GENERAL INFORMATION & FUNDING GUIDELINES

Objectives of Funding Guidelines

This document details the criteria for funding as well as the funding application and reimbursement submission processes. More details on the criteria of FLE programmes delivered and the full set of supporting documents required for reimbursement submission may be found in the Letter of Agreement (LOA).

What is FamilyMatters@Community?

The Ministry of Social and Family Development’s (MSF) FamilyMatters@Community offers a variety of skills-based family education programmes to assist families in specific challenging aspects of family life.

Who may apply?

Application for funding is open only to family life education service providers who are on MSF’s approved programme listing.

What programmes are eligible for funding?

1. Family Life Education programmes that seek to empower individuals and families with knowledge and skills to enrich and strengthen their family life and promote positive mindsets and attitudes towards family. Programmes should meet the following criteria:
   a. Be skills-based, informed by evidence/research or best practices, of the duration of at least 4 hours and above, and cover topics on marriage / parenting / family relationships and / or managing multiple roles in family life;
   b. Be open to all Singapore Citizens or permanent residents who require the services under the programme, regardless of race, language, or religion.

2. Funding is limited to programmes listed in FamilyMatters@Community’s programme menu available at https://www.msf.gov.sg/familymatters.

3. The following programmes will not be supported:
   a. Programmes that are religious in nature or proselytise a particular faith in its implementation;
   b. Counselling, casework management and remedial programmes;
   c. Programmes without a strong family life education component;
   d. Programmes that are restricted to a specific company;
   e. Programmes that are already funded more than 80% by the government or by the Singapore Totalisator Board;
   f. Fund-raising events;
   g. Family Days/ Carnivals/ Camps;
   h. Bonding Activities (e.g. parent-child activities/outing) and
   i. Programmes that involve overseas trips, e.g. overseas couples retreats.
4. All programmes must be delivered by trainers who have been accepted by MSF and meet the following criteria:

   a. Hold at least a basic degree in counselling/social work/psychology/sociology or related fields; and

   b. Have at least 5 years of experience in family life education or completed 40 hours of co-training with an MSF-accepted trainer.

5. Service Providers shall ensure that their trainers have provided the necessary declaration to them (Service Providers) that they (Trainers) are not on any employment contracts that prohibit them from other forms of paid work and that they do not possess a criminal record.

6. All programmes should be held at venues that are accessible to members of the public (and should exclude places of residences, for e.g. one’s own home).

7. All programmes should keep to the form, content and schedule stated in the signed Letter of Agreement, as approved by MSF. Any request for changes to the form, content and schedule must be submitted in writing to MSF at least ONE month before implementation, and subjected to MSF’s approval.

**How to apply?**

a. The funding application period is as follows*:

<table>
<thead>
<tr>
<th>Funding Window</th>
<th>Period for funding applications (Subject to changes)</th>
<th>Period to run approved programmes</th>
<th>Period to submit complete reimbursement documents &amp; e-invoice</th>
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</thead>
<tbody>
<tr>
<td>1st</td>
<td>1 April to 30 April</td>
<td>1 Aug to 31 Dec</td>
<td>By 31 Jan</td>
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<tr>
<td>2nd</td>
<td>1 Oct to 31 Oct</td>
<td>1 Jan to 30 Jun</td>
<td>By 31 Jul</td>
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Note: Please refer to Annexes A and B of this document for more details on the reimbursement process.

2. Completed application forms should be submitted to: familymatters@msf.gov.sg. Back-dated and incomplete application forms will not be considered.

3. Applications that are successful will be notified by email. A copy of the Letter of Agreement will be provided.

4. MSF’s decision is final and we reserve the right not to disclose reasons for approving or rejecting an application.

*Please note that the funding windows are subject to change.

**How much funding can my organisation receive?**

1. FamilyMatters@Community will provide co-funding of 80% of the approved budget or actual expenditure of approved programme(s), whichever is lower. The maximum
funding for a programme is capped at $600/hour for 4 hours per session (i.e. $2,400 per session).

Note: The total funding, including sponsorships and donations, should not exceed the total programme cost.

2. Funding cannot be used for the purchase of vouchers, lucky draw prizes and/or equipment/furniture (e.g. laptops, projectors, cameras, voice/video recorders, tables and chairs etc).

3. The service providers have to maintain proper financial records for the programme. Service providers may submit their claims for reimbursement upon satisfactory completion of all session(s) of approved programme(s). The complete set of reimbursement documents for the approved programme(s) conducted for the period as stipulated in the Letter of Agreement must be submitted within a month following the completion of the last programme run, failing which MSF shall have no further obligation to provide the Funding to your Agency.

4. The reimbursement submission should include the following supporting documents, which should be sent via email to Faith_KWOK@msf.gov.sg:
   - Form(s) containing programme details for each approved programme(s) run (Annex A of the Letter of Agreement)
   - Completed cover letter for Funding Reimbursement, signed by head of organisation and stating the total amount to be reimbursed (use template attached in Annex B of Letter of Agreement)
   - Scanned copy of signed (by participants and trainer/s) attendance sheet for each session of approved programme(s) run, which meets the minimum requirement of participation of at least 70% of the targeted outreach or 10 participants per session (whichever is higher).

NOTE: The attendance sheet(s) submitted should reflect the following details, which meet the requirements stipulated in clause 3 of the Letter of Agreement (refer to Annex C of the Letter of Agreement for the template):
   - Programme title;
   - Date of session, to be conducted only in the period as stipulated in the Letter of Agreement;
   - Start and end time of session, to reflect that session(s) conducted were at least 4 hours long;
   - Name of Agency;
   - Venue of session(s) held;
   - Name of Trainer(s), who conducted the session(s) and are approved FLE trainer(s);
   - Signature(s) of trainer(s), who conducted the session(s) and are approved FLE trainer(s);
   - Name of participants; and
   - Signatures of participants, to indicate attendance.

5. Service providers should retain the following documents and produce them upon MSF’s request for verification purposes:
a. Scanned copy of invoices, which are certified correct as true copies by head of Agency, with organisation’s stamp; and

b. Completed feedback forms from programme(s) run, if any.

Note: Service Providers are also required to declare all sponsorships/donations/charging of participant fees, if any, at the point of submission of funding application.

6. MSF reserves the right to review, withdraw or suspend funding in full or in part, or recover the disbursed funding in the event of the following:

a. Non-compliance with MSF’s funding guidelines;

b. Wrong and/or misleading information is provided in the application form and/or supporting documents;

c. Illegal or negligent acts that occur during any point of the funded programme, which have the potential to adversely affect the reputation of any government bodies, public institutions, or any organisation/person;

d. Content and delivery of programme is not secular;

e. Proposed programme is changed significantly without prior written approval from the Family Support Division;

f. Funding is used for purposes other than the approved programme; and

g. Programme is unable to achieve at least 70% of target outreach or with less than 10 participants per session (whichever is higher).

7. The Agency shall maintain written records of the documents required as stated in clauses 4 and 5 above to allow a proper assessment to be made by MSF and its agent(s) as to whether the Agency has complied, or is complying with the terms and conditions set out in this Agreement. The Agency shall retain such records referred to in clauses 4 and 5 above, for a period of five (5) years after the close of the financial year in which the records were made. The Agency’s obligation under this clause 7 is without prejudice and in addition to the Agency’s obligation to comply with all applicable laws and regulations.
## SCHEDULE OF APPLICATIONS FOR FAMILYMATTERS@COMMUNITY PROGRAMMES
### FIRST WINDOW PERIOD (subject to changes) FOR FUNDING APPLICATION

<table>
<thead>
<tr>
<th>April</th>
<th>May-July</th>
<th>By end December</th>
<th>By January</th>
<th>By February</th>
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<tbody>
<tr>
<td>Providers submit applications for co-funding of programmes listed under FM@Community programme menu by 30 April (subject to changes).</td>
<td>MSF processes applications. MSF informs providers the outcome of applications and approved funding amount by 31 July (subject to changes).</td>
<td>Providers complete all runs of approved programmes.</td>
<td>Providers submit supporting documents for reimbursement via email to <a href="mailto:Faith_KWOK@msf.gov.sg">Faith_KWOK@msf.gov.sg</a>.</td>
<td>MSF reimburses providers (or within 30 days after complete reimbursement claims are received).</td>
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<tr>
<td>Month</td>
<td>Details</td>
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<tr>
<td><strong>October</strong></td>
<td>Providers submit applications for co-funding of programmes listed under FM@Community programme menu by 31 October (subject to changes).</td>
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<td><strong>November to December</strong></td>
<td>MSF processes applications. MSF informs providers the outcome of applications and approved funding amount by 31 December (subject to changes).</td>
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<td><strong>By end June</strong></td>
<td>Providers complete all runs of approved programmes.</td>
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<tr>
<td><strong>By July</strong></td>
<td>Providers submit supporting documents for reimbursement via email to <a href="mailto:Faith_KWOK@msf.gov.sg">Faith_KWOK@msf.gov.sg</a>.</td>
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<tr>
<td><strong>By August</strong></td>
<td>MSF reimburses providers (or within 30 days after complete reimbursement claims are received).</td>
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