

Frequently Asked Questions

About Us

1. Who is National Council of Social Service (NCSS)?

The National Council of Social Service (NCSS) is the umbrella body for over 500-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.

2. How is Community Chest and Social Service Institute related to NCSS?

Community Chest is the philanthropy and engagement arm of NCSS and Social Service Institute (SSI) is the human capital development arm of NCSS. For more information visit [Who We Are](#).

3. What are NCSS' strategic priorities?

NCSS' work will focus on the following five main areas with the aim to fulfil the Social Service Sector Strategic Thrusts (4ST) vision where "Every Individual is Empowered to Live with Dignity in a Caring and Inclusive Society":

1. Reimagining the future of social service sector
2. Strengthen SSAs to propel towards "SSA 3.0"
3. Address existing and emerging service needs on the ground better
4. Create new and sustained streams of donations
5. Build NCSS as a future-ready organization

For more info, visit [Social Service Sector Strategic Roadmap \(4ST\)](#).

4. How do I contact NCSS?

You can contact us at **6210 2500** or email us at NCSS_QSM@ncss.gov.sg.

NCSS Membership

5. Where can I find the list of NCSS members?

Please refer to this [link](#) for the list of NCSS Members.

6. What are the criteria for NCSS Membership?

Please visit [NCSS Membership](#) page for criteria and requirements.

The granting of NCSS membership and the type of membership category will be decided by the NCSS Executive Committee.

Please contact NCSS Membership at ncss_membership@ncss.gov.sg for further enquiries.

7. How do I apply for NCSS Membership?

If your organisation is interested to apply for NCSS' membership, please use your CorpPass to submit an online application [here](#).

If you require more assistance, please email ncss_membership@ncss.gov.sg and an officer will contact you.

8. Are there any NCC Membership benefits?

Aside from the grants that NCSS administers, NCSS also collaborates with public and private organisations to offer schemes to benefit members and their beneficiaries.

For more info, please visit [NCSS Member Benefits](#).

9. How do I pay for membership fees?

Please visit [NCSS Membership](#) on the breakdown of Membership type and payment.

With effect from 31 March 2022, we no longer accept cheque payments. An invoice detailing the instructions to make e-payment would be sent to the organisation address that is captured in our database.

Grants

10. Which grant should I apply for?

Please visit [NCSS Grants](#) page to find out about the existing funds and grant available.

11. Where do I seek social and financial assistance help?

For social and financial assistance, please contact ComCare Call (Hotline 1800-2220000 or use the 'Ask MSF' option via [MSF website](#)).

12. What other sources of funding are there for social service agencies?

Social service agencies can consider applying for the [4ST Partnership Fund](#), which is also administered by NCSS.

NCSS member SSAs and/or MSF-funded SSAs may consider applying for [Community Capability Trust \(CCT\)](#). Other charities may also apply for [Charities Capability Fund \(CCF\)](#).

Research & Insights

13. What type of research does NCSS carry out?

NCSS conducts various nationwide surveys in a bid to produce research findings that guide our organisation, social service agencies, funders and other stakeholders in developing and prioritising evidence-informed solutions to improve the lives of different population segments in Singapore.

Using a variety of methodology (e.g., longitudinal/ panel and birth cohort studies; environmental scanning and sense making; economic evaluation), NCSS examines various areas of research, including family and child welfare, offending and rehabilitation, population studies, social service provision, and quality of life.

To access our past study reports, you may visit the NCSS [website](#).

14. How can I sign up to be a research volunteer?

Interested to make use of your research or data analysis skills and expertise for a good cause? Register as a volunteer researcher at this [link](#).

Volunteer researchers can expect to provide advice or direct support to social service agencies in the following areas: study design and methodology, crafting of questionnaires or discussion/interview guides, and quantitative or qualitative data analysis. All projects will begin with a six-month commitment period as default.

Volunteer researchers can negotiate with social service agencies on mutually agreed parameters of the consultancy e.g., scope of assistance, level of commitment, frequency of meetings, expected project duration, data sharing, intellectual property, and publication etc.

15. I received an invitation to participate in an NCSS study. What should I do?

NCSS conducts regular surveys to understand the well-being of various population groups to inform policy formulation and service planning.

NCSS-commissioned fieldwork vendors engage in door-to-door knocking to ask participants if they are interested in participating in our surveys. They may leave a note at your door stating the time and date they came and include a number to call if you are interested in participating in the survey.

If you are interested in participating in the survey, please call the number stated to schedule another time slot. If you are not interested in participating in the survey, you can also call the number to remove your address from the contact list for this survey.

If you want to confirm the legitimacy of the survey, please email research@ncss.gov.sg for assistance and indicate the survey title you have been invited to join.

Careers

16. What are the career opportunities in NCSS?

For a list of available positions within NCSS, please visit the [NCSS Career page](#).

17. What are the jobs available in social service?

There are over 30 job roles available in the social service sector. Explore the career guide to understand the different roles in social work, education, therapy, psychology, youth work, counselling, corporate services and management, and how

you can acquire the right skills to get there. To find out more, visit [NCSS Career Guide](#).

18. What is the Career Conversion Programme for social workers?

Workforce Singapore has partnered the NCSS and Singapore University of Social Sciences to offer the Career Conversion Programme for Social Workers (CCPSW), to support mid-career individuals in acquiring knowledge and skills needed to become qualified social workers.

For more information, please visit [Career Conversion Programme for Social Workers website](#).

19. What are the internship opportunities in NCSS?

NCSS works with several local Institutes of Higher Learning (IHLs) to provide internship opportunities. If you are attending a local IHL, do check your school's internship job portal for internship opportunities at NCSS.

20. How do I apply for a scholarship?

If you are an in-sector professional intending to further your studies, we encourage you to discuss your career and personal development plans with your employer. There are available schemes, such as the PCG VCF Training Grant, the Professional Development and Management Programme (PDMP) and Leadership Development Programme (LDP) that you can apply for to pursue full-time and part-time studies.

We do not encourage in-sector professionals to terminate their employment in order to be eligible for the NCSS Social Service Scholarship, as this is targeted at new entrants.

For further queries, you may email socialservicescholarships@ncss.gov.sg.

21. What courses are supported by the NCSS Social Service Scholarship?

The NCSS Social Service Scholarship supports full-time undergraduate and postgraduate studies from local and overseas universities, recognised by professional accreditation bodies in the following areas:

- Social Work
- Psychology (Postgraduate only)
- Occupational Therapy
- Physiotherapy

- Speech Therapy

Please note that the course of study and universities must be recognised by the relevant professional accreditation bodies.

For more information, please visit the social service scholarship [page](#).

Others

22. How do I apply for fund-raising permit?

For NCSS Members, applications for Fund-raising permit can be made through [Charity Portal](#).

For non-NCSS Members e.g. private companies and schools etc, applications can be made through the [Singapore Police Force webpage](#).

23. How do I apply for the Developmental Disability Registry (DDR) Identity Card?

The DDR identity card is administered by SG Enable on behalf of Ministry of Social and Family Development.

For information on who can apply, how to apply, and a list of DDR-registered agencies, please visit the [Enabling.sg](#) or contact SG Enable at contactus@sgenable.sg.

24. How do I get information on a social service agency?

You can ensure that a social service agency is legitimate if it has a formal registration with a legal authorisation body that incorporates its status as a charitable organisation. Some of these bodies include the Registry of Societies, the Registry of Companies and the Commissioner of Charities.

You can also approach National Council of Social Service (NCSS), the coordinating body for social service agencies in Singapore, for an informed opinion of its member organisations.