

LIST OF HELPLINES

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

ISSUE: ADDICTION & MENTAL HEALTH

For more information on Mental Health Services and helplines, you can refer to Belle, the Beyond the Label Helpbot, at <https://go.gov.sg/belle-helpbot>.”

ISSUE: CAREGIVERS

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	Dementia Helpline	For caregivers who need help or information in caring for a person with dementia.	Mon to Fri: 9.00am – 6.00pm Sat: 9.00am – 1.00pm	6377-0700
2.	TOUCH Care Line	A helpline for eldercare and caregiving issues. Manned by care coordinators including occupational therapists, nurses and social workers to provide information or connect to support services and schemes. Please refer to Touch Community Services website at www.touch.org.sg for more information	Mon to Fri 9.00am – 5.00pm (except Public Holidays, eve of New Year, Chinese New Year & Christmas)	6804-6555 caregivers@touch.org.sg

ISSUE: CHILD PROTECTION

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	Big Love (Community-based Child Protection Specialist Centre)	For a child (below 14 years of age) or a young person (from 14 to below 16 years of age) that is abused or neglected.	Mon to Fri: 9.00am – 6.00pm	6445-0400
2.	HEART @ Fei Yue (Community-based Child Protection Specialist Centre)		Mon to Fri: 9.30am – 5.30pm	6819-9170 heartadmin@fyics.org
3.	National Anti-Violence Helpline		Monday to Sunday 24 hours	1800-777 0000
4.	SAFE SPACE (Community-based Child Protection Specialist Centre)		Mon to Fri: 9.00am – 1.00pm 2.00pm – 6.00pm	6555-0390

ISSUE: CHILDREN & YOUTH

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	eCounselling Centre (eC2) (Fei Yue Project 180)	An online facility offering free counselling to youths. Please refer to Fei Yue's website at www.ec2.sg for more information.	Mon to Fri: 10.00am – 12.00pm 2.00pm – 5.00pm (except public holidays)	Fei Yue Community Services admin@ec2.sg
2.	Help123 Cyber Wellness Community Support	A one-stop platform to address cyber wellness concerns faced by youths, parents or educators. Users can get relevant information on cyber issues and interact with trained counsellors through web chat or phone.	Mon to Fri: 9.00am – 6.00pm (except public holidays):	1800-612 3123 hello@help123.sg
3.	MeToYou Cyber Care (a programme by Montfort Care @27 FSC)	MeToYou Cyber Care is a cyber-wellness programme for youths aged 12 to 18 years old.	Mon to Fri: 9.00am – 6.00pm	6270-8327
4.	Tinkle Friend Helpline (manned by Singapore Children's Society)	A national toll-free helpline and chatline for all primary-school-aged children in Singapore. It provides support, advice and information to lonely and distressed children, especially in situations when their parents or main caregivers are unavailable.	Mon to Fri: 2.30pm – 5.00pm Chat Online at: https://www.tinklefriend.sg/ Mon to Thur: 2.30pm – 7.00pm Fri: 2.30 pm – 5.00 pm	1800-274 4788
5.	TOUCHline (TOUCH Youth)	A helpline for youth-related issues. It is manned by TOUCH Youth's team of counsellors who provide cyber wellness/ youth-related information or advice to both parents and youths.	Mon to Fri 9.00am – 6.00pm, except Public Holidays, eve of New Year, Chinese New Year & Christmas	1800-377 2252 cyberwellness@ touch.org.sg

ISSUE: DISABILITY

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	SG Enable	Information and referral services for persons with disabilities (child and adult).	Mon to Fri: 9.00a.m. – 5.30pm (Closed on weekends and public holidays)	1800–858 5885

ISSUE: ELDERLY

No	Name of Organisation	Details	Operating Hours	Contact 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 – 8.30pm Sat: 8.30am – 4.00pm	AIC Hotline 1800–650 6060
2.	Hua Mei Centre for Successful Ageing	A one-stop and first-stop primary healthcare provider for the elderly.	Mon to Thur: 8.30am – 6.00pm Fri: 8.30am – 5.30pm (Closed on Sat, Sun and public holidays)	6593-9500
3.	Lions Befrienders	Information, referral and befriender services for the elderly.	Mon to Fri: 9.00am – 6.00pm	1800–375 8600
4.	O’Joy Care Services	Provide care services to improve mental and psychosocial health, as well as community programme for elderly.	Mon to Fri: 8.00am – 5.30pm	6749–0190
5.	The Seniors Helpline (manned by SAGE Counselling Centre)	For anyone 50 years and above or anyone who has a concern or question regarding someone 50 years and above.	Monday – Friday: 9.00am – 7.00pm Saturday: 9.00am – 1.00pm Closed on Sunday and Public Holidays.	1800–555 5555

ISSUE: FAMILY (GENERAL)

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	AWARE Helpline (Association of Women for Action and Research)	For women facing issues.	Mon to Fri: 10.00am – 6.00pm	1800-777-5555
2.	Baby Bonus Helpline (MSF)	For queries relating to the Baby Bonus scheme.	Mon to Thur: 8.30am – 5.30pm Fri: 8.30am – 5.00pm	1800-253 7707
3.	National Anti-Violence Helpline	For further information or for reporting of child abuse.	Monday to Sunday 24 hours	1800-777 0000

ISSUE: FAMILY (VIOLENCE)

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	Care Corner Project START	For families facing violence in need of counselling and support services.	Monday & Tuesday: 10am – 9pm (By appointment: 5pm to 9pm) Wednesday to Friday: 10am – 5pm	6476-1482
2.	PAVE		Mon to Fri: 9.00am – 1.00pm 2.00pm – 6.00pm	6555-0390
3.	TRANS SAFE Centre		Mon to Fri: 9.00am – 5.00pm	6449-9088

ISSUE: FINANCIAL AND/OR SOCIAL RESOURCES

For family going through a difficult period and require urgent and immediate assistance.
(Alternatively, you may go to MSF Website > Financial Assistance & Social Support)

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	ComCare	For information on the ComCare Assistance available.	Daily: 7.00am – 12.00 midnight	1800–222 0000

ISSUE: GAMBLING

No	Name of Organisation	Details	Operating Hours	Contact 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 / 6732–6837

ISSUE: LEGAL AID

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	Community Justice Centre	For the litigants in Person and their family members.	Mon to Fri: 10.00am – 12.30pm 2.30pm – 5.00pm	6557-4100
2.	Community Legal Clinic	Free legal clinics providing basic legal advice and information to individuals.	Mon to Fri: 10.00am – 1.00pm 2.00pm – 4.00pm	6536-0650
3.	a) Community Mediation Centre b) Legal Aid Bureau	a) For relational disputes between neighbours, family members (excluding family violence), friends, co-workers, landlords and tenants. It is not suitable for disputes which may involve legal, contractual or commercial issues. b) For low-income persons requiring legal assistance.	Mon to Fri: 8.30am – 5.00pm	1800-225 5529
4.	Criminal Legal Aid Scheme	For legal aid in respect of non-capital offences offered by volunteer lawyers. The scheme also takes on cases involving clients with mental conditions.	Mon to Fri: 9.00am – 12.00pm 2.00pm – 5.00pm	6534-1564
5.	Maintenance Support Central (manned by Singapore Council of Women's Organisation)	A one-stop drop-in centre that provides advice and assistance with problems relating to payment of court-ordered maintenance (following a divorce or legal separation).	Mon to Fri: 9.00am – 6.00pm	6571-0185
6.	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.	Mon to Fri: 9.00am – 6.00pm	SCWO 6837-0611

ISSUE: MIGRANT WORKERS

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	Humanitarian Organisation for Migration Economics (HOME)	For migration workers or domestic workers who are abused and exploited.	Daily: 10.00am – 6.00pm	1800–797 7977 / 6341–5535
2.	The Foreign Domestic Worker Association for Social Support and Training (FAST)	For foreign domestic workers working in Singapore who wanted to level up their skill sets.	24 Hours	1800–339 4357
3.	Transient Workers Count Too (TWC2)	For low–wage migrant workers when they are in difficulty.	Mon to Fri: 9.00am – 6.00pm	1800-888-1515 6247 7001

ISSUE: PREGNANCY

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	aLife Ltd	Pregnancy assistance, counselling and fertility issues.	Mon to Fri: 9.00am – 5.00pm Sat: 9.00am – 1.00pm	6258–8816
2.	Babes Pregnancy Crisis Support Ltd	Pregnancy crisis service and support for teenage girls who are pregnant.	24 hours	6206-6641 WhatsApp: 3135 1351
3.	Pregnancy Crisis Service (PCS) (Family Life Society)	For women facing unwanted, suspected or unexpected pregnancies.	9.00am – 10.00pm	6339–9770 9126 9061 WhatsApp & SMS

ISSUE: SINGLE PARENT

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	HCSA Dayspring SPIN (Single Parents, INformed, INvolved, INcluded)	To improve the quality of life of single parent families by providing resources that strengthen their social support network and access to organised information to make informed decisions. Please refer to HCSA website at http://www.hcsaspin.sg/ for more information.	Mon to Fri: 8.30am – 6.00pm	6326-2300 8787 0230 WhatsApp/SMS dayspring_spin@ hcsa.org.sg

ISSUE: SUICIDE PREVENTION

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	Samaritans of Singapore (SOS)	For people in crisis, thinking of suicide or affected by suicide. Please refer to Samaritans of Singapore website at https://www.sos.org.sg for more information.	24 hours	1-767

ISSUE: THOSE REQUIRING COUNSELLING SERVICES

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	Care Corner Counselling Centre	For the Mandarin-speaking community with family, marital or personal problems.	Daily: 10.00am – 10.00pm Excluding public holidays	1800-353 5800
2.	Counselling and Care Centre	For those who are facing emotional, psychological, relationship and marital problems.	Mon to Fri: 9.00am – 6.00pm	6536-6366
3.	Eagles Mediation and Counselling Centre (aka EMCC)	For individuals, couples and families experiencing emotional and/or relational problems. With special focus for helping those who seek to rebuild their lives.	Mon, Tue & Fri 9.00am – 6.00pm Wed & Thur 9.00am – 9.00pm Sat: 9.00am – 12.00pm	6788-8220
4.	REACH Counselling Centre	For individual, couples and families, with a particular focus on marital and family work.	Mon to Fri: 9.00am – 6.00pm	6801-0730
5.	Shan You Counselling Centre	For Mandarin-speaking community with family, marital and personal issues including bereavement, critical illness and other crisis.	Mon, Wed, Thur & Fri: 9.00am – 6.00pm Tue: 12.00pm – 9.00pm	6741-9293
6.	WINGS Counselling Centre	For individuals of all ages with socio-emotional, personal or family-related problems.	Mon to Fri: 8.30am – 5.30pm Thur : 8.30am – 7:30pm Sat: 9.00am – 12.30pm	6383-5745
7.	One Hope Centre	Provide assistance for individuals and families overcoming behavioural addictions such as gambling, spending, pornography, sex and love.	Monday- Friday, 9am-6pm (except Public Holidays, eve of New Year, Chinese New Year & Christmas)	6547-1011
8.	Care Community Services Society (CCSS)	Provide professional counselling services for children, youths, individuals and families seeking support to deal with behavioural, emotional, addictions, and workplace issues.	Monday to Friday 8.30 am – 6.00 pm Excluding Public Holidays	6950-7500 Email: ccsscounsellingser vices@ccsscares.sg

ISSUE: WORKPLACE HARASSMENT & DISCRIMINATION

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	Association of Women for Action & Research (AWARE)	AWARE's Workplace Harassment and Discrimination Advisory is a free service providing advice and support (both practical and emotional) to individuals facing discrimination or harassment at the workplace. Conversations will be kept strictly private and AWARE will never contact your employer.	Mon to Fri 10.00am – 6.00pm	6779-7137

ISSUE: SEXUAL ASSAULT & HARASSMENT

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	AWARE's Sexual Assault Care Centre (SACC)	A helpline dedicated to sexual assault survivors to receive information, emotional support and referrals to free support services including speaking to a caseworker, counselor and/or a lawyer. Please refer to AWARE's website at http://sacc.aware.org.sg for more information.	Mon to Fri 10.00am – 6.00pm	6779-0282

ISSUE: OTHERS

No	Name of Organisation	Details	Operating Hours	Contact Number
1.	Credit Counselling Singapore	For consumers seeking help for serious debt problems.	Mon to Fri: 9.00am – 6.00pm	6225–5227
2.	Debt Advisory Centre (manned by Association for Muslim Professionals)	A one–stop centre that open to individuals from all races and religious affiliations, who are facing debt problems.	Mon to Fri: 9.00am – 6.00pm	6416–3960 / 6416–3961

ANNEX: COMMUNITY DEVELOPMENT COUNCILS (CDCs)

Please refer to People's Association's website for more information on Community Development Councils (<https://www.pa.gov.sg/our-network/community-development-councils/community-development-councils/>)

ANNEX: FAMILY SERVICE CENTRES (FSCs)

Please refer to Ministry of Social and Family Development's website for more information on the location of Family Services Centres (<https://www.msf.gov.sg/our-services/directories>)

ANNEX: SOCIAL SERVICE OFFICES (SSOs)

Please refer to Ministry of Social and Family Development's website for more information on the location of Social Service Offices (<https://www.msf.gov.sg/our-services/directories>)

ANNEX: SELF-HELP GROUPS

No	Name of Organisation	Address	Email	Contact Number
1.	Association of Muslim Professionals	1 Pasir Ris Drive 4 #05-11 S(519457)	corporate@amp.org.sg	6416-3966
2.	Chinese Development Assistance Council	65 Tanjong Katong Road S(436957)	enquiry@cdac.org.sg	6841-4889
3.	SINDA (Singapore Indian Development Association)	1 Beatty Road S(209943)	queries@sinda.org.sg	1800-295 3333
4.	The Eurasian Association, Singapore	139 Ceylon Road S(429744)	secretariat@eurasians.org	6447-1578
5.	Yayasan Mendaki (Council for the Development of Singapore Muslim Community)	51 Kee Sun Avenue S(457056)	mendaki@mendaki.org.sg	6245-5555

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