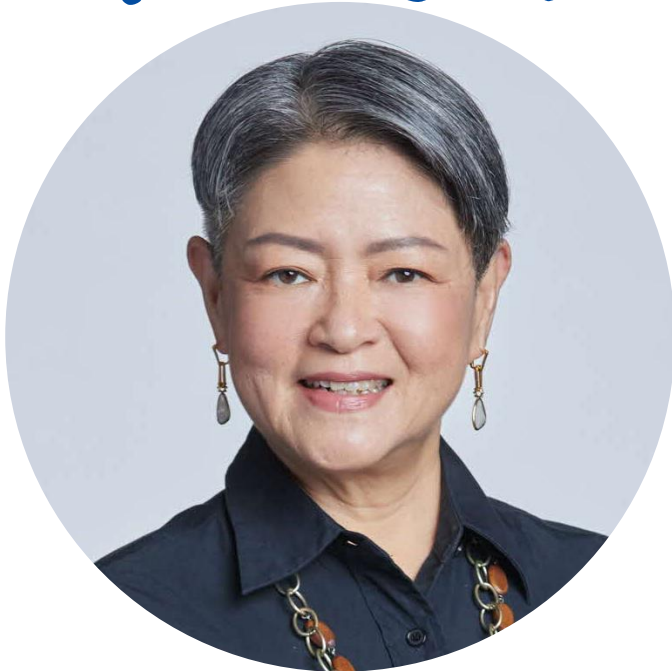


Welcome to

SOCIAL SERVICE CONNECT 2026

New Beginnings

Thank you



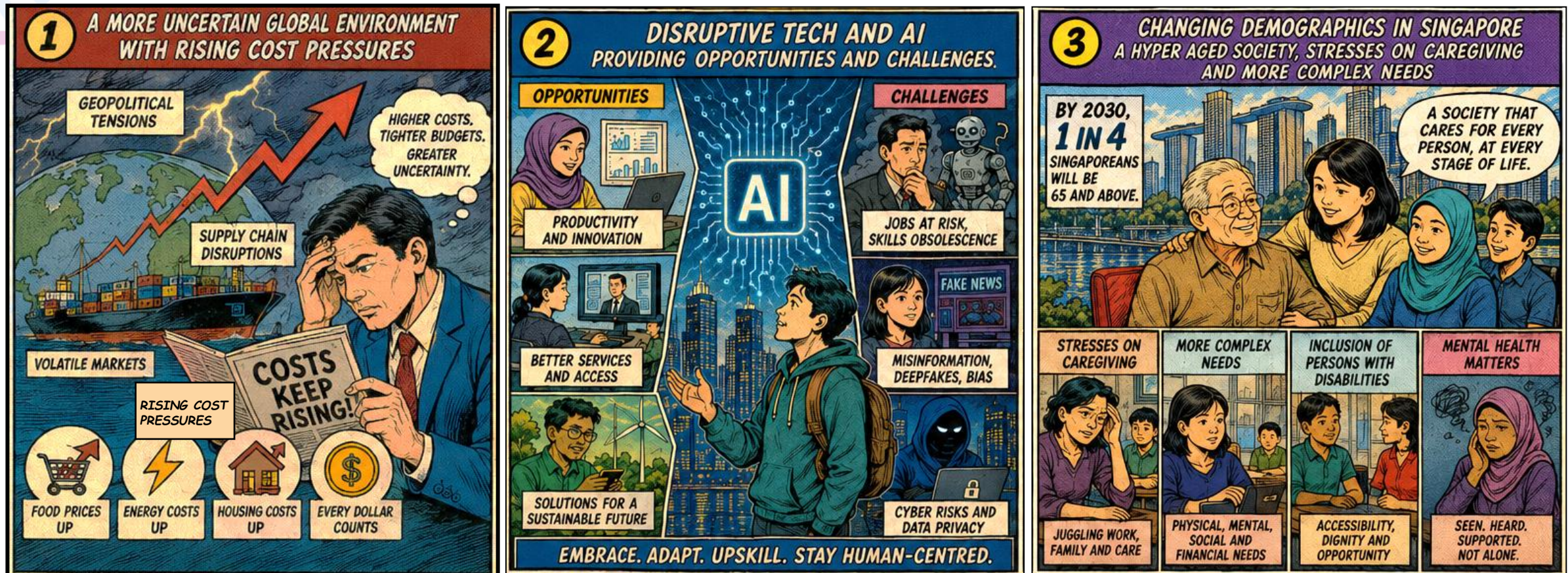
Ms Anita Fam
NCSS President
(2018 – 2026)

Welcome



Mr Gregory Vijayendran SC
NCSS Council Chairman
(Designate)

The world around us is changing



How do we transform in a way that is coordinated, sustainable, and worthy of the trust that Singaporeans place in us?

The choice before every sector

IMDA to boost AI adoption among Singapore enterprises with new bootcamp

The programme will be run with Boston Consulting Group and EY-Parthenon, with plans to partner with more firms

Jermaine Fok

Published Fri, Mar 20, 2026 · 03:44 PM

THE BUSINESS TIMES 50



"Singapore's vision for AI is to ensure that many companies and their employees benefit – not just a few," said Minister for Digital Development and Information Josephine Teo on Friday. PHOTO: MDDI

Inside Singapore's push to transform manufacturing through AI and automation

Cost, labour and competitive pressures push manufacturers to artificial intelligence, advanced engineering



Low Youjin

Published Tue, May 19, 2026 · 07:00 AM

THE BUSINESS TIMES 50



Visitors at the Singapore pavilion viewing a scale model of the Jurong Innovation District at Hannover Messe 2026. PHOTO: SINGAPORE ECONOMIC DEVELOPMENT BOARD

Looking to the future as AI, quantum computing and tokenisation transform financial services

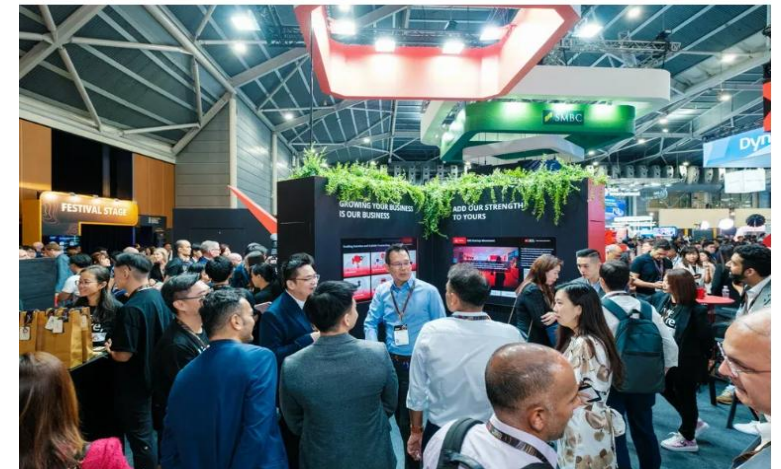
Tokenisation needs further development such as interoperable compliance-enabled infrastructure that can support deployment at scale



Lee Su Shyan

Published Wed, Nov 5, 2025 · 05:50 AM

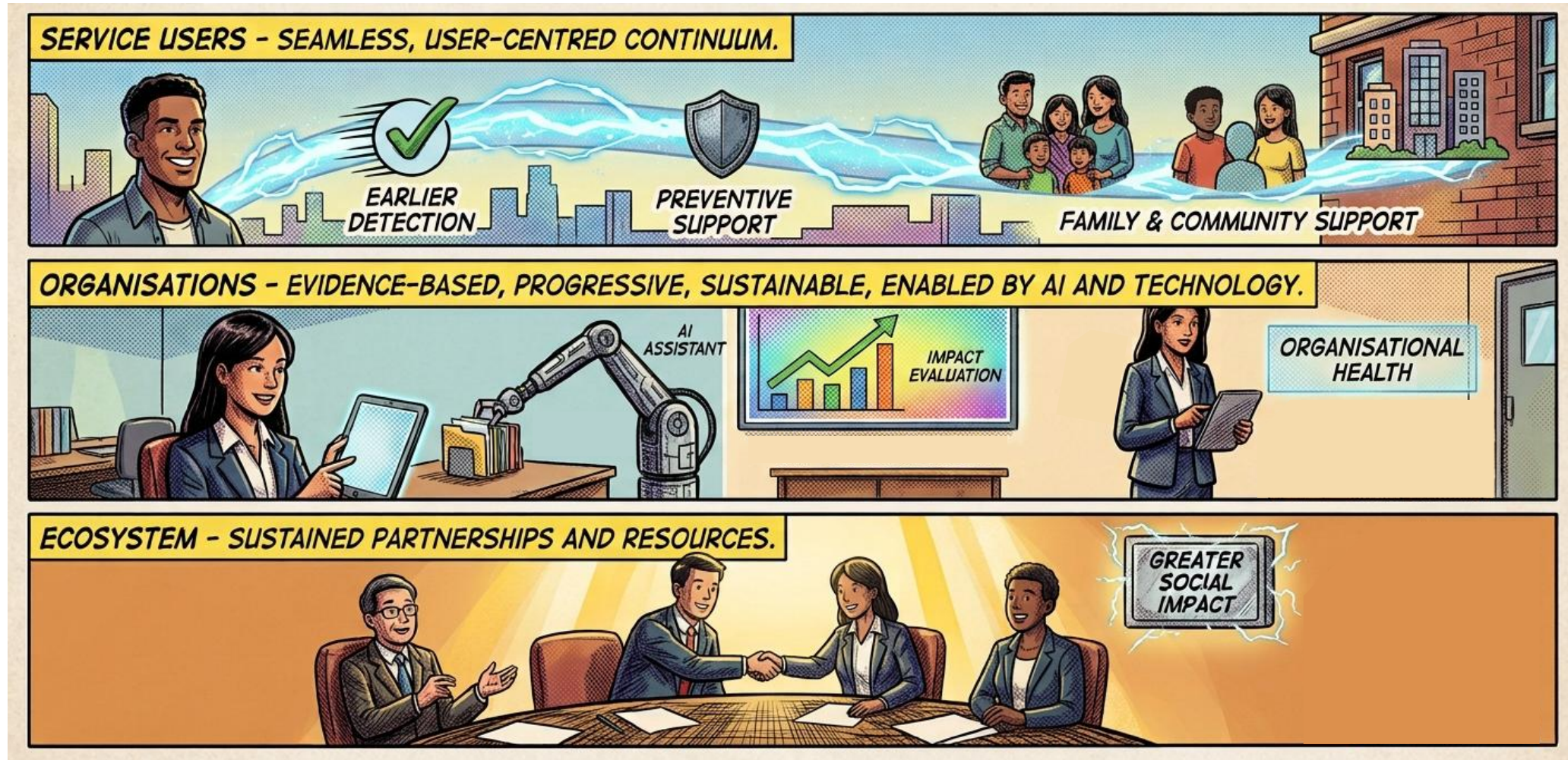
THE BUSINESS TIMES 50



At SFF 2024, industry professionals, founders and investors gathered at innovative and immersive exhibition booths to discover the latest fintech advancements and solutions. PHOTO: GLOBAL FINANCE & TECHNOLOGY NETWORK

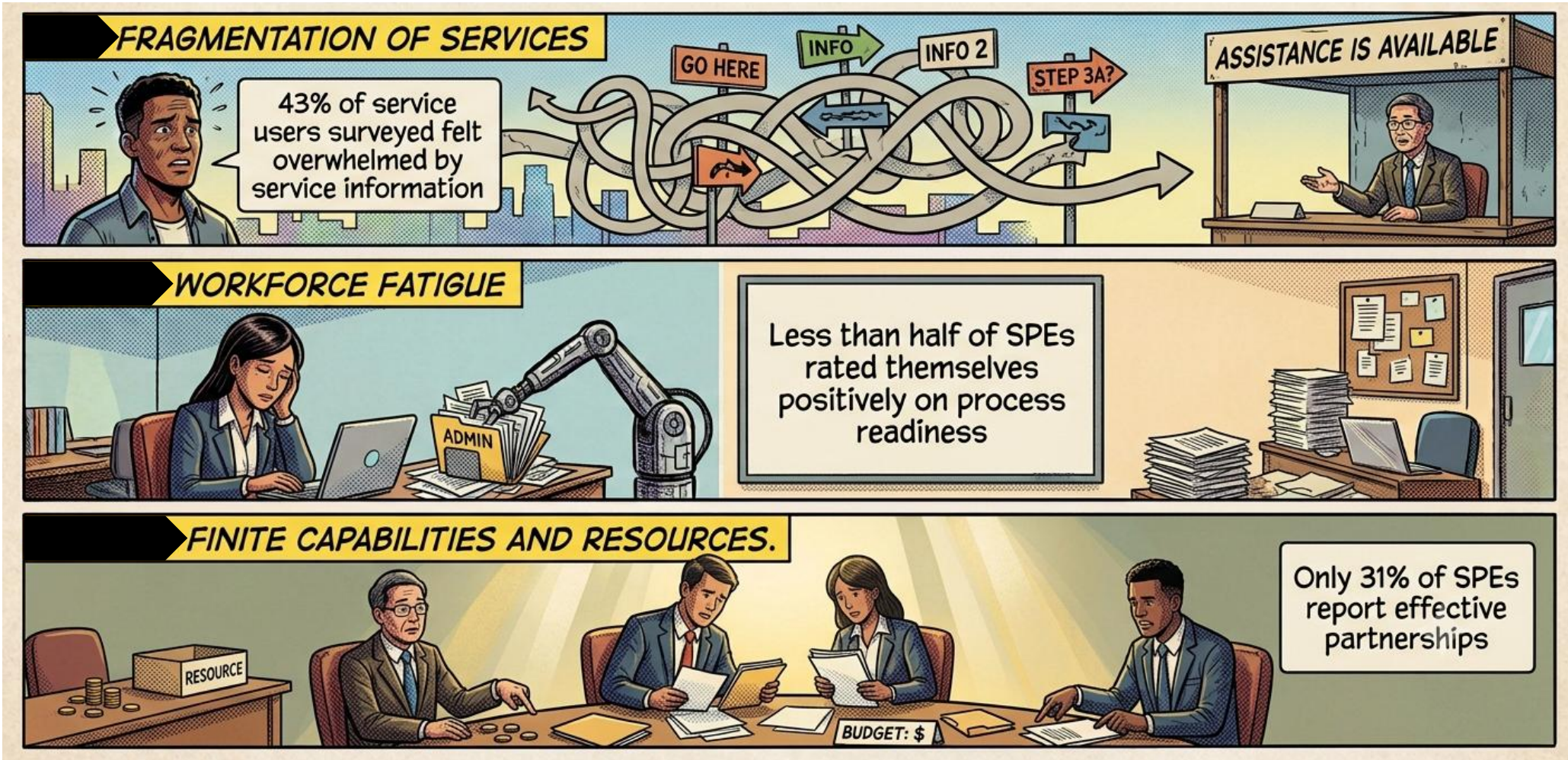
What will our social service sector be?

The future we are building



Seamless care, strong organisations, and a more connected ecosystem.

The challenges we must overcome



Sources:

- NCSS 2025 Quality of Life Study, n=132, respondents who were service users
- Consolidated OHFSS self-assessment 2023-2025, n=239, respondents were NCSS Members (Full)

Your partner for the journey ahead



Trends



Creative problem solving



Organisational pressures



**Ultimately, we are working towards the same thing:
a social service sector that is sustainable, impactful, and ready for the future.**

A mandate for the next bound



NCSS works in close partnership with partners across public, private and people sectors to join up support around the person.

Foundations we can build on



**Social Service Sector
Strategic Thrusts (4ST)**



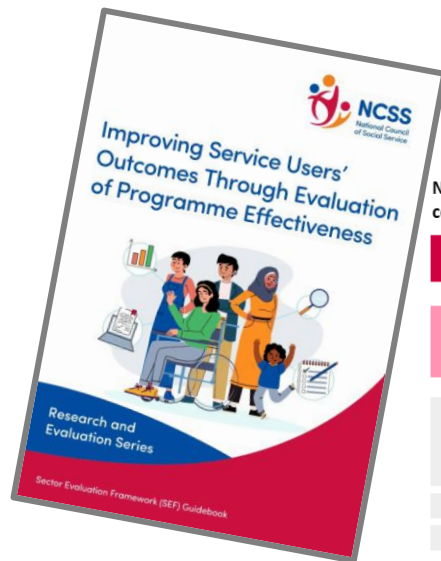
**SSA 3.0 Vision
– Talent, Technology, Transformation**

**We have seen
real progress**

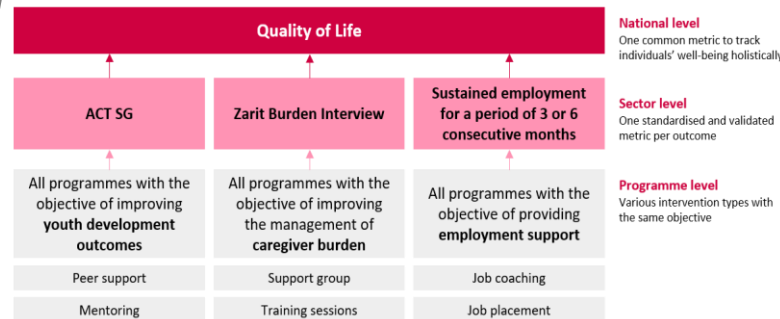


Deeper Trust through impact and organisational health

Trust in the sector is built when organisations show that (1) their programmes are making a difference; and (2) they have the organisational health to sustain that difference over time.



NCSS's Sector Evaluation Framework (SEF) provides the foundation to find comparison groups for our social service sector. For example:



Sector Evaluation Framework (SEF)
as the common language for
programme impact



Organisational Health Framework for Social Services (OHFSS)
as a shared basis for
organisational capability building

Stronger people, stronger capabilities, stronger sector

Developing leaders at every level

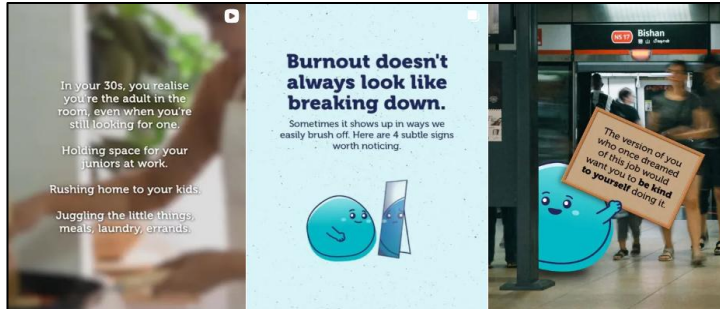


Strengthening the workforce



Integrating tech in what we do

Pathways, not silos



Strengthening employment support for Persons with Mental Health Conditions (PMHCs)



Addressing Behavioural Addictions through an ecosystem of support



Activating resourcing levers to convene, co-locate and coordinate SSAs

A more vibrant ecosystem



Community Chest raised and disbursed more than **\$500 million over the last 10 years** to support core programmes



Sustainable Philanthropy Framework has shifted how we engage donors, onboarding **42 early adopters and 123 companies**, aligned with NVPC's Company of Good



Multi-year donations have grown several fold, from 8 to 54 donations from a range of LLCs, SMEs, MNCs and individuals

The next chapter, built together



**The next chapter belongs to us.
Let us build it together.**

