

# Strengthening Marital and Family Relationships Through An Upstream, Integrated, Regional, and Multi-disciplinary Approach

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# Outline

**1**

## **MSF's Key Work Areas**

**2**

## **FAM@FSC – Innovative Practices**

- A. Service Delivery & Programme
- B. Expanding Outreach Through Technology
- C. Capability Building

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## **Positive Outcomes of FAM@FSC So Far**


# 1. MSF's Key Work Areas




# 10 FAM@FSCs BY DEC 2022

## Legend:

Region  
Social Service Agency  
delivering FAM@FSC

 Existing

 From Dec 2022

Sembawang/  
Woodlands



Bukit Batok/  
Bukit Panjang/  
Choa Chu Kang



Ang Mo Kio/  
Yishun



Hougang/  
Sengkang/  
Serangoon



Boon Lay/  
Taman  
Jurong



Jalan Besar/Toa Payoh



**Kampong Kapor Community Services**

*Affiliated to Kampong Kapor Methodist Church*

Pasir Ris/  
Punggol/  
Tampines



Clementi/  
Jurong East/  
Queenstown



Bedok/Geylang Serai



Bukit Merah/Kreta Ayer  
MontfortCare

## 2. FAM@FSC - Innovative Practices

**A**



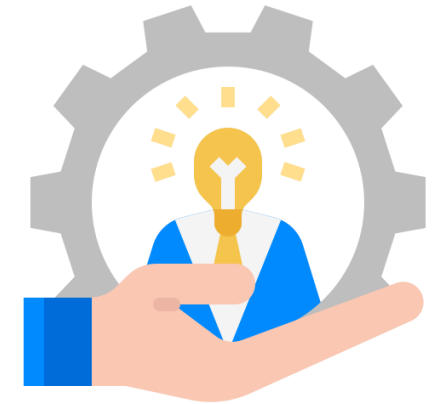
**Service Delivery &  
Programme**

**B**



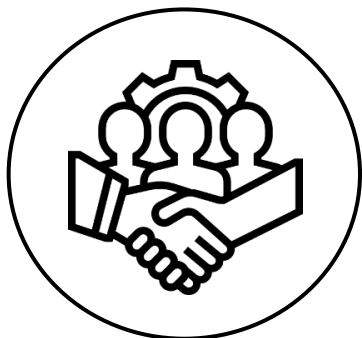
**Expanding Outreach  
Through Technology**

**C**



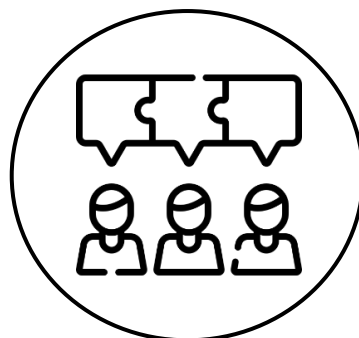
**Capability Building**

# I. Integrated Model



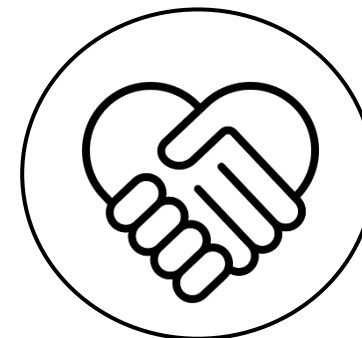
## Service Consolidation

- **One service point** for clients to access **marriage support, family counselling** for all family relationship issues and **divorce support**, where necessary



## Multi-Disciplinary Team

- **Counsellors, social workers, psychologists, financial counsellors and mediators** in every centre
- **Psychologists are deployed to regional FAM@FSCs** instead of being centrally located



## Involvement of Religious Organisations (ROs)

- Provide **support and guidance** for **couples contemplating or pursuing divorce**, are of the **same faith**, and **agreeable on the RO's involvement**
- RO provides **Resource Persons** to be a part of counselling session at FAM@FSC or **take in referral from FAM@FSC** for in-house counselling

## 2. FAM@FSC - Innovative Practices

A



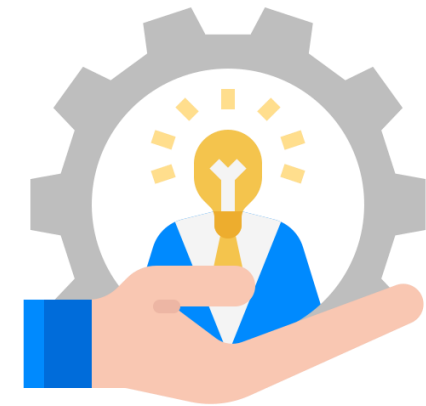
**Service Delivery &  
Programme**

B



**Expanding Outreach  
Through Technology**

C



**Capability Building**

# I. Family Assist

Online resource portal that consolidates information, resources and tools for couples contemplating divorce, comprising:



- 1 Information on strengthening marriages
- 2 Information on the impact of divorce
- 3 To enable couples to pause and reflect
- 4 Guided Journey to assist citizens in navigating the portal
- 5 Tools and services:
  - Mandatory Co-Parenting Programme
  - Link to Community Psychology Online Counselling
  - Questionnaire to help citizens gain clarity on the state of their marriage
  - Budget calculator



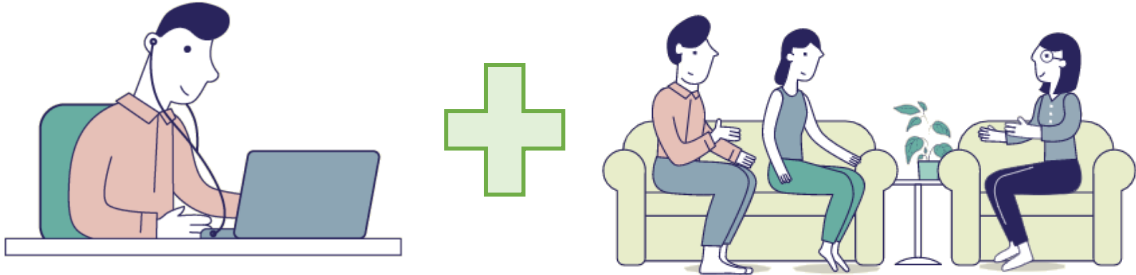
# II. Mandatory Co-Parenting Programme

Aims to help couples considering divorce to make informed decisions that prioritise the well-being of their children



## Before Sep 22

- Citizens had to wait to be contacted for a consultation slot
- Face-to-face group consultation – no customised support



## From Sep 22

- Citizens can book a consultation slot online
- **Self-paced individual learning** via e-learning
- Self-assessment tools within e-learning for citizens to understand their **marital situation** and **children’s needs**
- **Customised support** during an individual or couple consultation from counsellor(s)

### III. Online Counselling (OC)

An accessible and alternative route for individuals seeking help for marital, divorce, parenting or other family issues but may be hesitant to approach a counsellor in person

As of **Oct 2022**, approximately **4,100 clients** have benefitted.



#### Client's Testimonials

The **communication strategies** worked in improving the communication between my husband and I. I no longer feel unsupported by him and **our marital relationship has improved.**

I was anxious and depressed about my husband having an affair. Even though he ended the affair, I still felt resentment towards him and did not trust him. I sought for counselling help and learnt **techniques to manage my emotions and relationship.** After a few sessions, I felt **much better and the strategies helped to improve my marriage.** I have been **consistent in working on my marriage and practicing the strategies learnt** to be more open and effective in communicating with my husband.

## 2. FAM@FSC - Innovative Practices

**A**



**Service Delivery &  
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**Capability Building**

# I. Developed standardized certification programme to ensure high service quality

## MSF-SUSS Family Counselling Certification Programme (FCCP)

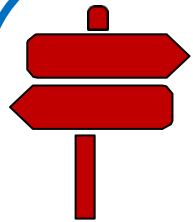


Comprises the following for all FAM@FSC family counsellors, over 5-10 weeks:

| Certificate of Completion in Foundational Counselling | Certificate of Completion for Specialisation in Family and Couple Counselling |
|---|---|
| Theories and Techniques in Counselling                | Couple Counselling: Emotion-Focused Therapy                                   |
| Micro and Advanced Skills in Counselling              | Structural Family Therapy   |
| Counselling in a Multicultural Context                | Narrative Therapy in Family Counselling                                       |
| Human Development: A Psychosocial Approach            | Couple Counselling: The Gottman Approach                                      |
| Practicum: Specialised Counselling Skills             | Counselling Children and Adolescents  |

## II. Innovations from SkillsFuture Tripartite Taskforce (STT)

The STT has 6 professional tracks, including Counselling. The Counselling sub-team comprised of members from Social Service Agencies, government agencies, academia and the Singapore Association for Counselling (SAC). Some of their impact initiatives are as follows:



### 1. Enhanced and steered Continuing Education Training (CET)

- Identified skills and knowledge that family counsellors require, which informed the **training roadmap** for FAM@FSC family counsellors



### 2. Enhanced workplace Professional Development

- Started a **learning and sharing platform** for family counsellors, **Family Counselling Network**, facilitating greater learning among professionals



### 3. Supported new modes of service delivery

- Developed **professional guidelines for remote counselling** in view of growing demand for video, chat and phone counselling

### 3. Positive Outcomes of FAM@FSC So Far

Scan the following QR code to view the video:



<https://go.gov.sg/famvideo>

**THANK YOU**