

MEDIA RELEASE

TASKFORCE TO STRENGTHEN THE SOCIAL SERVICE SECTOR DURING AND BEYOND COVID-19

SINGAPORE, 3 JULY 2020 – The National Council of Social Service (NCSS) set up the **Beyond COVID-19 Taskforce** in May 2020, to guide and strengthen the resilience of the social service sector during and beyond COVID-19. Chaired by NCSS President Ms Anita Fam, the Taskforce comprises 21 other members who are representatives from the corporate, public and people sectors.

2. “Social service agencies have stepped up during the COVID-19 pandemic to ensure the continuity of services and to ramp up services to meet increased social needs. But the sector faces new challenges and will need to transform and coordinate better so that together, we can better serve the vulnerable. I am thankful to NCSS and its President, Ms Anita Fam, for setting up and leading the Beyond COVID-19 Taskforce, and I look forward to the Taskforce’s recommendations to propel the sector forward,” said Mr Desmond Lee, Minister for Social and Family Development.

3. Please refer to Annex A for the list of Taskforce members.

4. The Taskforce will be developing plans and guidelines to strengthen social service agencies’ resilience, proposing ways for the sector to emerge stronger in the ‘next normal’, and providing feedback from the sector that can inform national plans.

5. For a start, the Taskforce will focus on five main areas:

- a. Digitalisation for business continuity;
- b. Innovation in service delivery;
- c. Sustainability of funding;
- d. Strengthening manpower and volunteer mobilisation; and
- e. Enhancing leadership capabilities as we transit to the next normal.

6. The Taskforce will gather insights and feedback from multiple stakeholders and may identify other areas of focus as the COVID-19 situation evolves. While the term of appointment is a year from 26 May 2020, the Taskforce will share its outputs and recommendations dynamically, when ready, so that social service agencies can take reference from these recommendations as they prepare to transit to the “next normal”.

7. “I am grateful to the 21 members for joining me in the Taskforce. Each member brings a wealth of experience and perspectives from various sectors, ranging from social service, community health and corporates, as well as deep expertise in digitalisation and design innovation. I look forward to their contributions. By leveraging their expertise and gathering insights from different segments of society, we hope to put together recommendations that will ensure that our service users continue to be cared for, and propose directions to establish a ‘next normal’ for the social service sector,” said Ms Anita Fam, President of NCSS.

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National Council of Social Service (NCSS)

NCSS is the umbrella body for over 450-member social service organisations 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 fundraising and engagement arm of NCSS and Social Service Institute (SSI) is the human capital development arm of NCSS.

Members of the Beyond COVID-19 Taskforce (超越冠病疫情工作小组)

No	Name	Designation
1	Ms Anita Fam [Chairperson]	President, NCSS
2	Ms Tan Li San	CEO, NCSS
3	Mr Robert Chew	Vice-President, NCSS Chairperson, Dover Park Hospice
4	Mr Eugene Seow	Board Member, NCSS Board Member, TOUCH Community Services
5	Ms Theresa Goh	Chairperson, SATA
6	Mr Augustin Lee	Chairperson, MINDS
7	Dr Goh Wei-Leong	Chairperson, HealthServe
8	Dr Badrun Nafis	Chairperson, AMP Singapore
9	Ms Angie Chew	Executive Director, Brahm Centre Ltd
10	Mr Bernard Menon	Executive Director, Migrant Worker Centre
11	Mr Gasper Tan	CEO, Samaritans of Singapore
12	Ms Sim Bee Hia	CEO, Food from the Heart
13	Dr Vincent Ng	CEO, AMKFSC Community Services Ltd
14	Mr Yap Poh Kheng	CEO, Care Corner Singapore Ltd
15	Mr Chern Siang Jye	Group Chief, Sector and Partnerships Division, Agency for Integrated Care
16	Ms Chew Seow-Chien	Partner, Bain & Co
17	Ms Janet Young	MD & Head, Group Channels & Digitalisation, UOB Ltd
18	Ms Ku Geok Boon	CEO, SG Enable
19	Dr Lee Tung Jean	Deputy Secretary, MSF
20	Mr Mark Wee	Executive Director, Design Singapore
21	Ms Melissa Kwee	CEO, NVPC
22	Mr Mohamad Helmy Mohd Isa	Senior Director, Mosque, MUIS