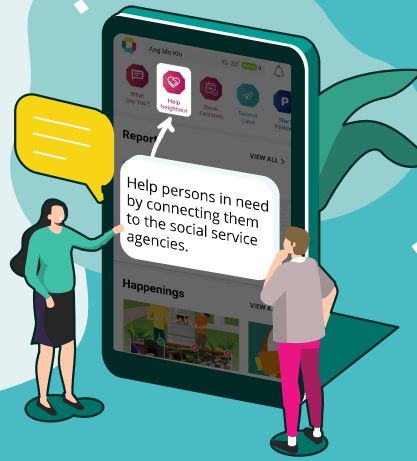


"Help Neighbour"

is on the OneService App!

Together with the Ministry of Social and Family Development (MSF) and the Agency For Integrated Care (AIC), Help Neighbour is a new pilot platform to make it more direct and easier to refer a person in need to the relevant social agencies.



Spot A Person Who May Need Help? Here's What You Could Do

1. If you are comfortable approach the person in need safely and respectfully. It is still possible to help without speaking to the person.
2. Speak, listen, and acknowledge their issues or struggles. Ask if they will like to receive help from social agencies. Not everyone needs help; do not force the person to accept help.
3. Take a photo or collect their personal information to help agencies reach out to the person faster. While it is not mandatory, even photos of the surroundings will be useful. All data will only be shared with the relevant agencies.

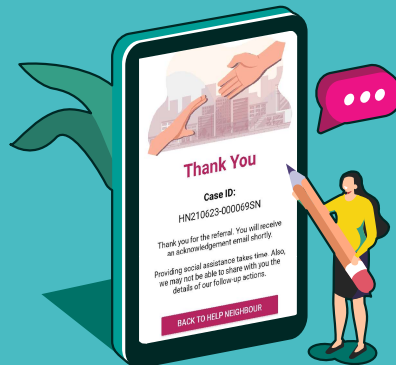


Please avoid taking photos without permission for sharing them on social media.

■ Please note that this is for non-emergency cases only. ■

Here's how to make a referral

- 1 Select the Help Neighbour icon in the OneService App.
- 2 Choose from one of the four pilot categories. If they do not fit in these categories, you can still follow the link to help others.
- 3 Observe and collect as much information as possible through the app.
- 4 Submit your case with your contact information.



Did You Know?

1. Cases typically take 3 - 5 days to process.
2. You can submit a case 24/7 at any time or anywhere.
3. Typically 50-60% of the reported cases are known to the relevant agencies but every report is appreciated!

Download the OneService App on the App Store or on Google Play today and make a difference!

