

Pilot NCSS Supported Counselling Services (for Newly Appointed Partners) Information Sheet for Clients

This information sheet will introduce and outline a subsidised counselling service that you may consider using if you are eligible.

*Kindly note that this pilot will **conclude on 30 Sep 2026**.

About the Service

NCSS Supported Counselling Services provide accessible and affordable counselling support to those who require, through a network of newly approved service providers across Singapore. The counselling centres are equipped to support a wide range of concerns, including mental health issues such as anxiety and depression; intrapersonal challenges such as stress, self-esteem, identity, and grief; as well as interpersonal dynamics involving couples or families. The service offers both in-person and online counselling sessions.

Eligibility Criteria

You can access the service by contacting the counselling centres directly if you are a:

- Pioneer or Merdeka Generation cardholder
- Blue or Orange CHAS cardholder
- Full-time student from MOE schools (Primary to Tertiary education)
- Recipient of ongoing assistance from Social Service Office (SSO) or Restructured Hospitals

Suitability for using the service will be determined by each service provider.

Our Network of Providers

Our services are delivered through approved counselling centres located throughout Singapore. The list of newly appointed partners through the pilot is provided at [Annex A](#).

Subsidy Information & Fees

- First 6 counselling sessions are subsidised by NCSS
- A small co-payment fee may be charged, which varies by centre
- Beyond 6 sessions, standard rates may apply
- Please discuss fees with your chosen service provider

Operating Hours

- Monday to Saturday
- Specific hours vary by centre
- Choice between in-person or online sessions (first session would be in-person)

Data Protection & Confidentiality

We maintain strict confidentiality of all client information. Your personal data is protected under the Personal Data Protection Act (PDPA).

Required Data Collection

As the service provided is subsidised, confirmation of clients' eligibility is required. Clients must provide their NRIC number and supporting documentation (as specified above) to the service providers.

Optional Data Collection

You can enhance service delivery by voluntarily providing additional data during the service journey.

It is important to note that:

- The provision of such data is optional and requires consent. You will not be denied service if you do not consent to provide such data.
- Consent may be withdrawn at any time during the service journey.
- Service providers will submit anonymised data to NCSS, ensuring no individual clients can be identified.
- This arrangement ensures client confidentiality and privacy. Your identity will only be known to your service provider.

Type of Data Collected	What the Data is For
Demographics	Used by NCSS for policy and service planning. (For example, to understand which age group tends to use the service more.)
Psychometric tools	These can inform both your service provider and NCSS on how the service has been working for you • Outcomes: for your service provider to know how you are doing at the start, and at the end of your counselling journey. • Evaluation: for NCSS to know how counselling services are performing.

Annex A: Counselling Centres and Locations

SN	Name of Agency (Click for Website)	Address of Service (Full Address)	Operating hours	Contact	Email address
1	AppleTree Counselling Pte Ltd	Katong Shopping Centre, 865 Mountbatten Road #06-01, Singapore 437844	Monday to Sunday 9am to 6pm (last appointment)	8809 0920 (Call or WhatsApp)	enquiries@AppleTreeCounselling.sg
2	Care Community Services Society	103 Lavender Street, CarePoint #01-02, Singapore 338725	Weekdays: 9am to 6pm Weekday evenings and Saturdays: (on appointment basis only)	6950 7500 (Call)	ccsscounselling@ccsscares.sg
3	Centre for Psychotherapy Ltd	7 Race Course Lane, Tai Guan Ong See Association Building #02-01, Singapore 218734	Mondays (9am - 5pm) to Saturdays (9am - 12pm)	8856 2408 (Call or WhatsApp)	centreforpsychotherapy.com/contact
4	Hope For Tomorrow Psychology Centre Private Limited	19 Lorong Kilat #01-04, Singapore 598120	Weekdays: 11am – 6pm Saturdays: 10am - 3:30pm	8812 4673 (Call or WhatsApp)	hello@hope4tmr.com
5	Incontact Counselling & Training Pte Ltd	7 Maxwell Road, MND Building Annexe B #04-04, Singapore 069111	Monday to Friday: 9am - 5pm Saturdays: 9am - 3pm Online sessions can be offered on Monday to Friday: 5pm - 7pm	9134 8147 (Call or WhatsApp)	admin@incontact.com.sg
6	Intellect Company Pte Ltd	5 locations: 1) 171 Tras St, Union Building #02-179, Singapore 079025 2) 5 Straits View, Marina One East Tower B2-60/61, Singapore 018935 3) 11 Prinsep Link, The Foundry, Singapore 187949 4) 11 Bidadari Park Dr, The Woodleigh Mall #02-03/05/06/07, Singapore 367803 5) 252 Tembeling Rd, Tembeling Centre #01-09, Singapore 423731	Monday to Friday: 10am – 9pm Saturday: 10am – 2pm	8043 5120 (Call or WhatsApp)	clinic@intellect.co

7	REACH Community Service Ltd	Blk 307 Shunfu Road #01-137 Singapore 570307	Monday to Friday: 9am - 6pm Monday: 6pm - 9pm	6801 0730 (Call)	counselling@reach.org.sg
8	Singapore Counselling Centre	51 Cuppage Road #03-03 Singapore 229469 (former Starhub Centre located behind The Centrepoint)	Mondays to Sundays: 9am - 8pm (In-Person Counselling) Mondays to Sundays: 8am - 9pm (Online Counselling)	6339 5411 (Call or WhatsApp)	funding@scc.sg
9	Viriya Community Services	4 Locations: 1) Viriya Mental Wellness Hub (52 Kent Rd, #01-16, Singapore 210052) 2) Viriya FSC (142 Potong Pasir Ave 3, Singapore 350142) 3) Whispering Hearts FSC (646 Jurong West Street 61, #01-142, Singapore 640646) 4) Viriya Therapy Centre (72 Shrewsbury Road)	For locations (2) and (3), Mondays to Fridays: 9am - 6pm, Tuesdays & Thursdays: 6pm - 9pm For location (1) and (4), Mondays to Fridays: 9am - 6pm	6256 1311 (Call)	vtc@viriyas.org.sg