

Supporting Families Through COVID-19

INFO-PACK FOR PRACTITIONERS



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COVID-19 has brought additional stressors for many individuals and households. This info-pack provides information on Government schemes and services that could support such individuals and households. Ground agencies could use this info-pack to provide information to clients, and/or help them apply for the relevant schemes and services. It is organised in terms of the needs that residents may face, and comprises of the following sections:

Click on icons to find out more _____

Detailed information on the eligibility criteria, benefits and application process for each scheme can be found through the weblink provided.

Other useful resources and eligibility checkers:

**For COVID-19-
related financial/
employment
support**



supportgowhere.gov.sg

**For emotional and
general well-being
support**



mindline.sg

**Support
for seniors**



[aic.sg/financial-assistance/
Self-Assessment-Tool](https://aic.sg/financial-assistance/Self-Assessment-Tool)

**Resources for
persons with
disabilities**



enablingguide.sg

“I NEED ASSISTANCE WITH MY DAILY LIVING EXPENSES”



? Guiding Questions

Has the individual suffered job and/or income loss?

- COVID-19 Recovery Grant (CRG)

Has the individual or his/her family members contracted COVID-19 or are on Quarantine Order (QO)?

- The Courage Fund
- Quarantine Order Allowance (QOA) Scheme

Does the individual need help with basic needs, and/or may require longer term/other avenues of financial assistance?

- ComCare Interim Assistance
- ComCare Short-to-Medium-Term Assistance (SMTA)
- ComCare Long-Term Assistance (LTA)

Does the parent face issues with paying for children's needs?

- Kindergarten Fee Assistance Scheme (KiFAS)
- Childcare Subsidies and Financial Assistance
- Student Care Fee Assistance (SCFA)
- MOE Financial Assistance

Others (Automatic)

- GST Voucher – Cash Special Payment [B2021 Household Support Package] [Automatic]
- GST Voucher – U-Save Special Payment [B2020 Care and Support Package] [Automatic]
- Service and Conservancy Charges Rebate [B2021 Household Support Package] [Automatic]
- Top-ups to Child Development Account, Edusave Account or Post-Secondary Education Account [B2021 Household Support Package] [Automatic]
- CDC Vouchers Scheme [B2021 Household Support Package]
- Market and Hawker Centre Relief Fund (MHCRF)

“I NEED SUPPORT WITH MY MORTGAGES, LOANS AND BILLS”



? Guiding Questions

Does the individual need help with HDB housing loan or rent?

- HDB Financial Assistance Measures

Does the individual need help with education loans and are from autonomous universities or polytechnics?

- Student Loan Repayment Relief

Does the individual face issues with consumer loans (property, renovation, vehicles) and insurance?

- Extended Support Measures For Individuals

Does the individual need help with medical fees?

- MediFund
- Community Health Assist Scheme (CHAS)

“I NEED ASSISTANCE IN FINDING A JOB”



? Guiding Questions

Is the individual looking for a job?

- MyCareersFuture
- Virtual Career Fairs
- Workforce Singapore’s (WSG) Career Events and Activities
- NTUC Job Security Council’s Jobs Alert Telegram Channels

Is the individual in need of career guidance or how to go about the job search?

- Career advisory and guidance services at WSG’s Careers Connect or NTUC’s e2i centres

Is the individual already working, but would like to explore new opportunities and options?

- SGUnited Mid-Career Pathways Programme
- Professional Conversion Programme
- Career Trial

Is the individual looking for training and skills upgrading opportunities?

- SGUnited Skills (SGUS) Programme

Is the individual a recent graduate or graduand from ITE, polytechnics, universities and other educational institutions?

- SGUnited Traineeships Programme

Others (Automatic)

- SkillsFuture Credit Top-up
- Additional SkillsFuture Credit (Mid-Career Support)

“I NEED EMOTIONAL SUPPORT AND/OR AM FACING FAMILY VIOLENCE”



Guiding Questions

Does your client need mental well-being support?

- National CARE Hotline **1800 202 6868**
- Hear4U **6978 2728**
- Institute of Mental Health’s Mental Health Helpline **6389 2222**
- Singapore Association for Mental Health helpline **1800 283 7019**
- Silver Ribbon Singapore **6385 3714**
- Viriya Tele-counselling and Online Counselling Programmes **6256 1311**
- TOUCHline (Counselling) **1800 377 2252**
- Care Corner Counselling Centre **1800 353 5800**
- The Senior Helpline **1800 555 5555**
- Fei Yue’s Online Counselling Service www.eC2.sg
- Belle, Beyond the Label Helpbot go.gov.sg/beyondthelabelhelpbot
- Mindline.sg www.mindline.sg

Is your client’s safety and well-being compromised because of violence or abuse?

- Big Love Child Protection Specialist Centre **6445 0400**
- HEART @ Fei Yue Child Protection Specialist Centre **6819 9170**
- PAVE Integrated Services for Individual and Family Protection **6555 0390**
- Project StART **6476 1482**
- TRANS SAFE Centre **6449 9088**
- National Anti-Violence Helpline **1800 777 0000**

Is your client having suicidal thoughts?

- Samaritans of Singapore **1800 221 4444**

Is your client facing marital or parenting issues?

- Community Psychology Hub’s Online Counselling platform www.CPHOnlineCounselling.sg

“I NEED ASSISTANCE WITH CAREGIVING”



? Guiding Questions

Does the individual need help with caregiving?

- Medical Escort and Transport (MET)
- Home Personal Care
- Home Caregiving Grant
- Foreign Domestic Worker (FDW) Levy Concession
- Parental Leave Schemes (for parents with Singaporean children)
- Maternity Leave Eligibility in Cases of Retrenchment, Unfair Dismissal and Resignation

Does the individual need help with getting food/meals?

- Meals-on-Wheels
- Food From The Heart
- Willing Hearts
- Food Bank
- Singapore Buddhist Welfare Services
- Free Food For All
- Mummy Yummy

For a list of complete schemes to support elderly and their caregivers, please visit:

www.aic.sg

For a list of complete schemes to support Persons with Disabilities (PWDs) and their caregivers, please visit:

www.enablingguide.sg

For a list of programmes to support caregivers of persons with mental health issues, please visit:

www.cal.org.sg

“I NEED ASSISTANCE WITH DIGITAL ACCESS”



Guiding Questions

Is the individual from a low-income family with a student or persons with disabilities?

- NEU PC Plus Programme

Is the individual from a low-income household?

- Home Access 3.0

Is the individual a senior from a low-income household?

- Mobile Access for Seniors

“I NEED ASSISTANCE WITH HOUSING”



? Guiding Questions

Is the individual facing difficulties with housing and have no other options available?

Public Rental Scheme

- For lower-income Singapore Citizen who have no other housing options or family support to rent a flat at a subsidised rate.
- More information on eligibility criteria and application at: www.hdb.gov.sg/cs/infoweb/residential/renting-a-flat/renting-from-hdb/public-rental-scheme
- Your client may also call HDB at 1800 225 5432 or submit an e-feedback at www.hdb.gov.sg

Is the individual currently in need of temporary overnight shelter?

S3P*/PEERS Office

- For referrals of rough sleepers and homeless persons, please email to MSF_PEERSOffice@msf.gov.sg

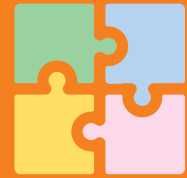
** Safe Sound Sleeping Places (S3Ps) are overnight interim shelters typically sited in the premises of community partners (e.g. in places of worship). These are ground-up initiatives set up based on the goodwill of our community partners to provide rough sleepers with a safe environment to rest for the night, and make it easier for social service agencies to locate and support them in a timely manner. S3Ps typically operate from 9/10pm to 6/7am on the following day.*

Is the individual currently not eligible for public housing option and requires intensive social work intervention?

Family Service Centre (FSC)

- Please refer your client to the nearest FSC, where a case worker can work out accommodation options with the client, and if necessary, make a referral to Transitional Shelter.
- To find the nearest FSC, visit: www.msf.gov.sg/dfcs/familyservice/default.aspx

“I NEED HELP WITH MANAGING COMMUNITY/NEIGHBOUR DISPUTES”



? Managing Community/Neighbour Disputes

You may advise your clients that they can:

- Talk to each other first to resolve issues, should disputes arise.
- Should neighbours find it difficult to resolve issues on their own, they may contact grassroots leaders (GRLs) for help. GRLs can help to facilitate a conversation between the parties and try to resolve their concerns. They may get in touch with GRLs through their nearest Community Club (CC).
- To locate the nearest CC, please visit: www.pa.gov.sg/our-network/community-clubs/locate-cc
- Alternatively, you can encourage your client to seek formal mediation services available at the Community Mediation Centre (CMC), which has a panel of volunteer mediators who are specially trained to handle community disputes. More than 80% of CMC's cases have been successfully resolved through mediation.
- Call the hotline at 1800-CALL-LAW (1800 225 5529) or visit: cmc.mlaw.gov.sg/

If mediation does not work, as a last resort, you may advise your clients to:

- Seek legal recourse by approaching the Community Disputes Resolution Tribunals (CDRTs)
- CDRT is meant to handle unreasonable interferences with the enjoyment or use of places of residence.
- The CDRT should be a measure of last resort. Your client should approach the CDRT only for disputes which cannot be resolved by other means of resolution (e.g. approaching their neighbour and mediation) which may better preserve neighbour relations.
- For more information and application: www.statecourts.gov.sg/cws/CDRT/Pages/CDRT-Process.aspx

More information at:

www.mccy.gov.sg/sector/initiatives/community-dispute-management-framework

Application Required

COVID-19 Recovery Grant (CRG)

- The CRG provides interim and targeted support to Singaporeans and Permanent Residents who are financially impacted by COVID-19 and have less financial means and family support.
- Eligible individuals will receive up to \$700/month for 3 months.
- From 19 Apr 2021, CRG recipients can apply for an additional tranche of 3 months of CRG support if they need further support and continue to meet the requirements. Each individual can receive a maximum of two tranches of support.
- Apply online from 18 Jan to 31 Dec 2021, between 9am and 10pm. If your client faces difficulties with the online application, please direct them to the ComCare Call hotline at 1800 222 0000 or email Ask_SSO@msf.gov.sg. Alternatively, they can approach their nearest Social Service Office (go.gov.sg/ssolocator)
- More information at: www.msf.gov.sg/assistance/pages/covid-recovery-grant.aspx

The Courage Fund

- For low-income households whose family member(s) have contracted COVID-19 or had been on Quarantine Order (QO), Stay-Home Notice (SHN) or Leave of Absence (LOA).
 - One-time assistance up to \$1,000 (depending on per capita household income).
- For dependents of individuals who have succumbed to COVID-19.
 - One-time assistance up to \$30,000.
- For frontline workers and community volunteers who have contracted COVID-19 in the line of duty.
 - One-time assistance of \$3,000.
- For healthcare workers who have contracted COVID-19 in the line of duty.
 - One-time assistance of \$5,000.
- More information and application at: www.ncss.gov.sg/thecouragefund

Quarantine Order Allowance (QOA) Scheme

- Self-employed persons (SEPs) issued with Quarantine Orders (QOs) and employers who have employees issued with QOs are eligible to claim \$100 per day.
- More information at: www.moh.gov.sg/docs/librariesprovider5/2019-ncov/quarantine-order-allowance-scheme-23-apr-2020.pdf/
- To apply, visit: www.moh.gov.sg/docs/librariesprovider5/forms/qo-allowance-form.pdf

ComCare Interim Assistance

- Households in need of urgent and immediate help may receive cash, vouchers and/or food rations. To apply, approach the following community touch-points for help:
 - Social Service Offices (SSO)
Locate your clients' nearest SSO at: go.gov.sg/ssolocator
 - Citizens' Consultative Committees
Locate your clients' nearest CC at www.pa.gov.sg/our-network/community-clubs
 - Family Service Centres (FSCs) – for existing FSC clients
 - Community Justice Centre – for existing CJC clients
 - Transitional Shelters – for existing Transitional Shelter clients
- More information at: www.msf.gov.sg/Comcare/Pages/Urgent-Financial-Assistance.aspx

ComCare Short-to-Medium-Term Assistance (SMTA)

- For households who have Singapore Citizens looking for work; are temporarily unable to work; or are earning a low income and require financial assistance.
- Eligible households will receive monthly cash assistance, assistance with household bills, medical and employment assistance, and referrals for other relevant services.
- More information at: www.msf.gov.sg/Comcare/Pages/Short-to-Medium-Term-Assistance.aspx
- To apply, call the ComCare Call hotline at 1800 222 0000 or visit the nearest Social Service Office (SSO). Locate your clients' nearest SSO at: go.gov.sg/ssolocator

ComCare Long-Term Assistance (LTA)

- For Singapore Citizens or Permanent Residents who are permanently unable to work due to old age, illness or disability, and have little or no means of income and family support.
- Eligible households will receive monthly cash assistance and support for their other needs
- More information at: www.msf.gov.sg/Comcare/Pages/Public-Assistance.aspx
- To apply, call the ComCare Call hotline at 1800 222 0000 or visit the nearest Social Service Office (SSO). Locate your clients' nearest SSO at: go.gov.sg/ssolocator

Kindergarten Fee Assistance Scheme (KiFAS)

- Eligible Singapore Citizen children in kindergartens run by anchor operators and MOE will receive a means-tested subsidy. Low-income families can also apply for a yearly start-up grant of up to \$240 per year, to cover the enrolment costs e.g. school uniform. These will be directly disbursed to the child's kindergarten.
- For more information and application, approach the child's kindergarten.
- More information available at: www.ecda.gov.sg/Pages/Subsidies-and-Financial-Assistance.aspx

Childcare & Infant Care Subsidies and Financial Assistance

- Eligible Singapore Citizen children enrolled in childcare or infant care will receive a means-tested additional subsidy, in addition to a universal basic subsidy which is provided for all enrolled Singapore Citizen children. Low-income families that require more assistance after subsidies can apply for a start-up grant (for new enrolments) and financial assistance.
- For more information and application, approach the child's preschool.
- More information available at: www.ecda.gov.sg/Pages/Subsidies-and-Financial-Assistance.aspx

Student Care Fee Assistance (SCFA)

- Eligible Singapore Citizen and Permanent Resident (where at least one immediate family member in the same household is a Singapore Citizen) children attending an MSF-registered Student Care Centre will receive a monthly means-tested subsidy for student care fees and a one-off start-up grant of up to \$400 per child, to cover the enrolment costs such as deposit, registration, uniform and insurance.
- For more information and application, approach the child's MSF-registered Student Care Centre.
- More information at: www.msf.gov.sg/Comcare/Pages/ComCare-Student-Care-Subsidies.aspx

MOE Financial Assistance

- Eligible Singapore Citizens students from primary to university level may receive financial help on fees and/or other schooling expenses.
- Approach the school or institution directly for assistance on MOE financial assistance schemes.
- More information at: www.moe.gov.sg/financial-matters/financial-assistance

Automatic (If Client is Eligible)

GST Voucher - Cash Special Payment [B2021 Household Support Package] [Automatic]

- Lower-income Singaporeans who qualify for the GST Voucher (GSTV) – Cash will each receive an additional Cash Special Payment of \$200 in June 2021. In total, lower-income Singaporeans can receive up to \$500 in GSTV – Cash and Cash Special Payment this year, to help them with their living expenses.
- The GSTV – Cash scheme benefits Singaporeans aged 21 and above in 2021 with (i) Assessable Income (AI) for the Year of Assessment 2020 of not more than \$28,000, (ii) Annual Value of place of residence (as indicated on NRIC) as at 31 December 2020 of not more than \$21,000, and (iii) ownership of not more than one property.
- Singaporeans may check their eligibility for 2021 GST Voucher – Cash, Cash Special Payment and/or MediSave at gstvoucher.gov.sg or contact 1800-222-2888 for enquiries.

GST Voucher - U-Save Special Payment [B2020 Care and Support Package] [Automatic]

- All eligible HDB households will receive an additional 50% of their regular GST Voucher (GSTV) - U-Save this year, through a one-off GSTV – U-Save Special Payment. This amounts to between \$120 and \$200 of additional utilities rebates, which will be credited in April 2021 and July 2021, together with their regular U-Save.
- Visit: www.gstvoucher.gov.sg/pages/u-save.aspx for more information
- Contact 6671-7117 or customersupport@spgroup.com.sg for enquiries

Service and Conservancy Charges Rebate [B2021 Household Support Package] [Automatic]

- Eligible Singaporean households living in HDB flats will receive rebates to offset between 1.5 and 3.5 months of Service and Conservancy Charges (S&CC) over FY2021.
- Visit www.hdb.gov.sg for more information
[Under My HDBPage > My Flat > Purchased Flat/Rental Flat > S&CC Rebate]

Top-ups to Child Development Account, Edusave Account or Post-Secondary Education Account [B2021 Household Support Package] [Automatic]

- Each Singaporean child will receive a one-off top-up of \$200 to the Child Development Account (CDA), Edusave Account or Post-Secondary Education Account (PSEA), depending on his/her age and/or academic level. This provides families with additional support for their children's education-related expenses.
- The top-up to the Edusave account is in addition to the annual Edusave contribution that the Government makes.
- The top-ups to Edusave Account and PSEA were credited in May 2021. The top-up to CDA will be credited in Sep 2021.
- For **Edusave and PSEA** top-ups: visit: www.moe.gov.sg/financial-matters/edusave-account and www.moe.gov.sg/financial-matters/psea, contact 6872-2220 or email contact@moe.gov.sg
- For **CDA** top-up: Visit: www.babybonus.msf.gov.sg, contact 1800-253-7707 or email msf_babybonus@msf.gov.sg

CDC Vouchers Scheme [B2021 Household Support Package] [Automatic]

- Each Singaporean household will receive \$100 in Community Development Council (CDC) Vouchers, for use at participating heartland shops and hawker centres.
- More details will be shared by the CDCs.

Market and Hawker Centre Relief Fund (MHCRF)

- Stallholders operating at markets and hawker centres managed by NEA or NEA-Appointed operators will receive a one-time \$500 payout per stallholder.
- The \$500 payout will be automatically credited into the stallholders' bank accounts in August. For stallholders without a bank account registered with the Government or closed bank accounts, a cheque will be sent to their NRIC address in September 2021.
- More information can be found at: www.nea.gov.sg/our-services/hawker-management/information-for-stallholders

Application Required

HDB Financial Assistance Measures

- For purchased flat owners:
 - HDB would explore a financial assistance which best suit the flat owners' situation upon request.
- For rental flat tenants:
 - HDB may allow payment of the rental arrears via instalments, or reducing the rent for needy tenants if they are assessed to be unable to afford their current rent.
- To apply, flat owners and rental tenants can write to us via our e-feedback form at www.hdb.gov.sg, make an e-appointment with HDB Branch managing their flat at www.hdb.gov.sg/branch or contact HDB at 1800 225 5432 (8:00am to 5:00pm on weekdays).
- More information at: www.hdb.gov.sg/fam

Extended Support Measures For Individuals

- Eligible individuals will be able to benefit from reduced instalment plans for property loans, loan tenure extension for renovation and student loans, extended assistance for personal unsecured credit and debt consolidation plan.
- Relief measures will be provided by financial institutions on an opt-in basis, as each individual's financial situation is different.
- To apply, individuals may apply to their respective bank or finance company.
- More information at: www.mas.gov.sg/covid-19

MediFund

- Eligible Singapore Citizens will receive assistance for their healthcare bill.
- To apply, approach the Medical Social Workers (MSWs) at the MediFund-approved institution at which your client had treatment.
- In addition to MediFund, MSWs will also be able to explore other possible financing means with your client.
- More information at: www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medifund

Community Health Assist Scheme (CHAS)

- For all Singapore Citizens to receive subsidies for medical and/or dental care at participating General Practitioner (GP) and dental clinics.
- More information and application at: www.chas.sg

Automatic (If Client is Eligible)

Student Loan Repayment Relief [Automatic]

- Suspension of all loan repayment and interest charges for one year, from 1 June 2020 to 31 May 2021, for all autonomous university and polytechnic graduates with outstanding government loans. This is extended for a further four months, until 30 September 2021.
- More information at: www.moe.gov.sg/financial-matters/government-loan-schemes/

Application Required

Jobs

- Jobseekers can visit www.mycareersfuture.gov.sg for short- and long-term job opportunities, with over 30,000 jobs listed. Jobseekers can tap on MyCareersFuture's smart search features to help locate jobs that best fit their skillsets.
- Jobseekers can also browse through a showcase of job roles and opportunities by sectors through WSG's Virtual Career Fairs. More information at: vcf.mycareersfuture.gov.sg. For a list of other career events and activities, visit wsgevents2021a.glideapp.io.
- Jobseekers can receive real-time updates on job listings and career events by subscribing to the #SGUnitedJobs Telegram Channel at www.t.me/SG_UnitedJobs
- Jobseekers can also attend NTUC's e2i Career Fairs, at e2i.com.sg/events, and subscribe to NTUC Job Security Council's Jobs Alert Telegram Channels at e2i.com.sg/individuals/employability/job-securitycouncil-jsc/ to receive quick updates on job openings.

Career Advisory and Guidance Services

- Jobseekers can refer to the following hotlines and links below for advice on job search and assistance:
 - Workforce Singapore (WSG): Call 6883 5885 or fill up the form at go.gov.sg/ccmcf-cms
 - SGUnited Jobs and Skills Centre: www.wsg.gov.sg/squjcentre.html
 - NTUC's e2i Career Services Centre: 6474 0606 or e2i.com.sg/app
 - For jobseekers 50 years and above, you can contact Centre for Seniors at 6478 5015 or visit www.cfs.org.sg

SGUnited Skills (SGUS) Programme

- For jobseekers who are keen to acquire industry-relevant skills and work-ready skills, which will in turn enhance their employability. The programme is a full-time training programme that comprises certifiable courses ranging from six to 12 months.
- For the duration of the training, trainees will receive a monthly training allowance of \$1,200 to cover their basic expenses.
- Course fees are highly subsidised. Individuals can use their available SkillsFuture Credit to offset these course fees. Eligible individuals may also use their top-up credit or additional SkillsFuture Credit (mid-career support).
- Trainees will also benefit from employment facilitation efforts by the training providers to support the transition to employment as and when job opportunities are present.
- More information at: www.skillsfuture.gov.sg/sgunitedskills

SGUnited Traineeships Programme

- For 2019 - 2021 Singapore Citizen and Permanent Resident graduates from ITE, polytechnics, universities or other institutes of higher learning to be equipped with relevant work experience and boost their employability. Those who graduated earlier and completed National Service between 2019 and 2021 are also eligible.
- Trainees will gain valuable industry experience and receive a training allowance for the duration of the SGUnited Traineeships Programme.
- More information and application at: www.sgunitedtraineeships.gov.sg

Career Trial

- For Singapore Citizens to undergo a short-term trial to assess the job suitability before formal employment.
- Training allowance will be provided for the duration of the trial of up to 3 months.
- Retention incentive for individuals who are employed with the same employer for 3 consecutive months.
- For more information and application, please visit www.wsg.gov.sg/programmes-and-initiatives/career-trial-jobseekers.html

SGUnited Mid-Career Pathways Programme - Company Attachments / Training

- For all Singapore Citizens and Permanent Residents, except recent graduates who can apply for SGUnited Traineeships instead.
- For company attachments, trainees will embark on attachment opportunities with host organisations and gain industry-relevant experience, pick up new skills and expand their professional network. They will also receive a training allowance for the duration of the programme.
- For company training, trainees will go through industry-relevant training conducted by market leaders and reputable companies. Course fees are highly subsidised and trainees will also receive a training allowance for the duration of the programme.
- More information and application at: ssg-wsg.gov.sg/programmes-and-initiatives/sgunitedmidcareerpathwaysprogramme.html

Professional Conversion Programmes (PCP)

- For Singapore Citizen and Permanent Resident PMETs to undergo skills conversion and move into new occupations and sectors that have good prospects and opportunities for progressions, embarking on a new career.
- Course fee funding and salary support is provided for the duration of the PCP.
- More information and application at conversion.mycareersfuture.gov.sg

Automatic (If Client is Eligible)

SkillsFuture Credit Top-Up [Automatic]

- One-time \$500 SkillsFuture credit (SFC) top-up to all Singapore Citizens aged 25 years and above as at 31 December 2020, claimable for a full range of SkillsFuture Credit-eligible courses from 1 October 2020.
- Advance use of the SFC top-up is available for courses offered by the Institutes of Higher Learning and NTUC LearningHub.
- More information at: www.skillsfuture.gov.sg/credit

Additional SkillsFuture Credit (Mid-Career Support) [Automatic]

- All Singapore Citizens who are 40 to 60 years as at 31 December 2020 will receive an additional one-time \$500 SFC top-up for use on SGUS and career transition programmes.
- More information at: www.skillsfuture.gov.sg/credit

Home Personal Care

- Provided by trained care professionals to assist clients and their caregivers with activities of daily living (e.g. baths, light housekeeping), medication, mind stimulating activities, elder-sitting and other care tasks. For eligible clients, subsidies available are means-tested.
- To apply, clients will need to get a referral from a hospital, polyclinic or GP who is familiar with client or client's loved ones' condition and needs, or visit an [AIC Link](#).
- More information at: www.aic.sg/care-services/Home-Personal-Care

Medical Escort and Transport (MET)

- Provides transportation and/or someone to accompany clients to travel to and from their homes for medical appointments and treatments (for example, at hospitals, specialist outpatient clinics, or polyclinics). For eligible clients, subsidies available are means-tested.
- To apply, clients will need to get a referral from a hospital or polyclinic that the elderly visits, or visit an AIC Link.
- More information at: www.aic.sg/care-services/Medical-Escort-and-Transport

Home Caregiving Grant (HCG)

- For eligible households to receive \$200 monthly cash payout to support caregiver's loved ones with at least permanent moderate disability, i.e. always require some assistance to perform 3 or more Activities of Daily Living (ADLs).
- The grant can be used to defray the costs of caregiving expenses, such as costs of eldercare and caregiver support services in the community, or hiring of a Foreign Domestic Worker (FDW).
- Please contact AIC Hotline 1800 650 6060 or visit the nearest AIC Link for assistance.
- More information and application at: www.aic.sg/hcg

Foreign Domestic Worker (FDW) Levy Concession

- Eligible families get to pay the foreign domestic worker levy at a concessionary rate of \$60 a month, instead of \$300. Each household is eligible for up to two FDW levy concessions.
- More information and application at: www.mom.gov.sg/passes-and-permits/work-permit-for-foreign-domestic-worker/foreign-domestic-worker-levy/levy-concession

Application Required

Parental Leave Schemes (for parents with Singaporean children)

- **16 weeks Paid Maternity Leave:** Working mothers (including self-employed) who have been in continuous employment for at least 3 months before their child's birth.
- **Government-Paid Maternity Benefit:** Working mothers (including self-employed) who have not been in continuous employment for at least 3 months, but have been in employment for a total of at least 90 days in the 12 months before their child's birth.
- **2 weeks Government-Paid Paternity Leave:** Working fathers (including self-employed) who have been in continuous employment for at least 3 months before their child's birth, and who are lawfully married to the child's mother.

Maternity Leave Eligibility in Cases of Retrenchment, Unfair Dismissal and Resignation

- **Retrenched or unfairly dismissed:** Pregnant employees who are retrenched or dismissed without sufficient cause during their pregnancy can claim full maternity benefits from their employers. It is an offence for an employer to dismiss an employee while she is on maternity leave. A wrongful dismissal claim can be filed at the Tripartite Alliance for Dispute Management.
- **Resignation:** By default, maternity leave starts 4 weeks before the estimated date of delivery (if the employer and employee have not mutually agreed otherwise). Pregnant employees who **resign during this period** can use their maternity leave during the notice period. Unused maternity leave after the last day of employment will be forfeited. Mothers who **resign during their maternity leave** will forfeit any unused maternity leave after the last day of employment.
- More information at: www.mom.gov.sg/employment-practices/leave and heybaby.sg/supporting-work-life-harmony/overview

Support for Getting Food/Meals

Region	Providers
<p>Islandwide</p>	<p>Meals-on-Wheels</p> <ul style="list-style-type: none"> • For homebound clients who are unable to buy and prepare their own meals and do not have a caregiver to help them to do so. For eligible clients, subsidies available are means-tested. • To apply, clients will need to get a referral from a hospital or polyclinic that the elderly visits, or visit an AIC Link. • More information at: www.aic.sg/care-services/Meals-on-Wheels <p>Food From The Heart</p> <ul style="list-style-type: none"> • Monthly rations provided to those in need, including staples, canned food, canned vegetables, beverages, fruits, root vegetables and eggs. Weekly bread (halal and non-halal) provided at selected locations. • Rations are eligible for individuals with a per capita income of \$690 or less, but flexibility can be exercised. • Please submit referrals to info@foodheart.org or call 6280 4483. <p>Willing Hearts</p> <ul style="list-style-type: none"> • Daily meals provided to those-in-need. • Please submit referrals to willingheartsingapore@gmail.com or call 6743 0725 /6743 0705/ 6476 5822. <p>Food Bank</p> <ul style="list-style-type: none"> • Ad-hoc dry rations (includes halal options) provided to those in need. • Please submit referrals to enquiries@foodbank.sg or call 9855 4805. <p>Free Food for All</p> <ul style="list-style-type: none"> • Halal food rations provided to those in need, including non-ambulant elderly with minimal family support. Vegetarian options are also available. • For enquiries, please contact info@freefood.org.sg or call 8769 3947. To submit food requests directly, please visit http://bit.ly/ffafoodaid

Support for Getting Food/Meals

Region	Providers
Islandwide	Mummy Yummy <ul style="list-style-type: none">• Daily vegan cooked meals provided to those in need.• Please submit referrals to mummyyummy21@gmail.com or call 6246 3558.
Northeast	Singapore Buddhist Welfare Services <ul style="list-style-type: none">• Daily vegetarian meals provided to those-in-need.• Please submit referrals to sbws@sbws.org.sg or call 6489 8161.

NEU PC Plus Programme

- Offer low-income households with student or persons with disabilities with the opportunity to own a brand-new computer at an affordable price, and 3 years of free broadband.
- Applicants who are interested to apply can approach their school.
- More information at: www.imda.gov.sg/neupc

Home Access 3.0

- For eligible Singaporean families to enjoy 2 years of subsidised fibre broadband connectivity. Eligible families without school-going children have the option to bundle the subsidised fibre broadband with a tablet or smartphone.
- More information and application at: www.digitalaccess.gov.sg

Mobile Access for Seniors

- For lower-income Singapore Citizens aged 60 years old and above to receive subsidised smartphone and mobile plan to go digital. To qualify, seniors will need to:
 - Be current recipient of MSF's ComCare (SMTA or LTA) or HDB's Public Rental Scheme; and
 - Have attended IMDA's Seniors Go Digital – Learning Programme and picked up at least one basic digital skill at SG Digital community hubs.
- Seniors can approach the Digital Ambassadors at any of the SG Digital community hubs located mainly at public libraries and community centres to register their interest. Call 6377 3800 to find senior's nearest hub.
- For more information on Mobile Access For Seniors: www.imda.gov.sg/ma



All information stated in the booklet is correct at time of publishing and subject to change without notice.

Date of Publishing: Oct 2021



For the most updated version of the info-pack,
please visit: go.gov.sg/infopack

