

MEDIA RELEASE

NCSS Social Service Summit 2019

New Initiatives Announced For Sector Will Leverage Innovative Technologies to Meet Evolving Needs

- *Tech Booster and Project Back-to-Basics offer ready technologies and innovative solutions at attractive subsidies to alleviate manpower challenges*
- *Close to SGD 20 million supported by the National Productivity Fund to benefit member agencies*

SINGAPORE 16 July 2019 – Two new initiatives were announced at the annual **Social Service Summit**, organised by the **National Council of Social Service (NCSS)** at Marina Bay Sands today. With funding of close to SGD20 million from National Productivity Fund, the **Tech Booster** and **Project Back-to-Basics** will offer ready technologies and innovative solutions at attractive subsidies to alleviate manpower challenges in the sector.

Hosted by **Mr Desmond Lee, Minister for Social and Family Development and Second Minister for National Development**, the Summit brought together close to 1,000 social service professionals, corporates, donors and government representatives.

This year's Summit, a **signature thought leadership platform** for the social service sector, now in its fourth edition, aims to inspire the sector to adopt innovative solutions and to nurture a culture of collaboration to address evolving needs. Summit delegates were encouraged to leverage technology as keys to building capabilities and ensuring sustainability.

To spur greater collaboration and ideation, Minister Lee announced a **Sector Design Challenge**, a platform for social service agencies, and corporate and public sector partners, to come together to develop innovative solutions to address key social issues.

In addition, President of NCSS Ms Anita Fam launched the NCSS **40-Under-40**, a signature youth leadership platform for next generation leaders to initiate sector transformation, and to nurture a collaborative mindset among them.

Refer appended Fact Sheets on the Sector Design Challenge and NCSS 40-Under-40

Ms Fam said: *“Cultivating an innovative mindset and adopting innovative solutions will mean that one has to get out of one’s comfort zone. To address the evolving needs of the sector, we now need to be smarter about how we do things to ensure the best level of care to our service users is delivered in a sustainable way. Today, we hope that with the incentives and programmes launched, social service agencies will seize the opportunities to adopt ready technologies, as well as collaborate and co-create solutions together to meet social needs.”*

Tech Booster

The Tech Booster was launched to ramp up adoption of innovative solutions for manpower-intensive programmes at Adult Disability Homes, Day Activity Centres, Welfare Homes and Voluntary Children’s Homes.

The initiative enables existing care workers to provide better service to more clients, raise staff morale and retention, and increase client centricity. Care workers’ roles can also be upgraded to attract more Singaporeans to take up these jobs. Attractively-tiered subsidies, of up to 98% funding for ready technologies, would be provided through the Tech Booster.

Ready technologies include products and services recommended in collaboration with the Infocomm Media Development Authority (IMDA). Among the technologies that will be showcased at the Summit are video analytics solutions that can predict behaviour, intelligent monitoring sensors, robotic technology with human-like cleaning robots, and an AI-enabled assistant with voice recognition technology. It is expected that these innovative solutions can reduce up to 30% time spent by care workers.

More details on the Tech Booster in the appended Fact Sheet.

Project Back-to-Basics

Project Back-to-Basics aims to support professionals in the sector through process redesign that allows them to reduce administrative load and increase client-facing time. It will first focus on Speech Therapists, Physiotherapists and Occupational Therapists working in the sector, before facilitating similar redesign for Social Workers and Youth Workers. This will comprise a fully-funded consultancy, and technology adoption subsidies of up to 95%, capped at SGD100,000.

The multi-year project will run till March 2023. It aims to increase existing professionals' capacity and capability by streamlining processes, redesigning jobs and technology adoption, to free up time for serving more clients instead of handling administrative tasks. The professionals can have higher job satisfaction and perform upgraded functions that better use their professional skills and knowledge

Innovation Showcase

More than 50 social service agencies, social enterprises and tech partners will be showcasing innovative and sustainable solutions in the Innovation Showcase at the Summit. Emerging ideas and the latest technologies will be presented, to catalyse greater learning, inspiration and collaboration.

More details on the Innovation Showcase in the appended Fact Sheet

Empowering every person to live with dignity in a caring and inclusive society is the vision of the five-year Social Service Sector Strategic (4ST) road-map, first introduced in 2017. Ground-up collaboration and adoption of innovative and sustainable solutions will further strengthen the social service ecosystem.

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About National Council of Social Service (NCSS)

NCSS is the umbrella body for over 450 member social service agencies 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 and Social Service Institute (SSI) are part of NCSS.

For more information, please visit www.ncss.gov.sg

About Social Service Sector Strategic Thrusts

The Social Service Sector Strategic Thrusts (4ST) is a five year roadmap for the sector, co-developed by NCSS with stakeholders in the social service ecosystem - member social service agencies, service users, government, community, business leaders and civic-minded individuals. It is guided by a person-centred and holistic approach towards advancing the quality of life for individuals. The 4ST calls for active participation and collaboration so that everyone in the ecosystem plays a part to achieve a shared vision, where every person is empowered to live with dignity in a caring and inclusive society. The 4ST roadmap was launched at the first Social Service Summit in 2017.

For more information, please visit www.ncss.gov.sg/4ST

FACT SHEET

TECH BOOSTER

Introduction

- NCSS' Tech Booster is an initiative launched at the Social Service Summit on 16 July 2019 to help social service agencies in leveraging technology to build capability and capacity.
- Funding of close to SGD20 million from the National Productivity Fund to support Tech Booster and Project Back to Basics.
- Based on funding tiers, attractive subsidies of between 90 to 98 per cent will be available.
- As a guide, one of the key deliverables in the Tech Booster would be to reduce operational time spent by a care worker by 30%.

Objectives

- The Tech Booster aims to ramp up adoption of ready technologies and innovative solutions for manpower-intensive programmes at Adult Disability Homes, Day Activity Centres, Welfare Homes and Voluntary Children's Homes.
- It is meant to:
 - a. Enable Existing Staff to Provide Better Service to More Clients, through automating work and maximising efficiency
 - b. Raise and Strengthen Staff Morale and Retention through improving attractiveness of care workers' role by reducing repetitive work and physical exertion by staff
 - c. Increase Client Centricity through simplifying and shortening process time, which will result in more client-facing time for care workers

Process

- In the lead-up to the implementation of the Tech Booster, Technology Strategy Workshops were facilitated by A*Star to identify internal and external drivers, selecting and prioritising technologies that would best enable eligible Homes and Centres to meet future needs.
- NCSS also collaborated with the InfoComm Media Development Authority (IMDA) on ready innovative technologies offered by IMDA-accredited vendors.
- Continued change management and project management support will be provided.

Some of the Tech Booster Initiative Technologies at Innovation Showcase

- Some of the technologies and innovation solutions offered by the Tech Booster will be exhibited at the Innovation Showcase. Highlights include:
 - a. **Xjera Labs Xintelligence.**

An integrated video analytics solution that can predict behavioural issues of clients, take attendance through automated face recognition, search and track multiple objects & people, through its combined technology of heterogeneous deep neural networks and real-time analytical framework. This innovation will help to free up time among care workers to constantly monitor residents via close-circuit TV.
 - b. **Leobot**

A robot designed with personality and human-like responses that is capable of a fully coordinated and autonomous cleaning service.
 - c. **RoboSolutions**

AI-enabled robotic assistant that enables people with physical disabilities to use their voices (ie, hands free) to connect to loved ones, smart devices, media and video communications through their voices. This Temi Personal Robot uses sensor fusion technology for seamless indoor navigation.
 - d. **SoundEye**

An intelligent, contactless and non-intrusive sensor capable of performing emergency detection, security and client monitoring. Residents will not need to wear any special device or press a button to alert care workers.
 - e. **Singapore Institute of Manufacturing Technology**

Configurable mobile form builder and platform to digitise manual forms, administer electronic forms and generate high-quality reports on mobile devices. This **eDataLogger+** technology will help to save time and effort by care workers as they can leverage this to get progress updates on-the-go.
 - f. **OMG Consulting**

A GPS Tracker Watch for clients that does not require any monthly fee can automatically pinpoint the location, and work as a mobile phone to make phone calls. It also has a

footprint record, electronic fence alarm and remote voice monitoring. This device will be a convenient and efficient way for care workers to keep tabs on their clients.

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16 July 2019

INNOVATION SHOWCASE

Introduction

- The Innovation Showcase is one of the highlights at the Social Service Summit 2019 and aligned with one of the Social Service Sector Strategic Thrusts (4ST) on delivering more innovative and sustainable solutions, to build more effective social purpose entities. The 4ST is a five-year roadmap for the social service sector, launched in 2017.
- More than 50 social service agencies, social enterprises and tech partners will be participating in this showcase.

Objective

- Host emerging ideas and latest technologies from the sector
- Catalyse greater learning, inspiration, collaboration and adoption through the exhibitions

About the Showcase

- **Technological Showcase:** Immersive experience for participants to understand how they can apply innovative technology to improve their services
- **Digital Solutions:** Data and new technology to enhance the operations of social service agencies
- **Skills & Knowledge:** Support for social service agencies to walk through the innovation journey
- **Branding and Marketing:** Case studies and support for social service agencies to communicate their causes and impact to the wider audience
- **Member Spotlight:** Highlight innovative services from NCSS members to create greater impact on the lives of service users

Highlights in the Innovation Showcase

- **SoundEye**, an intelligent sensor capable of emergency detection, security and monitoring of clients, and includes sound recognition technology which is five times faster than the conventional panic button in alerting emergencies.
- Software solutions to take the pain out of procurement paper-work and compliances processes, by **ThunderQuote**.

- Assistive chatbot, nicknamed **CARA** that will bridge the gap in volunteerism by recommending suitable volunteering opportunities to volunteering group. By Taiger in collaboration with NCSS.
- **Temi Robot**, a personal robot with unique roving video communication capabilities to improve contact opportunities and quality of communications between social and healthcare givers, and their service users.
- **eDataLogger+** technology digitizes manual forms, and enables social service professionals to fill up electronic forms and provide progress updates on-the-go. Data can be easily extracted for uploads to existing case management systems that some agencies may have already put in place. “

FACT SHEET

SECTOR DESIGN CHALLENGE

Introduction

- A Sector Design Challenge was announced at the Social Service Summit 2019 by Minister for Social and Family Development, Mr Desmond Lee.
- Facilitated by the National Council of Social Service (NCSS), the challenge will be a platform for social service agencies, as well as corporate and public sector partners, where they can come together to develop innovative solutions to address key social issues.

Objective

- To build a culture of innovation within the sector through a human-centred design approach.

Process

- Key agencies gathered to shape design challenges before the Summit.
- These design challenges included areas such as inclusion of vulnerable persons and families, accessibility of services, and social isolation.
- After the Summit, stakeholders will be invited to attend workshops to develop the ideas and find collaborators to work with. Organised into teams, they will be guided to develop prototypes.
- NCSS will shortlist ideas to be presented in November 2019.
- Grants up to \$30k will be awarded to the top three winning teams to produce the prototypes in collaboration with stakeholders.
- Project outcomes and insights will be shared at the 2020 Social Service Summit.

FACT SHEET

NCSS 40-UNDER-40

Introduction

- Calls for nominations for the NCSS 40-under-40 initiative were announced at the Social Service Summit 2019 by Ms Anita Fam, President, National Council of Social Service (NCSS).
- The initiative aims to empower young, promising social service sector leaders to contribute their voice in shaping the sector's future, build collegiality and leverage new-found connections to make change happen.
- The 40 participants under the age of 40 will include diverse representation of individuals from social service agencies, social enterprises, healthcare sector as well as youth leaders from the public and private sectors.
- The NCSS 40-under-40 is organised by NCSS and presented by The Majority Trust.

Programme

- Inaugural run of this initiative will comprise a 3D2N residential programme in October 2019.
- The programme will allow participants to:
 - engage with prominent figures including President Halimah Yacob, Speaker of Parliament Tan Chuan-Jin, Minister Desmond Lee, NCSS President Ms Anita Fam and Ms Euleen Goh
 - network and collaborate with other participants from the social, health, public and private sectors
 - have conversations on leadership for the social service sector
- The young leaders will be engaged to share their views, and ideate solutions to influence and inform policy making for a future-ready social service sector.

Process

- Nominations will be invited from NCSS member agencies and other stakeholder organisations.
- Selection criteria will include leadership potential and sectoral experience. All potential candidates should be below the age of 40 as of 31 December 2019.