

LIST OF HELPLINES

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Please take note that the following is not a comprehensive list of helplines available in Singapore

ISSUE : GENERAL

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|-------------------------------|--|----------------------------------|----------------------------------|
| 1 | ComCare Call | For information on the ComCare Assistance available | Daily 7.00am – 12.00 midnight | 1800-222 0000 |
| 2 | Credit Counselling | For consumers seeking help for serious debt problems | Mon to Fri: 9.00am – 6.00pm | 1800-CALL-CCS (1800-2255 227) |
| 3 | Samaritans of Singapore (SOS) | For people in crisis, thinking of suicide or affected by suicide. | 24 hours | 1800-221 4444 |
| 4 | AWWA Centre for Caregivers | For caregivers and caregiving families of the disabled, the elderly and the mentally, chronically and terminally ill | Mon to Fri 9.00am – 6.00pm | 6511 5318 |

ISSUE : ADDICTION / SUBSTANCE ABUSE

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|---|---|---|--------------------------|
| 1 | Alcoholics Anonymous | For those who are alcohol-dependent and their families | 24 hours | 6475 0890 |
| 2 | National Addictions Management Service (NAMS) | For individuals with various addictions, including substance behavioural addictions | Mon to Fri: 8.30am – 10.00pm | 6-7326837 (6-RECOVER) |
| 3 | Singapore Anti-Narcotics Association (SANA) Hotline | For drug-abusers, their families and the general public | Daily: 7.30am – 12.00 midnight | 1800-733 4444 |
| 4 | WE CARE Community Services | For individuals and families who need help with addictions | Mon to Fri: 8.30am – 9.00pm Sat: 10.00am – 8.00pm | 6547 5459 |

ISSUE: CHILDREN & YOUTH

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|---|---|--|---|
| 1 | Tinkle Friend (Singapore Children's Society) | For primary school students, especially children who are alone at home, who need someone to chat with or discuss problems with | Mon to Fri: 9.30am – 11.30am 2.30pm – 5.00pm | 1800-2744 788 |
| 2 | eCounselling Centre (eC2) (Fei Yue Project 180) | An online facility offering free counselling to youths. Please visit www.ec2.sg or www.egen.sg for more information. | Mon to Fri: 9.30am - 6.00pm | Fei Yue Community Services 6787 1125 |
| 3 | MeToYou Cyber Care (a programme by Montfort Care) | MeToYou Cyber Care is a cyber wellness programme for youths aged 12 to 18 years old. | Mon to Fri: 2.00pm - 6.00pm | @27 FSC 6274 6904 / 9173 1766 |

ISSUE: COUNSELLING CENTRE

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|--|--|--|-----------------|
| 1. | Care Corner Counselling Centre | For the Mandarin-speaking community with family, marital or personal problems | Daily: 10.00am – 10.00pm | 1800-353 5800 |
| 2. | Counselling and Care Centre | For those who are facing emotional, psychological, relationship and marital problems | Mon to Fri: 9.00am – 4.00pm | 6536 6366 |
| 3. | Shan You Counselling Centre (Yuan Yuan Helpline) | For Mandarin-speaking community with family, marital and personal issues including bereavement, critical illness and other crisis. | Mon to Fri: 12pm – 6pm Sat: 1pm – 5pm | 6741 0078 |
| 4. | WINGS Counselling Centre | For individuals of all ages with socio-emotional, personal or family related problems. | Mon to Fri: 8.30am – 5.30pm Sat: 9am – 1pm | 6383 5745 |

ISSUE: DISABILITY

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|-----------|---|--|-----------------|
| 1 | SG Enable | Information and referral services for persons with disabilities (child and adult) | Mon to Fri: 8.30am – 6.00pm Sat: 8.30am to 12.30pm | 1800-8585 885 |

ISSUE: ELDERLY

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|---|--|--|--|
| 1 | Agency for Integrated Care | Centralised agency for the handling of referrals to intermediate and long-term care services | Mon to Fri: 8.30am – 6.00pm (except Public Holidays) | Singapore Silver Line 1800-650 6060 |
| 2 | Lions Befrienders | Information, referral and befriender services for the elderly | Mon to Fri: 9.00am – 6.00pm | 1800-375 8600 |
| 3 | The Seniors Helpline | For anyone 50 years and above or anyone who has a concern or question regarding someone 50 years and above | Mon to Fri: 9.00am – 7.00pm Sat: 9.00am – 1.00pm | 1800-555 5555 |
| 4 | Dementia Helpline (Alzheimer's Disease Association, Caregiver Support Service) | For caregivers who need help or information in caring for a person with dementia. | Mon to Fri: 9.00am - 6.00pm | 6377 0700 |

ISSUE: FAMILY (GENERAL)

| No | Helpline | Details | Details | Operating Hours |
|----|--|--|--|-----------------|
| 1 | AWARE Helpline (Association of Women for Action and Research) | For women with issues | Mon to Fri: 3.00pm – 9.30pm | 1800-774 5935 |
| 2 | Men-in-Crisis Helpline (ADAM Association) | For men with issues | Mon to Fri 12.00pm - 8.00pm | 1800-626 2626 |
| 3 | Baby Bonus Helpline (MSF) | For queries relating to the Baby Bonus scheme. | Mon to Thurs: 8.30am - 5.30pm Fri: 8.30am - 5.00pm | 1800-253 7707 |
| 4 | Child Protection and Welfare Services (MSF) | For further information or for reporting of child abuse. | Mon to Fri: 8.30am - 5.30pm | 1800-777 0000 |
| 5 | Destitute Persons Service (MSF) | For further information or for reporting possible destitute cases. | 24 Hours | 1800-222 0000 |
| 6 | SINDA Family Service Centre | For Indian families in need of assistance or counselling | Mon to Fri: 8.30am – 6.00pm | 1800-295 4554 |

ISSUE: FAMILY (SINGLE-PARENT)

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|---------------------------------|---|--|-----------------|
| 1 | As-Salaam Family Support Centre | For Malay-speaking and/or Muslim who have gone through death or divorce | Mon to Fri: 8.30am – 5.30pm Sat: 8.30am – 5.00pm | 6745 5862 |
| 2 | HELP Family Service Centre | For single-parent families seeking help | Mon to Fri: 9.00am – 6.00pm | 6457 5188 |

ISSUE: FAMILY (VIOLENCE)

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|---|--|--|-----------------|
| 1 | PAVE (Promoting Alternatives to Violence) | For families facing violence in need of counselling and support services | Mon to Fri: 9.00am – 6.00pm Wed: 9.00am – 6.00pm | 6555 0390 |
| 2 | TRANS SAFE Centre | | Mon to Fri: 9.00am – 5.00pm | 6449 9088 |
| 3 | Care Corner Project StART | | Mon to Fri: 10.00am – 5.00pm | 6476 1482 |

ISSUE: GAMBLING

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|---|--|-----------------|-----------------|
| 1 | National Problem Gambling Helpline (manned by National Addictions Management Service (NAMS)) | For those with a gambling problem or know someone who does | 24 Hours | 1800-666 8668 |

ISSUE: MENTAL HEALTH

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|---|---|---------------------------------|-------------------------|
| 1 | Singapore Association for Mental Health (SAMH) Helpline | For people who have psychological, psychiatric or social problems and others who need information for such persons | Mon to Fri: 9.00am – 6.00pm | 1800-283 7019 |
| 2 | IMH Helpline | For psychiatric emergencies | 24 hours | 6389 2222 |
| 3 | Community Psychogeriatric Programme (CPGP) - Only for residents living within Northeast and Southeast CDC Districts | For social and healthcare agencies working with older persons 65 years and above with mental disorders such as dementia, depression, delirium, adjustment disorder and psychosis, who are unable or unwilling to access hospital or outpatient services. | Mon to Fri: 8.30am – 6pm | 6850 1840/41 |
| 4 | Aged Psychiatry Community Assessment & Treatment Service (APCATS) - Only for residents living within the North and Central CDC Districts | These multi-disciplinary mobile teams conduct on-site mental health assessments and interventions of older persons in the community. *For APCATS, they also provide service to clients with past history or high likelihood of defaulting their psychiatric follow-up treatment. | Mon to Fri: 8.00am – 5.30pm | 6389 2175 |
| 5 | YouthReach Centre, Singapore Association of Mental Health (SAMH) | For children and youths with mental health issues (diagnosed and non-diagnosed) <i>below</i> 18 Provide mental health support through psycho-social recovery programme | Mon to Fri: 10.00am - 5.00pm | 6593 6420/ 6593 6424 |

ISSUE: HEALTH

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|---|---|--|-----------------|
| 1 | Action for AIDS Helpline | For those enquiring information and counselling services on all aspects of AIDS | Mon to Fri: 10.00am – 5.30pm | 6254 0212 |
| 2 | Breastfeeding Mothers' Support Group Counselling Helpline | For mothers who choose to breastfeed and those who require related information | Mon to Sun: 9.00am – 8.00pm except public holidays | 6339 3558 |
| 3 | Singapore Cancer Society | For those needing information related to cancer | Mon to Fri: 8.30am – 6.00pm | 6221 9578 |
| 4 | Society for Continence | For those with incontinence and their families | Mon to Fri: 10.00am – 5.00pm | 6513 7313 |

ISSUE: LEGAL AID

| No | Helpline | Details | Operating Hours | Helpline Number |
|----|--|--|--|-------------------|
| 1 | Legal Aid Bureau | For low-income persons requiring legal assistance | Mon to Fri: 8.30am – 5.00pm Sat: 8.30am – 12.00pm | 1800-2255 529 |
| 2 | Singapore Association of Women Lawyers | For members of public requiring free legal counselling. Please call Singapore Council of Women Organisation (SCWO) to check if you are eligible for the free legal consultation. | 1st and 3rd Mondays of every month: 6.30pm to 8.00pm. | SCWO 6837 0611 |

ISSUE: PREGNANCY

| No | Helpline | Details | Operating Hours | Helpline Number |
|-----------|---|---|--------------------------------|---|
| 1 | BABES (Beyond Social Services) | For teenagers with child | 24 hours | 1800-TEENMOM (1800-833 6666) SMS: 8111 3535 |
| 2 | MUM-TO-BE Helpline (Thye Hua Kwan Moral Society) | To offer confidential support to pregnant women of all ages in difficult situations | 24 Hours | 1800-MUM-TO-BE (1800-686-86-23) |
| 3 | Pregnancy Crisis Service (PCS) | For women facing unwanted, suspected or unexpected pregnancies. | 24 hours | 6339 9770 |
| 4 | Singapore Planned Parenthood Association Counselling Hotline | To help young people and adults deal with sexuality-related problems and concerns | Mon to Fri: 9.00am – 6.00pm | 1800-775 8582 |

Last updated: 12th April 2016