

Mental Well-being Resources (Abbreviated List) *

Mental Well-being Resources by Modality	2
a. Face-to-face	2
b. Phone/Helplines	3
c. Virtual Platforms (Live Chat, Helpbot, Email, Resource)	4
Mental Well-being Resources by Sector/Population	8
a. Children	8
b. Youth	8
c. Seniors.....	9
d. Families.....	9
e. Parents looking for support on youth mental well-being	11
f. Workplace	11

***Note: This list is non-exhaustive.**

For a wider range of services and resources, please refer to NCSS' Mental Health Resource Directory: <https://go.gov.sg/kclcyn>

Mental Well-being Resources by Modality

a. Face-to-face

Service	Target Population	Description	Website
Community Health Assessment Team (CHAT)	Youth	The Community Health Assessment Team (CHAT) provides confidential mental health checks for young persons between <u>16 and 30 years old</u> , who are currently living in Singapore. They operate CHAT hub, a mental health centre located at *SCAPE and maintains an online presence through their website and webCHAT (see “virtual platforms”).	https://www.chat.mentalhealth.sg/
Care Corner Counselling Centre	All	Care Corner offers a wide range of programmes and services delivered through various social service centres located islandwide. These include services for children, youths, families and seniors, and mental health and counselling services.	https://www.carecorner.org.sg/
Caregivers Alliance Limited (CAL)	Caregivers	Dedicated to meeting the needs of caregivers of persons with mental health issues through education, support network, crisis support, tailored services and self-care enablement.	https://www.cal.org.sg/
Club Heal	All (specialising in Muslim needs)	Club HEAL provides psycho-education and supportive counselling to persons with mental health issues and their families at our Mental Wellness Centres. They also provide outreach programs to them and the general public. While Club HEAL caters to the needs of Muslims, they welcome all persons with mental illness, regardless of race or religion.	http://www.clubheal.org.sg/

Singapore Association for Mental Health	All	SAMH provides a range of mental health services from community rehabilitation, stepdown residential care, to employment services for persons with mental health conditions. SAMH currently runs the YouthReach programme that provides psycho-social rehabilitation to children and youths (<u>below 21 years old</u>) with severe and / or	https://www.samhealth.org.sg/
		chronic mental health, to re-integrate these children and youths back into the community.	
Family Service Centres (FSC)	Social Service Support	The 48 Family Service Centres (FSCs) in Singapore serve as touchpoints for the community. FSCs provide counselling and case management support for those with socio-emotional needs, and bring in the relevant mental health services to provide specialist support where needed.	https://www.msf.gov.sg/policies/Strongand-Stable-Families/SupportingFamilies/Pages/Family-ServiceCentres.aspx

b. Phone/Helplines

Service	Area of Focus	Description	Hotline Number	Operating Hours
Samaritans of Singapore (SOS)	Crisis Support	SOS operates a <u>24-hour</u> hotline to provide emotional support for those in facing crisis or suicide risk	1-767 (1-SOS)	24 hours
Institute of Mental Health	Crisis Support Mental Health	IMH's mental health hotline for those facing mental health crisis.	6389 2222	24 Hours
National CARE Hotline	Psychological First Aid	Dedicated hotline for providing psychological first aid to Singaporeans.	1800 202 6868	Mon to Sun: 8am – 12am

Care Corner Counselling Centre	Mental Health	Hotline for the Mandarin-speaking community facing mental health problems or distressing family situations For general enquiries, public can contact the centre at 63531180 or ccc@carecorner.org.sg	1800 353 5800	Mon to Sun: 1000 to 2200 (Excluding public holidays)
Tinkle Friend Helpline	Mental Health (Children)	Provide support, advice and information to <u>primary school children</u> in distress, especially in situations when their parents or main caregivers are unavailable	1800 2744 788	Mon to Fri: 1430 to 1700
Help123 Cyber Wellness Hotline	Cyberwellness	To address cyber wellness concerns faced by youths, parents or educators	1800 612 3123	Mon to Fri: 0900 to 1800 (Excluding public holidays)
TOUCHline	Mental Health (Youth)	Emotional support and practical advice are rendered through this youth helpline	1800 377 2252	Mon to Fri: 0900 to 1800
Hear4U	Mental Health	Counselling via Whatsapp voice/text	6978 2728	Mon to Fri: 1000 to 1700
Singapore Silver Line by Agency for Integrated Care (AIC)	Eldercare	Provide eldercare information to the caregivers and seniors or to get connected to eldercare and caregiver support services in Singapore	1800 650 6060	Mon to Fri: 0830 to 2030 Sat: 0830 to 1600

c. Virtual Platforms (Live Chat, Helpbot, Email, Resource)

Service	Area of Focus	Description	Website	Operating Hours
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SOS Care Text and Caremail	Crisis Intervention Mental Health	<p>LIVE CHAT; EMAIL</p> <p><u>Care Text</u>: A text-based service that provides emotional support for those in distress via Facebook Messenger. This service is manned by trained volunteers</p> <p><u>Caremail</u>: An alternative avenue of emotional support for those who prefer to write in via email. This service is manned by professional counsellors. Address: pat@sos.org.sg</p>	https://www.sos.org.sg	[Live chat] Mon to Thurs: 1800 to 0600 Fri: 1800 to 2359
CHAT webChat	Mental Health (Youth)	<p>LIVE CHAT</p> <p>Hosted on the Chat Website, webCHAT is a text-based platform for people aged <u>16 and 30 years old</u> to have access to resources and seek help.</p>	https://livesupport.imh.com.sg/CHAT/CuteSoft_Client/CuteChat/SupportClient.aspx?ID=imh/	Tues to Fri: 1300 to 2000

Belle Helpbot	Mental Health	<p>HELFBOT</p> <p>Belle, the Beyond the Label chatbot, is an interactive platform that easily connects users to a comprehensive list of mental health services based on keywords used by the enquirer.</p>	https://www.ncss.gov.sg/ourinitiatives/beyondthelabel/bellebeyondthelabelhelpbot#	
Tinkle Friend Online Chat	Mental Health (Children)	<p>LIVE CHAT</p> <p>Provide support, advice, and information to <u>primary school children</u> in distress, especially in situations when their parents or main caregivers are unavailable</p>	www.tinklefriend.sg	Mon to Thurs: 1430 to 1900 Fri: 1430 to 1700

Fei Yue eC2	Mental Health (Youth)	LIVE CHAT eC2 is an online facility offering free counselling to youths.	www.ec2.sg	Mon to Fri: 1000 to 1200 Mon to Fri: 1400 to 1700 (Excluding public holidays)
Community Psychology Hub's Online counselling	Marital, divorce and parenting stresses	LIVE CHAT; EMAIL Clients can choose to remain anonymous over this platform. If clients require more specialised support, counsellors will help to refer them to the relevant services and resources.	https://www.CPHOnlineCounselling.sg/	[For Live chat] Mon to Fri: 0900 to 1800 (Excluding public holidays)
My Mental Health Microsite	Mental Wellbeing Resources	RESOURCE A resource hub that provides online mental health resources such as mental health-related articles, online forums and information on support groups to support one's mental health during the COVID-19 period. The website also has resources for specific groups such as caregivers of children and elderly, working adults, persons with disabilities etc.	https://stayprepared.sg/mymentalhealth	NA
Help123 Cyber Wellness	Cyberwellness	EMAIL; RESOURCE Cyberwellness resources can be found on the website. Youths, parents and educators can also write into counsellors at hello@help123.sg (response time: 3 working days)	www.help123.sg	NA

Mindline	Mental Health	HELPBOT; RESOURCE One feature of this platform is a clinically validated selfassessment tool, which provides users with a set of recommended actions based on their assessed level of stress and anxiety. Individuals are also able to chat with Wysa, an emotionally intelligent AI chatbot, and access a wide range of self-management and CBT (cognitive behavioural therapy) exercises on the platform (only available for people living in Singapore)	www.mindline.sg	24/7
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Mental Well-being Resources by Sector/Population

a. Children

Service Provider	Service(s)	Description	Contact	Operating Hours
Singapore Children's Society	Tinkle Friend Helpline	Provide support, advice and information to <u>primary school children</u> in distress, especially in situations when their parents or main caregivers are unavailable	1800 2744 788	Mon to Fri: 1430 to 1700
	Tinkle Friend Online Chat		www.tinklefriend.sg/	Mon to Thurs: 1430 to 1900 Fri: 1430 to 1700

b. Youth

Service Provider	Service(s)	Description	Contact	Operating Hours
Community Health Assessment Team (CHAT)	Face-to-Face/Phone assessments	The Community Health Assessment Team (CHAT) provides confidential mental health checks for young persons between <u>16 and 30 years old</u> , who are currently living in Singapore. They operate CHAT hub, a mental health centre located at *SCAPE and maintains an online presence through their website and webCHAT (see "virtual platforms").	Number: 6493 6500 6493 6501	By Appointment https://www.chat.mentalhealth.sg/get-help/makechat-referral/
	webChat		Email: chat@mentalhealth.sg https://www.chat.mentalhealth.sg/	Tues to Sat: 1300 to 2000

Fei Yue Community Services	eC2	LIVE CHAT eC2 is an online facility offering free counselling to youths.	www.ec2.sg	Mon to Fri: 1000 to 1200 Mon to Fri: 1400 to 1700 (Excluding public holidays)
TOUCH Community Services	TOUCHline	Emotional support and practical advice are rendered through this youth helpline	1800 377 2252	Mon to Fri: 0900 to 1800
	Help123 Cyberwellness helpline	To address cyber wellness concerns faced by youths, parents or educators. Includes helpline, email counselling, and cyberwellness resources on website.	1800 612 3123	Mon to Fri: 0900 to 1800 (Excluding public holidays)
	Help123.sg virtual platform		www.help123.sg	NA

Service Provider	Service(s)	Description	Contact	Operating Hours
Agency for Integrated Care (AIC)	Singapore Silver Line	Provide eldercare information to the caregivers and seniors or to get connected to eldercare and caregiver support services in Singapore	1800 650 6060	Mon to Fri: 0830 to 2030 Sat: 0830 to 1600

c. Seniors

d. Families

Service Provider	Service(s)	Description	Contact	Operating Hours
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Ministry of Social and Family Development	Family Service Centres	The 48 Family Service Centres (FSCs) in Singapore serve as touchpoints for the community. FSCs provide counselling and case management support for those with socio-emotional needs, and bring in the relevant mental health services to provide specialist support where needed.	https://www.msf.gov.sg/policies/StrongandStable-Families/Supporting-Families/Pages/Family-ServiceCentres.aspx	See individual FSC details
	Positive Parenting Programme (Triple P)	Triple P is a parenting programme that equips parents with simple and practical strategies to build strong, healthy relationships with their child (<u>up to age 16</u>) and confidently manage their child's behaviour. Currently, Triple P is available via an elearning platform (Triple P Online – TPOL) or via video conferencing platforms such as Zoom.	https://www.msf.gov.sg/policies/StrongandStable-Families/Supporting-Families/Pages/Parenting.aspx	NA
Families for Life (FFL)	Resources and Campaigns on Website	Families for Life (FFL) has launched the FFL movement with two key family causes: a. #FFLShareTheCare – to show care and appreciation to one's family members. b. #IChooseFamilyTime – to balance work and family commitments by intentionally carving time out of one's daily schedule to spend meaningful time with one's family.	https://familiesforlife.sg/Pages/default.aspx	NA

e. Parents looking for support on youth mental well-being

Resource	
MOE Parent Kit https://www.moe.gov.sg/parentkit	The MOE Parent Kit (https://www.moe.gov.sg/parentkit) and MOE Parents' Instagram (@parentingwith.moesg) offer tips on how to provide social and emotional support to their children. MOE also organises regular 'Ask Me Anything About' Facebook Live sessions that help address parents' concerns on supporting their children's mental well-being.
MOE Parents' Instagram (@parentingwith.moesg)	Parents can reach out to their children's schools for guidance and support in this area if needed.

f. Workplace

Resource/Initiative	Description
HPB's Workplace Mental Health Initiatives	At workplaces, HPB runs a management training workshop to equip managers and human resource personnel with the knowledge to recognise staff who are facing difficulties at work and may need help and be supported by leaders at their workplace. HPB also rolled out the Workplace Outreach Wellness (WOW) Package to help companies co-fund and implement health promotion programmes such as mental wellness workshops to enable their staff to better cope with stress at work. Interested employers can contact the HPB's assigned Project Managers to find out more about the WOW package at workplace health programmes at https://www.hpb.gov.sg/workplace/workplaceprogrammes/workplace-outreach-wellness-package

Advisories on Mental Well-being

Ministry of Manpower (MOM), Ministry of Social and Family Development, Agency for Integrated Care, Institute of Mental Health, and National Council of Social Service had jointly issued the inter-agency advisory to guide employers and workers on the practical steps and counselling resources that can be tapped on to support one's mental well-being during the COVID-19 period.

MOM, Singapore National Employers Foundation, and National Trades Union Congress have also jointly issued a Tripartite advisory which sets out practical guidance on measures that employers could adopt to support their employees' mental well-being and provided resources that employers, employees and self-employed persons could tap on. The advisory can be assessed at <https://www.mom.gov.sg/employment-practices/tripartism-in-singapore/tripartite-guidelines-andadvisories/tripartite-advisory-on-mental-well-being-at-workplaces>