

## **PRESS RELEASE**

# **National Council of Social Service to Expand its role as a Sector Developer**

*NCSS is consulting the social service sector on proposed amendments to the NCSS Act*

**SINGAPORE, 17 JULY 2024** – As it looks to expand its role beyond a membership body to deliver stronger outcomes for social service users as a sector developer, [the National Council of Social Service \(NCSS\)](http://ncss.gov.sg) is engaging social service agencies (SSAs) and sector partners to seek feedback on consequent amendments to the NCSS Act

2 In the 1960s, NCSS began as the Singapore Council of Social Service (SCSS), a membership body to represent the interests of Social Service Agencies (SSAs). SCSS pioneered service models for senior care, disability and rehabilitation services, and set up the Community Chest to raise funds for the sector.

3 In 1992, recognising that SCSS could play a bigger role in the sector, the government established NCSS through the NCSS Act. This allowed NCSS to provide leadership in developing social services and enhance the capacity of SSAs to better serve communities in need.

4 “NCSS has been the change-maker for the social service sector through the years and will continue to do so. However, as we face increasingly complex societal issues, it is timely and necessary to re-examine this scope of work, think beyond our membership, which already covers more than 80% of all SSAs, and adopt a broader ecosystem lens to serve the needs of our communities more effectively as a sector developer,” said Ms Anita Fam President, NCSS.

5 In recent years, NCSS has taken on a larger role to identify gaps, fund key services, invest in developing capabilities of SSAs and sector professionals, as well as channel community and corporate resources to the sector. NCSS developed the Social Service Sector Strategic Thrusts (4ST) roadmap to guide the longer-term development of the sector. Other specific sector-level initiatives include the launch of the Transformation Sustainability Scheme to support sector capability building and Sector Evaluation Framework to standardise outcome indicators for social service programmes.

6 As a sector developer, NCSS will continue to place efforts in three key areas:

- **Improve user-centric service delivery**, working closely with relevant government ministries to identify service needs, coordinating services among stakeholders, and allocating resources to the most critical needs.
- **Strengthen capability building** through organisational and professional development, driving focus on outcomes and upholding governance standards in the delivery of social services.
- **Build a robust ecosystem** by rallying community support, encouraging sustainable philanthropy and corporate volunteerism to complement the work of skilled social service professionals.

7 “NCSS has started engaging our members to hear from them how we might better support their work and how we might better support them to meet service users’ needs. In the spirit of ForwardSG, we are also consulting various stakeholders for feedback on our expanded sector developer role and the consequent changes we will need to make to the NCSS Act,” said Ms Tan Li San, Chief Executive, NCSS.

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## **Annexes:**

### **Annex A: Quotations from Social Service Agencies**

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#### **About National Council of Social Service (NCSS)**

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. Community Chest is the philanthropy and engagement arm of NCSS and Social Service Institute (SSI) is the sector capability and transformation arm of NCSS. For more information visit [www.ncss.gov.sg](http://www.ncss.gov.sg)

## Annex A

### Quotations from Social Service Agencies

“NCSS was already playing the role of sector developer to a large extent. The Act amendments would further legitimise NCSS as a sector developer, beyond just a membership body. This change could foster greater collaboration across the sector, directly impacting the well-being of our communities. We look forward to the positive outcomes of this initiative and will continue to play an active role in shaping a more integrated and effective social service environment,” said Mr James Tan, Chief Executive Officer, TOUCH Community Services.

“I support the expanded role of NCSS as the social service sector developer. This direction will enhance the collaborative efforts and resources available to our sector, ultimately benefiting the communities we serve. We are excited about the opportunities this brings and look forward to partnering NCSS on this transformative journey, ensuring a stronger, more resilient social service sector,” said Ms Ong Toon Hui, Chairperson, SPD.

“NCSS’ move towards a sector developer role will have significant impact moving beyond a membership body. There are smaller social service agencies in the ecosystem that are unable to meet the criteria of NCSS’ membership status but are in need of support. I am looking forward to seeing how the organisation can improve outcomes for the sector,” said Ms Zaharah Ariff, Executive Director, Casa Raudha.