PRELIMINARY RECOMMENDATIONS OF THE INTERAGENCY TASKFORCE ON MENTAL HEALTH AND WELL-BEING

Focus Area 1 Improve accessibility, coordination and quality of mental health services	
Recommendations	**Brief Description**
Recommendation 1: Implement a care model that provides a tiered system of services (ranging from peer support, general counselling, to more intensive psychological and psychiatric services), to cater to individuals with varying levels of mental health needs.	To increase the availability of mental health services in the community, reduce over-reliance on specialist services, and enable community providers to deliver quality care in a timely manner.
Recommendation 2: Improve accessibility Designate a few first-stop touchpoints to provide individuals with easy access to mental health support and advice.	To have a few touchpoints (e.g. one hotline, one email/text service, one digital resource) that individuals can easily access, based on their needs. Individuals with further needs can be triaged and directed/referred for additional assistance.
Recommendation 3: Strengthen coordination Standardise processes and systems to improve coordination between social and healthcare service providers in these areas: a) Mental health service providers to use a common suite of assessment tools. b) Develop common referral workflows, and in doing so, establish clarity of role of service providers and the support and services available for clients with varying needs. c) Use a common IT platform to enhance information sharing.	Using common assessment tools will enable service providers to assess and understand the mental health needs of their clients in a consistent manner, and coordinate better with other service providers. Using common referral workflows will enable service providers to refer clients to appropriate services for their needs, so that clients have a smooth service experience. Service providers who use a common IT platform can share information seamlessly, and smoothen referrals and coordination, while ensuring that personal data remains secure.
Recommendation 4: Quality Ensure frontline workers, peer supporters, mental health para-professionals are equipped with the relevant mental health competencies, and knowledge of mental	The training of frontline service providers and/or healthcare professionals will equip them with the skills and knowledge to better identify and serve their clients' mental health needs.

Focus Area 1	
Improve accessibility, coordination and quality of mental health services	
Recommendations	**Brief Description**
health conditions and community support services.	

Focus Area 2	
Strengthen services and support for youth mental well-being	
Recommendations	**Brief Description**
Recommendation 5 Leverage the care model for mental health and well-being services to enhance accessibility and increase the range of quality mental health services for youth.	This care model will facilitate easy access to the right care for youth. It will expand the number of community-based agencies that are equipped to provide mental health services to meet the different needs of the youth, and provide a non-stigmatising entry point (e.g., peer supporter, online platforms, etc.) to encourage early intervention.
Recommendation 6 Develop a parents' toolbox to equip parents with youth mental health and cyber wellness knowledge and skills.	The toolbox will empower parents with knowledge and tools so that they can better support their children's social-emotional well-being.
Recommendation 7 Promote positive and healthy use of technology and social media.	Through sharing useful practices and development of tools for positive and healthy use of technology and social media to guide youths and parents, this recommendation aims to empower youths to create safe and supportive online spaces for youths, that promote peer support and resilience-building.

Focus Area 3	
Improve workplace well-being measures and employment support	
Recommendations	**Brief Description**
Recommendation 8 Improve mental well-being support systems and work-life harmony strategies for employees in general (including PMHC), by partnering employers to increase awareness	This recommendation seeks to support employers to put in place mental well-being support systems and work-life harmony strategies for employees in general.

Focus Area 3 Improve workplace well-being measures and employment support	
Recommendations	**Brief Description**
on mental health resources, and enhance support networks and assistance available through: a) Appointing and training mental health champion(s) at every workplace; b) Training employees, including those with lived experience, to take on the role of a peer supporter; and c) Enhancing access and availability of Employee Assistance Programmes (EAP).	
Recommendation 9 Standardise assessment and referral frameworks for all employment support agencies to provide customised employment support services.	A streamlined common framework for all employment support agencies would enable the provision of customised services to PMHC with different needs in a regular manner. This would ensure consistent standards of care and support by the agencies.
Recommendation 10 Improve PMHC's access to training by: a) Developing additional on-the-job customised vocational training; b) Identifying suitable mainstream training courses and piloting accessibility arrangements for PMHC; and c) Providing training allowances.	This recommendation aims to widen the training opportunities for PMHC and support them to complete training, so that they can be better prepared for employment.
Recommendation 11 Increase the number and variety of job opportunities available for PMHC through: a) Encouraging employers to partner employment support agencies and Workforce Singapore (WSG) to provide support for PMHC; and b) Addressing stigma in the workplace by amplifying success stories of inclusive employment and showcasing employers that put in place support for PMHC.	This recommendation aims to: a) Increase confidence in job fit for both PMHC and employers by encouraging more employers to tap on WSG's attachment and trial programmes, and provide more job opportunities for PMHC through WSG's career matching services; and b) Address stigma and misperceptions through showcasing examples and best practices.

| Focus Area 3 | |
Improve workplace well-being measures and employment support	
Recommendations	**Brief Description**
Recommendation 12 Equip employers, HR practitioners, supervisors and colleagues with knowledge on supporting PMHC and creating inclusive workplaces, through support services and resources such as helplines and consultancy clinics.	This recommendation seeks to raise the abilities and confidence of employers, HR practitioners, supervisors and colleagues in implementing workplace adjustments and providing peer support to PMHC, as well as building a supportive workplace culture.