

MEDIA RELEASE

National Council of Social Service Partners 10 Agencies to Help Individuals Experiencing Behavioural Addictions

Initiative expands access to services and strengthens referrals

SINGAPORE, 20 AUGUST 2026 – As behavioural addictions such as excessive gaming, pornography consumption, and problematic cyber or social media use grow in concern, the National Council of Social Service (NCSS) has brought together 10 social service agencies (SSAs) in a three-year partnership to make help more accessible in the community.

2 Dubbed “ASPIRE”, or Addiction Support Programme for Inclusion, Recovery and Empowerment, the partnership seeks to strengthen behavioural addiction support within counselling services offered by participating SSAs. WE CARE Community Services will provide training, clinical supervision and mentoring to the other nine participating agencies to strengthen their capability in delivering behavioural addiction support services.

3 As the sector developer for social services, NCSS brokered this partnership to bring together agencies with complementary strengths, strengthen capabilities, improve access, and enable individuals to receive help more readily.

4 In 2025, NCSS identified behavioural addiction support as an emerging unmet need and conducted research and stakeholder engagements to better understand the issue. Behavioural addictions can remain hidden for years before help is sought. Social service agencies reported to NCSS that they saw over 520 new behavioural addiction cases in 2020 and more than 780 new cases in 2024, with possible years of delays from onset to treatment due to shame, stigma, and denial. They are also seeing increasingly younger clients due to earlier exposure to potentially addictive online behaviours, driven by the accessibility and anonymity of digital platforms.

5 The partnership extends addiction support through agencies already serving diverse community needs. It will test triage, primary intervention, and clear referral pathways for complex cases so individuals can receive the right assessment and services earlier and more seamlessly.

6 The participating agencies are listed in the Annex. They were selected to support the objectives of the partnership, including increasing accessibility of services, especially in the western region of Singapore, and builds on the strengths of existing providers of counselling services.

Building Sector Capabilities

7 This partnership strengthens NCSS’ efforts to build sector capability in behavioural addiction support services. NCSS has worked with WE CARE to train SSAs in addiction counselling, with at least four counsellors at each partner SSA equipped to perform triage and primary intervention. WE CARE will provide clinical supervision and receive referrals for complex cases. A Community of Practice will also

be set up to support knowledge sharing, professional development, and continuous service improvement.

8 In response to rising behavioural addictions, NCSS has conducted learning sessions for over 350 policymakers, social service professionals, and frontline practitioners in the past year. It also developed free e-learning modules on supporting youths with problematic social media use and gaming, now available to social service professionals.

9 Mr Lim Shung Yar, Chief Executive Officer, NCSS, said, “Behavioural addictions often go unseen until they affect relationships, education, work, or wellbeing. NCSS is committed to strengthening the sector’s response by bringing expertise closer to communities and better equip social service agencies to help people seek support earlier. Insights from this collaboration will guide further improvements to the support ecosystem.”

10 Ms Tham Yuen Han, Executive Director, WE CARE Community Services, said, “Addiction-related risk in Singapore is rising, and NCSS’ initiative to strengthen frontline early intervention comes at a critical time. With two decades of specialised addiction experience, WE CARE is honoured to support agencies through training, consultation, and clinical guidance. Together, we can help more people receive prompt, evidence-based support.”

#####

For media enquiries, please contact:	
Loh Pui Ying Manager National Council of Social Service Tel: 9640 4552 Email: loh_pui_ying@ncss.gov.sg	Shazliana Heron Senior Assistant Director National Council of Social Service Tel: 9844 2775 Email: shazliana_heron@ncss.gov.sg

About the National Council of Social Service (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. The Community Chest and Social Service Institute (SSI) are part of NCSS. For more information visit www.ncss.gov.sg.

Annex: List of Agencies Under the Partnership

Agencies Involved in the Partnership	Location/Contact of Centre
Care Corner Counselling Centre	Blk 62B Lorong 4 Toa Payoh, #02-143, Singapore 312062 Tel: 6353 1180
Counselling and Care Centre	Blk 536 Upper Cross Street, #05-241, Hong Lim Complex Singapore 050536 Tel: 6536 6366
Epworth Community Services	Blk 153 Bukit Batok St 11, Singapore 650153 Tel: 6562 2211
Fei Yue Community Services	Blk 186 Bukit Batok West Ave 6, #01-181, Singapore 650186 Tel: 6485 8749
PPIS Family Service Centre (West)	Blk 301 Bukit Batok St 31, #01-01, Singapore 650301 Tel: 6561 3462
REACH Community Services	Blk 417 Bukit Batok West Ave 4, #01-284, Singapore 650417 Tel: 6801 0740
SAGE Counselling Centre	1 Jurong West Central 2, #06-04, Jurong Point Shopping Centre, Singapore 648886 Tel: 6354 1191
Thye Hua Kwan Moral Charities	Blk 139 Petir Rd, #01-448, Singapore 670139 Tel: 6767 1740
TOUCH Community Services	168 Robinson Rd, #09-05, Singapore 068912 Tel: 1800 377 2252
WE CARE Community Services	11 Jalan Ubi, Blk 5, #01-41, Singapore 409074 Tel: 3165 8017