

CHAT Website Resource List

Updated December 2022

This is a non-exhaustive list of services accurate as of **1 Dec 2022**. Please contact the respective organisations directly for updated information on their services provided.

ONLINE HELP

Get support online at the following website(s):

- [SOS](#): For crises. Provides 24 hour CareText, a text-based service that provides emotional support for those in distress (WhatsApp 9151 1767). They also provide CareMail, an alternative avenue of emotional support for those who prefer to write in via email (pat@sos.org.sg).
- [Community Psychology Hub](#): Provides email and text-based counselling for individuals who are above 18-years-old and are facing marital, divorce or parenting difficulties. Operating hours: Mon to Fri, 9am to 6pm (excluding PH)
- [eC2](#) by Fei Yue Community Services: Provides Quick Chat, a one-to-one mental health screening via online chat for youths aged 12 - 25yo to talk about their mental health or emotional concerns. Operating hours: Mon, Thurs, Fri, 10am - 12pm, 2pm - 5pm (excluding PH).
- [Oogachaga](#): Provides Whatsapp counselling for individuals who would like to share about issues troubling them, such as sexuality, identity, relationships, mental health, and sexual health. Whatsapp: 8592 0609 (text only). Operating hours: Tues, Wed, Thurs: 7pm – 10pm; Saturdays: 2pm – 5pm.
- [Tinkle Friend Online Chat](#): Provides support, advice and information to primary school children in distress. Operating hours: Mon to Thurs: 2.30pm - 7pm, Fri: 2.30pm - 5pm
- [HELP Family Service Centre](#): Offers e-counselling service for single parents who may be facing difficulties meeting basic needs, handling their/their child's emotions and parenting.
- [National Addiction Management Services](#): Online real-time web-counselling service for individuals seeking advice on all addiction issues. Operating hours: Daily, 8.30am - 9pm.
- [webCHAT](#): Provides text-based, in-the-moment support for young people aged 16 - 30 years old residing in Singapore who would like to gain clarity of their situations

PHONE HELP

If what you need is a good listener, consider helplines. You can get an informed opinion about what you are going through.

Crisis Helplines			
Helpline	Details	Operating Hours	Number
IMH Mental Health Helpline	For individuals facing a mental health crisis. Also offers information, help and support for caregivers in need.	24 hours, daily	6389 2222
Samaritans of Singapore (SOS)	For those in crisis and/or those with suicidal tendencies	24 hours, daily	1-767
Pregnancy Crisis Service	For those who are facing an unplanned pregnancy	Mon - Sun: 9am - 10pm	6339 9770 9126 9061 (for WhatsApp/SMS)
Babes Pregnancy Crisis Support	For pregnant teenage girls in need of help and support	24 hours, daily	6206 6641
NTU Psychological Crisis Hotline	For current NTU students only.	24 hours, daily	6790 4462 6904 7041 (after office hours)
NUS Crisis Helpline	For current NUS students only.	24 hours, daily	6516 7777
SIT Counselling Helpline	For current SIT students only.	24 hours, daily	6592 2030
Nanyang Polytechnic Crisis Hotline	For current NYP students only.	Mon - Fri: 9am - 5pm (excluding PH)	6550 0123
Ngee Ann Polytechnic Crisis Helpline	For current NP students only.	24 hours, daily	6460 6777
General			
Association of Muslim Professionals (AMP) Helpline	The AMP Helpline provides emotional support to a person in distress. They offer a space where you have the freedom to speak about anything that is causing an emotional crisis.	Mon - Fri: 10am - 5pm	6416 3960/61

Association of Women for Action and Research (AWARE)	Offers information, help, empathy and support for women in need. Services include crisis counselling, assistance in dealing with authorities, and legal advice.	Mon - Fri: 10am - 6pm	1800 777 5555
Care Corner Counselling Hotline (Mandarin)	Provide support for individuals who need a listening ear.	Mon - Sun: 10am - 10pm (excluding PH)	1800 353 5800
Youth			
TOUCHline	For youth who wish to speak to trained counsellors on any topic, including cyber wellness.	Mon - Fri: 9am - 6pm	1800 377 2252
Addictions / Substance Abuse			
National Addictions Management Service (NAMS)	All Addictions Helpline	Mon - Sun: 8am - 11pm	6732 6837
	National Problem Gambling Hotline	Mon - Sun: 8am - 11pm	1800 666 8668
Cyber Wellness			
HELP123 by TOUCH Youth Integrated Team	For individuals who would like to find out more or get help on cyber wellness issues.	Mon - Fri: 9am - 6pm (excluding PH)	1800 6123 123
Mental Health			
Singapore Association for Mental Health (SAMH)	For individuals, couples and families with psychological, psychiatric and/or relationship problems	Mon - Fri: 9am - 6pm (excluding PH)	1800 283 7019
Others			
SAF Counselling Helpline	For SAF service personnel	24 hours, daily	1800 278 0022

FACE-TO-FACE HELP

If you would like to speak to a professional face-to-face, you can consider these options:

COMMUNITY INTERVENTION TEAMS (COMIT)

COMITs are community-based mental health service providers. With a wide range of professionals employed within these agencies (e.g. psychologists, counsellors, occupational therapists), they aim to provide accessible and holistic support for clients with mental health concerns within the community.

For more information about COMIT Agencies, you may refer to the following [link](#). To search for the nearest COMIT agency to you, you may click [here](#).

COMMUNITY RESOURCE, ENGAGEMENT AND SUPPORT TEAMS (CREST)

Similar to COMITs, CREST agencies are based in the community. However, their work focuses more on improving awareness on mental health conditions. This is done by conducting screenings and holding outreach events aimed at educating the public about early signs and symptoms of mental health conditions. CREST agencies are also equipped in providing emotional support and in directing individuals to other services, where appropriate.

For more information about CREST agencies, you may refer to the following [link](#). To find a CREST provider near you, you may refer to this [document](#).

COUNSELLING CENTRES

Organisation	Details	Contact
Care Corner Counselling Centre	Promotes the well-being and growth of individuals and families through individual, couple and group counselling	Block 62B Toa Payoh Lorong 4 #02-143 Singapore 312062 Tel: 6353 1180 Email: cccc@carecorner.org.sg

<p>PPIS As-Salaam (for Malay-Muslim single parent families)</p>	<p>Provides:</p> <ul style="list-style-type: none"> ● Casework & Counselling ● SALAAM – Support programme for children/adolescents who have experienced parental divorce or death ● MAWAR – A support programme for divorced mothers with children below the age of 21 y/o 	<p>Blk 41, Chai Chee Street #01-16 Singapore 461041</p> <p>Tel: 6745 5862 Email: as-salaam@ppis.sg</p>
<p>Shan You Counselling Centre</p>	<p>Provides:</p> <ul style="list-style-type: none"> ● Individual, couples, and family counselling ● Mindfulness-based programmes 	<p>Block 5 Upper Boon Keng Road #02-15 Singapore 380005</p> <p>Tel: 6741 9293 Email: info@shanyou.org.sg</p>
<p>TOUCH Counselling Services</p>	<p>Provides</p> <ul style="list-style-type: none"> ● Online counselling ● Family counselling ● Marriage counselling ● Counselling for internet and gaming addictions 	<p>Blk 162 Bukit Merah Central, #05-3545, Singapore 150162</p> <p>Tel: 6709 8401</p>
<p>WINGS Counselling Centre</p>	<p>Provides</p> <ul style="list-style-type: none"> ● Individual counselling ● Marital and couple therapy ● Family Support & Counselling Program (including Play Therapy for pre-school children) 	<p>179 Bartley Road, Singapore 539784</p> <p>Tel: 6383 5745</p>

FAMILY SERVICE CENTRES (FSC)

FSCs are community-based social services that serve low-income and/or vulnerable individuals and families who need social and emotional support. Social Work Practitioners at the FSCs provide case management support on family, financial, housing, employment and other social issues.

For information on Family Service Centres, call ComCare at 1800 222 0000 or click [here](#) to find a FSC near you.

SCHOOL COUNSELLORS

Polytechnics/Colleges	
Organisation	Contact
Nanyang Polytechnic	<p>Counselling appointments: Book on NYP counselling website</p> <p>General enquiries: Email nyp_counsel@nyp.edu.sg</p> <p>Crisis hotline: 6550 0123 (office hours)</p> <p>Non-crisis related chat with counsellors: WhatsApp 6550 0143 (Mon - Fri, 11am - 4pm)</p> <p>Office hours: Mon - Fri: 9 am - 5 pm (excluding PH)</p> <p>Office address: NYP Block A Level 2, Student Care & Guidance</p>
Ngee Ann Polytechnic	<p>Counselling appointments: Book on NP counselling website</p> <p>Crisis hotline: 6460 6777 (24 hours, 7 days a week)</p> <p>General enquiries: Call 6460 6380 (office hours) or email ecounsel@np.edu.sg</p> <p>Office hours: Mon - Thu: 8:30am - 6:00pm; Fri: 8:30am - 5:30pm (excluding PH)</p> <p>Office address: NP Blk 22 Level 3 Student and Alumni Services (SAS)</p>
Republic Polytechnic	<p>Counselling appointments/General enquiries:</p> <ul style="list-style-type: none"> ● Email: help-counselor@rp.edu.sg ● Call 9770 4357 (office hours) <p>Office hours: Mon - Fri: 8am - 6pm (excluding PH)</p> <p>Office address: Block W1, Student Care Centre (SCC)</p>
Singapore Polytechnic	<p>Counselling appointments: Book on Learning Portal</p> <p>Office hours: By appointment</p>
Temasek Polytechnic	<p>Counselling appointments: Book on TP counselling website</p> <p>General enquiries: Call 6780 5959 or email care@tp.edu.sg</p> <p>Office hours: Mon - Fri: 8:30am - 5:30pm (excluding PH)</p> <p>Office address: Care@TP, Blk 26B, Level 1, Unit 49</p>

LASALLE College of the Arts	Counselling appointments: <ul style="list-style-type: none"> ● Book on Learning Portal ● Email studentcare@lasalle.edu.sg ● Call 6496 5118
Nanyang Academy of Fine Arts (NAFA)	Office of Student Care Email: studentcare@nafa.edu.sg Tel: 6512 6140
School of the Arts, Singapore (SOTA)	To book an appointment, current SOTA students may do so on the Student Portal .
Institute of Technical Education (ITE)	
ITE College Central	Email: whatsup@ite.edu.sg Tel: 8182 7371 Office hours: Mon - Fri, 8.30am - 5.30pm (excluding PH) Office address: Student Care @ Central Block A Level 3
ITE College East	Email: dear_ce_counsellor@ite.edu.sg Tel: 6544 9287 Office hours: Mon - Fri, 8.30am - 5.30pm (excluding PH) Office address: Student Care Centre Admin Block A02-02
ITE College West	Email: cw.studentcare@ite.edu.sg Tel: 6590 2628 Office hours: Mon - Fri, 8.30am - 5.30pm (excluding PH) Office address: Student Care Centre Block 3 Level 6
Local Universities	

<p>Nanyang Technological University (NTU)</p>	<p>Crisis hotline: 6790 4462 / 6904 7041 (after office hours) Counselling appointments: Book on NTU Intranet General enquiries:</p> <ul style="list-style-type: none"> ● Email ucc-students@ntu.edu.sg ● Call 67904462 <p>Office hours: Mon - Thu: 8:30am - 5:30pm; Fri: 8:30am - 5:00pm (excluding PH) Office address: Student Wellbeing Centre 36 Nanyang Ave, University Health Service Building Singapore 639801</p>
<p>National University of Singapore (NUS)</p>	<p>Crisis hotline: 6516 7777 (24hrs) Counselling appointments/General enquiries: Call 6516 2376 or email uhc_counselling@nus.edu.sg Office hours: Mon - Wed: 8.30am - 12pm, 1.30pm - 5.30pm Thu: 8.30am - 12pm, 1.30pm - 4.30pm Fri: 8.30am - 12pm, 1.30pm - 5pm (excluding PH) Office address: University Health Centre 20 Lower Kent Ridge Road Level 1 Singapore 119080</p>
<p>Singapore Institute of Technology (SIT)</p>	<p>Crisis hotline: 6592 2030 (24hrs) Counselling appointments/General enquiries: Email SITCounselling@SingaporeTech.edu.sg Office hours: Mon - Thu: 8.30am - 6pm; Fri: 8.30am - 5.30pm (excluding PH) Office address: SIT Student Life Office, SIT@Dover, University Services Centre, Level 1</p>
<p>Singapore Management University (SMU)</p>	<p>Counselling appointments: Book on SMU intranet General enquiries: Call 6828 0786 or email counselling@smu.edu.sg Office hours: Mon - Thu: 9.30am - 5.30pm; Fri: 9.30am - 3.30pm (excluding PH)</p>

	<p>Office address: Mrs Wong Kwok Leong Student Wellness Centre Li Ka Shing Library, 70 Stamford Road #B1-44 Singapore 178901</p>
Singapore Institute of Management (SIM)	<p>Counselling appointments/ General enquiries: Call 6248 0155 or email care@sim.edu.sg Office hours: Mon - Fri: 9am - 5pm (excluding PH) Office address: Student Wellness Centre, C.2.05, SIM HQ Blk C</p>
Singapore University of Technology and Design (SUTD)	<p>Counselling appointments/ General enquiries: Email wellbeing@sutd.edu.sg Office hours: Mon - Fri: 9am - 5pm (excluding PH) Office address: SUTD Building 1, Level 5, Room 1.517 (Lobby C)</p>
Singapore University of Social Sciences (SUSS)	<p>Counselling appts: Book on SUSS counselling website General enquiries: Call 6248 1600 or email counsellingservices@suss.edu.sg Office hours: Mon - Thur: 9.00am - 8.30pm; Fri: 9.00am - 5.30pm (excluding PH) Office address: Blk A, Level 3, Room 3.05B</p>

FOR YOUTH

Youth Centres		
Organisation	Details	Contact
Fei Yue – Project 180	<p>Project 180 @ Simei provides online counselling, as well as programmes and workshops for schools and community partners.</p> <p>Project 180 @ Bukit Batok runs a suite of MSF-funded programmes for at-risk youths and young offenders below 21 years of age.</p>	<p>Project 180 @ Simei Address: Blk 145 Simei St 2, #01-06 Singapore 520145 Operating Hours: Mon to Fri, 9.30am – 6.00pm Tel: 6422 1599</p> <p>Project 180 @ Bukit Batok</p>

		<p>Address: Blk 186 Bukit Batok West Ave 6 #01-181 S650186</p> <p>Operating Hours: Monday to Friday, 9.30am – 6.00pm</p> <p>Tel: 9170 8831</p>
SAMH YouthReach	<p>YouthReach provides psychosocial support and recovery programmes for youths (aged 12 to 21) including:</p> <ul style="list-style-type: none"> ● Counselling ● Case management ● Family psychoeducation programme ● Expressive therapies 	<p>Address: Social Service Hub @ Tiong Bahru 298 Tiong Bahru Road #10-06 Central Plaza Singapore 168730</p> <p>Operating Hours: Mondays to Fridays: 9am – 6pm (excluding PH)</p> <p>Tel: 6593 6424</p> <p>Email: youthreach@samhealth.org.sg</p>
Youth Intervention Teams		
SAMH SAY-IT! (Sports, Arts and Youths – Integrated Team!)	<p>SAMH SAY-IT! provides mental health support services for youth aged 12 to 25, including:</p> <ul style="list-style-type: none"> ● Mental health screening and assessment ● Supportive counselling ● Group therapy ● Peer support groups 	<p>Address: Blk 124 Bedok North Road, #01-133, Singapore 460124</p> <p>Tel: 63448451</p> <p>Email: samhsayit@samhealth.org.sg</p>
TOUCH Youth Intervention	<p>TOUCH Youth Intervention (TYI) provides mental health support services for youth, including:</p> <ul style="list-style-type: none"> ● Mental health assessments ● Face to face counselling ● Support Groups ● Family Therapy <p>They specialise in providing counselling regarding internet and gaming addictions, and have cyber wellness programmes tailored for youth.</p>	<p>Address: Blk 162 Bukit Merah Central, #05-3545, Singapore 150162</p> <p>Tel: +65 6730 9545</p>

Insight by Care Corner	Insight by Care Corner provides mental health support services for youth aged 13 to 25, including: <ul style="list-style-type: none">● Mental health screening● Group work	Address: 6 Woodlands Square #03-01 Woods Square Tower 2 Singapore 737737 Tel: 6978 4217 Email: insight@carecorner.org.sg Instagram: @insightccs
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SELF-HELP RESOURCES

- Mindline.sg
- Belle (Beyond the Label Helpbot)