

One Family Service from 2029: one MSF case worker per family

Description

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Families who rely on more than one government support programme may soon deal with one case worker instead of several. On 26 November 2026, the Ministry of Social and Family Development (MSF) said it accepts in principle all 19 recommendations of the Family Services Review Committee, which proposes a One Family Service model from 2029, as reported by CNA.



Source: Ministry of Social and Family Development

What One Family Service changes

The model brings together nine MSF-funded programmes covering family support, protection and youth services. Today these serve about 35,000 individuals or families a year, and close to one in five families is helped by more than one programme. MSF says that figure probably understates how many could benefit.

Under One Family Service, each family would get one integrated case plan and a primary case worker who coordinates a team of professionals. The idea is that a family stops being passed from one service to another and repeating its story each time.

The four shifts in the report

- Whole-family support, with preventive help made a core function.
- Seven regional partnerships, where agencies plan and deliver services together under a shared outcomes framework.
- Stronger professional training, including a competency model and wider roles for social work associates.
- Shared infrastructure, including a common platform called CaseCentral and a network of accessible touchpoints.



Source: Ministry of Social and Family Development

When it starts, and who is in charge

The rollout begins in three of the seven regions in 2029, with the remaining four to follow. The first three regions have not been decided. Agencies in five of the seven regions have signed letters of intent, and MSF expects the other two to be finalised by the end of December 2026.

The committee was convened in June 2024 and chaired by Senior Parliamentary Secretary Eric Chua and Professor Tan Tai Yong, president of the Singapore University of Social Sciences. MSF consulted 26 social service agencies. It also said it does not expect redundancies, because demand for services is expected to grow.

Why it matters for parents

The share of family service centre cases assessed as higher risk or more complex rose from 25% in 2019 to 30% in 2025. Those are the families most likely to juggle several programmes at once, such as financial help, counselling and child-related support.

Nothing changes for your current case worker today, and no new application is needed. If a family moves regions, MSF says it may continue to be supported by its original region to avoid unnecessary transfers.

What the review also wants for the workforce

The report also looks at the people doing the work. It asks for a common foundational training path, stronger supervision and a competency model for social service professionals. Social work associates would take on less complex work under supervision, freeing senior workers for harder cases. That matters because demand is expected to keep growing.

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At steady state, One Family Service should support at least 150 internships and clinical placements a year. MSF says existing manpower schemes could bring in about 50 fresh and 90 mid-career entrants annually.

Support you can already tap

- The SG Child Support Package: link your childâ??s PayNow before 1 April 2027.
- ComLink+ Progress Packages: up to S$10,200 a year for two preschoolers.
- Preschool fee cuts: S$150 for childcare and S$300 for infant care.

For the official detail, check msf.gov.sg, where the full report and MSFâ??s release should be posted.

Date Created
29/11/2026
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