

NCSS Supported Counselling Services (Specific for Newly Appointed Partners): Information Sheet for Clients

This information sheet will have been provided to you by a referring agency or counselling service provider. This sheet will introduce and outline a subsidised counselling service that you may consider using if you are eligible.

About the Service

NCSS Supported Counselling Services provides accessible and affordable counselling support to those who require, through a network of approved service providers across Singapore. The service offers both in-person and online counselling sessions.

Eligibility Criteria

You can access the service through two pathways stated below. Suitability for using the service will be further determined by each service provider.

Access to the Service

You can access the service through two pathways:

1. Referral Pathway

You are referred from (with a referral letter):

- Family Service Centres
- Polyclinics or Restructured Hospitals
- MOE Schools
- AIC CREST and COMIT Teams

2. Direct Walk-in Pathway

You are a:

- Pioneer or Merdeka Generation cardholder
- Blue or Orange CHAS cardholder
- Full-time student from MOE schools
- Recipient of ongoing assistance from Social Service Officers (SSO) or Restructured Hospitals

Our Network of Providers

Our services are delivered through approved counselling centres located throughout Singapore.

Subsidy Information & Fees

- First 6 counselling sessions are subsidised by NCSS
- A small co-payment fee may apply, varying by centre
- Beyond 6 sessions, standard rates may apply. Please discuss fees with your chosen service provider

Operating Hours

- Monday to Saturday
- Specific hours vary by centre
- Choice between in-person or online sessions (first session would be in-person session)

Data Protection & Confidentiality

We maintain strict confidentiality of all client information. Your personal data is protected under the Personal Data Protection Act (PDPA).

Required Data to be Collected

As the service provided is subsidised, confirmation of clients' eligibility is required.

- If you have been referred by any referring agency above, you are eligible for the service.
- If you are a walk-in client, eligibility will be confirmed by the service providers. Clients will need to provide the service providers with their NRIC and documentation (as above).

Voluntary Data to be Collected

You can help improve the provision of services by voluntarily providing other types of data during their service journey.

It is important to note that:

- The provision of such data is voluntary, and consent will be sought from you. You will not be denied service if you do not consent to provide such data.
- If you do provide consent, you may withdraw your consent at any time during the service journey.
- Data collected will be provided by the service provider to NCSS in a non-identifiable format. This means that NCSS will be unable to identify you.
- This allows you and service providers to preserve your confidentiality and privacy. Your identity will only be known to your service provider.

Type of Data Collected	What the Data is for
Demographics	Used by NCSS for policy and service planning. (For example, to understand which age group tends to use the service more.)
Psychometric tools	These can inform both your service provider and NCSS on how the service has been for you <ul style="list-style-type: none"> • Outcomes: for your service provider to know how you are doing at the start, and at the end of your counselling journey. • Evaluation: for NCSS to know how counselling services are performing.