

Social Service Connect 2026 Event Programme

DATE

Wednesday 22 July 2026

TIME

Registration Starts at 1.30pm

Event Timing: 2.00pm – 6.00pm

VENUE

MBS Expo & Convention Centre
Level 3, Jasmine Ballroom

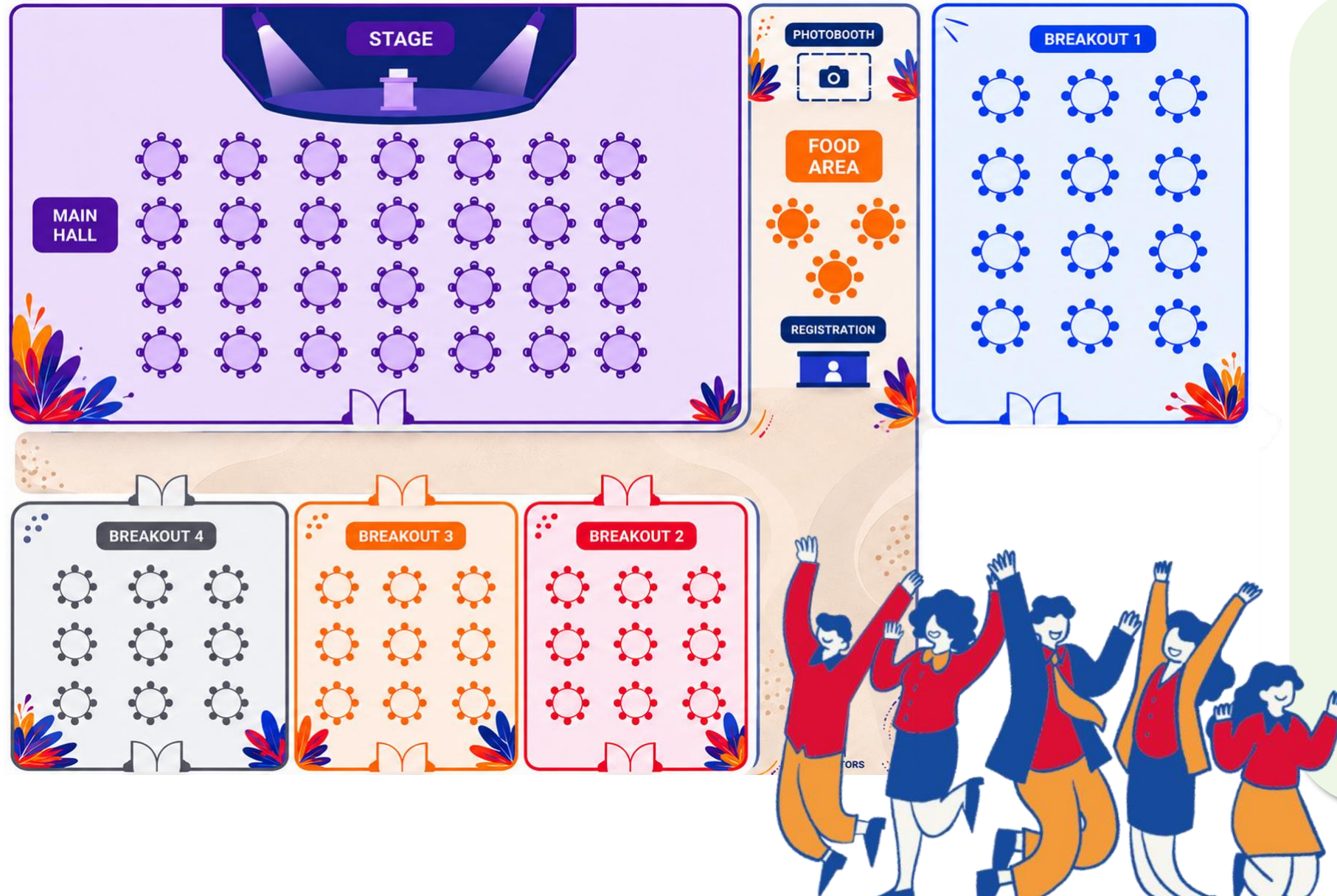
ATTIRE

Smart Casual

Time	Activity
1.30pm – 2.00pm	Registration (light refreshments will be served)
2.00pm – 2.15pm	Opening Address by NCSS CEO, Mr Lim Shung Yar
2.15pm – 2.45pm	Keynote Address by Mr Ravi Menon, Chairman, ImpactSG & Ambassador for Climate Action
2.45pm – 3.10pm	Handover Ceremony from NCSS President Anita Fam to NCSS Chairman (Designate) Gregory Vijayendran
3.10pm – 3.45pm	Dialogue with NCSS Chairman (Designate) & NCSS CEO
3.45pm – 4.30pm	Tea & Networking
4.30pm – 6.00pm	Breakout Sessions



Navigating Your Way



Heading to a breakout session? Simply follow the colour of your lanyard to your assigned room.



Breakout 1
Charting Our Path Forward



Breakout 2
Innovating for Success



Breakout 3
The Digital Transformation Journey



Breakout 4
Breaking Silos



Not attending any

Breakout Sessions

Match your lanyard colour to the breakout sessions below

1 Charting Our Path Forward

Speakers: Dr Eric Hoo | Dr Soon Su-Chuin

As NCSS refreshes the sector's strategic roadmap, we envision shifts and transformations across areas such as technology and talent, undergirded by trust.

Join like-minded peers to discuss how these forward shifts will strengthen your organisation and the sector.

- Shape the sector's strategic roadmap alongside peers
- Tackle challenges through peer learning
- Translate these strategies into action within your organisation

2 Innovating for Success: Redesigning Services for an Evolving Landscape

Speakers: Ms Seema Dadlani | Ms Chloe Huang

As the social services landscape evolves rapidly, innovation is key to keeping services relevant, efficient, and effective. Drawing from the Families For Life Build For Families 2026, this session unpacks why service innovation is needed and the real benefits it brings.

Join fellow SSA leaders in an inspiring, forward-looking session to take your first practical steps in your innovation journey

- Understand the need for service innovation in the social service sector
- Discover the tangible benefits innovation brings to your work
- Take your first steps toward innovating within your organisation

3 The Digital Transformation Journey – Inspiration, Implementation, Impact

Speakers: Mr J R Karthikeyan | Mr Dominic Soh | Mr Benjamin Png | Mr Jeric Yim

Driving digital transformation requires bold, pragmatic leadership to identify problems, mobilise resources, and deliver effective solutions. Innovation alone is insufficient – real impact comes from disciplined execution.

Hear from a leader championing frugal innovation and practitioners who have contributed to developing and implementing a practical solution that is transforming how social service professionals work.

- Recognise that Leadership is critical to digital transformation
- Understand that innovation only delivers impact when effectively implemented
- Discover the value of ops-tech personnel in accelerating transformation

4 Breaking Silos: Why Social-Health Collaboration Matters Most Now

Speakers: Ms See Yen Theng | Mr Tan Kwang Cheak | Ms Penny Elaine Yapp

Today's complex health and social needs demand more than traditional service delivery models can offer – breaking down silos is critical to delivering positive service user experiences.

Join us for a panel conversation on care challenges and their real-world impact, followed by table discussions to co-create solutions together.

- Gain fresh perspectives on complex care challenges
- Connect with peers facing similar issues
- Co-create actionable strategies for your organisation