



ANNUAL REPORT

2018

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INTRODUCTION

The Social Work Accreditation and Advisory Board (SWAAB), formerly known as the Social Work Accreditation Board (SWAB), was formed on 1 January 2009. The accreditation of social workers and social service practitioners was implemented on 1 April 2009 the same year. Accreditation is voluntary. It started with manual registration and switched to the online system on 1 April 2011.

Registered Social Workers (RSWs) and Registered Social Worker-Provisionals (RSW-P) are professionals who have a recognised degree or graduate diploma in social work. Registered Social Service Practitioners (RSSP) are professionals and practitioners who do not have a degree or graduate diploma in social work but have many years of experience in the field. Accreditation may be renewed every two years upon fulfilment of 60 Continuing and Professional Education (CPE) credits. As the accreditation of Social Service Practitioners was introduced for a limited period of three (3) years, no new practitioners were accredited in this category since 1 July 2012. Those who were accredited could continue to renew their accreditation or pursue a degree or graduate diploma in social work to enable them to convert to RSW-P, followed by RSW.

The Board maintains the Register of RSWs, RSW-Ps and RSSPs, issues certificates of accreditation and promotes the professional standards and good conduct of registered social workers and practitioners. The Board specifies pre-registration requisites, approves Continuing Professional Education (CPE) credits for renewal and investigates into any complaints received against registered professionals. Registrants found guilty of professional misconduct may be reprimanded, suspended or removed from the Register. With the transformation of SWAB to SWAAB in January 2014, the Board has expanded its role to provide leadership in the professional development of social workers.

This Annual Report documents the activities and registration statistics as at **31 December 2018**.

SOCIAL WORK ACCREDITATION AND ADVISORY

BOARD (1 JANUARY 2018 TO 31 DECEMBER 2019)

Position	Name	Designation	Organisation
Chairman	Ms Ang Bee Lian	Director of Social Welfare	Ministry of Social and Family Development
Vice-Chairman	Ms Long Chey May	Group Chief Patient Officer Deputy Director, Allied Health & Head, Medical Social Services President	National University Health System Ng Teng Fong General Hospital & Jurong Community Hospital Singapore Association of Social Workers
Member	Ms Morene Sim	Director	inlingua School of Languages
Member	A/Prof Esther Goh	Head, Social Work Department	National University of Singapore
Member	Dr Peace Wong	Senior Lecturer, Social Work Department	National University of Singapore
Member	Prof Seng Boon Kheng	Head, Social Work Programme, School of Human Development and Social Services	Singapore University of Social Sciences
Member	Ms Julia Lee	Senior Director, Social Work & Programme Development	TOUCH Community Services Limited
Member	Dr Katijah Dawood	Divisional Director, Family Services Division	Thye Hua Kwan Moral Charities
Member	Ms Lilian Mark	Head, Medical Social Work	Institute of Mental Health
Member	Ms Tan Sze Wee	Executive Director	Rainbow Centre
Member	Dr Vincent Ng	Chief Executive Officer	AMKFSC Community Services Ltd
Member	Ms Elaine Loo	Director, Membership & Strategy Implementation	National Council of Social Service

SECRETARIAT

Name	Designation	Organisation
Ms Joanna Tan	Head, Accreditation & Programme Director (from April 2018)	Singapore Association of Social Workers
Ms Jerene Chua	Assistant Head, Accreditation	Singapore Association of Social Workers
Ms Sahira Zulkifli	Senior Executive, Programs and Research (from October 2018)	Singapore Association of Social Workers
Ms Jean Ng	Senior Administrative Executive	Singapore Association of Social Workers

CHAIRMAN'S MESSAGE

Since the accreditation framework was set up on 1 April 2009, the Board has accredited **1934** Social Workers and Social Service Practitioners as at 31 December 2018. The renewal rate for the Registered Social Worker- Provisionals (RWS-P), Registered Social Workers (RSW) and Registered Social Worker Practitioners (RSSP) were 89%, 87% and 72% respectively, with the overall renewal rate of **87%**.

In 2018, there were 157 new Registered Social Worker- Provisionals (RSW-P) and 80 new Registered Social Workers (RSW) who were accredited by the Board. A total of 1288 renewal applications (14 RSW-P, 1136 RSW and 138 RSSP) were also processed. There were 82 RSW-P who converted to RSW and 4 RSSP to RSW-P or RSW during the year.

To ensure relevancy of our policies, the Board reviewed and decided on two key changes to our accreditation guidelines when reviewing applicants who are ex-offenders; and those who possess foreign Social Work qualifications. The board believed that these amendments will make the review process more robust and efficient.

Another great improvement we made this year, was the issuance of electronic outcome letters and certificate of accreditation to approved applicants which was officially rolled out in February 2019. This had brought about more efficient administration and the applicants could easily retrieve/download their letters and certificates at their own free time. It is our way of promoting a green environment too.

We are pleased to have Dr Calvin Ho who is trained in Law and specializes in Bio-ethics at Yong Loo Lin School of Medicine, National University of Singapore, to join the Preliminary Investigation Committee (PIC) effective 4 January 2018. He conducted a training on Law and Bioethics on 18 July 2018 and it benefited 23 members of SWAAB, SASW Executive Committee and invited guests from Singapore Association of Counselling. It was an intriguing session with stimulated discussion and reflection, and a great takeaway was the useful ethical analysis toolkit for immediate application.

As many of you would have known, the Accreditation Secretariat is now headed by Ms Joanna Tan who possessed a NUS Social Work degree and she spent most of her working years in regional human resource management and development. We welcome her to the family.

This year we celebrated our 10th Anniversary during the 2019 Social Work Day celebration held on 27 March 2018 at Temasek Club. A short video clip depicting the journey of achievements the Board has taken over the years and sharing of some Social Workers who have benefited from the accreditation framework was screened.

We are indeed grateful to have a team of amazing past and present board members who made commendable contribution to the Social Work practice and their dedication to the Social Work fraternity is admirable. We will continue to thrive in our Social Work profession to nurture resilient individuals, strong families and a caring society. As we deliver our best for our clients, let us continue to uphold the high ethical and quality standards of our professional Social Work practice wherever we are and in whatever we do.

Finally, I like to thank the Accreditation Secretariat for their quality and timely support to the Board.

Ang Bee Lian (Ms)
Chairman
Social Work Accreditation and Advisory Board

1. DEMOGRAPHICS

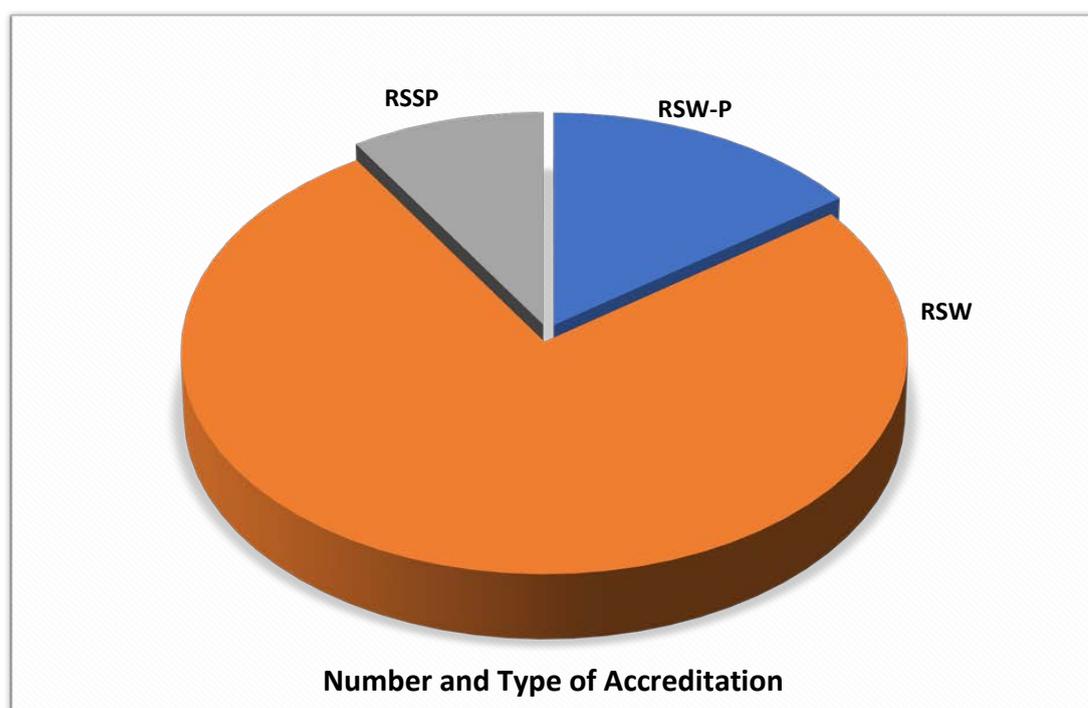
a) NUMBER AND TYPES OF ACCREDITATION

As at 31 December 2018, there were 1934 accredited Social Workers and Social Service practitioners as compared to 1879 on 31 December 2017. This was an increase of 3%.

Table 1: Number and Types of Accreditation as at 31 December 2018

Type	2017	2018	Increase/Decrease (No. & %)
Registered Social Worker-Provisional (RSW-P)	275	334	59 (21 %)
Registered Social Worker (RSW)	1432	1462	30 (2 %)
Registered Social Service Practitioner (RSSP)	172	138	-34 (-20 %)
TOTAL	1879	1934	55 (3 %)

Chart 1: Number and Types of Accreditation as at 31 December 2018



b) SECTOR DISTRIBUTION

Most of the accredited professionals practised in the social service agencies. The second largest group practised in the public healthcare sector comprising restructured hospitals, specialist centres and polyclinics. The third largest group practised in the government ministries and statutory boards.

Table 2: Sector Distribution by Accreditation Type as at 31 December 2018

Sectors of Employment	Sector Distribution			Total
	RSW-P	RSW	RSSP	
Social Service Agencies (SSA)	277	931	97	1305
Public Healthcare Sector (Restructured Hospitals, Specialist Centres, Polyclinics)	34	291	8	333
Government Ministries & Statutory Boards	10	136	22	168
Self-Employed	0	5	0	5
Not in Employment	11	77	4	92
Others	2	22	7	31
TOTAL	334	1462	138	1934

Chart 2a: Sector Distribution of Accredited Professionals as at 31 December 2018

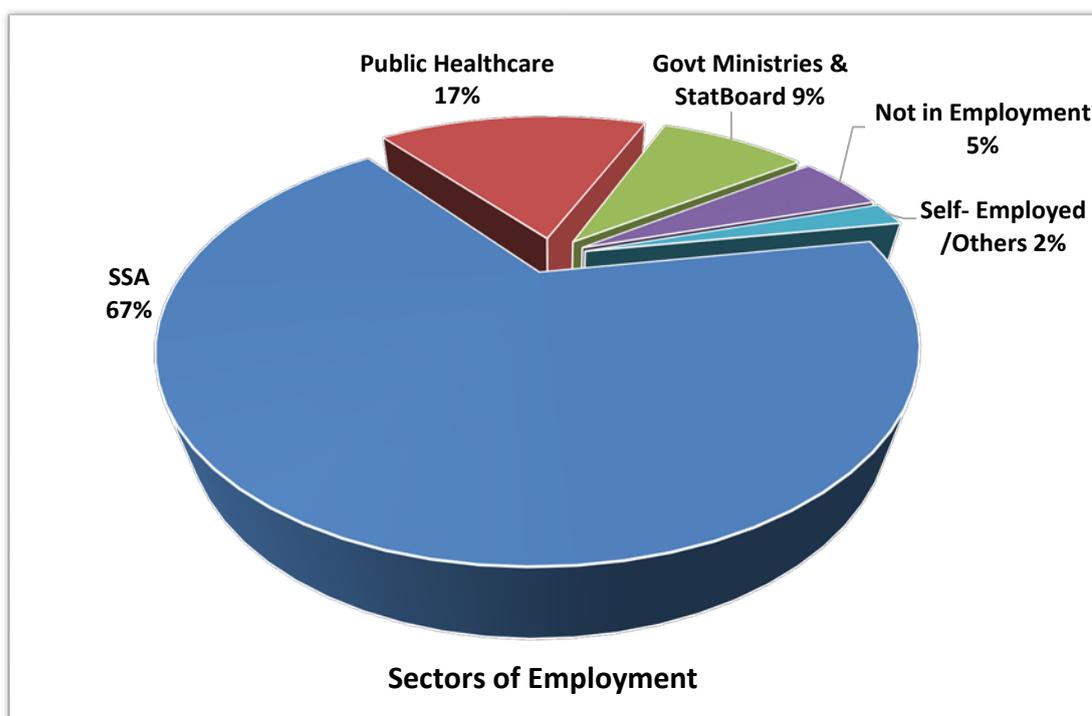


Chart 2b: Sector Distribution of RSW-Ps as at 31 December 2018

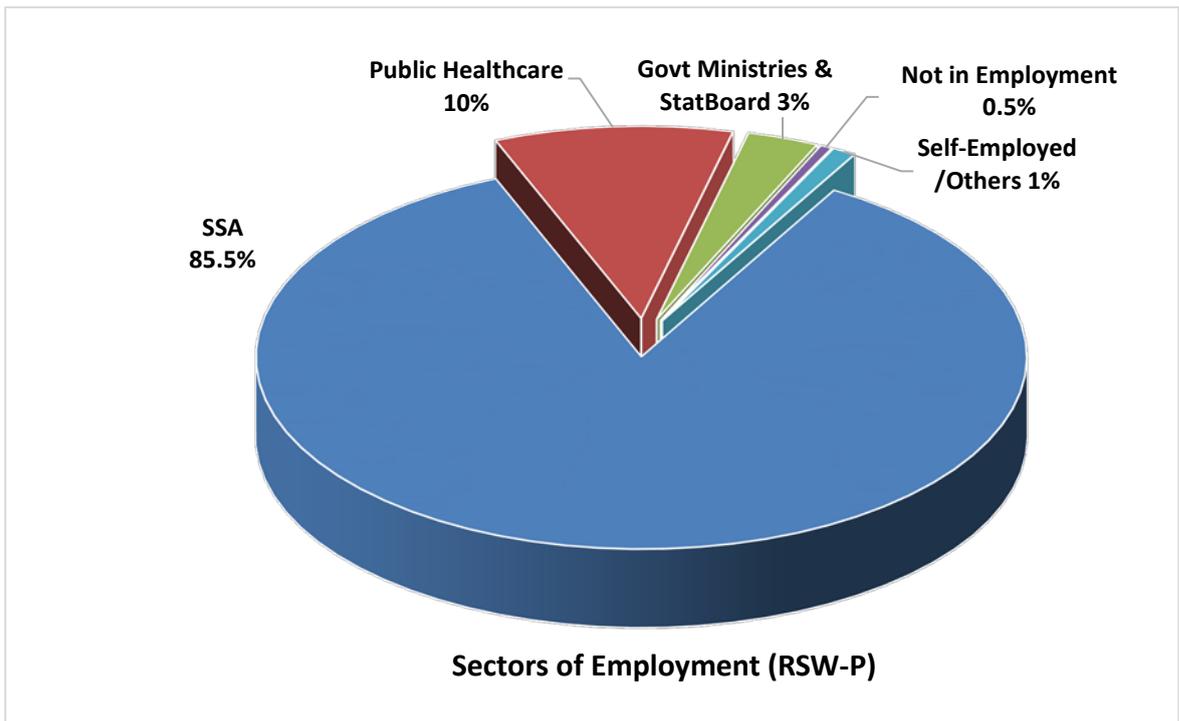


Chart 2c: Sector Distribution of RSWs as at 31 December 2018

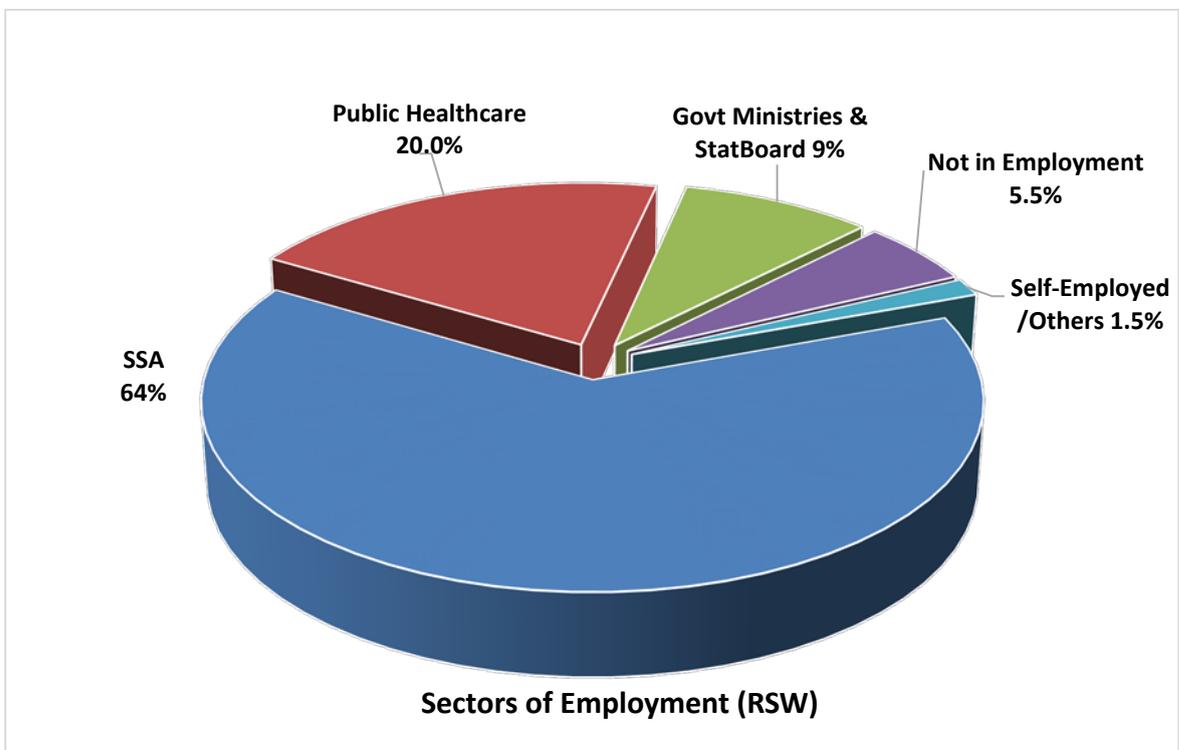
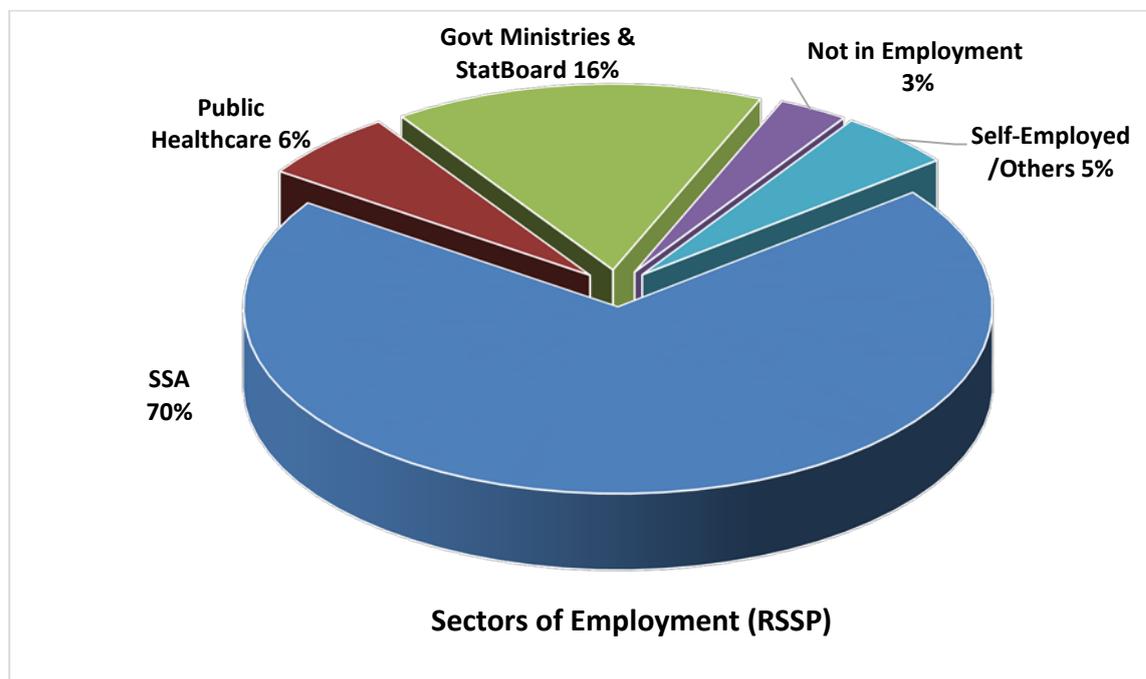


Chart 2d: Sector Distribution of RSSPs as at 31 December 2018



c) COUNTRY OF QUALIFYING QUALIFICATION OF ACCREDITED PROFESSIONALS

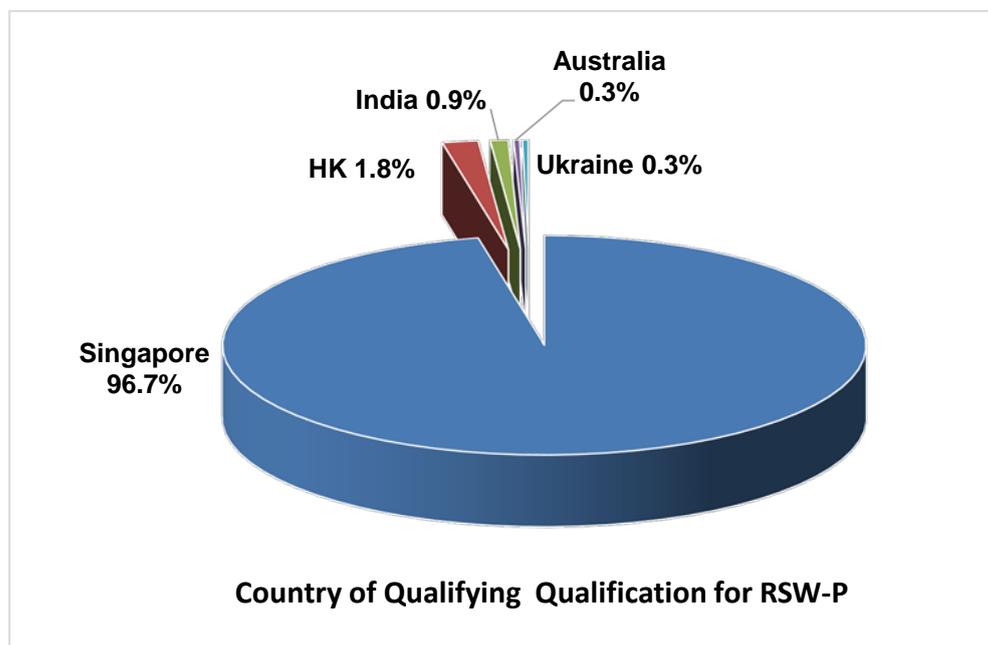
1. REGISTERED SOCIAL WORKER-PROVISIONALS (RSW-Ps)

A majority of registered Social Worker-Provisionals qualified in Social Work from Singapore. Other major countries where our RSW-Ps were qualified from include Hong Kong, India, Australia and Ukraine.

Table 3: Country of Qualifying Qualification for RSW-Ps (Year 2018)

Country of Qualifying Qualification	2018
Singapore	323
Hong Kong (HK)	6
India	3
Australia	1
Ukraine	1
TOTAL	334

Chart 3: Country of Qualifying Qualification for RSW-Ps



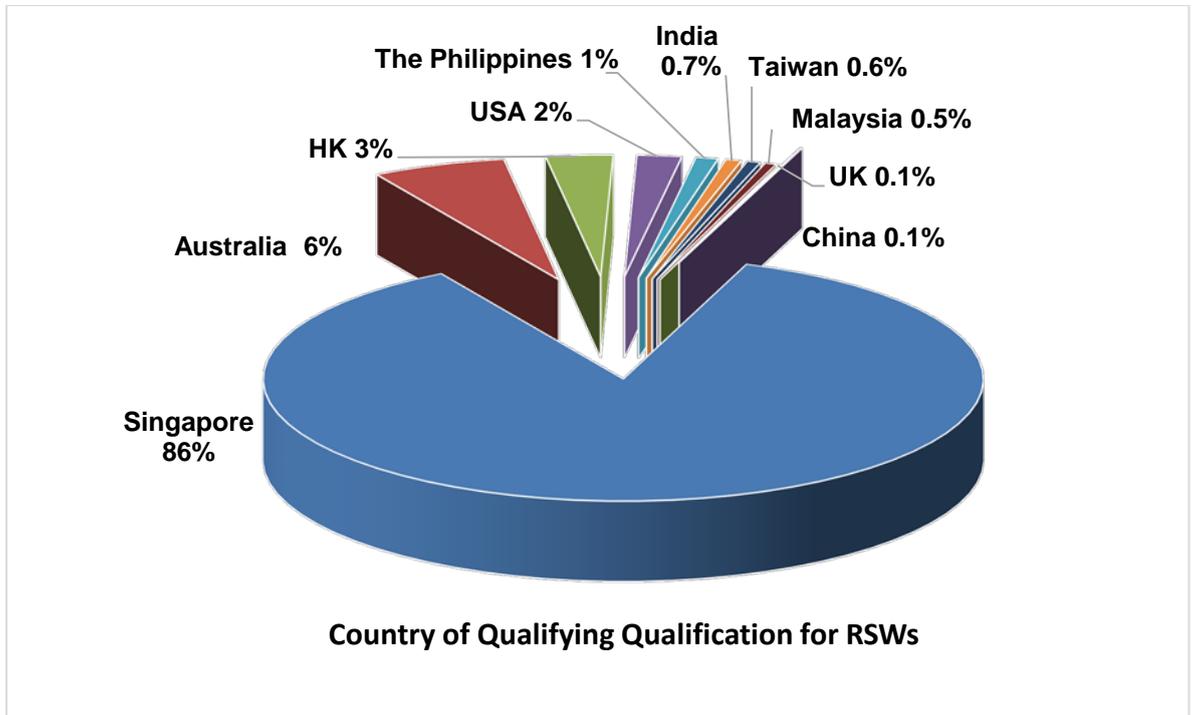
2. REGISTERED SOCIAL WORKERS (RSWs)

Most of our Registered Social Workers qualified in Social Work from Singapore. Other major countries where our RSWs were qualified from include Australia, Hong Kong, the United States of America, The Philippines, India, Taiwan, Malaysia, the United Kingdom, China, Canada and New Zealand.

Table 4: Country of Qualifying Qualification for RSWs (Year 2018)

Country of Qualifying Qualification	2018
Singapore	1260
Australia	86
Hong Kong (HK)	44
United States of America (USA)	23
The Philippines	15
India	11
Taiwan	9
Malaysia	8
United Kingdom (UK)	2
China	2
Canada	1
New Zealand	1
TOTAL	1462

Chart 4: Country of Qualifying Qualification for RSWs



3. REGISTERED SOCIAL SERVICE PROFESSIONALS (RSSPs)

No information is provided in this section for RSSPs as they were not accredited based on having a Social Work qualification but on having other qualifications and/ or certain number of years of experience in the sector.

d) **DEMOGRAPHIC PROFILE OF ACCREDITED PROFESSIONALS**

The Social Work and Social Service professions are young and female dominated, with the majority of them within the age group of 30 - 39, followed by those in the 40 - 49 age group. Singapore Citizens and Permanent Residents (PRs) make up 98% of the pool across the three accreditation groups. Table 5 shows the demographic profile of accredited professionals by gender, age and nationality.

Table 5: General Profile of Accredited Professionals as at 31 December 2018

Demographic Profile	Number and Percentage for Each Group			Total
	RSW-P	RSW	RSSP	
Gender				
Male	88	32	39	455
Female	246	113	99	1479
Age				
20-29	165	19	0	361
30-39	105	66	21	791
40-49	43	41	42	496
50-59	16	15	42	209
60 and above	5	39	33	77
Nationality				
Singapore	326	142	138	1888
Non-Citizen	8	38	0	46
TOTAL	334	1462	138	1934

Chart 5a: Total number of Accredited Professionals by Gender as at 31 December 2018

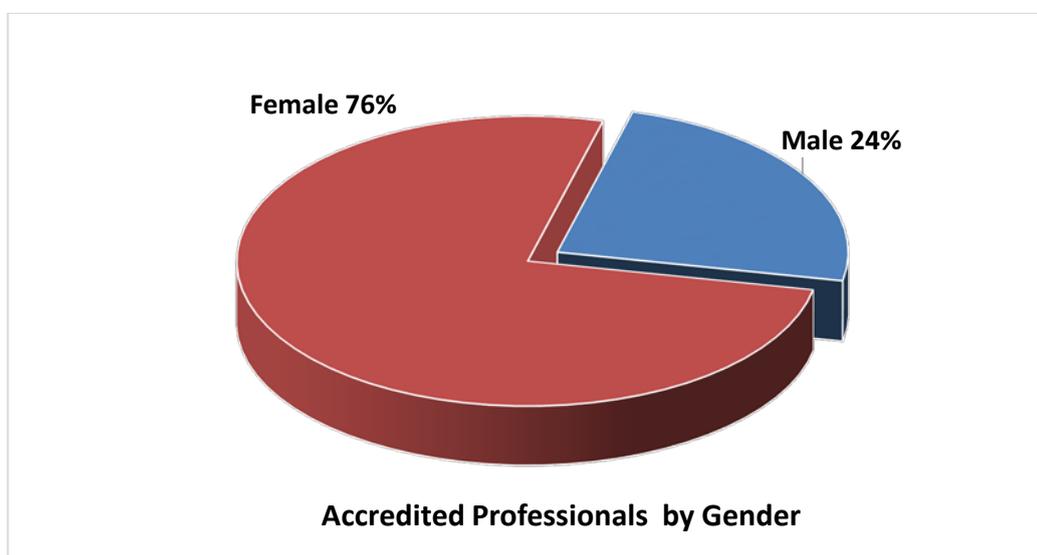


Chart 5b: Total number of Accredited Professionals by Age Group as at 31 December 2018

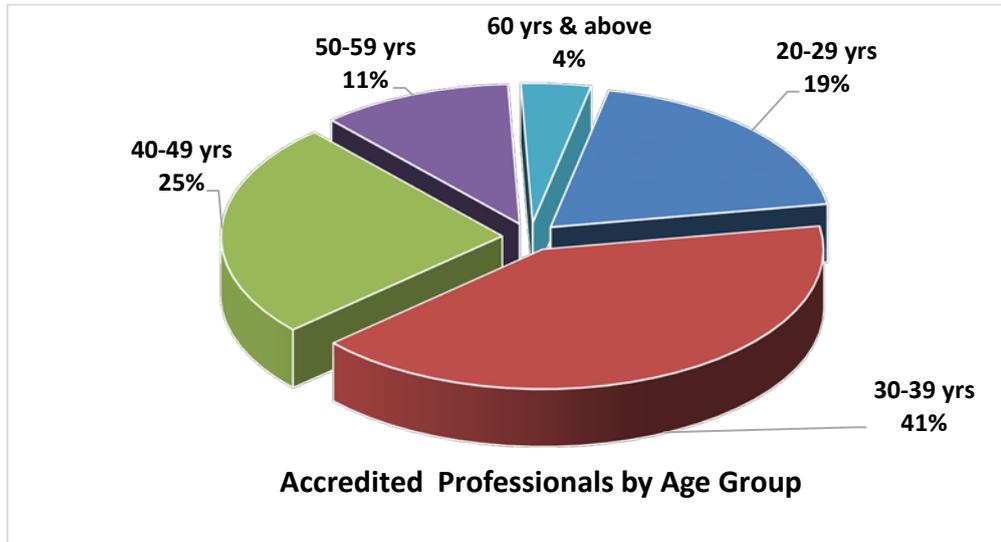
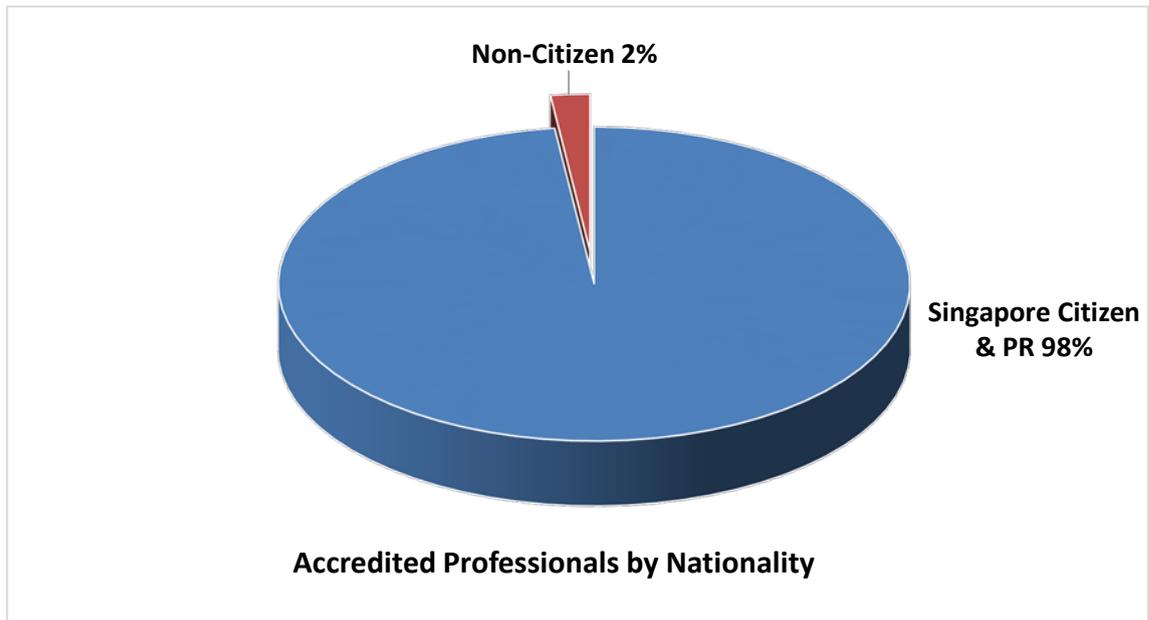


Chart 5c: Total number of Accredited Professionals by Nationality as at 31 December 2018

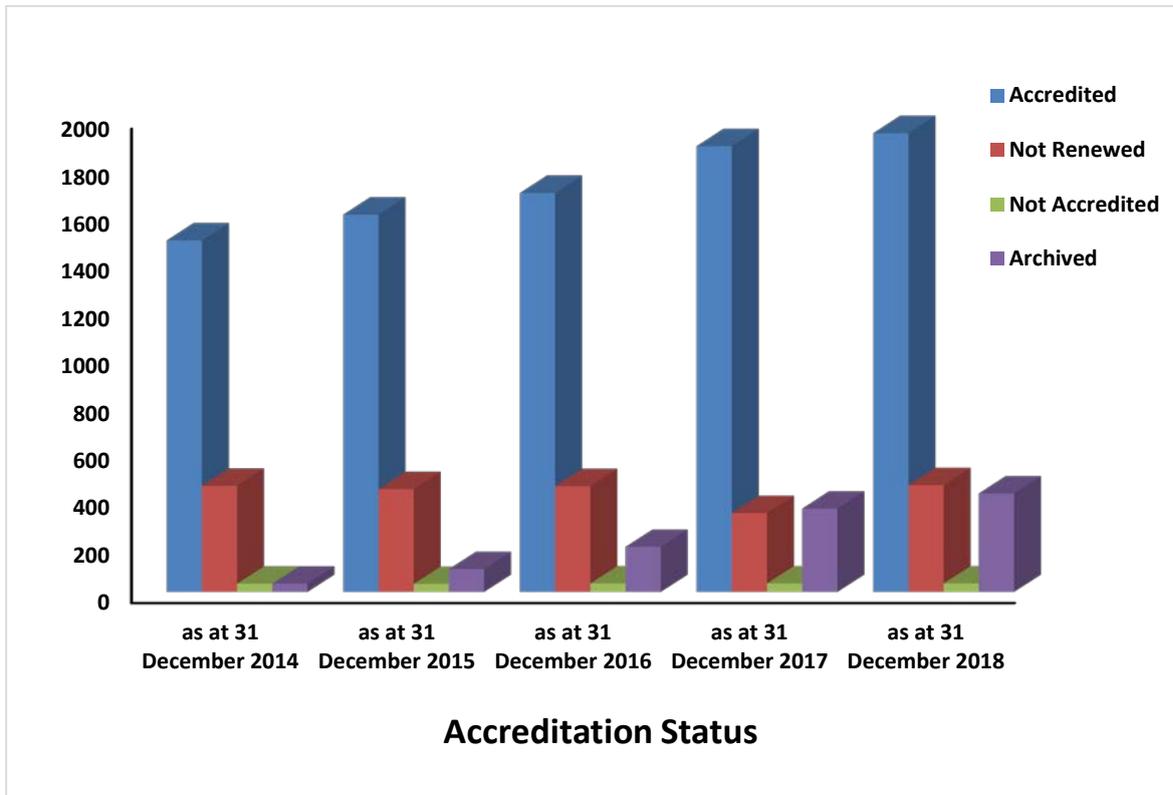


2. ACCREDITATION STATUS IN THE PAST FIVE YEARS

Table 6: Accreditation Status from 2014 to 2018

Status	as at 31 December 2014	as at 31 December 2015	as at 31 December 2016	as at 31 December 2017	as at 31 December 2018
Accredited	1482	1591	1682	1879	1934
Not Renewed	451	437	450	336	454
Not Accredited	35	34	36	36	36
Archived	35	97	192	355	419

Chart 6: Accreditation Status from 2014 to 2018

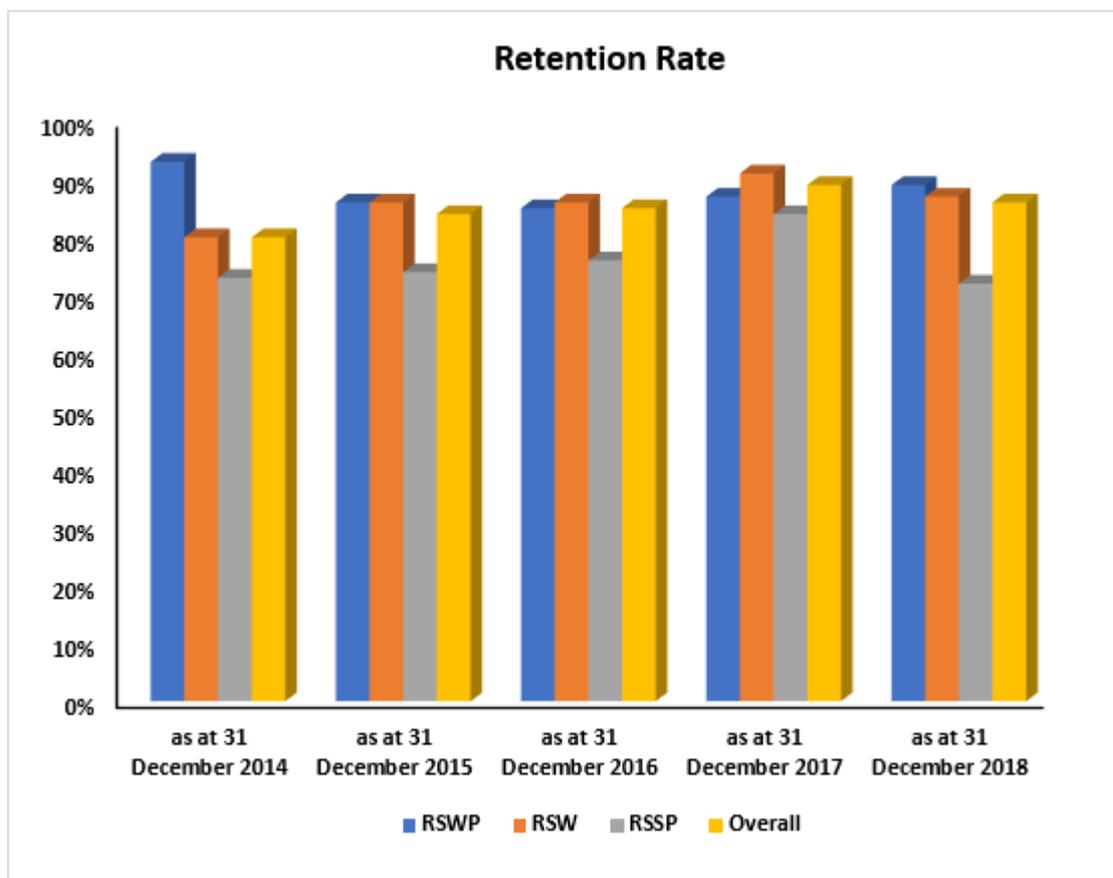


3. RETENTION RATES IN THE PAST FIVE YEARS

Table 7: Retention rates from 2013 to 2018

Retention Rate	as at 31 December 2014	as at 31 December 2015	as at 31 December 2016	as at 31 December 2017	As at 31 December 2018
RSWP	93%	86%	85%	87%	89%
RSW	80%	86%	86%	91%	87%
RSSP	73%	74%	76%	84%	72%
Overall	80%	84%	85%	89%	87%

Chart 7: Retention rates from 2014 to 2018



4. COMPLAINTS REVIEWED

In 2018, Secretariat received three official complaints regarding accredited professionals.

The first case concerned two Social Workers who have acted on protocol in relation to the incarceration of the client. The second case involved a Social Worker who was neither accredited by SWAAB nor a SASW member. The complaint was therefore referred to the employer for follow-up, as approved by SASW Ethics and Discipline Chairpersons. The third case was about a Social Worker being involved in a personal relationship with a client.

The first and third cases were investigated by the PIC appointed by SWAAB and appropriate actions were taken.

