

3 April 2020

Ref: DZPS/2020/0254

Dear Parents / Guardian,

HOME-BASED LEARNING AND CANCELLATION OF SCHOOL-BASED ACTIVITIES

Further to our notification to parents on Home Based Learning (DZPS/2020/0251) dated 31 March 2020, we would like to inform you of the following:

With effect from 6th Apr 2020 (Monday), the following activities will be suspended till end of Term 2:

1. All Co-Curricular Activities (CCAs) conducted during curriculum time
2. ALP
3. SOAR Programme
4. E2K
5. NAPFA

With the suspension of the CCAs, please note that all our P3 to P6 students will be dismissed at 1.40 pm. With the early dismissal, we would like you to make arrangements for your child's after-school care. If your child is taking the school bus, please inform the school bus operator should you require their services on Tuesday afternoons at 1.40 pm. Please also ensure that your child/ ward avoid crowds, gatherings and stay at home after school.

To help our students close their learning gaps, the following programmes would still be conducted:

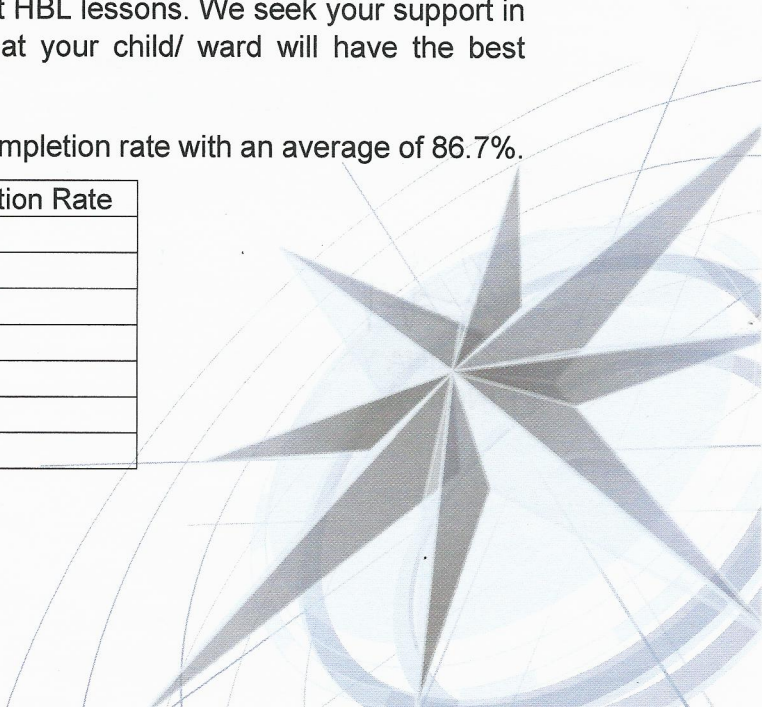
1. P3 and P4 SDR/RRP
2. P5 and P6 Targeted Remedial

Review of Home Based Learning (HBL) conducted on 1 April

An online survey was conducted on 1 April for our students to share about their HBL experience so that we can better support them. In addition, all the teachers have also conducted a review of the HBL conducted on 1 April where they have reflected on their pitching of assignments, scaffolding required to be provided to the students and will be factoring all these in designing subsequent HBL lessons. We seek your support in partnering us in the following aspects so that your child/ ward will have the best experience of HBL subsequently.

We are encouraged by the successful SLS completion rate with an average of 86.7%.

Level	Successful SLS Completion Rate
P6	94%
P5	85%
P4	92%
P3	76%
P2	93%
P1	80%
School's Average	86.7%



10.7% of our students indicated “No” for the survey item: “I have enough space at home to do HBL assignments without being interrupted or disturbed.” It is important during HBL that our students adhere to the time-table so as to simulate school hours and to instill self-discipline. Our teachers would appreciate your support to ensure students follow the entire HBL schedule from 8 am to 1.10 pm. This is to allow them to engage your child/ ward if they find that he/ she is not following the instructions/ lesson well.

Parents as Active Supporters

For the upcoming HBL on 8 April, our form teachers will be having a **Form Teacher Interaction Time** with their students through Zoom. Please refer to Notification on Parents Gateway (PG), Dazhong Primary School’s website as well as facebook at <https://dazhongpri.moe.edu.sg/partnerships/school-information-n-letters> and https://www.facebook.com/dzpsofficial/?modal=admin_todo_tour respectively for details of Student’s Online Guide to Zoom. Students can obtain the hardcopy from General Office if needed. There will be 2 time slots available for students to log on. Students only need to log on for one session.

Level	1st Slot	2nd Slot
P1	9 a.m. – 9.30 a.m.	2 p.m. – 2.30 p.m.
P2	9 a.m. – 9.30 a.m.	2 p.m. – 2.30 p.m.
P3	9 a.m. – 9.30 a.m.	3 p.m. – 3.30 p.m.
P4	9 a.m. – 9.30 a.m.	3 p.m. – 3.30 p.m.
P5	7.30 a.m. – 8 a.m.	2 p.m. – 2.30 p.m.
P6	7.30 a.m. – 8 a.m.	2 p.m. – 2.30 p.m.

Catch your child doing good! Affirm them if they display school values of responsibility, acceptance and perseverance when attending lessons online and help support their siblings or classmates. The students can finish their work offline and hand in their completed work the following day. We understand that some students will feel challenged but do encourage behaviours that will strengthen school values at all times!

Let’s stay positive and make the best of the HBL to scale up our child in being self-directed learner, gracious, resilient and serving beyond self.

If you have any further enquiries, please email us at dazhong_ps@moe.edu.sg or through your child/ ward via their form teachers.

Yours sincerely,



MDM RINA YAP SIU LIN
PRINCIPAL

Students' Guide for Downloading Zoom and Accessing a Zoom Meeting

*'Live' Lessons
Anytime Anywhere!*

*Continue to learn from
your teacher and with
your friends out of the
classroom.*



*You will only need to
download the Zoom
application/extension the
first time you access such
lessons.*

What's **zoom** ?

Zoom is a software that allows people to have video conferencing and chat.



Features on the free version of Zoom are sufficient for your home-based learning. It is not necessary to pay for the additional features.

How do I get the Zoom app on my device?

Downloading Zoom

For Computers Running Windows and Mac OS

Students accessing the Zoom meeting using Windows or Apple desktop/laptop computers do not have to download any application/extension.

For iPads/iPhones, Android phones/tablets, Chromebooks

Students accessing the Zoom meeting using iPads and iPhones, or Android phones and tablets, or Chromebooks will have to download the Zoom application/extension prior to accessing Zoom for the first time.

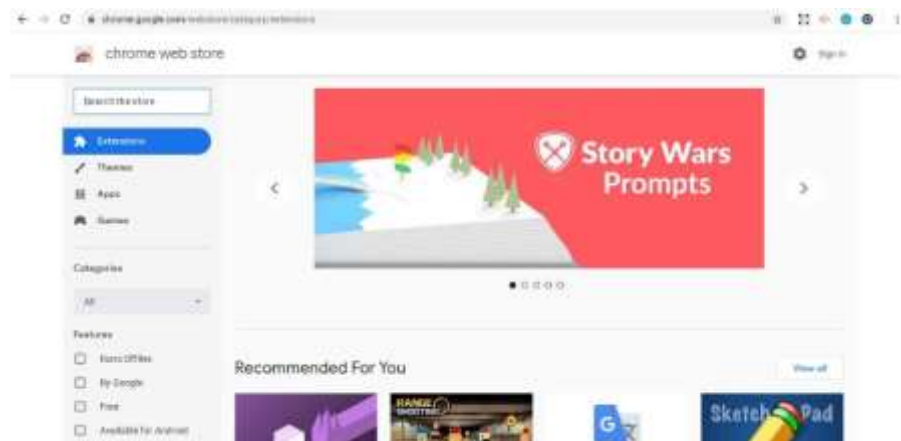


1. For **Apple or Android devices**, scan the QR codes below to download the application.



For Chromebooks

2. For **Chromebook**, go to the Chrome Web Store: <https://chrome.google.com/webstore/> and search for the 'Zoom' extension. Click '**Add to Chrome**'.





Use the Chrome browser to ensure that the features of Zoom are fully supported.

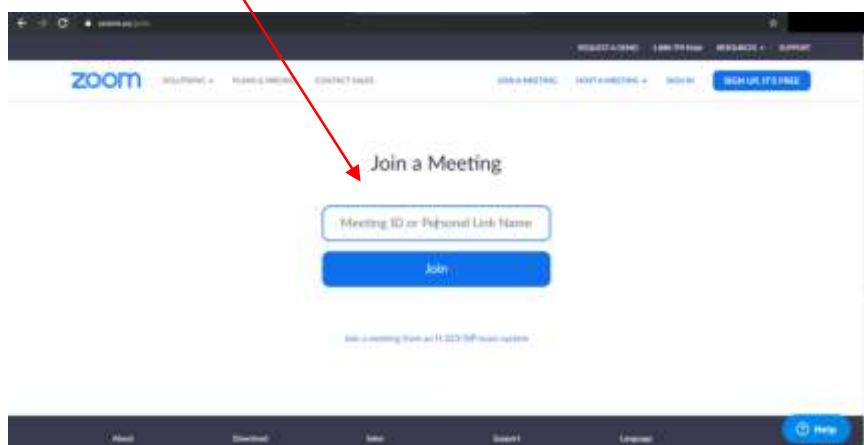
Accessing Zoom

Lessons with Zoom allow you to actively participate in a lesson without meeting the teacher in person. User experiences will differ based on the devices used. Refer to the relevant section below for a step-by-step guide that is specific to your device.

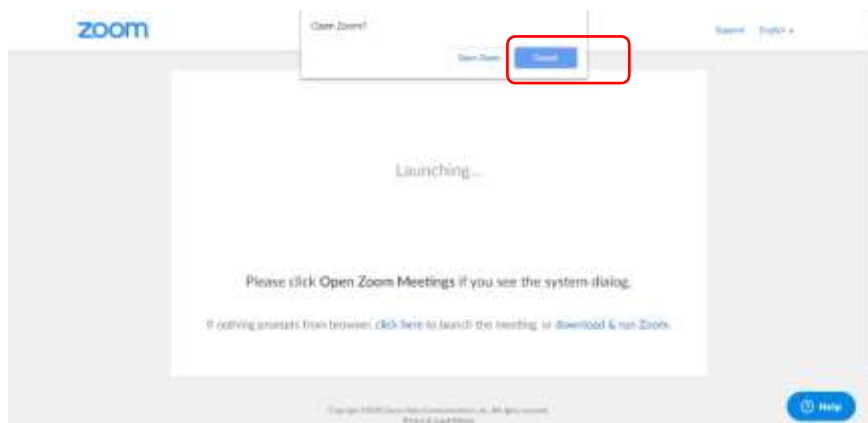
For computers

You can access Zoom meetings on your personal laptops and desktops by following the steps below.

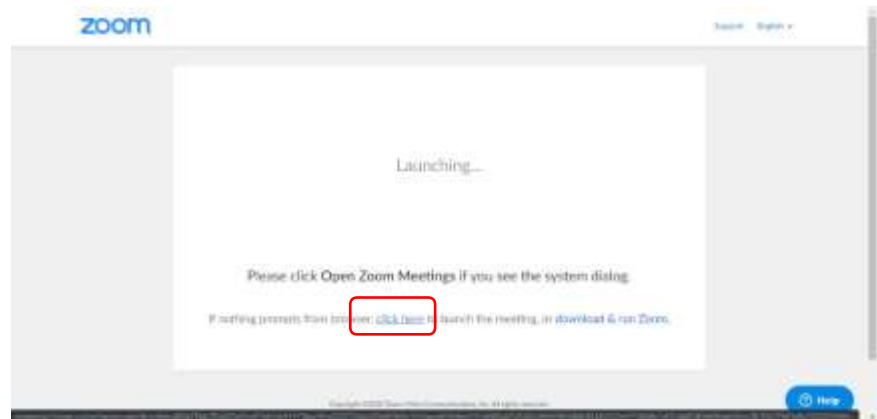
1. Using your Chrome browser, go to zoom.us/join **Key in the Meeting ID**, and click '**Join**'.



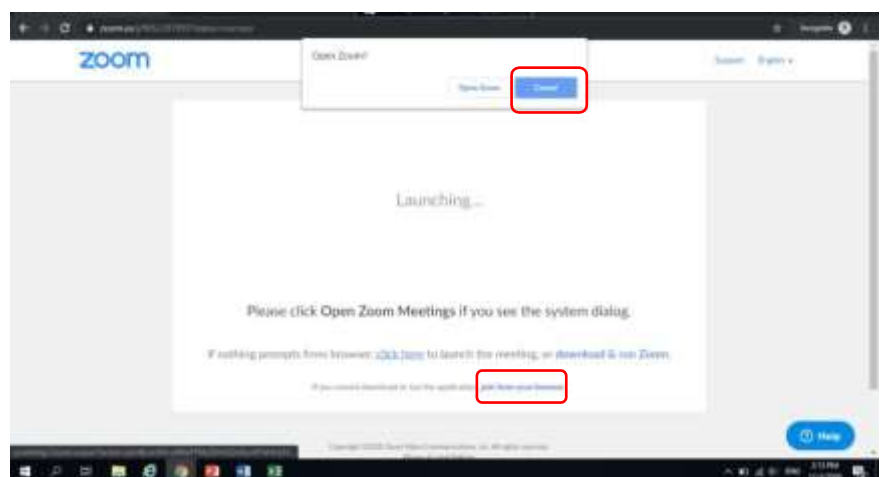
2. Click '**Cancel**' when the pop-up prompts you to open the Zoom application.



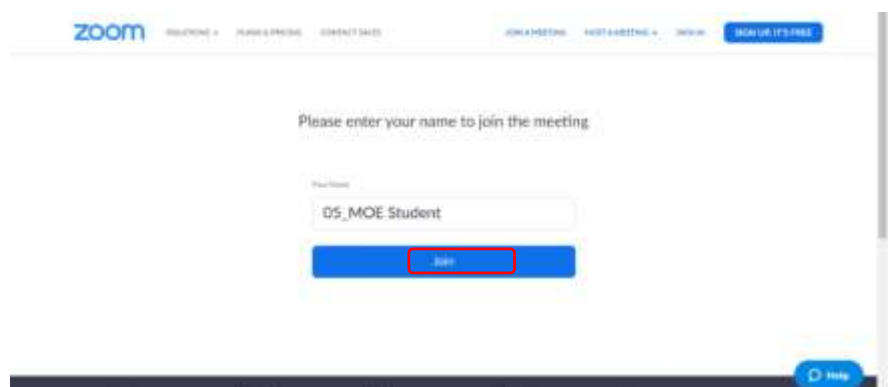
3. Click '**Click here**' to join the meeting.



4. When prompted, click '**Cancel**' again. Then click '**join from your browser**'.



5. Key in your name in the format of: **Index Number_Full Name**, e.g. 05_MOE Student. Click '**Join**'.



6. Click '**Mute**' to silence the audio upon joining the meeting, and '**Share video**' with your teacher. Upon joining the meeting, wait for your teacher's instructions.



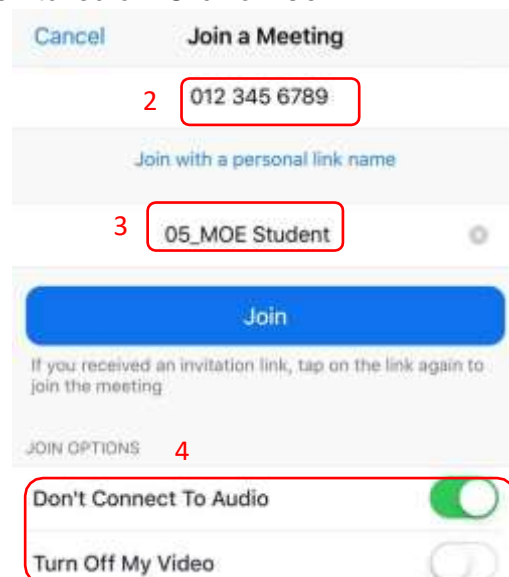
For other devices

These devices include iPhones and iPads, or Android phones and tablets, and Chromebooks.

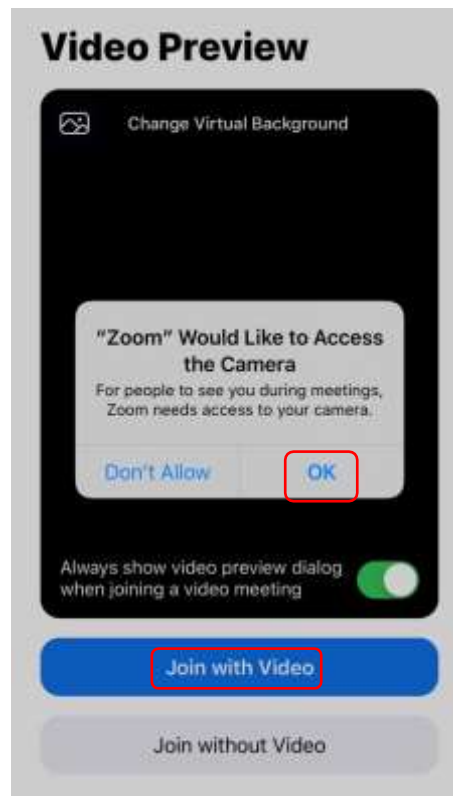
1. Open the Zoom application. Click '**Join a Meeting**'.



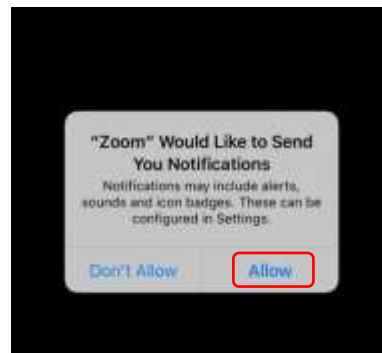
2. When prompted, **key in the Meeting ID**.
3. Key in your name in the format of: **Index Number_Full Name**, e.g. 05_MOE Student.
4. Check that '**Don't Connect to Audio**' is switched on, and '**Turn off My Video**' is switched off. Click on '**Join**'.



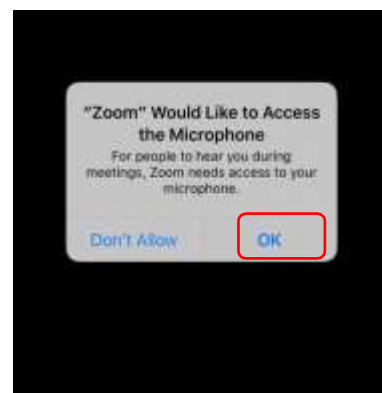
5. Click '**OK**' to allow Zoom to access the camera, then click '**Join with Video**'.



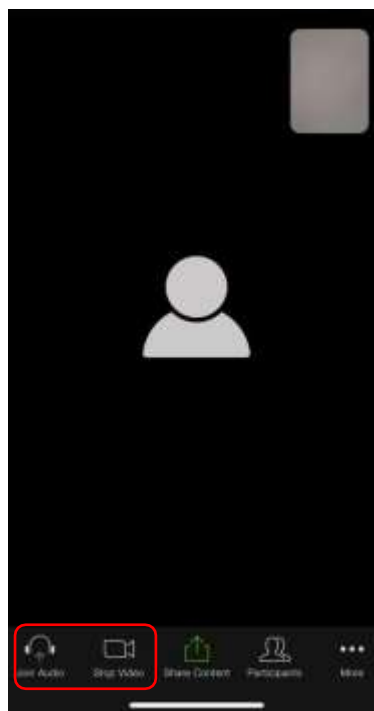
6. Click '**Allow**' to allow Zoom to send you notifications.



7. Click '**OK**' to allow Zoom to access the microphone.



8. Check that your audio is **muted** and that you have **shared video** with your teacher. Wait for further instructions.



Students' Guide for Navigating a Zoom Meeting



It is important to follow the instructions given by your teacher as this will enable everyone to effectively learn together.

What should I take note of when participating in a Zoom Meeting?

Before participating in a Zoom meeting, here is what you should take note of:

1. Teleconference your teacher from a public space, e.g. living room, instead of a private space, e.g. bedroom.
2. Be appropriately dressed.
3. Follow class rules for HBL
 - a. Students should mute your microphones when you join the meeting
 - b. Students should not send inappropriate content to your peers
 - c. Students should key in your names in a standard format for easy identification, e.g. Index Number _Full Name
 - d. Students who wish to speak should indicate by virtually raising hands or indicating in the chat room and waiting for further instructions before speaking

How do I actively participate in a Zoom lesson?

Just like a lesson conducted in the classroom, your active participation is important for you to learn effectively. Zoom has several functions that you can use to ask questions, communicate with your teachers and peers, and seek feedback from your teacher.

These functions include:

- a) Chat
- b) Screen Sharing
- c) Video/Audio
- d) Raise Hand/ Lower Hand



a) Chat

You can use the chat function to ask questions, suggest ideas and responses, while the lesson is taking place.

b) Screen Sharing

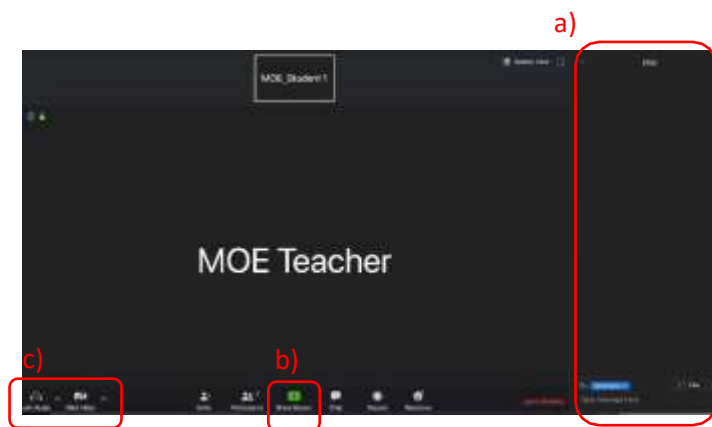
With screen sharing, you can share your screen with your teacher or other participants who are Live in the lesson. To share your screen, click '**Share Screen**' at the bottom of the window.

Choose the application that you would like to share with the teacher and click '**Share**'.

c) Video /Audio

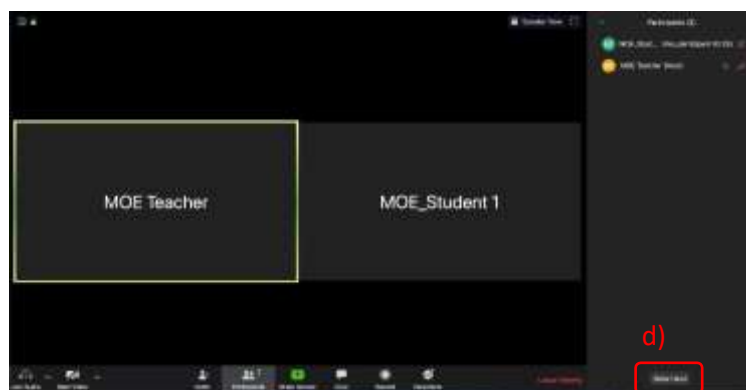
Your teacher might ask you to give a video or audio response during the lesson. The audio and video functions can be found at the bottom left-hand corner of the window.

- If you wish to mute/unmute your audio, click the microphone icon.
- If you wish to start/stop video, click the video camera icon.



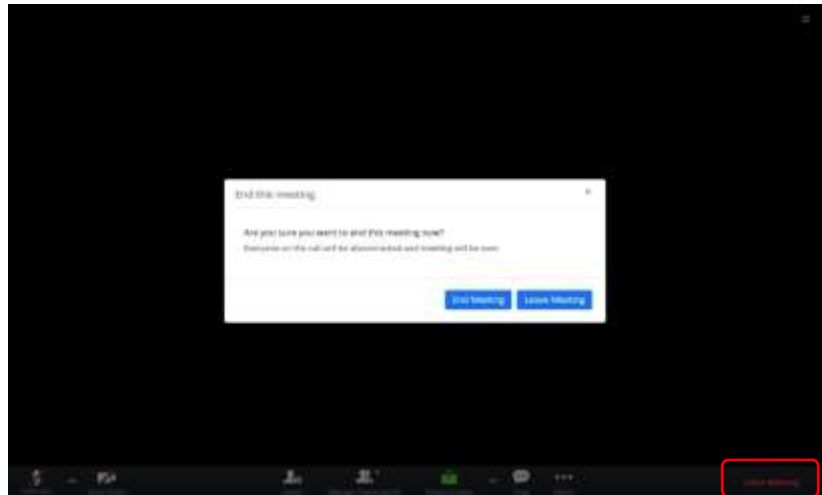
d) Raise Hand / Lower Hand

You can use the '**Raise Hand / Lower Hand**' function to get your teacher's attention if you have any questions during the lesson.



Leaving a Zoom Meeting

To end a Zoom meeting, click '**Leave Meeting**'.



Scheme	Application Period	Application Venue	Application Details	Target Beneficiary	Eligibility Criterion	Benefits
Temporary Relief Fund (TRF)	Applications open from 1 Apr – 30 Apr 2020 Processing Time: 1 – 3 days	Apply at all 24 SSOs and 108 Community Centres.	Supporting Documents Required: (1) NRIC (2) Letter of retrenchment/termination of contract, if applicable (3) Bank account details [For CSG only] (4) Relevant documents showing reduction of income as a result of COVID-19 (e.g. payslips, CPF statements), if applicable. [For TRF only] (5) Completed Application Form (which allows you to apply for CSG alongside TRF). Form is accessible at: go.gov.sg/msf-covid19-support of you can click the link at the bottom of this document. (Note: Self-declaration in lieu of documents for (3) or (4) is accepted if there are valid reasons)	Lower- and middle-income Singaporeans affected by the economic impact of COVID-19 who need immediate financial help with basic living expenses.	These are Singapore Citizens or Permanent Residents who: --> Have lost their jobs or faced a personal income loss of at least 30% due to COVID-19 --> Have a household income of ≤\$10,000, or per capita household income of ≤\$3,100, before their employment or income was affected. --> Not currently receiving ComCare assistance	One-off \$500 cash assistance in April. (Disbursed through PayNow (CC) or Cheque (CC/SSO))
COVID-19 Support Grant (CSG)	Applications open from 1 May 2020 – 30 Sep 2020 Processing Time: 2 – 3 weeks upon submission of supporting documents	Social Service Office (SSO) Details: go.gov.sg/ssolo-cator Community Centre (CC) Details: go.gov.sg/locat-e-cc	(4) Relevant documents showing reduction of income as a result of COVID-19 (e.g. payslips, CPF statements), if applicable. [For TRF only] (5) Completed Application Form (which allows you to apply for CSG alongside TRF). Form is accessible at: go.gov.sg/msf-covid19-support of you can click the link at the bottom of this document. (Note: Self-declaration in lieu of documents for (3) or (4) is accepted if there are valid reasons)	Singapore Citizens or Permanent Residents, aged 16 years and above, who are presently unemployed due to retrenchment or contract termination as a result of the economic impact of COVID-19.	These are Singapore Citizens or Permanent Residents aged 16 and above, who: --> Have had a household income of ≤\$10,000, or per capita household income of ≤\$3,100, prior to unemployment; --> Live in a property with annual value of ≤\$21,000; --> Not currently receiving ComCare assistance; --> Have been employed as a full-time or part-time permanent or contract staff prior to unemployment; --> Agree to actively participate in job search or attend a training programme under Workforce Singapore or the Employment and Employability Institute.	A monthly cash grant of \$800 , for 3 months. (Disbursed into Bank Account)
The Courage Fund	Applications open from 6 April 2020	Apply at all 24 SSOs Social Service Office (SSO) Details: go.gov.sg/ssolo-cator	Supporting Documents Required: (1) NRIC (2) Proof of QO/ LOA/ SHN/ hospitalisation for affected family member (3) Bank account details (4) Application Form (not yet uploaded) (5) Relevant documents showing reduction of income as a result of COVID-19 (e.g. payslips before and after the QO/ LOA/ SHN/ hospitalisation episode) (Note: Self-declaration is accepted if there are valid reasons)	For affected households (Singapore Citizens or Permanent Residents) due to individuals contracting COVID-19 or serving Quarantine Orders (QO), Stay-Home Notices (SHN) or mandatory Leave of Absence (LOA).	--> Household had at least one member who contracted COVID-19 or was placed on a QO/SHN/LOA during the period of heightened infectious disease risk; --> Household with monthly income of ≤\$3900 or a monthly per capita income of ≤\$1,350 prior to being affected by COVID-19; and --> Household experienced complete or partial (at least 10%) loss of income as a result of (i). --> Requires documents that you or your household member(s) were placed on a QO/LOA/SHN, or contracted COVID-19; --> Requires documents that your household experienced a loss of income as a result of COVID-19 (e.g. payslips before and after the QO/LOA/SHN or hospitalisation from contracting COVID-19)	\$1,000 if the household income* is ≤\$650 per capita \$750 if the household income* is between \$651 and \$1,350 per capita \$500 if the household income* is >\$1,350 per capita *Refers to the household income post-QO/LOA/SHN/hospitalisation for COVID-19.

Care & Support Package – Cash	Payouts will be disbursed in end August 2020	Automatic Disbursement	For all Singaporeans aged 21 and above in 2020	Means-tested according to income.	<p>\$900 if the assessable income for year of assessment 2019 is between \$0 to \$28,000;</p> <p>\$600 if the assessable income for year of assessment 2019 is between \$28,001 to \$100,000;</p> <p>\$300 if the assessable income for year of assessment 2019 is more than \$100,000, or owns more than one property;</p> <p>\$300 for each eligible parent (defined as Singaporean parents with at least one Singaporean child aged 20 years and below in 2020);</p> <p>\$100 for each eligible senior (defined as Singaporeans aged 50 and above in 2020)</p>
Workfare Special Payment	Payouts will be disbursed in July and October 2020.	Automatic Disbursement	Workfare Income Supplement (WIS) recipients in Work Year 2019; i.e. low-wage workers aged 35 and above in 2019	<p>The WSP will be enhanced to provide a cash payout of \$3,000 for all:</p> <p>--> Singaporean employees and self-employed persons who received Workfare Income Supplement (WIS) payments in Work Year 2019</p> <p>--> Persons with disabilities aged below 35 years in 2019, who meet the WIS eligibility criteria, will also receive the WSP if they had received WIS payments for work done in 2019.</p>	\$3,000 ; paid over two equal payments of \$1,500 each in July and October 2020
Grocery Vouchers	Initial disbursement of vouchers will be given in Q4 2020	The vouchers will be delivered to the NRIC-registered address of eligible citizens via mail.	Low-income Singaporeans; and the vouchers can be used at participating supermarkets. To date, NTUC FairPrice, Giant and Sheng Siong have agreed to accept these vouchers.	All Singaporeans aged 21 years and above, who live in 1-room and 2-room HDB flats and do not own more than one property	They will receive \$300 in Grocery Vouchers this year, and \$100 in 2021 (this is given by eligible individual, not by eligible household)
GST Voucher – Cash	To be paid in August 2020	Automatic Disbursement	<p>To receive the GST Voucher – Cash in 2020, you must fulfil the following criteria:</p> <p>--> You must be a Singapore citizen, residing in Singapore*;</p> <p>--> You must be aged 21 or above in 2020;</p> <p>--> Your Income Earned in 2018 as assessed by IRAS (Assessable Income (AI) for the Year of Assessment (YA) 2019) must not exceed \$28,000;</p> <p>--> The Annual Value (AV) of your home (as indicated on your NRIC) as at 31 December 2019 must not exceed \$21,000; and</p> <p>--> You must not own more than one property</p>		<p>\$300 if the the Annual Value (AV) of your home (as indicated on your NRIC) as at 31 December 2019 is up to \$13,000;</p> <p>\$150 if the the Annual Value (AV) of your home (as indicated on your NRIC) as at 31 December 2019 is between \$13,001 to \$21,000.</p>

GST Voucher – U-Save	To be paid across four quarters throughout the year	Automatic Disbursement Eligible households will receive their regular GSTV – U-Save over four quarters in April 2020, July 2020, October 2020 and January 2021. Eligible households will receive their GSTV – U-Save Special Payment over two quarters in April 2020 and July 2020 Eligible larger households with five or more members will receive their additional GSTV – U-Save rebate over two quarters in October 2020 and January 2021.	All eligible HDB households: --> Households whose members own more than one property are not eligible for GSTV – U-Save --> Household members refer to individuals living at the same residence (as reflected on their NRICs), and who are related by blood, marriage or legal adoption (e.g. spouse, parents, children, siblings, uncles, aunts, cousins, and in-laws). Domestic helpers, unrelated tenants, god-parents, and friends are not considered household members.	<table><tr><th rowspan="2">HDB Flat Type</th><th>(A) Regular GSTV – U-Save</th><th>(B) GSTV – U-Save Special Payment for all eligible households</th><th>(C) Further GSTV – U-Save for larger households</th><th rowspan="2">(A)+(B)+(C) Total GSTV – U-Save for FY 2020</th></tr><tr><th>Paid over four equal payments in April 2020, July 2020, October 2020 and January 2021</th><th>Paid over two equal payments in April 2020 and July 2020</th><th>Paid over two equal payments in October 2020 and January 2021</th></tr><tr><td>1- and 2-room</td><td>\$400</td><td>+\$400</td><td>+\$200</td><td>\$800 or \$1,000</td></tr><tr><td>3-room</td><td>\$360</td><td>+\$360</td><td>+\$180</td><td>\$720 or \$900</td></tr><tr><td>4-room</td><td>\$320</td><td>+\$320</td><td>+\$160</td><td>\$640 or \$800</td></tr><tr><td>5-room</td><td>\$280</td><td>+\$280</td><td>+\$140</td><td>\$560 or \$700</td></tr><tr><td>Executive / Multi-Generation</td><td>\$240</td><td>+\$240</td><td>+\$120</td><td>\$480 or \$600</td></tr></table>	HDB Flat Type	(A) Regular GSTV – U-Save	(B) GSTV – U-Save Special Payment for all eligible households	(C) Further GSTV – U-Save for larger households	(A)+(B)+(C) Total GSTV – U-Save for FY 2020	Paid over four equal payments in April 2020, July 2020, October 2020 and January 2021	Paid over two equal payments in April 2020 and July 2020	Paid over two equal payments in October 2020 and January 2021	1- and 2-room	\$400	+\$400	+\$200	\$800 or \$1,000	3-room	\$360	+\$360	+\$180	\$720 or \$900	4-room	\$320	+\$320	+\$160	\$640 or \$800	5-room	\$280	+\$280	+\$140	\$560 or \$700	Executive / Multi-Generation	\$240	+\$240	+\$120	\$480 or \$600
				HDB Flat Type		(A) Regular GSTV – U-Save	(B) GSTV – U-Save Special Payment for all eligible households	(C) Further GSTV – U-Save for larger households		(A)+(B)+(C) Total GSTV – U-Save for FY 2020																											
Paid over four equal payments in April 2020, July 2020, October 2020 and January 2021	Paid over two equal payments in April 2020 and July 2020	Paid over two equal payments in October 2020 and January 2021																																			
1- and 2-room	\$400	+\$400	+\$200	\$800 or \$1,000																																	
3-room	\$360	+\$360	+\$180	\$720 or \$900																																	
4-room	\$320	+\$320	+\$160	\$640 or \$800																																	
5-room	\$280	+\$280	+\$140	\$560 or \$700																																	
Executive / Multi-Generation	\$240	+\$240	+\$120	\$480 or \$600																																	
***Figures here are all total figures, i.e. for 1-room flat households, the regular GSTV U-Save of \$400 will be disbursed \$100 over each of the 4 quarters, and the Special GSTV U-Save will be disbursed \$200 over each of the 2 quarters, and the Additional GSTV U-Save will be disbursed over \$100 over each of the 2 quarters.																																					

Service and Conservancy Charges Rebate	Eligible households will receive their S&CC Rebate over four quarters in April 2020, July 2020, October 2020 and January 2021.	Automatic Disbursement	<table><tr><th rowspan="2">HDB Flat Type</th><th colspan="5">No. of months of S&CC Rebate in FY2020</th></tr><tr><th>April 2020</th><th>July 2020</th><th>October 2020</th><th>January 2021</th><th>Total for FY2020</th></tr><tr><td>1- and 2-room</td><td>1</td><td>1</td><td>1</td><td>0.5</td><td>3.5</td></tr><tr><td>3- and 4-room</td><td>1</td><td>0.5</td><td>0.5</td><td>0.5</td><td>2.5</td></tr><tr><td>5-room</td><td>0.5</td><td>0.5</td><td>0.5</td><td>0.5</td><td>2.0</td></tr><tr><td>Executive / Multi-Generation</td><td>0.5</td><td>0.5</td><td>0.5</td><td>-</td><td>1.5</td></tr></table>	HDB Flat Type	No. of months of S&CC Rebate in FY2020					April 2020	July 2020	October 2020	January 2021	Total for FY2020	1- and 2-room	1	1	1	0.5	3.5	3- and 4-room	1	0.5	0.5	0.5	2.5	5-room	0.5	0.5	0.5	0.5	2.0	Executive / Multi-Generation	0.5	0.5	0.5	-	1.5	Eligible Singaporean households living in HDB flats will receive rebates to offset between 1.5 and 3.5 months of Service and Conservancy Charges (S&CC) over FY2020.
			HDB Flat Type		No. of months of S&CC Rebate in FY2020																																		
April 2020	July 2020	October 2020		January 2021	Total for FY2020																																		
1- and 2-room	1	1	1	0.5	3.5																																		
3- and 4-room	1	0.5	0.5	0.5	2.5																																		
5-room	0.5	0.5	0.5	0.5	2.0																																		
Executive / Multi-Generation	0.5	0.5	0.5	-	1.5																																		
		Households with a member owning or having any interest in a private property, or have rented out the entire flat, are not eligible for the S&CC Rebate.																																					

Self-Employed Person Income Relief Scheme (SIRS)	Disbursement will be in May, July and October 2020 respectively.	<p>Automatic Disbursement (SIRS is expected to automatically benefit about 88,000 SEPs). Singaporean SEPs aged 37 and over in 2020 who declared positive SEP income to the Inland Revenue Authority of Singapore (IRAS) / CPF Board (CPF Board) for Work Year 2018 do not need to apply. They will be automatically notified of their eligibility via letter and SMS, and will receive the first SIRS payout automatically in May 2020.</p> <p>Other eligible SEPs may apply for SIRS. More details on SIRS and the application process will be released at a later date</p>	<p>Singaporean SEPs who meet all of the following criteria are eligible for SIRS:</p> <p>--> Started work as an SEP on or before 25 March 2020;</p> <p>--> Do not also earn income as an employee;</p> <p>--> Earn a Net Trade Income of no more than \$100,000;</p> <p>--> Live in a property with an annual value of no more than \$13,000; and</p> <p>--> Do not own two or more properties.</p> <p>For married Singaporean SEPs, the following additional criteria apply:</p> <p>--> The individual and spouse together do not own two or more properties; and</p> <p>--> The Assessable Income of his/her spouse does not exceed \$70,000.</p>	Eligible SEPs will receive three quarterly cash payouts of \$3,000 each in May, July and October 2020.
--	--	--	--	---

Application Form:

1. Temporary Relief Fund (which you can use to apply for COVID-19 Support Grant if you apply now): <https://www.msf.gov.sg/assistance/PublishingImages/Temporary%20Relief%20Fund%20Application%20Form.pdf>

References:

- https://www.msf.gov.sg/media-room/Documents/Annexes_More%20Support%20for%20Lower-%20to%20Middle-Income%20Singaporeans%20Affected%20by%20COVID-19%20Situation.pdf
- <https://www.ncss.gov.sg/Our-Initiatives/The-Courage-Fund>
- https://www.singaporebudget.gov.sg/budget_2020/budget-measures/care-and-support-package
- https://www.singaporebudget.gov.sg/docs/default-source/budget_2020/download/pdf/fy2020_supplementary_sp_csp_faq.pdf
- <https://www.gstvoucher.gov.sg/>
- <https://www.mom.gov.sg/newsroom/press-releases/2020/0327-about-88000-to-automatically-benefit-from-self-employed-person-income-relief-scheme>
- <https://www.msf.gov.sg/assistance/Pages/covid19relief.aspx>

Note from Author:

Hello, I understand that it can be a difficult experience navigating the web of support schemes in already distressing times. Hence, I hope this compilation is helpful for you or your loved ones. I am adding a note here to share that this is not an official document released by any government agency. I cannot assume full responsibility of the accuracy of the information in this document since I do not work for the Singapore Government. Hence, I've included references above so you can check with the sources I looked at. If you detect any inaccuracy, please feel free to contact me at lim_jingzhou@outlook.com so I can correct it. Take care, and best wishes for everyone's good health and safety amidst COVID-2019.

– Jingzhou

See Next Page for FAQs

Frequently Asked Questions (FAQs)	
1. What are changes that will be made to ComCare Financial Assistance schemes?	
MSF have announced that "From April 2020, households newly placed on ComCare Short-to-Medium Term Assistance will receive the assistance over a duration of at least six months, which would be longer for most households. The longer ComCare duration will provide greater peace of mind to families and individuals whose livelihoods have been affected by COVID-19, as they seek out job or retraining opportunities."	
2. What is the definition of self-employed person?	
From MOM: https://www.mom.gov.sg/newsroom/press-releases/2018/0222-tripartite-workgroup-releases-recommendations-on-self-employed-persons From IRAS: https://www.iras.gov.sg/irashome/Businesses/Self-Employed/Learning-the-basics/Am-I-an-Employee-or-a-Self-Employed/ From CPF: https://www.cpf.gov.sg/members/FAQ/schemes/self-employed-scheme/self-employed-matters/FAQDetails?category=self-employed+scheme&group=Self-Employed+Matters&aifaqid=2188216&folderid=18104	
3. Must one fulfill all the criterias stated for the schemes, or need to only fulfill one of them?	
If you look at the sources I cited, it's actually not super clear. My personal rule of thumb, which you should follow at your own risk, is that when the criteria does not state "or" in between two criteria, one can usually assume it means "and". In other words, yes most of the criteria stated must be fulfilled collectively unless it explicitly says "or" between criterias.	
4. How do I apply for ComCare if I am currently serving a QO/SHN/LOA?	
MSF has annouced that "For those under quarantine or Stay-Home Notice who require ComCare assistance, we have simplified the application processes so that they need not apply for ComCare in person. ComCare applicants need only submit supporting documents through email or via mobile phone (e.g. WhatsApp)." You may wish to contact your area's Social Service Office (SSO) through the ComCare Hotline (1800-222-000) or attempt to contact your area's SSO through their email/contact number listed under: https://www.sgd.gov.sg/ministries/msf/departments/ss/departments/spsg/departments/sdcd/departments/sso	
5. How do I apply for Temporary Relief Fund if I am currently serving a QO/SHN/LOA?	
In their FAQ, MSF has announced that "Applicants should apply for TRF in person as far as possible. However, if the person is serving a Quarantine Order or Stay-Home Notice, they can get a proxy to help apply if applicants have a proxy to apply and/or collect the assistance on their behalf , proxy can help to submit the hardcopy application form (signed by applicant), along with the applicant's NRIC and relevant supporting documents, to the nearest Social Service Office. When collecting the assistance, the proxy should provide his/her name, NRIC, address, and relationship to applicant to the SSO If applicants have no proxy to apply and/or collect the assistance on their behalf , they can apply for the assistance after their Quarantine Order/ Leave of Absence/ Stay-Home Notice has ended." This is similar for COVID-19 Support Grant , except that the applicant must also declare their commitment to participate in job search with WSG/e2i.	
6. Can more than one family member in a household get help from the COVID-19 Support Grant?	
In their FAQ, MSF annouced that "While we consider household income as part of the eligibility criteria, each individual who fulfils the eligibility criteria can receive support under the COVID-19 Support Grant." However, MSF has annouced that each recipient can only recieve the COVID-19 Support Grant once . Those who need further assistance are asked to approach the nearest SSO to apply for ComCare Financial Assistance.	
7. Are there other schemes I can apply for?	
Yes, this is not meant to be an exhaustive list. Some other schemes are listed below:	
List of Other Financial Assistance Schemes	
NTUC Care Fund (COVID-19)	https://www.ntuc.org.sg/wps/portal/up2/home/aboutntuc/ucare/ucarefund/details
Last Updated: 1 April 2020, 1145hrs	

SUPPORT FOR SINGAPOREANS AFFECTED BY COVID-19

TEMPORARY RELIEF FUND • FROM 1 TO 30 APR 2020



For individuals who **lost their jobs or faced an income loss of at least 30% due to COVID-19**

ASSISTANCE
\$500 (one-time)

ELIGIBILITY CRITERIA:

- Singapore Citizen (SC)/Permanent Resident (PR) aged 16 years and above
- Prior gross monthly Household Income (HHI) of ≤\$10,000, or monthly Per Capita Income (PCI) of ≤\$3,100
- Not on ComCare assistance

COVID-19 SUPPORT GRANT • FROM 1 MAY 2020



For employees who **lost their jobs due to COVID-19**

ASSISTANCE
Total \$2,400
• **\$800** per month, for 3 months (one-time)
• Employment and/or training support with WSG or e2i

ELIGIBILITY CRITERIA:

- SC/PR aged 16 years and above
- Prior gross monthly HHI of ≤\$10,000, or monthly PCI of ≤\$3,100
- Live in a property with annual value of ≤\$21,000
- Previously employed as full-time/part-time permanent or contract staff
- Not on ComCare assistance



HOW TO APPLY

For the above, approach your nearest Social Service Office (SSO) <go.gov.sg/ssolocator>, Community Centre/Club (CC) <go.gov.sg/locate-cc>, or call ComCare hotline at 1800-222-0000

BRING ALONG

- Your NRIC and bank account details
- Documents showing loss of job or income e.g. letter of retrenchment/termination of contract, payslips
- Completed application form, available online <go.gov.sg/msf-covid19-support> or at SSOs and CCs

NO NEED TO APPLY

Automatic payout for eligible SEPs*

*Aged 37 and above in 2020 who declared positive SEP income to IRAS or CPF Board for Work Year 2018. We will look into appeals for those who miss the criteria.

SELF-EMPLOYED PERSON INCOME RELIEF SCHEME (SIRS) • FROM MAY 2020

For Singaporean **Self-Employed Persons (SEPs)**

ASSISTANCE
Total \$9,000
Quarterly cash payouts of **\$3,000** in May, Jul and Oct 2020

ELIGIBILITY CRITERIA:

- Started work as an SEP on or before 25 Mar 2020
- No employee income
- Net Trade Income of ≤\$100,000
- Live in a property with annual value of ≤\$13,000
- Do not own two or more properties
- For married SEPs, SEP and spouse together do not own two or more properties
- Assessable Income of spouse is ≤\$70,000

WORKFARE SPECIAL PAYMENT

For **lower-income workers**, including SEPs

ASSISTANCE
Total \$3,000
2 payouts of **\$1,500** in Jul and Oct 2020

ELIGIBILITY CRITERIA:

- Received Workfare Income Supplement (WIS) in 2019

More info on WIS at www.workfare.gov.sg

NO NEED TO APPLY

Eligible recipients will be notified and paid automatically by CPF Board