

## **MEDIA RELEASE**

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### **NCSS LAUNCHES FUNDING AND INITIATIVES TO SUPPORT SSA 3.0 – THE TRANSFORMATION OF SOCIAL SERVICE AGENCIES**

- *With over \$18 million top-up from the government, the second tranche of The Invictus Fund broadens support to all NCSS members to transform service delivery and operations*
- *Tech-and-GO!, a one-stop technology hub, is launched to help SSAs go digital*

**SINGAPORE 28 SEPTEMBER 2020** – Minister for Social and Family Development Masagos Zulkifli launched the second tranche for The Invictus Fund to support the transformation of service delivery and operations of social service agencies (SSAs) at a virtual event organised by the National Council of Social Service (NCSS). The event brought together about 500 social service professionals, corporate partners, donors and public sector representatives.

2 Minister Masagos said, “To make the social service sector more resilient and able to cope with future demands, we need to enable our social service agencies (SSAs) to transform to SSA 3.0 – driven by committed social service professionals, who are augmented by volunteers, and organisations that are enabled by technology. All this with a common purpose to better serve the needs of end users and Singaporeans and to build a more caring and inclusive society. These new initiatives and funds will provide the resources and enablers to support our SSAs in their transformation journey.”

#### **Second tranche of The Invictus Fund broadens support to SSAs**

3 With about \$9.2 million raised from the community as at 21 September 2020 and a top-up of \$18.3 million from the government, The Invictus Fund has been bolstered to benefit more SSAs in their transformation of service delivery and operations. SSAs can tap on the Fund to acquire digital tools: small SSAs can benefit from business continuity and productivity tools, while SSAs that are further along in their digital journey can tap on the Fund for more specialised and complex systems to better manage their operations and improve service to users. The support has also been broadened to cover all NCSS full and associate members.

#### **Launch of Tech-and-GO!, a one-stop technology hub, to help SSAs go digital**

4 NCSS has also set up a one-stop technology hub, Tech-and-GO!, ([www.go.gov.sg/tng](http://www.go.gov.sg/tng)) to help SSAs in their transformation journey. The hub makes technology and IT equipment more accessible to SSAs by listing pre-scoped funded solutions. This cuts down a significant amount of time needed by SSAs to search for suitable digital solutions. SSAs can also benefit from one-to-one diagnosis and advisory services to address pain-points. Taking into consideration the importance of change management, process improvement and job redesign when implementing technology, Tech-and-GO! provides funded consultancy to ensure good implementation outcomes for SSAs’ digitalisation projects.

The hub also offers curated training courses at the strategic, managerial, and operational levels.

5 Ms Anita Fam, President of NCSS, said, “Disruptions caused by COVID-19 have made SSAs realise the need for transformation. Many have said that digitalisation is something they hope will continue even after this crisis subsides. SSA 3.0 is a powerful vision that all SSAs can aspire to. This will bring us closer to the 4ST vision, which is also due for a refresh and that’s something we will embark on post COVID-19. NCSS will work with our SSAs so that we can all emerge stronger, not only adapt to the next normal but also be ready to meet the challenges of the future.”

### **Impact of the first tranche of The Invictus Fund**

6 Close to \$6 million was disbursed to 89 SSAs in June 2020. 82% of the funds went towards supporting agencies to keep their services accessible to service users, while the remaining 18% went towards building SSAs’ digital capability and infrastructure for better connectivity and IT security. Examples include equipping practitioners with appropriate software and hardware to ensure service continuity and accessibility to their clients as they work from home during the circuit breaker period, giving vulnerable seniors and clients pre-paid cards to ensure connectivity to critical services and giving care packages to improve the well-being of frontline practitioners and clients.

7 Lutheran Community Care Services Ltd (LCCS) is an SSA who benefited from the first tranche. Through the funding, LCCS digitalised their work processes to overcome restrictions presented by the crisis. Applicants could now submit child adoption applications digitally, instead of having to go down in-person, through new online workflows. Service users could also access support via virtual interviews, made possible with video conferencing tools.

8 Mr Justin Mui, LCCS Executive Director, shared, “In embracing disruptions caused by COVID-19, we have taken steps for the new normal which may be the way to go for the long haul. The Invictus Fund allowed us to adapt, in order to continue to impact the lives of vulnerable children and future adoptive parents through our work.”

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**National Council of Social Service (NCSS)**

NCSS is the umbrella body for over 450-member social service organisations in Singapore. Its mission is to provide leadership and direction in enhancing the capabilities and capacity of our members, advocating for social service needs and strengthening strategic partnerships, for an effective social service ecosystem. Community Chest is the fundraising and engagement arm of NCSS and Social Service Institute (SSI) is the human capital development arm of NCSS.