

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

This information 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 provide accessible and affordable counselling support to those who require, through a network of newly approved service providers across Singapore. The service offers both in-person and online counselling sessions.

Eligibility Criteria

You can access the service through the pathways stated below. Suitability for using the service will be 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/ memo):
 - [Family Service Centres \(FSC\)](#)
 - Polyclinics or Restructured Hospitals

2. Direct Walk-in Pathway - You are a:
 - Pioneer or Merdeka Generation cardholder
 - Blue or Orange CHAS cardholder
 - Full-time student from MOE schools (Primary to Tertiary education)
 - Recipient of ongoing assistance from Social Service Office (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 be charged, which varies 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)

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 Collection

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

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

Optional Data Collection

You can enhance service delivery by voluntarily providing additional data during the service journey.

It is important to note that:

- The provision of such data is optional and requires consent. You will not be denied service if you do not consent to provide such data.
- Consent may be withdrawn at any time during the service journey.
- Service providers will submit anonymised data to NCSS, ensuring no individual clients can be identified.
- This arrangement ensures client 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 working 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.