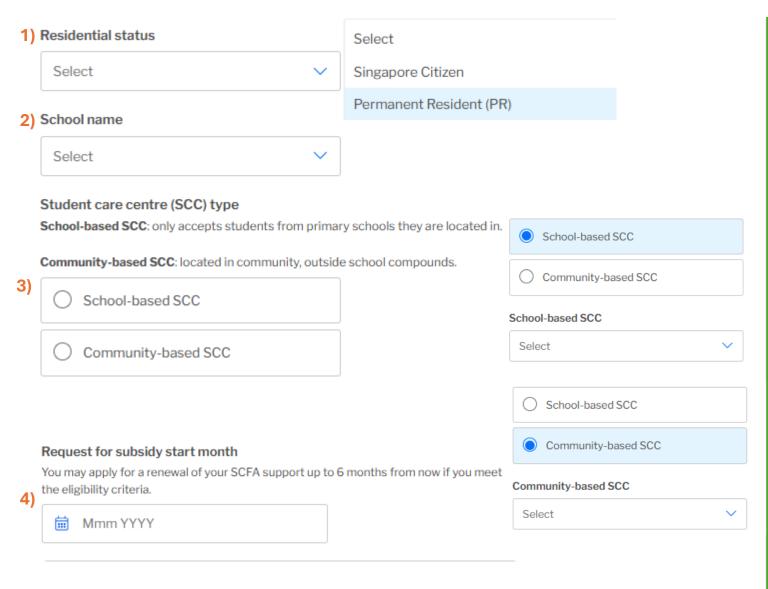


Under Beneficiary section, you can select up to six beneficiaries if you are applying SCFA for more than one child.

To click on '+' to select child record from MyInfo.

If you are applying for three children, please click on '+' and select your three children's name in each beneficiary detail.

To select relationship to beneficiary. There are a total of six selections.



Once you have clicked on '+' and selected your child's name, you will be required to fill up the following fields:

- Residential status to select your child's citizenship:
  - Singapore Citizen
  - Permanent Resident
- School name to select the name of the school your child is attending from the drop-down list.
- 3) Student Care Centre (SCC) to indicate if the SCC that your child is attending is a school-based or a community-based SCC. The name of the SCC will be available for selection.
- Request for subsidy start month to indicate the SCFA month and year that you are applying for.



### Consent / declaration for minors

Consent for collection, use and disclosure of personal information for the application or renewal of application for the subsidy and/or the Start Up Grant

- 1. I am the parent/legal guardian of the Child who is under 21 years of age.
- I understand that the Singapore Public Agencies and Participating Organisations require my Personal Information for the following operational and analytical purposes:
- a. to verify my, my Child and Family's identity and relationship for the Subsidy and/or the Start Up Grant ("the Subsidies") and other Services or Scheme:
- to determine my, my Child and Family's eligibility for the Subsidies and other Services or Scheme:
- to provide me, my Child and Family with both or any of the Subsidies and other Services or Scheme; and
- d. for data analysis, evaluation and policy-making, for the Subsidies and other Services or Scheme.
- 3. I consent and agree that the Singapore Public Agencies and Participating Organisations may collect, use and disclose my Personal Information, to the extent permitted by the Singapore Public Agencies and Participating Organisations, for the purposes stated in Paragraph 2. I also consent and agree to the disclosure of my Personal Information to law enforcement officers. I understand that my personal information will not be shared with non-participating agencies and organisations.
- My consent remains valid until I withdraw it in writing. I accept that it will take up to 10 working days from the date of receipt before the withdrawal of consent takes place.
- I have read and understood this consent form fully, including the attached <u>Terms of Consent</u>. I declare that the information that I have provided is accurate at the time I submit this form.
- This consent shall be governed by and construed in accordance with the laws of the Republic of Singapore.



### Declaration

- I, the undersigned, declare that I have read and understood the content in this Application Form. I confirm that the information that I have provided is true and correct and I furnish the information knowing that I may be liable to criminal prosecution if I have stated any information that I know to be false or not believe to be true.
- In the event my application is successful and my Child receives any of the Subsidies which I am applying for, I hereby acknowledge that I may also be liable to make full repayment to the Government of the Subsidies which were provided, should I be found to have provided false or inaccurate information in this form.

### Other terms

- 1. Lunderstand and agree to the following:
- a. It shall be my responsibility to stay employed (i.e. to be engaged under a contract or service and receive a salary) to continue to enjoy the Subsidies for my Child. If I am unemployed and intend to seek employment, the onus is on me to actively seek employment.
- b. (only applicable to applications for the Start Up Grant) The Start Up Grant shall only be given once to my Child, and any subsequent applications shall be assessed and granted only in MSF's sole discretion.
- c. In order to continue enjoying the relevant monthly Subsidy, I must ensure that my Child attends at least 30% (June and December) and 50% (Other Calendar months) of the number of days in which the SCC operates per month. My Child must be present at the centre for at least 3 hours in order to be considered present for the day. If my Child does not meet the minimum attendance rate, the Subsidy paid for the relevant month may be refunded to MSF and I am liable to pay the full SCC monthly fee.
- I shall provide the SCC with a one-month notice before withdrawing my Child from the SCC.

Show less

I acknowledge and consent to the terms, on behalf of this minor

for th	sent for collection, use and disclosure of personal information ne application or renewal of application for the subsidy and/or Start Up Grant
1. la	m the parent/legal guardian of the Child who is under 21 years of age.
2. Lu Show	inderstand that the Singapore Public Agencies and Participating

After filling up your child(ren)'s information, you will need to provide consent on behalf of your child(ren) and provide your declaration.

Please read before acknowledging to the terms, on behalf of your child(ren).

Note: Only a child's biological parent or legal guardian can provide consent. If you are the child's step-parent, please ask your spouse to submit an application for the child.

For guardians applying for SCFA on behalf of missing parents, guardians have to provide consent on behalf of the child.

# 4. Marital Status

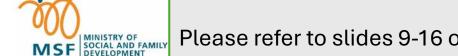


Marital status	Spouse details	Spouse"s contact
Tell us about your marital status	Name (as in NRIC/FIN)	Mobile number
Marital status	Mrs Mother from Bedok	+65 88888888
Married	NRIC/FIN	Home number (optional)
Spouse's consent is required for the application.	S2329788D	+65
More details on how your spouse can provide consent will be given after the application is submitted.	Date of birth	Email (optional)
Additional documents to upload		
If you <b>do not have children from a previous marriage</b> , you <b>do not need</b> to upload the documents below.	Sex	Spouse"s employment
	Female	Employment status
Marital documents (optional) +	Residential status	Working
	Singapore Citizen	O Looking for work
	Relationship to beneficiary	O Not working

Under Marital Status, there is <u>no need</u> to upload documents.

Select

If you are married, you will need to provide your spouse's personal particulars and employment status. Your spouse's information is not auto-populated.



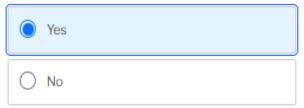
Please refer to slides 9-16 on how to fill up your spouse's employment information.

### **Family**

### Tell us about your family members

### Do you have any immediate family members living with you?

Immediate family members refer to the beneficiary's **great grandparents**, **grandparents**, or **any other children** who meets the following criteria: (1) Lives at the same address as you, (2) Not working, or do not have any source of income, (3) Singaporean or PR.



Pls only indicate immediate family members refer to the beneficiary's grandparents, or any other children below 21 years old who meet the following criteria: (1) Live at the same address as you, (2) Not working, or have any source of income (3) Singaporean or PR.

### Family members' consent is required for the application.

More details on how your family members can provide consent will be given after the application is submitted.

### How many of them are living with you?

Select up to 12 family members

If you have immediate family members residing in the same household as you, please select 'Yes' and select the numbers of immediate family members and provide their personal information and employment status.

Immediate family members refer to the beneficiary's grandparents, or any other children below 21 years old who meet the following criteria: (1) Live at the same address as you, (2) Not working, or have any source of income (3) Singaporean or PR.



### Family member details

Family member 1	_		
Select family member record from Myinfo			
Select			
Name (as in NRIC/FIN)			
NRIC/FIN			
Date of birth			
■ DD/MM/YYYY  Sex			
O Female O Male			
Residential status			
Select	Is your family member a minor (below 21 years old)?  Yes		
Employment status			
O Looking for work	O No		
O Not working	Consent / declaration for minors		
Relationship to beneficiary	Consent for collection, use and disclosure of personal information for the application or renewal of application for the subsidy and/or the Start Up Grant		
Select	I am the parent/legal guardian of the Child who is under 21 years of age.		
Is your family member a minor (below 21 years old)?	I understand that the Singapore Public Agencies and Participating     Show more		
○ Yes	I acknowledge and consent to the terms, on behalf of this minor		
O No			

To provide the personal particulars of immediate family members and their employment status.

If your family member is below 21 years old. You are required to provide consent on behalf.

Note: Only a child's biological parent or legal guardian can provide consent. If you are the child's step-parent, please ask your spouse to submit an application for the child.



# 5.Terms and Conditions



### Terms & Conditions

Please read and acknowledge the terms and conditions

### Consent / declaration

Consent for collection, use and disclosure of personal information for the application or renewal of application for the subsidy and/or the Start Up Grant

- 1. I am the parent/legal guardian of the Child who is under 21 years of age.
- I understand that the Singapore Public Agencies and Participating Organisations require my Personal Information for the following operational and analytical purposes:
- a. to verify my, my Child and Family's identity and relationship for the Subsidy and/or the Start Up Grant ("the Subsidies") and other Services or Scheme;
- to determine my, my Child and Family's eligibility for the Subsidies and other Services or Scheme;
- to provide me, my Child and Family with both or any of the Subsidies and other Services or Scheme; and
- d. for data analysis, evaluation and policy-making, for the Subsidies and other Services or Scheme.
- 3. I consent and agree that the Singapore Public Agencies and Participating Organisations may collect, use and disclose my Personal Information, to the extent permitted by the Singapore Public Agencies and Participating Organisations, for the purposes stated in Paragraph 2. I also consent and agree to the disclosure of my Personal Information to law enforcement officers. I understand that my personal information will not be shared with non-participating agencies and organisations.
- My consent remains valid until I withdraw it in writing. I accept that it will take
  up to 10 working days from the date of receipt before the withdrawal of
  consent takes place.
- I have read and understood this consent form fully, including the attached <u>Terms of Consent</u>. I declare that the information that I have provided is accurate at the time I submit this form.
- This consent shall be governed by and construed in accordance with the laws of the Republic of Singapore.

### Declaration

- I, the undersigned, declare that I have read and understood the content in
  this Application Form. I confirm that the information that I have provided is
  true and correct and I furnish the information knowing that I may be liable to
  criminal prosecution if I have stated any information that I know to be false
  or not believe to be true.
- In the event my application is successful and my Child receives any of the Subsidies which I am applying for, I hereby acknowledge that I may also be liable to make full repayment to the Government of the Subsidies which were provided, should I be found to have provided false or inaccurate information in this form.

### Other terms

- I understand and agree to the following:
- a. It shall be my responsibility to stay employed (i.e. to be engaged under a contract or service and receive a salary) to continue to enjoy the Subsidies for my Child. If I am unemployed and intend to seek employment, the onus is on me to actively seek employment.
- b. (only applicable to applications for the Start Up Grant) The Start Up Grant shall only be given once to my Child, and any subsequent applications shall be assessed and granted only in MSF's sole discretion.
- c. In order to continue enjoying the relevant monthly Subsidy, I must ensure that my Child attends at least 30% (June and December) and 50% (Other Calendar months) of the number of days in which the SCC operates per month. My Child must be present at the centre for at least 3 hours in order to be considered present for the day. If my Child does not meet the minimum attendance rate, the Subsidy paid for the relevant month may be refunded to MSF and I am liable to pay the full SCC monthly fee.
- I shall provide the SCC with a one-month notice before withdrawing my Child from the SCC.
- I acknowledge and consent to the terms above.

At the end of the form, please the terms and conditions which include:

- Consent for collection, use and disclosure of personal information for the SCFA application or renewal and/or Start-Up Grant.
- Declaration of information provided
- Other terms relating to SCFA application.



### Comments or more documents

Share comments or more documents, if relevant, for your application.

### Comments (optional)

Comments (Optional)	
Let us know if you had difficulties providing any document or feedback to help impexperience.	rove the form
0/300	
Other supporting documents (optional)	+
Next: Overview	

If there are other information relating to your SCFA application which you like to inform MSF, please indicate in the comments box and provide supporting documents.

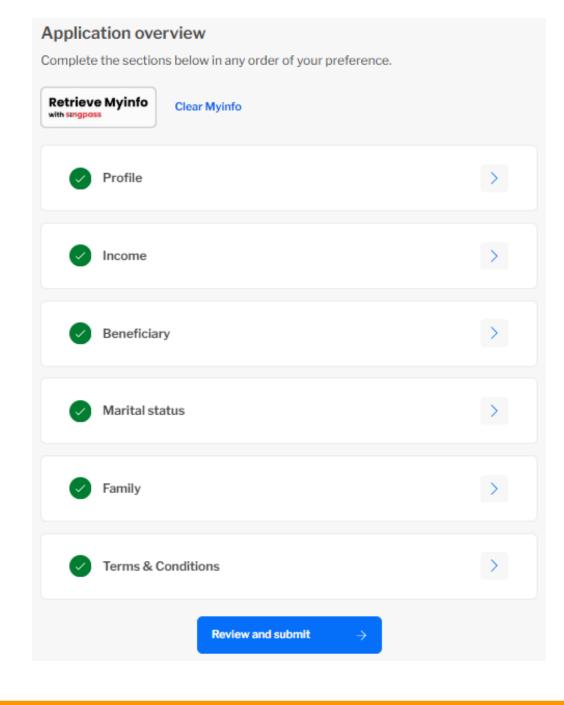
For example, if you are separated from your spouse, you may indicate in the comment box and upload supporting documents such as legal document for separation.

Once done, click 'Next: Overview'.



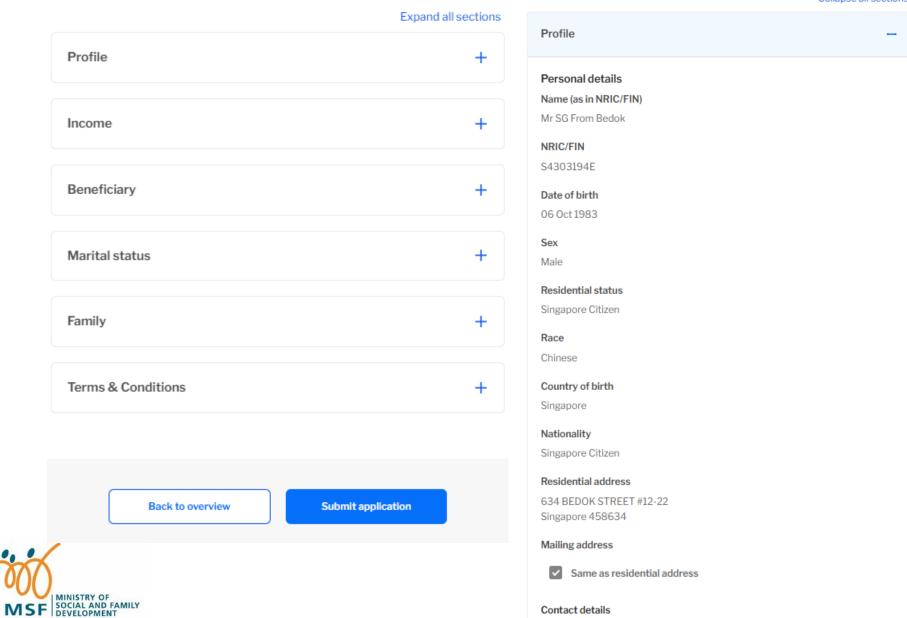
At the overview section, you will be able to see that all sections have been completed.

There will be an indicator if one of more sections are incomplete. Please ensure that all sections are complete before submitting the application.





Collapse all sections



You may review your application by expanding all sections to ensure that the information provided is accurate before submitting your application.



### Submitted!

An acknowledgement email will be sent shortly to g\*\*\*\*\*\*i@gmail.com.

### Student Care Fee Assistance (SCFA)

Processing takes 4 to 8 weeks after we receive all required documents. You may be contacted by MSF and/or HOMES (a Government System supporting public schemes to conduct means-tests to determine the level of assistance for citizens), for more details or supporting documents.

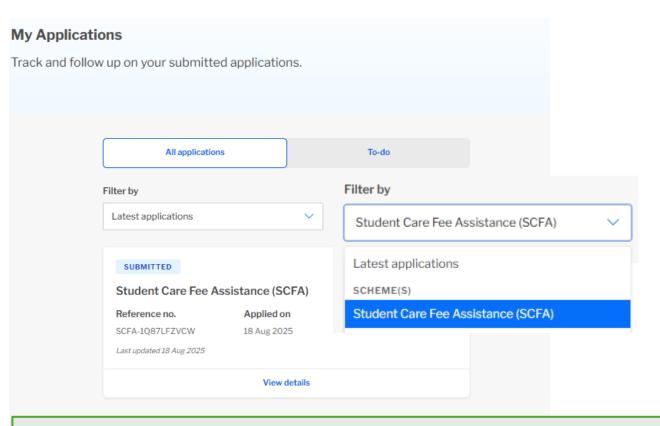
Check your email if additional documents are needed and submit them by the deadline stated to keep your application open.

Reference no.: SCFA-1Q87LFZVCW

Download or print a copy of your submitted application

View applications





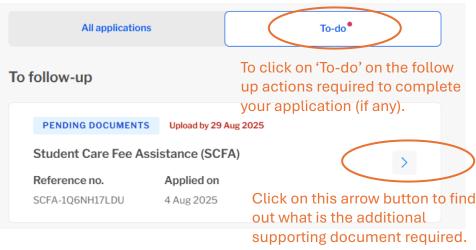
Once the application is submitted, an acknowledge email will be sent to your email address provided in the application form.

Processing takes 4 to 8 weeks after all documents are complete. You may be contacted by MSF and/or HOMES for more details or supporting documents.

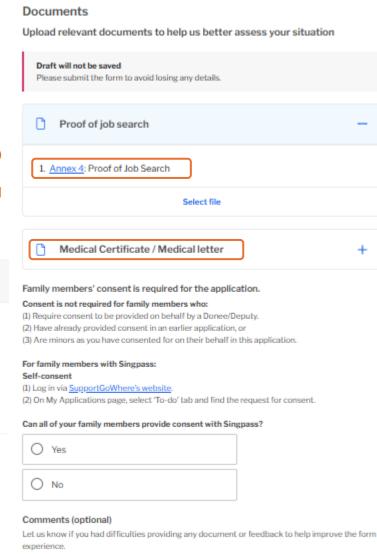
To view your application, please click on 'View applications'. You can sort either by 'latest applications' or by Schemes.

# Request for Additional Documents





# Your selected application PENDING DOCUMENTS Upload by 29 Aug 2025 Upload documents requested by your officer. Upload documents → Reference no. SCFA-1Q6NH17LDU



0/300

upload other supporting documents.

Please refer to the next slide on the steps to provide consent for your family member(s).

If there are additional

supporting documents

'To-do' tab, click on the

application with status

document(s) required.

required, please navigate to

'pending document' and click

on 'upload documents'. It will

re-direct you to another page

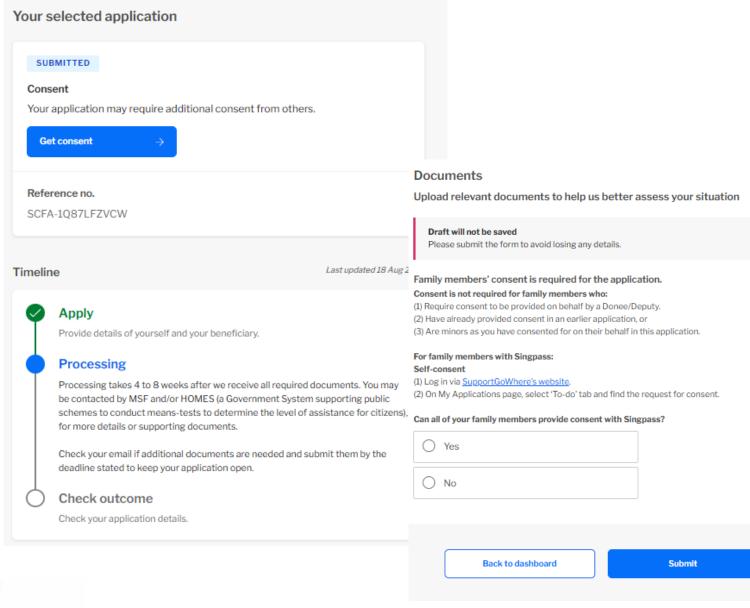
Please click on the hyperlink to

download the additional form

required, or click on '+' to

to inform you the additional





If you received an email requesting for consent, please login to the SGW portal, you will prompted to provide consent on this page.

Once you click on 'Get consent', you will be guided on the consent requirements.

Consent is not required for family members who:

- Require consent to be provided on behalf by a Donee/Deputy
- 2. Have already provided consent in an earlier application
- 3. Are minors (below 21 yo) as you have consented on their behalf before you submitted the application.



### **Documents**

Upload relevant documents to help us better assess your situation

		be	

Please submit the form to avoid losing any details.

### Family members' consent is required for the application.

### Consent is not required for family members who:

- (1) Require consent to be provided on behalf by a Donee/Deputy.
- (2) Have already provided consent in an earlier application, or

Back to dashboard

(3) Are minors as you have consented for on their behalf in this application.

For family members with Singpass: Self-consent	Can all of your family members provide consent with Singpass?			
(1) Log in via <u>SupportGoWhere's website</u> . (2) On My Applications page, select 'To-do' tab and find the request for consent.	Yes			
Can all of your family members provide consent with Singpass?				
○ Yes	O No			
○ No	Based on your response no further details are required. Please share the about the structure for Solf concent with your family members.			

No

Submit



Other consent methods

Number of family members using other consent methods

Select

Can all of your family members provide consent with Singpass?

Consent can be provided in three ways:

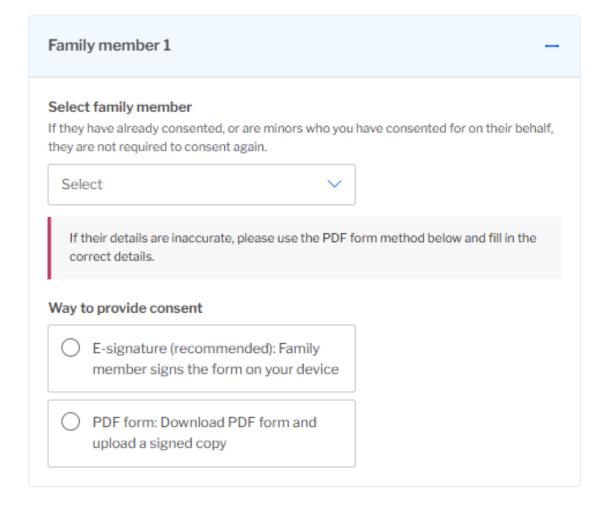
- 1. Singpass (recommended)
- 2. E-signature via applicant's device (21 years old and above without Singpass)
- 3. Hardcopy consent form

If your family member has Singpass, please request them to login via SupportGoWhere's website, on My Applications page, select 'Todo' Tab (refer to slide 30) and find the request for consent.

If your family members cannot provide consent via Singpass, please select 'No' and select the number of family members who are not able to provide their consent via Singpass. You may select up to 10.

Select	•
1	ı
2	ı
3	
4	
5	
6	-

### Consent details



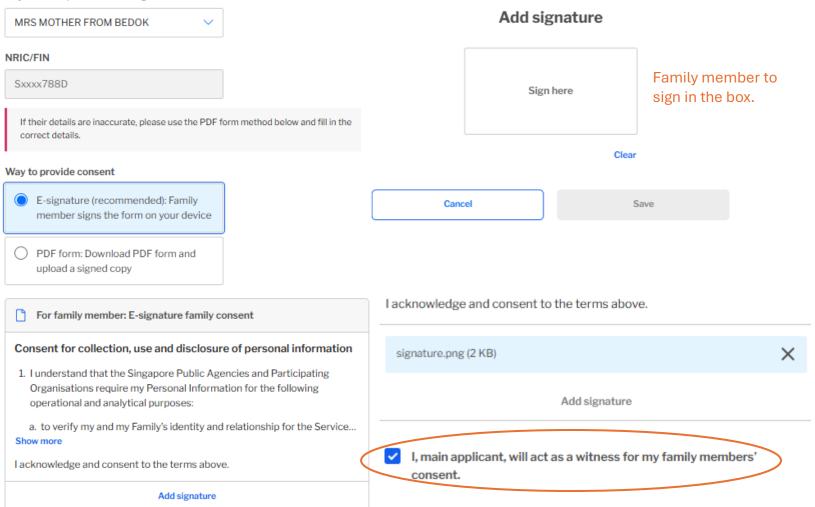
For family members with no Singpass, they will have to either provide their consent via E-signature or sign on the PDF copy of the consent form and upload a copy of the signed copy.

The next slide guides you/your family member on the steps to provide esignature.



### Select family member

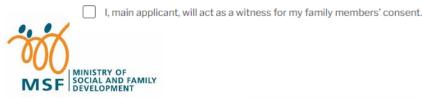
If they have already consented, or are minors who you have consented for on their behalf, they are not required to consent again.



The name(s) of your family member(s) can be found in the drop-down list as this information is pulled from your application form.

If family member A is providing consent via e-signature, please select "E-signature', and read the consent clauses before signing adding his/her signature and save.

The main applicant will then have to acknowledge that the family member has provided consent by checking the box.



#### Way to provide consent

E-signature (recommended): Family member signs the form on your device

PDF form: Download PDF form and upload a signed copy

For family member: Omnibus consent form Please upload a copy of: Consent form: Omnibus consent form a. Please ensure that the signature and other details are shown clearly.

Select file

OMNIBUS CONSENT FORM



Applicant's Name:

#### CONSENT FOR COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

	□ NRIC □ Birth Certificate	☐ Special Pass ☐ Foreign Passport Number		
	☐ FIN	* Select corresponding ID to		
☐ Main Applicant under the Scheme ☐ Family Me	mber of the Main App	slicant (please tick one)		
All references in this form to the term 'Applicant' shall be intended to refer to the Main Applicant under the Scheme or the family member of the Main Applicant, as the case may be.				
the jumity member by the main approxim, as one case may be				

I - Applicant's Details (as in NRIC/other identification document)

Please complete this section if you are applying on behalf of the Applicant:					
II - My Details (as in NRIC/other identification document)					
Ţ	My Name(s): My NRIC/Passport Number(s):				
Ī	I am signing this form on behalf of the Applicant as (please tick):				
☐ I am the parent/legal guardian of the Applicant, who is under 21 years of age.					
	<ul> <li>Please provide a copy of your NRIC / passport and the Applicant's birth certificate / NRIC.</li> <li>Please note that the consent will expire once the Applicant reaches 21 years of age.</li> </ul>				
	I am the Donce(s) acting under a Lasting Power of Attorney granted by the Applicant; or the Deputy(s) appointed by the Court under the Mental Capacity Act (Cap. 177A) to act on behalf of the Applicant.				
П	<ul> <li>Please provide a copy of your NRIC / passport(s).</li> </ul>				

- 11 understand that the Singapore Public Agencies and Participating Organisations require my Personal Information for the following operational and analytical purposes:
- (a) to verify my and my Family's identity and relationship for the Services or Scheme;

· Please provide a copy of the Registered Lasting Power of Attorney / Order of Court. · Please check whether you may act singly or jointly with other donee(s)/deputy(s).

- (b) to determine my and my Family's eligibility for the Services or Scheme;
- (c) to provide me and my Family with the Services or Scheme; and

Note: In the following form, "me" and "my" refer to the Applicant.

- (d) for data analysis, evaluation and policy-making, for the Services or Scheme.
- 2. I consent and agree that the Singapore Public Agencies and Participating Organisations may collect, use and disclose my Personal Information for the purposes stated in Paragraph 1 and any other purpose permitted by law. I also consent and agree to the disclosure of my Personal Information to law enforcement officers. I understand that if there are any discrepancies in the Personal Information collected, such discrepancies may be reflected to the relevant Singapore Public Agencies, so that they may take the necessary steps to rectify any inaccurate records relating to me.
- 3. My consent remains valid until I withdraw it in writing. I accept that it will take up to 10 working days from the date of receipt before the withdrawal of consent takes place.
- I have read and understood this consent form fully, including the attached Terms of Consent. I declare that the information that I have provided is accurate as at the time I sign this form.

For family members who are not able to provide consent via Singpass or e-signature, they will need to download the PDF form and upload it.

Please refer to slides 36-43 on the step-by step guide on filling up the Omnibus consent form and slides 44 to 48 on the common errors when filling the form.

#### OMNIBUS CONSENT FORM

My Signature / Thumbprint	Date	Signature of Witness	Date
Interpreter (if applicable)		_	
Name		Name:	
NRIC No.:		NRIC No. / Official Stamp	

Note: If you are signing this form on behalf of the Applicant, in the following Terms of Consent, "I" and "me" means "the Applicant" and "my" means "the Applicant's".

- I understand and agree that these terms used in the consent form have the following definitions:
- "Personal Information" includes the following but is not limited to:
  - Demographic information (e.g. bio-data comprising name, NRIC/FIN number, address, date of birth, gender, nationality, ethnicity, family/household structure and relationships),
  - ii) Financial and social assistance data (e.g. financial and social assistance history, income supplements, assessments for eligibility/suitability and details of services by the Singapore Public Agencies and Participating Organisations comprising social services, community agencies, and social worker case reports);
  - iii) Medical and Health information (e.g. medical reports, functional assessment reports, healthcare bills and assistance, means-tests results on subsidy rates, medical condition, diagnosis and
  - iv) Housing information (e.g. electricity, gas and water utilities, details for home ownership, rental housing, open market HDB rental, details on ownership of private property),
- v) Employment and training information (e.g. current and past employment details, last draws salary, training subsidies, business ownership),
- vi) Education information (e.g. schooling records, pre-school enrolment, bursaries, tuition)
- vii) Financial data (e.g. source of income, maintenance information, insurance coverage, bank account details such as balance, transactions, number of savings and current accounts) viii) my income information (e.g. last drawn salary),
- ix) information relating to and derived from my CPF Account(s) and CPF contributions (e.g. CPF Account(s) balance, CPF contribution details, CPF lumpsum withdrawal details, CPF monthly
- x) information relating to my participation in any scheme administered by the CPF Board (e.g. Dependent Protection Scheme, Silver Support Scheme, CPF Investment Scheme, CPF amount used for housing), and
- xi) Other information (e.g. immigration records, criminal offences, credit reports, and other information provided by me for the evaluation and administration of social services and public



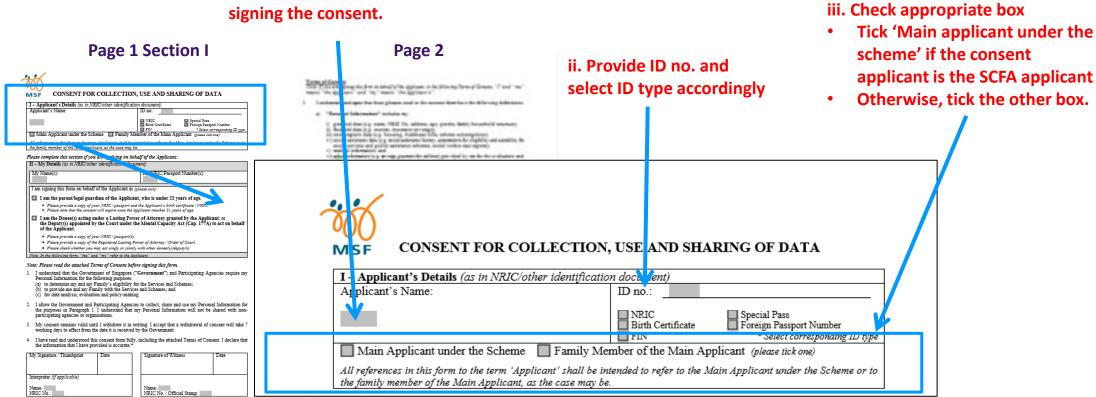
## How to fill up the Omnibus Consent Form?



### A) CONSENT GIVEN BY PERSON AGED 21 YEARS OLD AND ABOVE

- Fill up client's particulars (page 1 section I)
  - i. Name
  - ii. NRIC / Birth Cert / FIN / Special Pass / Foreign Passport Number (Delete accordingly)
  - iii. Check on the appropriate box
  - \*Note: SCFA Applicant refers to the parent who submitted the SCFA application.

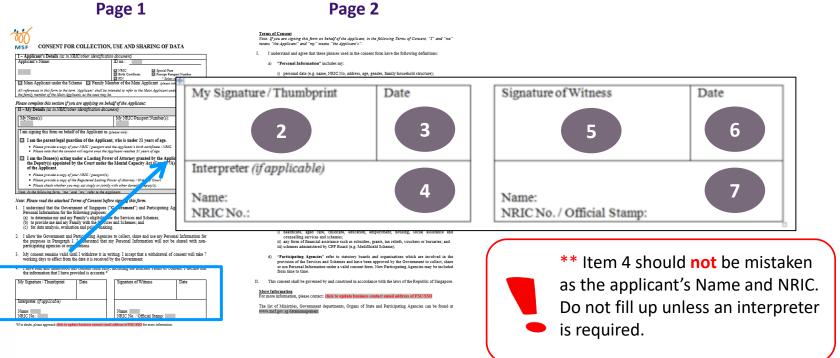
i. Provide name of the person who is



#### A) CONSENT GIVEN BY PERSON AGED 21 YEARS OLD AND ABOVE

- 2. Client's signature / thumbprint
- 3. Date of client's signature / thumbprint
- 4. Name and NRIC of interpreter (if applicable)\*\*

- 5. Witness' signature
- 6. Date of witness' signature (aged 21 years & above)
- 7. Name and full NRIC of witness / Official Stamp



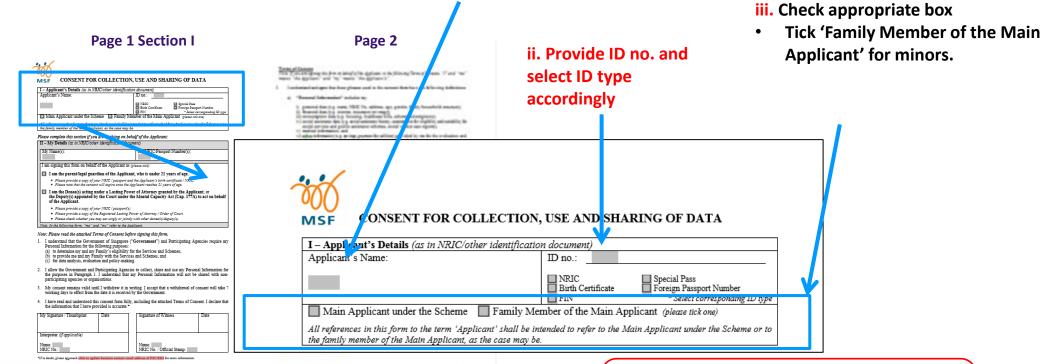


## B) CONSENT GIVEN BY APPLICANT / PARENT / LEGAL GUARDIAN

#### (ON BEHALF OF FAMILY MEMBERS UNDER 21 YEARS OF AGE)

- Fill up client's particulars (page 1 section I)
  - i. Name
  - ii. NRIC / Birth Cert / FIN / Special Pass / Foreign Passport Number (Delete accordingly)
  - iii. Check on the appropriate box

    i. Enter name of minor



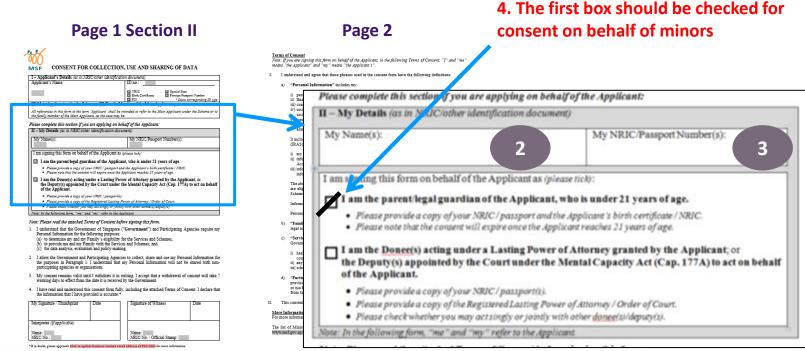




For (i) and (ii), this should be the name and Birth Certificate/NRIC of the minor, and **not** the parents.

# B) CONSENT GIVEN BY APPLICANT / PARENT / LEGAL GUARDIAN (ON BEHALF OF FAMILY MEMBERS UNDER 21 YEARS OF AGE)

- 2. Fill up Parent (Biological) / Legal Guardian's name(s).
- Fill up Parent / Legal Guardian's NRIC / Passport Number(s)
- 4. Tick the box "I am the parent/legal guardian of the Applicant, who is under 21 years of age"



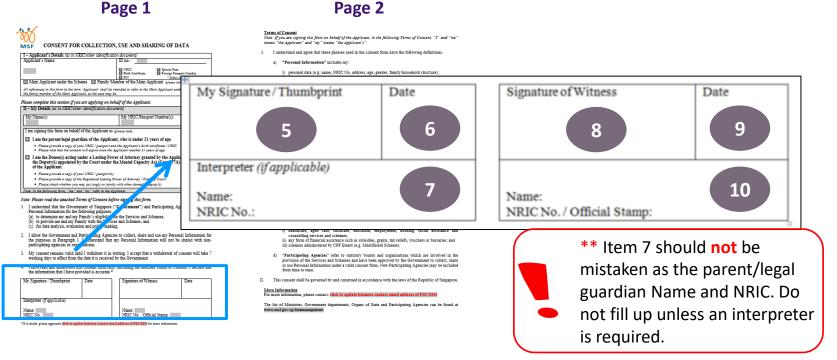


## B) CONSENT GIVEN BY APPLICANT / PARENT / LEGAL GUARDIAN

### (ON BEHALF OF FAMILY MEMBERS UNDER 21 YEARS OF AGE)

- 5. Parent / Legal Guardian's signature / thumbprint
- 6. Date of Parent / Legal Guardian's signature / thumbprint
- Name and NRIC of interpreter (if applicable)\*\*

- 8. Witness' signature
- 9. Date of witness' signature (aged 21 years & above)
- 10. Name and full NRIC of witness / Official Stamp

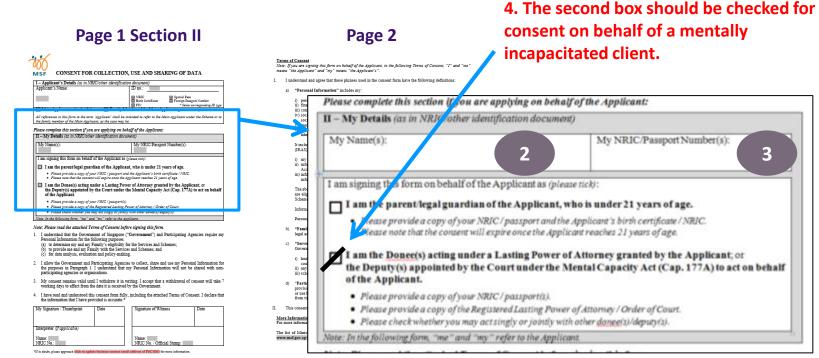




## C) CONSENT GIVEN BY DONEE(S) / DEPUTY(S)

#### (FOR MENTALLY INCAPACITATED)

- 2. Fill up Donee(s)' / Deputy(s)' Name
- Fill up Donee(s)' / Deputy(s)' NRIC / Passport Number(s)
- 4. Tick the box "I am the Donee(s) acting under a Lasting Power of Attorney granted by the Applicant; or the Deputy(s) appointed by the Court under the Mental Capacity Act (Cap. 177A) to act on behalf of the Applicant"



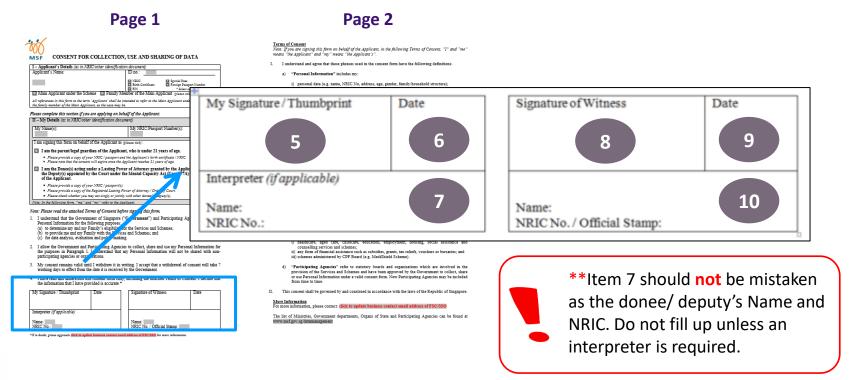


## C) CONSENT GIVEN BY DONEE(S) / DEPUTY(S)

### (FOR MENTALLY INCAPACITATED)

- 5. Donee(s)' / Deputy(s)' signature / thumbprint
- 6. Date of Donee(s)' / Deputy(s)' signature / thumbprint
- Name and NRIC of interpreter (if applicable)\*\*

- 8. Witness' signature
- 9. Date of witness' signature
- 10. Name and full NRIC of witness / Official Stamp





# Common Errors when filling Omnibus Consent Form



#### 1) Did not select the ID type

For example, MUST select one ID type.	
	I, USE AND SHARING OF DATA
I – Applicant's Details (as in NRIC/other identification Applicant's Name:	ID no.:
☐ Main Applicant under the Scheme ☐ Family M	NRIC Birth Certificate Foreign Passport Number *Select corresponding ID type  ember of the Main Applicant (please tick one)  ntended to refer to the Main Applicant under the Scheme or to



#### 2) Did not check the box at all

For example,

One of the box MUST be ticked, depend on which is applicable.  MSF CONSENT FOR COLLECTION, USE AND SHARING OF DATA				
I - Applicant's Details (as in NRIC/other identific	I – Applicant's Details (as in NRIC/other identification document)			
Applicant's Name:	ID no.:  NRIC Birth Certificate FIN  Special Pass Foreign Passport Number *Select corresponding ID type			
Main Applicant under the Scheme Family  All references in this form to the term 'Applicant' shall the family member of the Main Applicant, as the case me	be intended to refer to the Main Applicant under the Scheme or to			



#### 3) Tick the wrong box

For example, SCFA applicant is providing consent for minor.

Don't tick the box of 'Main applicant under the Scheme'. Should tick 'Family Member of the Main Applicant'.

Tick the 'Family Member of the Main Applicant' box when provide consent for minors. Applicant's name and ID no. should be minor's details.  CONSENT FOR COLLECTION, USE AND SHARING OF DATA			
I – Applicant's Details (as in NRIC/other identification document)			
Applicant's Name:	ID no.:		
	□ NRIC     □ Special Pass     □ Birth Certificate     □ Fin		
Main Applicant under the Scheme Family I	Member of the Main Applicant (please tick one)		
All references in this form to the term 'Applicant' shall be the family member of the Main Applicant, as the case may	intended to refer to the Main Applicant under the Scheme or to be.		



#### 4) Filling up section II when it is NOT APPLICABLE

In the case of **Normal Consent (By Self)**, section II shall be left **BLANK**, as shown below

Please complete this section if you are applying on behalf of the Applicant: II - My Details (as in NRIC/other identification document) My Name(s): My NRIC/Passport Number(s): I am signing this form on behalf of the Applicant as (please tick): I am the parent/legal guardian of the Applicant, who is under 21 years of age. Please provide a copy of your NRIC / passport and the Applicant's birth certificate / NRIC. • Please note that the consent will expire once the Applicant reaches 21 years of age. I am the Donee(s) acting under a Lasting Power of Attorney granted by the Applicant; or the Deputy(s) appointed by the Court under the Mental Capacity Act (Cap. 177A) to act on behalf of the Applicant. Please provide a copy of your NRIC / passport(s). Please provide a copy of the Registered Lasting Power of Attorney / Order of Court. Please check whether you may act singly or jointly with other donee(s)/deputy(s). Note: In the following form, "me" and "my" refer to the Applicant.



#### 5) Filling up 'Interpreter' section when it is NOT APPLICABLE

In the case of interpreter is not required, interpreter section to be left BLANK. This section is Not related to the signature of the applicant/parent/legal guardian/donee/deputy.

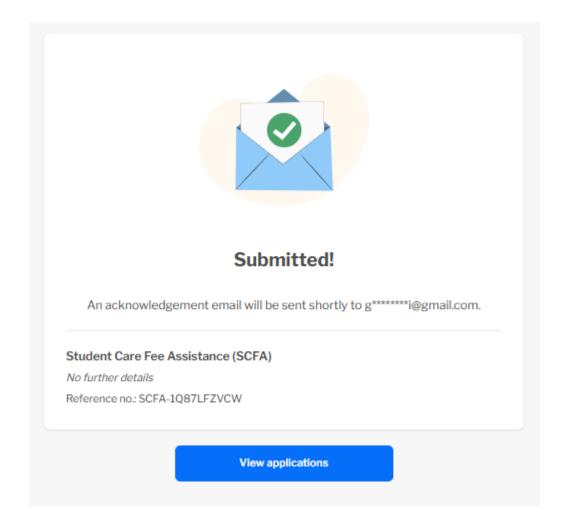
Note: Please read the attached Terms of Consent before signing this form.				
My Signature / Thumbprint	Date		Signature of Witness	Date
1.2) Signature / Trionine prints			318111111213	
Interpreter (if applicable)				
Name:			Name:	
NRIC No.:			NRIC No. / Official Stamp:	

#### **Terms of Consent**

Note: If you are signing this form on behalf of the Applicant, in the following Terms of Consent, "I" and "me" means "the Applicant" and "my" means "the Applicant's".

- I. I understand and agree that these terms used in the consent form have the following definitions:
  - a) "Personal Information" includes the following but is not limited to:
    - i) Demographic information (e.g. bio-data comprising name, NRIC/FIN number, address, date of birth, gender, nationality, ethnicity, family/household structure and relationships);





Once you have provided the relevant information and documents relating to your application, you will receive another acknowledge email.

Processing takes 4 to 8 weeks after all documents are complete. You may be contacted by MSF and/or HOMES for more details or supporting documents.

To view your application, please click on 'View applications'. You can sort either by 'latest applications' or by Schemes.



## Thank You

If you require further clarification, you may email to MSF Comcare SCFA@msf.gov.sg

