



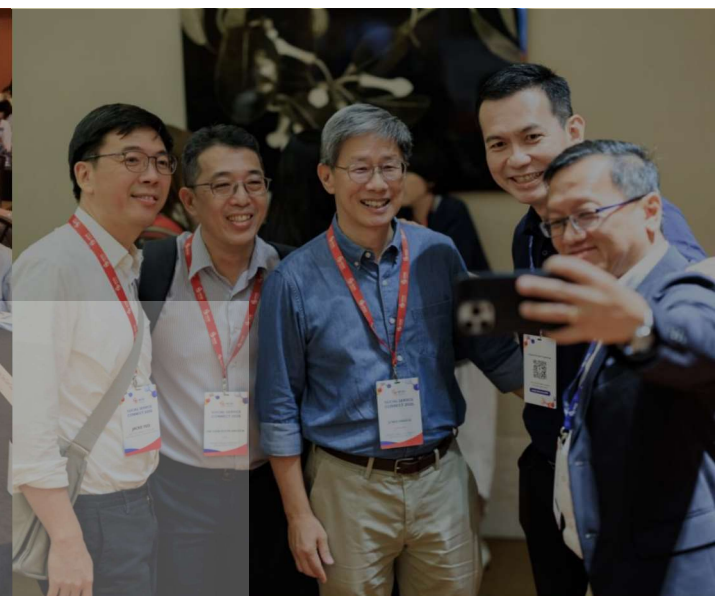
In support of:



SOCIAL SERVICE CONNECT 2026

EVENT HIGHLIGHTS





516

Sector leaders, partners and changemakers
from across the sector

Welcome Address

“

The future of social service does not rest on policy alone, or on organisations and funders alone.

It rests on organisations willing to strengthen other organisations — and on partners prepared to make and sustain their commitment to service users.

”

MR LIM SHUNG YAR

CEO,
National Council of Social Service



Keynote Address



“

We must learn how to make a fragmented set of well-meaning players function as a more effective ecosystem.

But at the heart of this ecosystem must be the human dimension.
It is about commitment, cohesion, compassion; a sense of purpose; a higher calling.

”

MR RAVI MENON

Chairman, ImpactSG
Ambassador for Climate Action



THANK YOU,
PRESIDENT ANITA FAM



SOCIAL SERVICE CONNECT 2026

22 JULY 2026



SOCIAL SERVICE CONNECT 2026

22 JULY 2026



WELCOME,
CHAIRMAN GREGORY
VIJAYENDRAN

Beyond building strong social service agencies, people need to be at the centre of it all. And what that really involves is restoring the dignity of our service users. What that involves is instilling hope. What that involves is giving them strength. What that involves is celebrating the joys that they have. That is what has drawn us into the sector.

Chairman Gregory Vijayendran

Dialogue with Chairman and CEO

(Moderated by Ms Susan Ng)

MR CHAIRMAN
VIJAYENDRAN
Chairman (Designate),
NCSS

CEO, NCSS



The passion to do good is so strong in this sector, so how does NCSS channel that positive energy for us to work towards the same destination? The solutions for a better quality of life for both service users and social service professionals are often not found in just a single SSA. NCSS aims to be effective in bringing SSAs together in partnership for better solutions.

CEO Lim Shung Yar

A woman with long dark hair and glasses, wearing a black blazer, is speaking into a microphone at a podium. She is holding a small blue object in her left hand. The background is a blurred indoor setting with wood paneling.

Breakout 1

Charting Our Path Forward

“As we refresh the roadmap, we are not starting from scratch. We are building on a foundation that the sector has shaped together.”

Dr Soon Su-Chuin
Director, Strategy,
National Council of Social Service

A man in a dark blue blazer is standing and speaking to a group of people seated at tables. The tables are arranged in a U-shape, and the room has wood-paneled walls. A sign with the number '3' is visible on one of the tables.

“Small steps, when aligned across many organisations, can create meaningful sector momentum.”

Dr Eric Hoo
Director, Translational Research and Centre for Evidence,
National Council of Social Service

Breakout 2

Innovating for Success: Redesigning Services for an Evolving Landscape

“Innovation must be social in its ends and means - improving lives through outcomes and building solutions with partners and users.”

Ms Seema Dadlani
Director, Service Planning
National Council of Social Service



“Be clear of the outcomes which will be our ‘north star’ to guide continuous improvement of the solutions.”

Ms Chloe Huang
Director, Operations Planning and Transformation
Ministry of Social and Family Development



Breakout 3

The Digital Transformation Journey – Inspiration, Implementation, Impact

“Innovation is less about technology and more about cultivating a culture where people are encouraged to solve problems creatively, learn from experimentation, and focus on meaningful impact.”

Mr J R Karthikeyan
CEO, AWWA LTD.

“Rigorous evaluation helps organisations learn, improve, and make better innovation investments.”

Mr Dominic Soh
Programme Head,
Impact and Innovation,
Kampong Kapor Community Services



Breakout 3

The Digital Transformation Journey – Inspiration, Implementation, Impact



“Give your team space and time for their relationship with innovation to evolve.

Mr Benjamin Png
(Former) Senior Manager,
Open Government Products

”



“Sustainable digital transformation happens when practitioners are cared for to shape and adopt technology through the stewardship of a practitioner-tech role.

Mr Jeric Yim
Social Work Technologist,
SHINE Children and Youth Services

”

Breakout 4

Breaking Silos: Why Social-Health Collaboration Matters Most Now (Moderated by Mr Christopher Gordon)



“We are aligning definitions, using the same language and the same tiering of care.”

Ms See Yen Theng
Chief, Caregiving and
Community Mental Health Division,
Agency for Integrated Care

“From the ground up, if we can make this work, we can advocate for broader change.”

Mr Tan Kwang Cheak
CEO, Singapore Cancer Society

“Hold your solution very lightly, but focus on the problem you are trying to solve.”

Ms Penny Elaine Yapp
Group Director, Services Group,
National Council of Social Service

SOCIAL SERVICE CONNECT 2026



OPENING ADDRESS



SHIFT 1 OUTRIGHT GRANTS TO BROADER CAPITAL



HANDOVER CEREMONY

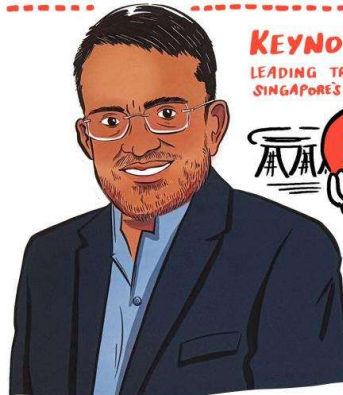


MAY WE HAVE A BROADER UNDERSTANDING OF SOCIAL SERVICE. IT TAKES A VILLAGE TO MEET THE NEEDS OF EVERY COMPLEX INDIVIDUAL & FAMILY



KEYNOTE ADDRESS

LEADING TRANSFORMATION IN SINGAPORE'S SOCIAL SERVICE SECTOR



SHIFT 2 ENTITIES TO ECOSYSTEM



DIALOGUE WITH NCSS CEO & NCSS CHAIRPERSON MODERATED BY SUSAN NG



Breakout Sessions

1. Charting Our Path Forward
2. Innovating for Success: Redesigning Services for an Evolving Landscape
3. The Digital Transformation Journey - Inspiration, Implementation, Impact
4. Breaking Silos: Why Social-Health Collaboration Matters Most Now

SHIFT 3 OUTPUTS NOT OUTCOMES

SOCIAL IMPACT IS MEASURED ON THE GROUND. NOT IN CHARTS!



DRIVEN BY COMPASSION



Thank you for joining us!

Visit our social media platforms for more information:



www.ncss.gov.sg



National Council of Social
Service (NCSS)



NCSS Singapore



[ncss.sg](https://www.ncss.sg)