

CHAT Website Resource List

Updated Nov 2019

This resource list is not exhaustive. Feel free to call us at CHAT at 6493 6500 / 6501 to find out more.

ONLINE HELP

Get support online at the following website(s):

- [eC2](#): A free counselling chat room run by youth service website [eGen](#), for Singaporean Youths and Young Adults. It operates on Mondays to Fridays, 2:00pm to 5:30pm (excluding Public Holidays).
- [HELP Family Service Centre](#): e-counselling service for single parents who may be facing difficulties meeting basic needs, handling their/their child's emotions and parenting.
- [NAMS](#): 24/7 online, real-time web-counselling service for individuals with gambling issues
- [HELP123](#): Online Counselling on online addiction & cyberwellness issues, available on Mon-Fri, 2pm-10pm (excluding PH). Alternatively, you may also call them at 1800-6123-123 (Mon-Fri, 10am-6pm, excluding PH) or email them at hello@help123.sg.

PHONE HELP

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

If phone help is not effective, do consider face-to-face help, or [contact CHAT for a mental health check](#).

Crisis Helplines			
Helpline	Details	Hours	Number
IMH Mental Health Helpline	For those in a mental health crisis and/or seeking medical help. 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	1800 221 4444
Pregnancy Crisis Service	For those who are facing an unwanted, suspected or unexpected pregnancy	24 hours, daily	6339 9770
Babes Pregnancy Crisis Support	For pregnant teenage girls in need of help and support	24 hours, daily	8111 3535
NTU Psychological Crisis Hotline	FOR NTU CURRENT STUDENTS ONLY.	Mon-Thu: 5.45pm-8.30am next day Fri: 5.15pm-8.30am of next working day Weekends & Public Holidays	6338 3383
NUS Crisis Helpline	FOR NUS CURRENT STUDENTS ONLY.	24 hours, daily	6516 7777
SIT Crisis Helpline	FOR SIT CURRENT STUDENTS ONLY.	24 hours, daily	9336 0159
General			
Association of Muslim Professionals (AMP) Helpline	For young people and adults facing marital, family or financial problems. Also provides information on available assistance plans.	Mon-Fri: 10am-5pm	6416 3960
AWARE (Association of Women for Action and Research)	Offers information, help, empathy and support for women in need. Services include crisis counselling, assistance in dealing with authorities, and legal advice.	Mon-Fri: 3pm-9.30pm	1800 777 5555
Care Corner Counselling Hotline (Mandarin)	Offers opportunity to share concerns in total anonymity and strict confidentiality.	10am-10pm, daily	1800 353 5800

Yuan Yuan Helpline (Mandarin)	Free telephone counselling for people in situations such as bereavement, critical illnesses or other crises.	Mon-Fri: 12pm-6pm Sat: 1pm-5pm	6741 0078
Youth			
TOUCHline	Cyber wellness helpline	Mon-Fri: 9am-6pm	1800 377 2252
Addictions / Substance Abuse			
National Addictions Management Service (NAMS)	All addictions helpline	24 hours, daily	6-RECOVER (6732 6837)
	Gambling addiction helpline	24 hours, daily	1800 666 8668
Mental Health			
Singapore Association for Mental Health (SAMH)	For individuals, couples and families with psychological, psychiatric and/or relationship problems		1800 283 7019
Others			
SAF Counselling Helpline	For SAF service personnel and their family members	24 hours, daily	1800 278 0022

FACE-TO-FACE HELP

Sometimes, talking to someone you are not related to may be easier than sharing your concerns with your family or friends. If you would like to meet someone face-to-face, there are several options available:

COUNSELLING CENTRES

Organisation	Details	Contact
AS-SALAAM YWMA Family Support Centre (for single parents and stepfamilies)	Helps single parent families through: <ol style="list-style-type: none"> 1. Family Casework & Counselling 2. SALAAM – Support programme for children/adolescents who have experienced divorce or death of parents 	Blk 322 Ubi Ave 1 #01-591 Singapore 400322 Tel:6745 5862 azita@as-salaampis.org

	<ol style="list-style-type: none"> 3. MAWAR – Support group, divorce recovery and income generating programme for divorced/widowed mothers with dependent children 4. Public Education – Talks or Workshops 	
<u>Care Corner Counselling Centre</u>	<p>Promotes the well-being and growth of individuals and families through:</p> <ol style="list-style-type: none"> 1. Psychotherapy & Counselling 2. Counselling Hotline (Mandarin) 1800-353-5800 3. Family Life Education 4. Training and Consultation 5. Personality Test and Assessment 	<p>Block 62B Toa Payoh Lorong 4 #02-143 Singapore 312062</p> <p>Tel: 6353 1180 <u>cccc@carecorner.org.sg</u></p>
<u>Eagles Mediation and Counselling Centre (EMCC)</u>	<p>Provide mediation and counselling services to the general public</p>	<p>177 River Valley Road #05-19 (Level M5) Liang Court Singapore 179030</p> <p>Tel: 6788 8220 <u>services@emcc.org.sg</u></p>
<u>Lutheran Community Care Services (LCCS)</u>	<p>Helps families, children and youths-at-risk through developmental, preventive and intervention work</p> <ol style="list-style-type: none"> 1. Counselling 2. Family Intervention 3. Life Skills Workshops 4. Enrichment Programmes 	<p>Block 450 MacPherson Road Singapore 368170</p> <p>Tel: 6441 3906</p>
<u>Shan You Counselling Centre</u>	<p>Provides professional counselling and support services based on principles of Compassion and Loving-Kindness</p> <ol style="list-style-type: none"> 1. Psychotherapy & Counselling services 2. Yuan Yuan Helpline (Mandarin) 6741 0078 3. Social Care Services 4. Youth Development Service 5. Marriage Preparation Programme 	<p>Block 5 Upper Boon Keng Road #02-15 Singapore 380005</p> <p>Tel: 6741 9293 <u>info@shanyou.org.sg</u></p> <p>For Counselling and Social Care Services: <u>shanyou@shanyou.org.sg</u></p>

TOUCH Cyber Wellness	Provides education and counselling on cyber wellness issues	TOUCH Cyber Wellness 5 Stadium Walk, #04-02 Leisure Park Kallang Singapore 397693 General Enquiries: 6730 9520 Centre Programmes: 6343 6925
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FAMILY SERVICE CENTRES (FSC)

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

SCHOOL COUNSELLORS

Polytechnic	
Organisation	Contact
Nanyang Polytechnic	<p>Mon-Thu: 8.30am-6pm Fri: 8.30am-5.30pm</p> <p>Student Care & Guidance Block A, Level 2 Tel: 6550 0388 / 0131 nyp_counsel@nyp.edu.sg</p>
Ngee Ann Polytechnic	<p>By Appointment Only</p> <p>Student Services Office Tel: 6460 6309 ecounsel@np.edu.sg Online Appointment: https://www1.np.edu.sg/ss/ecounsel/student/login.aspx</p> <p>meTOu Cyber Counselling Room: https://www1.np.edu.sg/ss/metou/public/Login.aspx</p>
Republic Polytechnic	School Operating Hours / Office Hours

	<p>Wellness 360° Centre / Student Wellness Centre help-counselor@rp.edu.sg</p> <p>Counselling Helpline: 9RP_HELP (9770 4357)</p>
Singapore Polytechnic	<p>Mon-Fri: 8am-5.30pm Eve of Major Public Holidays: 8am-12.30pm Closed on weekends & Public Holidays</p> <p>Student Service Centre Block T16, Level 1 (beside McDonald's) contactus@sp.edu.sg</p>
Temasek Polytechnic	<p>Mon-Fri: 8.30am-6pm Closed on weekends & Public Holidays</p> <p>Student Wellness & Counselling Centre (SWCC) SD30-02-06/3 Tel: 6780 5959 swcc@tp.edu.sg</p>
Institute of Technical Education (ITE)	
ITE College Central	<p>8am-5pm (walk-ins are welcomed, appointments are encouraged)</p> <p>Student Care @ Central Block A3-08 Tel: 6580 5156 (Call) or 8182 7371 (SMS) whatsup@ite.edu.sg</p> <p>Student Care Unit Hotline: 8182 7371</p>
ITE College East	<p>Mon-Fri: 8am-6pm</p> <p>Student Care Centre Administration Block Level 2 Tel: 6544 9287 Dear_CE_Counsellor@ite.edu.sg</p>
ITE College West	Mon-Fri

	<p>Student Care Office Block 3 Level 3 Tel: 6411 1135 Dear CW Counsellor@ite.edu.sg</p>
Local Universities	
<p>Nanyang Technological University (NTU)</p>	<p>Mon-Thu: 8:30am-5.45pm Fri: 8.30am-5.15pm By Appointment Only</p> <p>Student Wellbeing Centre #02-01 University Health Service 36 Nanyang Avenue Singapore 639801 Tel: 6790 4462 studentwellbeing@ntu.edu.sg</p> <p>Psychological Crisis Hotline (After Office Hours): 6338 3383</p>
<p>National University of Singapore (NUS)</p>	<p>Mon-Thu: 8.30am-6pm (Last walk-in: 5.30pm) Fri: 8.30am-5.30pm (Last walk-in: 5pm)</p> <p>Counselling & Psychological Service Level 2, University Health Centre 20 Lower Kent Ridge Road Singapore 119080 Tel: 6516 2376 cps@nus.edu.sg</p> <p>24-hour Crisis Helpline: 6516 7777</p>
<p>Singapore Institute of Technology (SIT)</p>	<p>Mon-Thu: 8.30am-6pm (last appointment 5pm) Fri: 8.30am-4.30pm (last appointment 3.30pm)</p> <p>Student Counselling Service SIT@Dover, 10 Dover Drive, Student Life Office University Services Centre, Level 1 SITcounselling@SingaporeTech.edu.sg</p> <p>24-hour Helpline: 9336 0159</p>
<p>Singapore Management University (SMU)</p>	<p>Mon-Thu: 9.30am-5.30pm Fri: 9.30am-3.30pm</p>

	<p>By Appointment Only</p> <p>Mrs Wong Kwok Leong Student Wellness Centre SMU Concourse (next to OCBC Frank) Li Ka Shing Library 70 Stamford Road B1-44 Singapore 178901 Tel: 6828 0786 counselling@smu.edu.sg</p>
Singapore Institute of Management (SIM) and UniSIM	<p>Mon-Thu: 8.30am-8.30pm Fri: 8.30am-5.30pm Closed on weekends and Public Holidays By Appointment Only (via phone, email, in person, or through the Student Portal)</p> <p>C-three (Counselling and Care Corner) SIM Headquarters Level 3 Room 3.05B Tel: 6248 1600 counsellingservices@unisim.edu.sg</p>
Singapore University of Technology and Design (SUTD)	<p>Mon-Thu: 8.30am-6pm Fri: 8.30am-5.30pm</p> <p>Building 1, Level 5, 1.517 (near Lobby C) wellbeing@sutd.edu.sg</p>

YOUTH CENTRES

Organisation	Details	Contact
Association of Muslim Professionals (AMP) Drop-in Centre	<p>Supports young people and their families through services such as:</p> <ol style="list-style-type: none"> 1. Immediate Crisis Intervention 2. Referral Services for specialist treatment / management 3. Individual counselling for not more than 6 months 	<p>AMP @ Jurong Point 1 Jurong West Central 2 #06-02 Jurong Point Shopping Centre Tel: 6416 3990 hayati@amp.org.sg</p> <p>Operating Hours:</p>

		<p>Mon-Fri: 9am-6pm Sat: 10am-2pm (excluding Public Holidays)</p> <p>AMP @ Pasir Ris Tell: 6416 3960 / 3961 Call to arrange for appointment with youth counsellor</p>
Care Corner – Teck Ghee Youth Centre	Offers a hangout place for youths with recreational programmes and tuition services, as well as counselling and career guidance for young people	<p>Blk 346 Ang Mo Kio Ave 3 #01-2280 Singapore 560346 Tel: 6554 7100 cc-tgyc@carecorner.org.sg</p>
Catholic Welfare Services and Boy's Town (CWS-BT) YouthReach * Formerly known as Poverello Teen Centre	Supports youths with a drop-in centre, as well as counselling, home visits and life skills workshops	<p>Blk 166 Tampines St 12 #01-357 Singapore 521166 Tel: 6588 2267 enquiry@youthreach.org.sg</p>
Fei Yue – Project 180	Supports youths and families with counselling and guidance programmes	<p>Blk 145 Simei St 2 #01-06 Singapore 520145 Tel: 6422 1500 (ext 599) Project180@fyccs.org</p> <p>Mon-Fri: 9.30am – 6pm (Extended hours till 8.30pm on Tuesdays)</p>
Singapore Children's Society Youth Centre (Toa Payoh)	Supports youths who are at risk of being on the wrong side of law	<p>Jurong Youth Centre Blk 552 Jurong West St 42 #01-321 Singapore 640552 Tel: 6566 6989</p> <p>Youth Service Centre (Toa Payoh) Blk 109 Toa Payoh Lorong 1 #01-316 Singapore 310109 Tel: 6253 1124</p>

<p>Students Care Service</p>	<p>Provides students with services such as social work, educational psychology and training</p>	<p>Central 298 Tiong Bahru Road Central Plaza #03-03 Singapore 168730 Tel: 6593 6462 scs_central@students.org.sg</p> <p>Clementi Centre 329 Clementi Ave 2 #01-248 Singapore 120329 Tel: 6778 6867 scs_c01@students.org.sg</p> <p>Hougang Centre 463 Hougang Ave 10 #01-964 Singapore 530463 Tel: 6286 9905 scs_h01@students.org.sg</p> <p>Yishun Centre 202 Yishun St 21 #01-89 Singapore 760202 Tel: 6759 6821 scs_y01@students.org.sg</p>
<p>Yong-En Care Centre</p>	<p>Offers counselling service for individuals and families; and provides information and referral services with regards to financial, legal & welfare issues</p>	<p>Block 335A Smith Street #03-57 Singapore 051335 Tel: 6225 1002 mail@yong-en.org.sg</p>
<p>Youth Guidance Outreach Services</p>	<p>Supports youths-at-risk with counselling and mentorship services</p>	<p>Woodlands Centre Blk 804 Woodlands St 81 #01-37 Singapore 730804 Tel: 6368 8392</p> <p>Ang Mo Kio Centre Block 125 Ang Mo Kio Avenue 6 #01-4077 Singapore 560125 Tel: 6451 6519</p>

[Yayasan MENDAKI](#)

Wisma Mendaki (HQ)

51 Kee Sun Avenue (off Tay Lian Teck Road)

Singapore 457056

Tel: 6255 5555

mendaki@mendaki.org.sg

Mon-Fri: 8.30am-6pm

Sat: 8.30am-1pm

Closed on Sun & Public Holidays

Mendaki @ Pasir Ris

Blk 253 Pasir Ris St 21

#01-233 Singapore 510253

Tel: 6585 0062

Mon-Fri: 9am-6pm

Sat: 9am-1pm

Mendaki @ Woodlands

1 Woodlands St 81

#03-01 Singapore 738526

Mon-Fri: 9am-6pm

Sat: 9am-1pm

Mendaki @ Al-Ansar (By Appointment Only)

155 Bedok North Ave 1

Singapore 429751

Mendaki @ Assyakirin (By Appointment Only)

550 Yung An Road

Singapore 618617

Mendaki @ Al-Muttaqin (By Appointment Only)

5140 Ang Mo Kio Ave 6

Singapore 569844

		<p>Mendaki @ Jamiyah Ar-Rabitah (By Appointment Only) 601 Tiong Bahru Road Singapore 158787 Tel: 6274 8853 / 8321</p>
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