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MEDIA RELEASE

SCWO Launches New Workplace Counselling and Support Service for Individuals Facing Workplace Discrimination and Harassment

New service aims to bridge the gap between experiencing workplace discrimination or harassment and seeking help

SINGAPORE, 18 September 2026 – The Singapore Council of Women's Organisations (SCWO) today announced the launch of its new *Workplace Counselling and Support Service*, a dedicated service providing emotional, psychological and practical support to individuals experiencing workplace discrimination or harassment.

Supported by the Ministry of Manpower (MOM), the service will help individuals understand their options and navigate available avenues for support and assistance.

The service was announced at SCWO's Summit for Action on Gender Equality (SAGE) 2026, themed *Redefining Work: Creating New Pathways for Women*.

Addressing the gap between experiencing discrimination and seeking help

Despite existing avenues for workplace grievances and recourse, many individuals who experience discrimination or harassment do not seek help.

According to the MOM's Fair Employment Practices Report 2023, only 29.3% of employees who experienced workplace discrimination sought help, despite more employees working in firms with formal procedures to manage workplace discrimination. Among those who did not seek help, the most commonly cited reason was fear of being marginalised at work or making workplace relationships awkward (24.4%), followed by concerns about the potential impact on their career (18.2%).

For individuals experiencing workplace discrimination or harassment, deciding whether and how to seek help can itself be difficult. They may be dealing with distress, uncertainty or fear of repercussions while trying to understand their options, available resources and possible next steps.

The Workplace Counselling and Support Service aims to bridge this gap by providing a safe and confidential first point of support.

Helping individuals navigate a difficult and uncertain journey

SCWO President Dr Seow Yian San said, "Experiencing discrimination or harassment at work can leave someone feeling uncertain about what to do next. Knowing that reporting channels exist does not necessarily make it easy to come forward, particularly when someone is worried about their job, workplace relationships or the consequences of speaking up."

"Through this service, we want individuals to know that they do not have to navigate that journey alone. They can first speak to someone in a safe and confidential environment, receive the support they need, understand their options and make informed decisions about what comes next."

The service is intended to complement existing workplace reporting and recourse mechanisms rather than replace them.

SCWO will focus on supporting the individuals' emotional and psychological well-being and helping them navigate the available options. Where workplace-specific assistance or advice is required, individuals may be referred to relevant agencies and partners.

How the service works

Individuals can reach the Workplace Counselling and Support Service through multiple channels, including helpline, textline, email and walk-in support.

The service follows a five-stage support framework:

1. Reach Out

Individuals can get in touch through multiple safe and accessible channels.

2. Assessment

A counsellor assesses the individual's situation, needs and risks, including safety assessment and planning where required.

3. Support & Counselling

SCWO provides counselling and case management tailored to the individual's circumstances, helping them manage the emotional and psychological impact of their experience.

4. Navigate & Connect

Counsellors help individuals understand possible next steps and connect them to relevant support and resources.

5. Collaborative Referrals

Where appropriate, SCWO works with partners to connect individuals with the assistance and advice they require.

Continuous support and follow-up can be provided throughout the individual's journey. The framework reflects the proposed service model, which combines counselling and case management with information and referrals to relevant partners.

Building on SCWO's experience supporting women in vulnerable situations

The new service builds on SCWO's longstanding experience supporting women and families facing difficult and vulnerable circumstances.

For more than 20 years, SCWO has operated **Star Shelter**, providing a safe temporary refuge and trauma-informed support for women and their children seeking protection from domestic violence. SCWO also operates **Maintenance Support Central (MSC)**, which supports individuals facing maintenance issues and financial abuse.

This frontline experience provides a foundation for SCWO's new dedicated support pathway for individuals affected by workplace discrimination and harassment.

Supporting safer and fairer workplaces

The launch comes as Singapore continues to strengthen protections against workplace discrimination, including through the Workplace Fairness Act.

The new service complements existing workplace grievance and recourse mechanisms by addressing the support individuals may need as they consider and navigate their next steps.

Through the service, SCWO hopes to reduce barriers to seeking help and contribute towards more respectful, inclusive and safe workplaces.

The Workplace Counselling and Support Service will commence operations in the first quarter of 2027 and will be available to both women and men experiencing workplace discrimination or harassment. The service will accept both self-referrals and referrals from community organisations and partner agencies.

About the Singapore Council of Women's Organisations

The Singapore Council of Women's Organisations (SCWO) is the national coordinating body representing women's organisations in Singapore. Through advocacy, collaboration and provision of critical services for women in need, SCWO works to amplify diverse voices and advance opportunities for women and the community. Key initiatives include the Singapore Women's Hall of Fame, Star Shelter and Maintenance Support Central. Visit us at <https://www.scwo.org.sg/>.

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