

LIST OF HELPLINES

No.	Issue	Page
1	General	2
2	Addiction / Substance Abuse	2
3	Children & Youth	3
4	Disability	3
5	Elderly	3
6	Family (General)	4
7	Family (Single-Parent)	4
8	Family (Violence)	5
9	Gambling	5
10	Mental Health	6
10	Health	7
11	Legal Aid	7
12	Pregnancy	8

Please take note that the following is not a comprehensive list of helplines available in Singapore

ISSUE : GENERAL

No	Helpline	Details	Operating Hours	Helpline Number
1	ComCare Call	For information on the ComCare Assistance available	24 hours	1800-222-0000
2	Credit Counselling	For consumers seeking help for serious debt problems	Mon-Fri: 9.00am – 6.00pm	1800-CALL-CCS (1800-2255 227)
3	Samaritans of Singapore (SOS)	For anybody in crisis and persons with suicidal tendencies	24 hours	1800-221 4444

ISSUE : ADDICTION / SUBSTANCE ABUSE

No	Helpline	Details	Operating Hours	Helpline Number
1	Alcoholics Anonymous	For those who are alcohol-dependent and their families	24 hours	6475 0890
2	National Addictions Management Service (NAMS)	For individuals with various addictions, including substance behavioural addictions	Mon-Thu: 8.30am – 6.00pm Fri: 8.30am – 5.30pm Sat: 8.30am – 12.30pm	6389 2387
3	Singapore Anti-Narcotics Association (SANA) Hotline	For drug-abusers, their families and the general public	Daily: 7.30am – 12 midnight	1800-733 4444
4	WE CARE Centre	For individuals and families who need help with addictions	Mon-Fri: 8.30am – 9.00pm Sat: 10.00am – 8.00pm	6471 5346

ISSUE: CHILDREN & YOUTH

No	Helpline	Details	Operating Hours	Helpline Number
1	Tinkle Friend (Singapore Children's Society)	For primary school students, especially children who are alone at home, who need someone to chat with or discuss problems with	Mon-Fri: 9.30am – 11.30am 2.30pm – 5.00pm	1800-2744 788

ISSUE: DISABILITY

No	Helpline	Details	Operating Hours	Helpline Number
1	Centre For Enabled Living (CEL)	First-stop centre for users of eldercare and disability services, and their caregivers.	Mon-Fri: 8.30am – 5.30pm	6593 6437

ISSUE: ELDERLY

No	Helpline	Details	Operating Hours	Helpline Number
1	Agency for Integrated Care	Centralised agency for the handling of referrals to intermediate and long-term care services	Mon to Fri: 8.30am – 6.00pm (except Public Holidays)	6478 2422
2	Lions Befrienders	Information, referral and befriender services for the elderly	Mon to Fri: 9.00am – 6.00pm	1800-375 8600
3	SAGE Helpline for Seniors	For anyone 50 years and above or anyone who has a concern or question regarding someone 50 years and above	Mon to Fri: 9.00am – 7.00pm Sat: 9.00am – 1.00pm	1800-555 5555

ISSUE: FAMILY (GENERAL)

No	Helpline	Details	Details	Operating Hours
1	AWARE Helpline (Association of Women for Action and Research)	For women with issues	Mon to Fri: 3.00pm – 9.30pm	1800-774 5935
2	Care Corner Counselling Centre	For the Mandarin-speaking community with family, marital or personal problems	Daily: 10.00am – 10.00pm	1800-353 5800
3	Baby Bonus Helpline (MCYS)	For queries relating to the Baby Bonus scheme. More details can be accessed at www.babybonus.gov.sg	Mon-Fri: 8.30am to 5.30pm	1800-253 7707
4	Child Protection and Welfare Services (MCYS)	For further information or for reporting of child abuse. More Details can be accessed at: http://app.mcys.gov.sg/web/faml_nurture_childprotection.asp	Mon-Fri: 8.30am-5.00pm Sat: 8.30am-1.00pm	1800-258 6378
5	Destitute Persons Service (MCYS)	For further information or for reporting possible destitute cases.	24 Hours	1800-222 0000
6	SINDA Helpline	For Indian families in need of assistance or counselling	Mon to Fri: 8.30am – 6.00pm	1800-295 4554

ISSUE: FAMILY (SINGLE-PARENT)

No	Helpline	Details	Operating Hours	Helpline Number
1	As-Salaam Family Support Centre	For Malay-speaking and/or Muslim who have gone through death or divorce	Mon to Fri: 8.30am – 5.30pm Sat: 8.30am – 5.00pm	6745 5862
2	HELP Family Service Centre	For single-parent families seeking help	Mon to Fri: 9.00am – 6.00pm	6457 5188

ISSUE: FAMILY (VIOLENCE)

No	Helpline	Details	Operating Hours	Helpline Number
1	Centre for Promoting Alternatives to Violence (PAVe)	For families facing violence in need of counselling and support services	Mon to Fri: 9.00am – 6.00pm Wed 9.00am – 9.30pm	6555 0390

ISSUE: GAMBLING

No	Helpline	Details	Operating Hours	Helpline Number
1	National Addictions Management Service (NAMS), Institute of Mental Health (IMH)	For those with a gambling problem or know someone who does	Mon to Fri: 8.30am – 6.00pm	1800-666 8668
2	Problem Gambling Helpline @ Tanjong Pagar Family Service Centre			1800-X-GAMBLE (1800-9 426253)

ISSUE: MENTAL HEALTH

No	Helpline	Details	Operating Hours	Helpline Number
1	Singapore Association for Mental Health (SAMH) Helpline	For people who have psychological, psychiatric or social problems and others who need information for such persons	Mon-Fri: 9.00am – 6.00pm	1800-283 7019
2	IMH Helpline	For psychiatric emergencies	24 hours	6389 2222
3	Community Psychogeriatric Programme (CPGP) - Only for residents living within Northeast and Southeast CDC Districts	For social and healthcare agencies working with older persons 65 years and above with mental disorders such as dementia, depression, delirium, adjustment disorder and psychosis, who are unable or unwilling to access hospital or outpatient services.	Mon – Fri: 8.30a.m – 6p.m	6850 1840/41
4	Aged Psychiatry Community Assessment & Treatment Service (APCATS) - Only for residents living within the North and Central CDC Districts	These multi-disciplinary mobile teams conduct on-site mental health assessments and interventions of older persons in the community. *For APCATS, they also provide service to clients with past history or high likelihood of defaulting their psychiatric follow-up treatment.	Mon – Fri: 8.00a.m – 5.30p.m	6389 2175

ISSUE: HEALTH

No	Helpline	Details	Operating Hours	Helpline Number
1	Action for AIDS Helpline	For those enquiring information and counselling services on all aspects of AIDS	Mon-Fri: 10.00am – 5.30pm	6254 0212
2	Breastfeeding Mothers' Support Group Counselling Helpline	For mothers who choose to breastfeed and those who require related information	Mon-Sun: 9.00am – 8.00pm except public holidays	6339 3558
3	Singapore Cancer Society	For those needing information related to cancer	Mon-Fri: 8.30am – 6.00pm	6221 9578
4	Society for Continence	For those with incontinence and their families	Mon-Fri: 10.00am – 5.00pm	6787 0337

ISSUE: LEGAL AID

No	Helpline	Details	Operating Hours	Helpline Number
1	Legal Aid Bureau	For low-income persons requiring legal assistance	Mon-Fri: 8.30am – 12.30 pm 2.00pm – 5.00pm Sat: 8.30am – 12.30pm	1800-325 1424
2	Singapore Association of Women Lawyers	For members of public requiring free legal counselling. Appointments must be made directly with the community centres where the legal clinics are conducted. For a list of contact numbers, please go to: http://www.sawl.org.sg/clinics.html	Mon-Sun: 9.00am – 8.00pm except public holidays	6334 6809

ISSUE: PREGNANCY

No	Helpline	Details	Operating Hours	Helpline Number
1	BABES (Beyond Social Service)	For teenagers with child	24 hours	1800-TEENMOM (1800-833 6666) SMS: 8111 3535
2	Singapore Planned Parenthood Association Counselling Hotline	To help young people and adults deal with sexuality-related problems and concerns	Mon-Fri: 10.00am – 4.00pm	1800-775 8582
3	MUM-TO-BE Helpline (Thye Hua Kwan Moral Society)	To offer confidential support to pregnant women of all ages in difficult situations	24 Hours	1800-MUM-TO-BE (1800-686-86-23)

Last updated: 1st April 2010