

Play Your Part

Your responsibilities as a client are:

1. Provide complete and accurate information about yourself, including personal particulars, past medical and mental health history, and updates that will facilitate your journey of recovery.
2. Participate actively in the services and programmes, according to your individualised rehabilitation plan.
3. Ask questions if you do not understand any part concerning your individualised rehabilitation plan.
4. Be considerate and respectful of others' personal space, possessions, feelings, beliefs and opinions.
5. Maintain contact with your counsellor as and when necessary.

Making An Appointment

You may make an appointment with your counsellor from Monday to Friday, 9am to 5pm (excluding Public Holidays). Our counsellors are reachable via phone, sms, whatsapp or email.

You may meet your counsellor at our centre, your home, or a preferred location of your choice. We will work with you to arrange a convenient time and place that suits your needs.

Moving Forward

We aim to ensure that you will be supported even when you leave our services in the future. While you are with us, our staff will work with you to jointly develop a transition plan.

Feedback

We welcome your feedback on the services received. This will help us know how you have benefited from our services and areas that we can improve.

Please provide us your feedback via the drop boxes at our reception counters or through our staff. We also conduct an annual survey with you and your caregiver(s) regarding our services.

If you are not satisfied with the services you are receiving, you may file a report through our staff and we will respond to you accordingly.

Contact Us

Anglican Care Centre (Bukit Batok)

Block 267 Bukit Batok East Avenue 4 #01-206
Singapore 650267
T: 6562 4881 • E: acc_bukitbatok@sacs.org.sg

Anglican Care Centre (Pasir Ris)

Blk 534 Pasir Ris Drive 1 #01-266
Singapore 510534
T: 6584 4633 • E: acc_pasirris@sacs.org.sg

Anglican Care Centre (Yishun)

Blk 707 Yishun Avenue 5 #01-36
Singapore 760707
T: 6753 5311 • E: acc_yishun@sacs.org.sg

24-hour hotlines

1. SOS Hotline 1767
2. Institute of Mental Health 6389 2000



Please scan here for
SACS brochures.



Information accurate as of August 2024.



COMMUNITY INTERVENTION TEAM (COMIT)

Serving You and The Community

The services provided are free of charge

Singapore Anglican Community Services (SACS) started in 1967, bringing God's love to the community. Through the years, SACS has expanded its services to serve more than 2,500 persons with mental health conditions annually.

SACS strives to benchmark our services against international standards and was the first Asian mental health organisation to be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). In 2024, SACS attained the three-year CARF re-accreditation.



YOUR JOURNEY WITH SACS . . .



Orientation

When you enter into our services at SACS, our staff will orientate you on what you need to know about the services. Your rehabilitation counsellor will work with you to understand your needs better. Further assessments may be required to better assist you.

Your Participation

At SACS, you are our valued member and we welcome your active participation in working together to achieve your recovery goals. We will help you develop an individualised rehabilitation plan to help you achieve your goals.



Holistic Care

We use a holistic approach that encompasses the mind, body and spirit, to support and enhance your recovery. We also may also be able to look into your physical health through our partnership with the various general practitioners, polyclinics, and restructured hospitals.

Our rehabilitation programs are designed to meet your recovery needs. Apart from teaching you how to cope with stress, how to prevent a relapse and equipping you with life skills, we have programmes covering topics such as mental wellness, self-care and activities of daily living.

We recognise the importance of spirituality in the journey of recovery and we respect your beliefs. We also welcome and invite your family, friends and loved ones to be part of your support team.



Our Services

- Community and Home-based Outreach
- Individualised Intervention Plans to equip and empower clients to live well in the community
- Care coordination and Case Management
- Counselling and other Psycho-Social Therapy for clients and caregivers
- Support clients and caregivers
- Collaboration with other service providers

Know Your Rights

We believe that you have rights no matter what your situation is and as a client of SACS, you have the right to:

1. Be protected from any form of abuse and exploitation.
2. Be treated with dignity and respect at all times.
3. Be part of your treatment and to choose your goals for your recovery plan.
4. Have an interpreter to help you speak to our staff when required.
5. Have any information concerning you will be kept confidential unless required by the law.
6. Request an investigation and resolution of any alleged infringement of your rights.

You are free to exercise your rights and you will continue to receive the same care.