

## **Income OrangeAid Caregiver Support Accelerator Grant Awards First Cohort of 10 Social Services Agencies to Address Critical Caregiver Support Needs in Singapore**

*Launched in July 2025, the Grant hopes to address needs in caregiver support by funding initiatives that act as proof of concepts to help strengthen Singapore's social compact*

**SINGAPORE, 10 March 2026** – Income Insurance Limited (Income Insurance), in partnership with the National Council of Social Service (NCSS), today announced 10 social service agencies (SSAs) as awardees of the first grant call of the \$10M **Income OrangeAid Caregiver Support Accelerator Grant**.

The grant is a multi-year initiative to address critical needs in caregiver support and strengthen sustainable support for families in Singapore. It aims to equip SSAs with dedicated resources to develop, improve or upscale programmes to increase caregiver resilience and/or reduce caregiving burden.

A rigorous multi-stage selection process assessed projects based on three key criteria:

- 1) *strength of the project design, with a clearly articulated theory of change and clarity of gap identification;*
- 2) *Level of innovation, collaboration with other partners, and empowerment of caregivers;*
- 3) *track record of effective outcomes, and sustainability of the project.*

18 finalists were shortlisted for Pitch Day, which was held at the Income Centre on 30 January 2026, after completing a series of accelerator workshops that were designed to help SSAs refine and sharpen their impact frameworks and optimise programme outcomes to better address caregiver needs.

### **First Cohort of Grant Recipients**

The following social service agencies which form the Grant's first cohort of grantees are:

1. **CaringSG**
2. **Home Nursing Foundation**
3. **Lions Befrienders**
4. **Muscular Dystrophy Association (Singapore)**
5. **New Life Stories Limited**
6. **The Life Review Ltd**
7. **The Salvation Army**
8. **TOUCH Community Services Limited**
9. **Tzu-Chi Foundation (Singapore)**
10. **Young Women's Christian Association of Singapore (YWCA)**

These initiatives will receive structured, multi-year support to help with implementation and scaling. Each programme will be allocated up to \$200,000 per year for the first two years, with a third year of funding up to \$100,000 subject to performance and financial sustainability. All grantees will measure and track tangible improvements in reducing caregiver burden through [NCSS' Sector Evaluation Framework](#).

The supported initiatives will address key needs in caregiver support and deepen coordination across education, health and social services, with the potential to scale at the national level. For example, the Parent Peer Support (PPS) Programme by CaringSG collaborates with schools to empower caregivers and reduce caregiver isolation, while the Muscular Dystrophy Association (Singapore) provides specialised home-based overnight care where standard respite services have been insufficient for complex conditions.

### **Strengthening Singapore's Social Compact**

The Income OrangeAid Caregiver Support Accelerator Grant, which comprises two grant calls over five years (2026-2030) is a strategic public-private partnership that responds to the national call for stronger collaboration to strengthen Singapore's social compact. It aims to support up to 20 caregiver programmes run by SSAs in Singapore, with each grant call funding up to 10 programmes. This initiative forms part of Income Insurance's commitment to invest \$100 million in Singapore communities by 2030 via its community development platform, Income OrangeAid.

**Andrew Yeo, Chief Executive Officer, Income Insurance**, reiterates that the grant is a vital catalyst for systemic change. *“Caregivers play a vital role in the well-being of families and communities. With the curated design of the Grant, we are moving beyond traditional funding to act as an ecosystem enabler, giving social service agencies the runway to build, refine and scale sustainable caregiver support over time”*

*“We are encouraged by the quality of the caregiver programmes and its intended impact, from driving community advocacy to developing proof-of-concept for data over time that can help inform future national policies to meaningfully address the resilience needs identified through our study with SMU ROSA by improving resilience and well-being, especially mental health and financial adequacy. Supporting the initiatives by the 10 SSA award grantees creates a multiplier effect where caregivers are better placed to care for their loved ones, representing a significant step in our commitment towards addressing critical caregiver support needs and uplifting local communities, ensuring that caregivers receive the dedicated, long-term resources they need to thrive alongside those they care for.”* he added.

**Lim Shung Yar, Chief Executive Officer, NCSS**, emphasised how strategic partnerships foster better outcomes. *“As the sector developer, NCSS drives partnerships, transformation and sustainability of services to improve the quality of life for service users. The OrangeAid Caregiver Support Accelerator Grant exemplifies how partnerships build capabilities and foster innovation in social service agencies. By uniting the people, private and public sectors to deliver critical resources and support, we build a caring and inclusive society.”*

The judging panel was curated to provide multidisciplinary oversight, comprising members with complementary expertise across caregiving, social services, and related fields - *Audrey Moo, Deputy Director for Caregiving and Community Mental Health at the Agency for Integrated Care (AIC); Shannen Fong, Chief Strategic Communications Officer and Head of Sustainability at Income Insurance; Jerica Goh, Director of Service Delivery at NCSS; and Prema Govindan, Senior Director for Disability Support and Services at SG Enable.*

The next grant call for the Income OrangeAid Caregiver Support Accelerator Grant is tentatively scheduled for 2027.

Please refer to the appendix for the list of awardees and their proposed caregiver programmes, as well as quotes by the judging panel.

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**Annex A: Quotes by Stakeholders**  
**Annex B: Awarded Grant Proposals**

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### **About Income Insurance**

Income Insurance Limited (Income Insurance) is one of the leading composite insurers in Singapore, offering life, health and general insurance. Established in Singapore to plug a social need for insurance in 1970, Income Insurance continues to put people first by serving the protection, savings and investment needs of individuals, families and businesses today. Its lifestyle-centric and data-driven approach to insurance and financial planning puts the company at the forefront of innovative solutions that empower the people it serves with better financial well-being.

Additionally, Income Insurance is committed to being a responsible business that champions the environment and builds stronger communities by supporting financial inclusion, education for youth-in-need and seniors' well-being.

For more information, please visit [www.income.com.sg](http://www.income.com.sg)

### **About NCSS**

NCSS is the sector developer for social services in Singapore. Its mission is to develop a sustainable social service sector that improves quality of life, by driving partnerships, transformation and sustainability of social services. Community Chest and Social Service Institute (SSI) are part of NCSS.

For more information visit [www.ncss.gov.sg](http://www.ncss.gov.sg)

## **ANNEX A**

### **Quotes by Stakeholders**

**1. Shannen Fong, Chief Strategic Communications Officer and Head of Sustainability at Income Insurance (member of the judging panel)**

*“We have seen a strong and diverse range of programmes that address the varied needs of caregivers in Singapore, and it is encouraging to see many with the potential to scale and create longer-term impact in strengthening the Singapore social compact. By anchoring funding in measurable outcomes and clear impact frameworks, we want to ensure that every grant awarded delivers tangible results and contributes to long-term resilience for caregivers and their families.”*

**2. Jerica Goh, Director of Service Delivery at NCSS (member of the judging panel)**

*“The selected programmes demonstrate cross-sector collaboration, bringing together agencies, healthcare providers, and community partners to create comprehensive caregiver support networks. These initiatives have the potential to establish replicable models that can transform how we deliver caregiver support across Singapore's social service landscape.”*

**3. Ms See Yen Theng, Chief, Caregiving and Community Mental Health Division, AIC**

*“Caregivers play an integral role in looking after their loved ones and in turn, they should be supported along their caregiving journey. Through initiatives such as the Income OrangeAid Caregiver Support Accelerator Grant, agencies can develop and implement practical solutions that enhance supported caregiver support. AIC will continue to work closely with partners to build a resilient and coordinated caregiver support ecosystem.”*

**4. Prema Govindan, Senior Director for Disability Support and Services Group at SG Enable (member of the judging panel)**

*The selected programmes stood out for their deep understanding of caregivers' lived realities and needs across the life stages of their loved ones. They also show potential to strengthen Singapore's caregiver support ecosystem in sustainable and meaningful ways. By expanding respite options, fostering community and peer networks, as well as offering practical guidance, it enables caregivers to look after their own well-being while staying meaningfully and confidently engaged in planning ahead for their loved ones' future care*

**ANNEX B**  
**Awarded Grant Proposals**

No.	Organisation	Brief Project Summary
1	CaringSG	<p><b>Parent Peer Support (PPS) Programme</b></p> <p><i>(Target audience: Parents of Children with Special Education Needs or Students with Additional Needs)</i></p> <p>The Parent Peer Support (PPS) Programme supports caregivers of children and youths aged 7–18 with Special Education Needs (SEN) or additional needs (SWAN) from 2026–2028. Key interventions include caregiver capacity-building, volunteer training, peer support groups, parent-led activities, and school–home partnership structures. The programme aims to reach about 3,900 caregivers, with 552 parents trained to support their children and partner with school effectively, and 52 parents trained as Parent Peer Support Leaders.</p>
2	Lions Befrienders Service Association	<p><b>The Alliance for Caregiving Excellence &amp; Training (ACET)</b></p> <p><i>(Target audience: Caregivers of Seniors including domestic helpers)</i></p> <p>The Alliance for Caregiving Excellence &amp; Training (ACET) is a three-year programme supporting caregivers of seniors in Singapore, with the aim of strengthening caregiver resilience and reducing caregiving burden through a household-centred approach. It is expected to reach approximately 290–390 participants over three years.</p> <p>Key interventions include emotional resilience and communication training, relational skill-building across caregiver–helper–senior dyads, early problem recognition, and sector-ready curriculum development for wider adoption.</p>
3	Muscular Dystrophy Association (Singapore)	<p><b>Care At Your Doorstep: Strengthening Caregivers’ Resilience and Mindfulness</b></p> <p><i>(Target audience: Caregivers of Muscular Dystrophy)</i></p> <p>This programme, Care At Your Doorstep, supports caregivers of persons with moderate-to-severe muscular dystrophy and neuromuscular conditions (PMDs) by strengthening caregiver resilience, reducing caregiving burden, and alleviating guilt associated with self-care. Key interventions include home-help respite care (ADL, overnight care and medical accompaniment), home-delivered self-care services, and mindfulness and wellness training to improve emotional regulation and coping.</p> <p>The primary service users are 146 caregivers—123 parents and 23 spouses, mostly aged 50 and above—providing long-term, intensive and often round-the-clock care.</p>
4	The Life Review Ltd	<p><b>Caregiver End-of-Life Literacy programme</b></p> <p><i>(Target audience: Caregivers of Persons with Chronic Illnesses)</i></p> <p>This programme supports caregivers of persons with chronic illnesses (including cancer, dementia, kidney failure, and heart or stroke-related conditions) by strengthening end-of-life literacy, improving psychosocial preparedness, and supporting caregivers through key caregiving and post-caregiving transitions. The core intervention is the internationally recognised Last Aid programme, a public health palliative care initiative contextualised for the local context, complemented by community-based delivery in collaboration with Mindfull Community and other social service agencies</p>

		Over the three-year funding period, the programme aims to reach approximately 480 caregivers.
5	<b>Tzu-Chi Foundation (Singapore)</b>	<p><b>Humanistic Hands and Heart</b></p> <p><i>(Target audience: Youth and Adult Caregivers)</i></p> <p>This programme supports youth and adult caregivers in the “missing middle” by reducing caregiver burden, improving resilience, and providing timely respite for those underserved by existing subsidy and private care models. Over the three-year funding period, the programme aims to reach approximately 3,000 caregivers.</p> <p>Key interventions include a 24/7 phygital engagement hub for respite access, a Mobile Respite Team delivering short-term care support, wellness and peer support activities, and a gamified rewards mechanism to offset caregiving-related costs.</p>
6	<b>New Life Stories limited</b>	<p><b>Family Strengthening Programme</b></p> <p><i>(Target audience: Families with incarcerated parents)</i></p> <p>This programme supports spouse and kin caregivers of children with incarcerated parents. The primary service users are spousal/partner and kin caregivers who assume long-term caregiving responsibilities in the context of incarceration. Over the three-year funding period, the programme aims to support approximately 270 caregivers.</p> <p>Key interventions include trauma-informed family therapy and counselling, peer support groups, caregiver–child bonding activities, material stabilisation support, and casework with service linkage. The programme is delivered in collaboration with the Singapore Prison Service, Ministry of Home Affairs, and community partners, offering a scalable model for high-stress and under-served caregiving contexts.</p>
7	<b>Home Nursing Foundation</b>	<p><b>Care Guides Programme: Peer Support for Caregivers</b></p> <p><i>(Target audience: Caregivers experiencing high-stress or life transitions)</i></p> <p>The Care Guides Programme strengthens peer support for caregivers experiencing high levels of stress or navigating major life transitions. The programme trains experienced caregivers to serve as 'Care Guides', offering emotional reassurance, lived-experience insights, and practical guidance to new or overwhelmed caregivers navigating complex care journeys.</p> <p>During the pilot period, the programme aims to train 20 Care Guides and support approximately 100 to 120 caregivers through structured peer matching and supervised engagements. Key components include Care Guide recruitment and training, one-to-one caregiver matching, proactive outreach to caregivers experiencing stress or transitions and referrals to appropriate community or professional services.</p> <p>The programme is delivered through HNF's digital caregiver platform, CarersHub (<a href="https://carershub.sg/">https://carershub.sg/</a>) and in partnerships with hospitals and home care providers, ensuring caregivers receive timely and coordinated support.</p>
8	<b>Young Women's Christian Association of</b>	<p><b>YWCA CaregivHER Programme</b></p> <p><i>(Target audience: Female caregivers in vulnerable circumstances)</i></p>

	<b>Singapore (YWCA)</b>	<p>The YWCA CaregivHER Programme supports female caregivers across diverse backgrounds and life circumstances, recognising that caregiving pressures cut across income levels. Priority is given to caregivers from lower- to middle-income households (PCI ≤ \$2,300, aligned with CHAS criteria), particularly those navigating financial strain or challenging household situations, while remaining accessible to caregivers experiencing caregiving demands more broadly.</p> <p>Over the pilot period, the programme aims to engage approximately 120 caregivers through accessible, non-clinical interventions.</p> <p>Key interventions include Body (physical health) – Mind (mental health) – Spirit (social wellbeing) modular sessions; matched CareHER volunteers who provide regular caregiver check-ins; and the cultivation of ShareGivers through family engagement to promote shared caregiving responsibilities.</p>
<b>9</b>	<b>The Salvation Army</b>	<p><b>It Takes A Village</b></p> <p><i>(Target audience: Caregivers of seniors)</i></p> <p><i>It Takes A Village</i> empowers caregivers of seniors by strengthening community-based support through the activation of existing social networks, rather than creating new caregiver-only services. Over the three-year period, the programme aims to reach approximately 60,000 individuals through outreach activities, and engage 75 social networks across corporate, faith-based, and school settings.</p> <p>Key interventions include broad-based awareness efforts to build empathy and reduce stigma, alongside targeted training and capability development within social networks to enhance their ability to support caregivers more effectively. The programme builds on existing trusted relationships and lived experience, fostering a sustainable culture of mutual support, in collaboration with key community partners.</p>
<b>10</b>	<b>TOUCH Community Services</b>	<p><b>Carer TORCH</b></p> <p><i>(Target audience: Caregivers with High Caregiving Burden)</i></p> <p>Carer TORCH supports caregivers experiencing high caregiving burden. Its primary service users are caregivers of persons with special needs, disabilities, mental health conditions, or medical conditions that require sustained caregiving support. Over the next three years, the programme aims to support about 350 caregivers through a combination of personalised one-to-one coaching and structured closed-group sessions.</p> <p>Key interventions focus on strengthening caregiver coping skills, providing emotional support, and facilitating peer connections to reduce caregiving burden and enhance wellbeing. The programme leverages TOUCH's established caregiver support infrastructure, alongside referral partnerships with healthcare, community, and social service providers.</p>