

# Going Digital

## 1. How Do I Continue With My Business Operations Remotely?

**NEW!**

ThunderQuote, in partnership with NCSS, has rolled out The Non-Profit Digital Transformation Masterclass Series, which aims to provide a guide for SSAs and non-profits to digitally transform organisations. To access the guides and resources, please visit [thunderquote.org/resources/](https://thunderquote.org/resources/)



### Accessing IT hardware and software

The [VCF Info-Communications Technology \(ICT\) Grant](#) supports charities to purchase eligible IT hardware and software.

Apply using Corp Pass at [NCSS e-Services](#).  
Contact 6210 2555 or [seri\\_noryanna@ncss.gov.sg](mailto:seri_noryanna@ncss.gov.sg) for more information.

### Available IT services to support business continuity of corporate functions

[iShine Cloud](#) enables charities to set up a secure cloud-based platform to support corporate functions including HR, Accounting, Donor and Volunteer Management. Attend the [iShine Cloud Clinics](#) to find out more.

### Conducting Annual General Meetings (AGM) remotely

You are permitted to conduct [online AGMs](#) till 31 December 2020. Please refer to NCSS & ThunderQuote's [Virtual AGM Guide](#) and complimentary [webinars](#) on conducting virtual AGMs organised by the Commissioner of Charities (COC) and the Chartered Secretaries Institute of Singapore (CSIS).

## 2. How Can I Engage Service Users Remotely?

### Supporting service users with IT equipment (i.e. broadband access, computers etc.)

- [Engineering Good](#) provides refurbished laptops for service users in need. Indicate your needs [here](#) and NCSS will match them with available resources
- IMDA's [Home Access Programme](#) supports low-income families with affordable home internet connectivity. Contact 6377 3800 or [digitalaccess@imda.gov.sg](mailto:digitalaccess@imda.gov.sg) for more information
- IMDA's [NEU PC Plus \(NPP\) Programme](#) supports eligible low-income students and persons with disabilities with affordable computers. Contact 6684 8858 or [info@imda.gov.sg](mailto:info@imda.gov.sg) for more information

Interested to make cash donations towards the digital needs of low-income households? Contact Community Chest at 1800 210 2600 or [ncss\\_comchest@ncss.gov.sg](mailto:ncss_comchest@ncss.gov.sg) for more information.

### Reaching out to service users digitally

- [Amazon Connect](#) can support you to remotely manage your helpline so that you can manage calls with service users from home
- Tech communities like [TechLadies](#) can assist you to tap on readily available video-conferencing and social media tools and provide remote helpdesk support to connect with service users

Contact [bruce\\_liew@ncss.gov.sg](mailto:bruce_liew@ncss.gov.sg) for more information.

#### IT Helpdesk for SSAs

You can access NCSS & ThunderQuote's free [IT self-help guide and helpdesk support](#) on how to use remote working tools and deliver essential services for service users. Subscribe to this [Telegram Channel](#) for more information.



### 3. What Are The Available Grants To Support Going Digital?

#### VCF ICT Grant for Small and Medium Charities

- Supports the purchase of eligible hardware and software made from 27 Mar 2020
- Supports subscription charges of video and audio-conferencing tools (e.g. WebEx) for small charities

Application outcome is reduced to 7 working days. Refer to the [VCF brochure](#) for more details.

Apply using CorpPass at [NCSS e-Services](#). Contact 6210 2555 or [seri\\_noryanna@ncss.gov.sg](mailto:seri_noryanna@ncss.gov.sg) for more information.

**NEW!**

#### Invictus Fund

As part of the Fortitude Budget in June 2020, the Government provided a top-up of \$18.3 million to the Fund to drive transformative efforts for effective service delivery in the new normal. As of 18 September 2020, the Community Chest has raised close to \$9.2 million from generous donations by individuals and corporate donors to the Fund.

The second tranche of The Invictus Fund will support SSAs in their transformation of service delivery and operations through digital solutions and business continuity plans incorporating safe management measures.

The Fund is open to all NCSS member agencies.

The application window is open in January, April and July 2021. Please visit the [website](#) for more details on how to apply.

Contact [NCSS\\_FundAllocation@ncss.gov.sg](mailto:NCSS_FundAllocation@ncss.gov.sg) for more information

#### VCF IPG Pre-scope Consultancy Grant for NCSS Members

Supports business continuity efforts through the adoption of video conferencing technology.

Apply using CorpPass at [NCSS e-Services](#). Contact 6210 6698 or [elaine\\_chung@ncss.gov.sg](mailto:elaine_chung@ncss.gov.sg) for more information.

**NEW!**

#### Tech-and-GO!

A one-stop tech hub offering grants for SSAs, advisory on how SSAs can go digital, listing of suitable digital solutions for SSAs and much more. Visit [go.gov.sg/tng](http://go.gov.sg/tng) now!

The Fund is open to all NCSS member agencies. Contact [NCSS\\_FundAllocation@ncss.gov.sg](mailto:NCSS_FundAllocation@ncss.gov.sg) for more information.



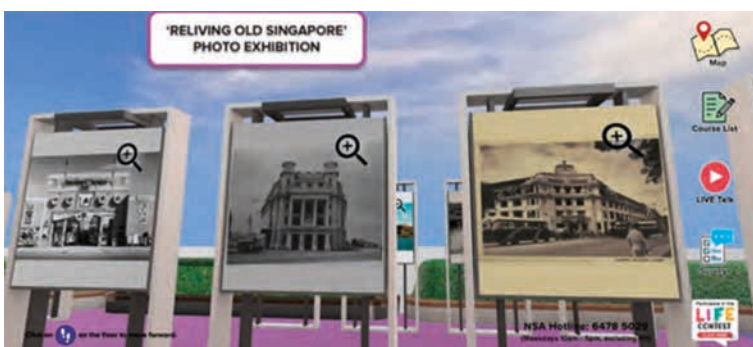
NEW!

# Good Practices

Let's hear from SSAs that have gone digital!

## Going Digital with First-ever Virtual Roadshow for Senior Learning and Volunteerism

Council for Third Age (C3A) launched the National Silver Academy (NSA) Virtual Roadshow on 27 July 2020. This first-ever virtual roadshow was aimed at encouraging seniors to be digitally-savvy and embrace a digital lifestyle. At the virtual roadshow, seniors can sign up for courses and volunteering opportunities, listen and learn from experts through online talks, participate in photo exhibition and interactive games, and discover online learning resources specially curated for seniors.



"Wow, my first time navigating a virtual roadshow! Must say it is amazing how real one could visit and experience "in person" the various booths at the comfort of our homes during the pandemic!"

*Lyndee Chan, 61*

"I like the many exciting programmes offered, short courses, exercise videos, online talks and many others. It killed my boredom of staying home in this current COVID-19 pandemic. The segment which featured games like five stones, skipping, hopscotch brought to mind many happy memories."

*Lum Siew Wai, 72*

If you would like to be informed of upcoming events, you can subscribe to the [C3A newsletter](#). You can also check out the latest learning opportunities at [www.nsa.org.sg](http://www.nsa.org.sg)

NEW!

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### Running an Inclusive Virtual Pizza Restaurant on Roblox

Morning Star Community Services' (MSCS) After-School Care partnered with ExtraOrdinary People to host a Children-In-Action Online Cooking Competition during the home-based learning period. The children teamed up to play "Work at a Pizza Place" on Roblox, while communicating via Zoom.

Through the collaborative game, the children learned to embrace one another's differences and work together to run a virtual pizza restaurant, building up their confidence, focus and social awareness. This creative digital playground provided a safe virtual space for children to interact and forge lasting relationships.



### Project Belanja! By Food from the Heart

Food from the Heart's Project Belanja! is an app-driven cooked food programme that provides the needy with freshly-cooked hot meals that can be redeemed with their beneficiary cards at designated food stalls in their neighbourhoods. The stallholders use a mobile application on their smartphones to scan the cards and complete the meal redemption process. The digitised food redemption initiative empowers beneficiaries to choose and decide what they wish to consume, and also encourages them to step out of the house to socialise as the participating food stalls are within the proximity of their activity zones.



Project Belanja! currently supports close to 300 beneficiaries from Tampines, Toa Payoh, Kolam Ayer and Mountbatten.

Please refer to NCSS's [webpage](#) for latest information and advisories on COVID-19.

If you would like to contribute resources, innovative ideas and useful tips to help other SSAs deal with COVID-19, please share them [here](#).

