

SWAAB ANNUAL REPORT 2025

For the year ended 31 December 2025

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MESSAGE FROM THE CHAIRPERSON

Dear Social Workers, Social Service Practitioners, and Friends,

The Social Work Accreditation and Advisory Board (SWAAB) remain committed to advancing professional standards and supporting the growth of the Social Work profession in Singapore. This report reflects the collective efforts and progress made in the year ended 31 December 2025.

The past year has been one of meaningful growth and renewed purpose. As the social landscape continues to evolve, so too does the role of Social Workers – meeting complexity with compassion, and challenges with resilience. It is through this shared commitment that we continue to strengthen the profession and the communities we serve.

In 2025, we reached a new milestone with 3,173 accredited professionals – the highest since the accreditation system was introduced in January 2009. Beyond the numbers, this represents a growing community of practitioners dedicated to upholding professional standards, deepening their competencies and committing to ethical and reflective practice.

Building on the Revised Accreditation Framework introduced in 2024, the past year focused on embedding these enhancements into practice. The strengthened emphasis on ethics, supervised practice and continuous learning reflects our shared responsibility to uphold trust and integrity in the profession while equipping practitioners to navigate increasingly complex social needs. I hope the introduction of the Ethics Quiz will help deepen the ethical knowledge of our accredited professionals and strengthen their ability to apply social work ethics in practice.

Equally important is the strength of our community. Through outreach efforts and partnerships, we continued to engage practitioners across different stages of their professional journeys. The 10th Anniversary Social Work Supervision Seminar was a particularly meaningful milestone – bringing together voices from across the sector and beyond to reflect on our progress, exchange ideas and collectively shape the future of supervisory practice.

These achievements are a testament to the dedication of many. I extend my sincere appreciation to fellow Board Members, Workgroups, the Accreditation Secretariat, the Singapore Association of Social Workers, the Ministry of Social and Family Development and all partners and practitioners who have contributed to this shared journey.

As we look ahead, the work of Social Workers will remain both demanding and deeply significant. I encourage each of you to stay anchored in your values, continue to learn and grow, and support one another in practice. Every interaction, every intervention, and every effort contribute to a larger purpose – uplifting lives and strengthening our social fabric.

Let us move forward with confidence and conviction, building a profession that is not only competent and credible, but also compassionate, resilient and future-ready.

Yours sincerely,

A handwritten signature in black ink, reading "Long Chey May". The signature is written in a cursive, flowing style with a large initial 'L'.

Long Chey May (Ms)
Director-General of Social Welfare
Chief Social Worker
Chairperson
Social Work Accreditation and Advisory Board

ABOUT SWAAB

The Social Work Accreditation and Advisory Board (SWAAB), formerly known as the Social Work Accreditation Board (SWAB), was formed on 1 January 2009.

SWAAB oversees the accreditation framework for Social Workers and social service practitioners (SSPs) in Singapore. SWAAB also reviews mechanisms to maintain professional Social Work practice, provides thought and professional leadership on the development of Social Work practice and the professional development of Social Workers and SSPs in Singapore, and provides consultations and inputs to the Government on issues affecting the profession.

The accreditation framework is owned by the Ministry of Social and Family Development (MSF). Since the accreditation system was launched on 1 April 2009, the system has been administered by the Accreditation Secretariat of the Singapore Association of Social Workers (SASW).

The accreditation system contributes to the longer-term goal of advancing the practice standards of Social Workers and SSPs in Singapore. The accreditation system aims to:

- a. Ensure the professional standards of Social Work practice,
- b. Promote continuing education and training of Social Workers and social service practitioners,
- c. Uphold professional conduct and ethics, and
- d. Improve the professional image of Social Workers and social service practitioners.

SWAAB sets accreditation requirements and provides leadership in the professional development of Social Workers. Eligible Social Workers and SSPs can apply for accreditation as Registered Social Worker-Provisional (RSW-Ps), Registered Social Workers (RSWs) or Registered Social Service Practitioners (RSSPs).

The accreditation of RSSPs was introduced for a limited period of three (3) years, until 30 June 2012 to recognise experienced practitioners in the social service sector who do not have a recognised qualification in Social Work. RSW-Ps and RSSPs can apply to be converted to RSWs upon the achievement of the required supervised practice hours and recognised Social Work qualifications, respectively.

Each approved accreditation application has a validity of two years and may be renewed upon fulfilling 60 Continuing Professional Education (CPE) credits within the two-year period.

SWAAB promotes professional standards and good conduct among registered Social Workers and SSPs. Registered Social Workers and SSPs are issued with certificates of accreditation and are expected to consistently exhibit professional conduct, uphold professional standards, and maintain a positive public image of the profession. The Board maintains the register and may reprimand, suspend, or remove from the register a registered practitioner found to have breached professional conduct.

This SWAAB Annual Report documents the activities and highlights of SWAAB and the accreditation system for the year ended on 31 December 2025.

SWAAB MEMBERS AND WORKGROUPS

The Chairperson and members of SWAAB are appointed by MSF. The Chairperson and members for the term of office from 1 January 2024 to 31 December 2025 are:

Position	Name	Designation	Organisation
Chairperson	Ms Long Chey May	Director-General of Social Welfare Chief Social Worker	MSF
Adviser	Ms Ang Bee Lian	Senior Adviser	MSF
Member	Ms Bridget Monica Das	Head, Psychosocial Services	Ren Ci Hospital
Member	Ms Chow Choy Yin	Chief Executive Officer	TRANS Family Services
Member	Ms Elaine Loo	Director, Rehabilitation and Protection Group	MSF
Member	Ms Katherine Baptist	Freelance Trainer	N.A.
Member	Mr Lee Seng Meng	Executive Director	SHINE Children & Youth Services
Member	A/P Lee Geok Ling	Head, Department of Social Work	National University of Singapore
Member	Ms Lilian Mark	Senior Principal Medical Social Worker	Institute of Mental Health
Member	Mr Mohd Ali Bin Mahmood	Social Work Consultant	BROMOHD – The Practice
Member	Ms Susan Han	Deputy Director, Social Service Institute - Programme and Learning Services	National Council of Social Service
Member	Dr Sylvia Mun	Vice Dean (Academic) Head, Social Work Undergraduate Programmes, School of Social Work & Social Development	Singapore University of Social Sciences
Member	Ms Tabitha Ong	Director, Rehabilitation & Protection Group	MSF
Member	Ms Tan Sze Wee	Executive Director President	Rainbow Centre SASW
Member	A/P Teo Poh Leng	Vice Dean (Academic), School of Social Work & Social Development	Singapore University of Social Sciences
Member	A/P Vincent Ng	Dean, School of Social Work & Social Development	Singapore University of Social Sciences

Various workgroups and committees were formed to focus on specific areas and events in support of the overall purpose of SWAAB. The workgroups and their members are as follows:

Preliminary Investigation Committee (PIC)

Position	Name	Designation	Organisation
Member	Ms Agnes Chia	Chairperson	Professional Ethics Committee, SASW
Member	A/P Lee Geok Ling	Head, Social Work Department	National University of Singapore
Member	Mr Mohd Ali Bin Mahmood	Social Work Consultant	BROMOHD – The Practice
Member	A/P Vincent Ng	Dean, School of Social Work & Social Development	Singapore University of Social Sciences
Member	Ms Elaine Loo (from 22 August 2025)	Director, Rehabilitation and Protection Group	MSF

Review of PIC Processes and Practices Workgroup

Position	Name	Designation	Organisation
Member	Ms Agnes Chia	Chairperson	Professional Ethics Committee, SASW
Member	Ms Elaine Loo	Director, Rehabilitation and Protection Group	MSF
Member	Ms Madeleine Yeo	Senior Principal Social Worker/Senior Deputy Director, Professional Services Group	MSF
Member	Mr Mohd Ali Bin Mahmood	Social Work Consultant	BROMOHD – The Practice
Member	A/P Teo Poh Leng	Vice Dean (Academic), School of Social Work & Social Development	Singapore University of Social Sciences
Member	Dr Sylvia Mun	Vice Dean (Academic) Head, Social Work Undergraduate Programmes, School of Social Work & Social Development	Singapore University of Social Sciences

Social Work Supervision Seminar 2025 Workgroup

Position	Name	Designation	Organisation
Co-Chairperson	Ms Katherine Baptist	Member	SWAAB
Co-Chairperson	Ms Yogeswari Munisamy	Senior Principal Social Worker, Professional Services Group	MSF
Member	Mr Alvin Goh	Assistant Director and Lead Correctional Rehabilitation Specialist	Singapore Prison Service
Member	Mr Chan Whee Peng	Senior Lecturer	Singapore University of Social Services
Member	Ms Chua Ee Cheng	Head (Medical Social Service)	Yishun Health
Member	Ms Goh Yan Ling	Principal Medical Social Worker	Institute of Mental Health
Member	Ms Gracia Goh	Senior Director, Group Lead of Children in Care	Singapore Children's Society
Member	Ms Jocelyn Tan	Social Work Supervisor and Practitioner	N.A.
Member	Ms Lin Siping	Senior Social Worker, Office of the Director-General of Social Welfare (ODGSW)	MSF
Member	Mr Mohd Ali Bin Mahmood	Social Work Consultant	BROMOHD – The Practice
Member	Ms Patricia Wee	Principal Mentor	KidSTART Singapore
Member	Ms Tan Yi Ying	Lead Social Worker	Allkin Singapore Ltd
Member	Ms Theresa Wang	Director, Specialised Services	SHINE Children and Youth Services
Member	Mr Udhia Kumar	Social Worker	N.A.
Member	Ms Zoe Tee	Senior Social Worker	Fei Yue Community Services
Advisor	A/P Peace Wong	Deputy Head, Associate Professor, Department of Social Work	National University of Singapore

Accreditation Secretariat

Name	Designation	Organisation
Ms Jocelyn Tan (From 24 November 2025)	Head of Accreditation	SASW
Mr Simon-Peter Lum (Till 28 February 2025)	Head of Accreditation Executive Director	SASW
Ms Pearlyn Lee	Manager and Team Lead	SASW
Ms Sharon Song	Assistant Manager	SASW
Ms Sahira Zulkifli	Assistant Manager	SASW
Ms Faezah Sallimin (From 24 February 2025)	Senior Executive	SASW

HIGHLIGHTS OF THE YEAR

Outreach and Engagement

In 2025, the Accreditation Secretariat actively engaged in outreach efforts to promote awareness and understanding of the accreditation processes. A total of seven outreach activities were conducted, reaching 164 participants. These included knowledge-sharing sessions with Thye Hua Kwan Moral Charities (THKMC) and students from SUSS on field placements, as well as a briefing at the NCSS Career Conversion Programme for Social Workers (CCPSW) Publicity Briefing for employers. Additionally, the Secretariat hosted a joint booth with SASW at the Lutheran Community Care Services (LCCS) Restorative Practice Conference 2025, further extending its engagement with the Social Work community.

Social Work Supervision Seminar 2025

The “10th Anniversary: Social Work Supervision Seminar - Honouring the Past, Embracing the Present, Defining the Future” was held on 24 July 2025, featuring a comprehensive and in-depth exploration of diverse topics in Social Work supervision. The programme brought together distinguished speakers, including Ms Long Chey May, Director-General of Social Welfare and Chair of SWAAB, Professor Kieran O’Donoghue, and overseas speaker Dr Nicki Weld, alongside invited presenters such as Dr Douglas O’Loughlin and Ms Theresa Wang. Participants engaged in a rich line-up of keynote addresses, a fireside chat with sector leaders, a lecture, panel and plenary sessions, poster presentations, and breakout discussions. These sessions covered areas such as leadership, digital innovation, intergenerational supervision, sustainability, and resilience, offering a holistic coverage of contemporary supervisory practices.



ACCREDITATION STATISTICS

Accreditation Categories

There are three accreditation categories to recognise the different qualifications and practice experience of Social Workers and social service practitioners. The three categories are:

- i. Registered Social Workers-Provisional (RSW-Ps)** Social Workers with less than a year of post-qualification full-time practice in a Social Work position in Singapore and who are employed in a Social Work position in Singapore at the point of application.
- ii. Registered Social Workers (RSWs)** Social Workers with at least a year of post-qualification full-time practice in a Social Work position in Singapore, 80 hours of in-employment training, and 1,000 hours of supervised practice from a qualified supervisor.
- iii. Registered Social Service Practitioners (RSSPs)** Practitioners with significant years of relevant social service practice experience but who do not have a recognised Social Work qualification and who were registered for accreditation on or before 30 June 2012. Accreditation as a Registered Social Service Practitioner ceased from 1 July 2012.

As of 31 December 2025, there were 3,173 accredited professionals. 86% of the accredited professionals were RSWs, 12% were RSW-Ps and 2% were RSSPs. The numbers of RSWs and RSW-Ps increased by 5.5% and 1.1% respectively, while the number of RSSPs decreased 6.0% from 2024 to 2025. The decrease in the number of RSSPs was expected and consistent with previous years since 2012, when SWAAB ceased accepting new applications for accreditation as RSSPs.

In 2025, 131 RSW-Ps have successfully applied for conversion to become RSWs.

Table 1: Number of Accredited Professionals by Accreditation Category as of 31 December 2025

Category	Number	Percentage
RSW-Ps	372	12%
RSWs	2,738	86%
RSSPs	63	2%
Total	3,173	100%

Table 2: Number of Accredited Professionals by Accreditation Category over the Past Five Years (2021 to 2025)

Category	2021	2022	2023	2024	2025
No. of RSW-Ps	347	377	350	368	372
YOY Change	-0.6%	8.6%	-7.2%	5.1%	1.1%
No. of RSWs	1,820	2,087	2,408	2,596	2,738
YOY Change	12.2%	14.7%	15.4%	7.8%	5.5%
No. of RSSPs	106	91	75	67	63
YOY Change	-6.2%	-14.2%	-17.6%	-10.7%	-6.0%
Total	2,273	2,555	2,833	3,031	3,173
YOY Change	9.1%	12.4%	10.9%	7.0%	4.7%

Sector Distribution

The top three categories of employers of accredited professionals were social service agencies (SSAs), public healthcare agencies, and government ministries and statutory boards.

Table 3: Number of Accredited Professionals by Sector of Employment

Employment	RSW-P	RSW	RSSP	Total	Percentage
Social Service Agencies (i.e., charities or societies providing social services)	302	1,832	33	2,167	68.3%
Public Healthcare Agencies (e.g., restructured hospitals, polyclinics, specialist centres)	50	465	2	517	16.3%
Government Ministries and Statutory Boards (e.g., MSF, NCSS, MOE)	4	168	9	181	5.7%
Self Employed & Others (e.g., private companies, freelance practice, educational institutions)	5	122	13	142	4.5%
Not in Employment	11	151	6	166	5.2%
TOTAL	372	2,738	63	3,173	100.0%

Overall, the majority of accredited professionals were employed in SSAs (68.3%), followed by the healthcare sector (16.3%).

Country / Region of Social Work Qualifications

In 2025, 94% of the accredited Social Work professionals had obtained their Social Work qualifications from local universities. Among those with foreign Social Work qualifications, 72% were obtained from Australia, Hong Kong, and Malaysia. RSWs were more likely than RSW-Ps to hold a foreign Social Work qualification. 6.5% of RSWs held foreign Social Work qualifications, compared to 3% of RSW-Ps.

Table 4: Number of Accredited Professionals by Country/Region of Social Work Qualification

Country / Region of Social Work Qualification	RSW-P		RSW		Total	
	No.	%	No.	%	No.	%
Singapore	361	97.04%	2,561	93.54%	2,922	93.95%
Australia	1	0.27%	79	2.89%	80	2.57%
Hong Kong	0	0.00%	40	1.46%	40	1.29%
Malaysia	5	1.34%	11	0.40%	16	0.51%
India	2	0.54%	13	0.47%	15	0.48%
America	1	0.27%	11	0.40%	12	0.39%
Taiwan	1	0.27%	8	0.29%	9	0.29%
Philippines	0	0.00%	6	0.22%	6	0.19%
United Kingdom	0	0.00%	5	0.18%	5	0.16%
Canada	1	0.27%	2	0.07%	3	0.10%
Mainland China	0	0.00%	2	0.07%	2	0.06%
Total	372	100.00%	2,738	100.00%	3,110	100.00%

*RSSPs are not included in this dataset as they do not hold recognised Social Work qualifications.

Demographic Profile of Accredited Professionals

i. By Sex

Consistent with previous years, there were more females than males across all accreditation categories.

Table 5a: Number of Accredited Professionals by Sex

Sex	RSW-P		RSW		RSSP		Total	
	No.	%	No.	%	No.	%	No.	%
Male	112	30%	661	24%	17	27%	790	25%
Female	260	70%	2,077	76%	46	73%	2,383	75%
Total	372	100%	2,738	100%	63	100%	3,173	100%

ii. By Age Group

In 2025, the age of accredited professionals ranged from 23 to 79 years old, with a mean age of 39 years and a median age of 37 years.

Table 5b: Mean and Median Age of Accredited Professionals by Accreditation Category

	RSW-P	RSW	RSSP	Overall
Mean Age	32	40	55	39
Median Age	29	38	54	37

Accredited professionals were largely concentrated in the younger and mid-career age groups, with the highest proportions in the 31–35 (21.7%), 26–30 (20.6%), and 36–40 (16.8%) age bands.

RSW-Ps were predominantly younger, with 79% aged below 35 and the largest group in the 26–30 range (39.2%). In comparison, RSWs were more evenly distributed, with the highest concentrations in the 31–35 (22.2%) and 26–30 (18.6%) age groups.

RSSPs formed an older profile, with most aged 46 and above and the largest proportion in the 51–55 age group (27.0%).

Table 5c: Number of Accredited Professionals by Age Group

Age Group	RSW-P		RSW		RSSP		Total	
	No.	%	No.	%	No.	%	No.	%
21 – 25	67	18.0%	18	0.7%	0	0.0%	85	2.7%
26 – 30	146	39.2%	508	18.6%	0	0.0%	654	20.6%
31 – 35	81	21.8%	609	22.2%	0	0.0%	690	21.7%
36 – 40	28	7.5%	503	18.4%	1	1.6%	532	16.8%
41 – 45	13	3.5%	378	13.8%	6	9.5%	397	12.5%
46 – 50	16	4.3%	309	11.3%	13	20.6%	338	10.7%
51 – 55	14	3.8%	221	8.1%	17	27.0%	252	7.9%
56 – 60	4	1.1%	115	4.2%	12	19.0%	131	4.1%
61 – 65	2	0.5%	45	1.6%	3	4.8%	50	1.6%
66 – 70	1	0.3%	25	0.9%	7	11.1%	33	1.0%
71 – 75	0	0.0%	4	0.1%	3	4.8%	7	0.2%
76 – 80	0	0.0%	3	0.1%	1	1.6%	4	0.1%
Total	372	100.0%	2738	100.0%	63	100.0%	3173	100.0%

iii. By Citizenship / Nationality

In 2025, 96.5% of accredited professionals were Singapore citizens, 2.7% were Singapore permanent residents, and less than 1% were foreign citizens/nationals.

Table 5d: Number of Accredited Professionals by Citizenship / Nationality

Citizenship / Nationality	RSW-P		RSW		RSSP		Total	
	No.	%	No.	%	No.	%	No.	%
Singapore Citizen	361	97.0%	2642	96.5%	59	93.7%	3062	96.5%
Singapore Permanent Resident	5	1.3%	78	2.8%	4	6.3%	87	2.7%
Foreign Citizen/National	6	1.6%	18	0.7%	0	0.0%	24	0.8%
Total:	372	100%	2,738	100%	63	100%	3,173	100%

The majority of non-citizen/national accredited professionals were from Malaysia, accounting for 42.3% of the total, followed by India (12.6%), Hong Kong (11.7%), and Mainland China (9.0%). Smaller proportions came from the Philippines (6.3%) and Taiwan (5.4%), while all other countries/regions each contributed less than 5%. Overall, most individuals in this group were Singapore permanent residents (87 out of 111), with a smaller number of foreign nationals (24), and the distribution was largely concentrated among regional countries in Asia.

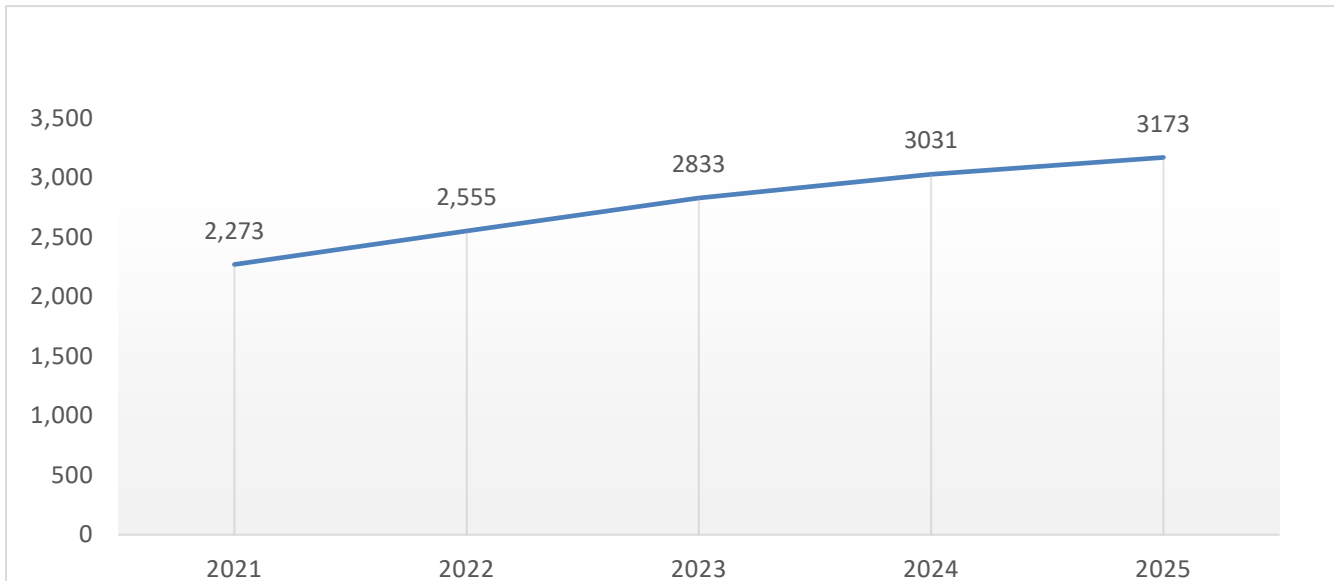
Table 5e: Citizenship / Nationality of Accredited Professionals who were Singapore Permanent Residents and Foreigners

Citizenship / Nationality	Singapore Permanent Residents				Foreigners				Total	%
	RSW-P	RSW	RSSP	Subtotal	RSW-P	RSW	RSSP	Subtotal		
America	1	2	0	3	0	1	0	1	4	3.6%
Australia	0	1	0	1	0	0	0	0	1	0.9%
Canada	0	0	0	0	1	0	0	1	1	0.9%
Mainland China	0	8	0	8	0	2	0	2	10	9.0%
Germany	0	1	0	1	0	0	0	0	1	0.9%
Hong Kong	0	8	0	8	0	5	0	5	13	11.7%
India	1	7	1	9	0	5	0	5	14	12.6%
Indonesia	0	3	0	3	1	0	0	1	4	3.6%
Macau	0	0	0	0	0	1	0	1	1	0.9%
Malaysia	2	39	3	44	3	0	0	3	47	42.3%
Philippines	1	3	0	4	0	3	0	3	7	6.3%
Portugal	0	0	0	0	0	1	0	1	1	0.9%
Taiwan	0	5	0	5	1	0	0	1	6	5.4%
United Kingdom	0	1	0	1	0	0	0	0	1	0.9%
Total	5	78	4	87	6	18	0	24	111	100.0%

Accreditation Status in the Past Five Years

The total number of accredited professionals has been increasing over the years. From 2024 to 2025, the year-on-year (YoY) increase was 4.7%. The total number of accredited professionals increased by 39.6% from 2,273 as of 31 December 2021 to 3,173 in 2025.

Chart 1: Number of Accredited Professionals from 2021 to 2025



The number of accredited professionals who had not renewed their accreditation but remained within the three-year renewal grace period increased by 10.2% from 558 in 2024 to 615 in 2025. Key reasons indicated for not renewing their accreditation included retirement and leaving the sector. The number of accredited professionals who did not renew their accreditation within the three-year grace period and whose records were subsequently archived was 1,302 as at 31 December 2025.

In 2025, 36 previously accredited professionals whose records were archived reapplied for accreditation as RSWs.

Table 6: Accreditation Status from 2021 to 2025

Status	2021	2022	2023	2024	2025
Accredited	2,273	2,555	2,833	3,031	3,173
Not Renewed*	596	540	574	558	615
Archived**	761	899	1,027	1,197	1,302
Not Approved	37	37	39	40	46

Note: Figures are as of 31 December of each year.

**These are previously accredited professionals who have yet to renew their accreditation within the three-year grace period.*

***These are previously accredited professionals whose records were archived after exceeding the three-year grace period for renewal.*

Retention Rates in the Past Five Years

The retention rate is derived from the proportion of accredited professionals who maintain their accreditation from the previous year.

The overall retention rate was 84% in 2025. The retention rate for RSW-Ps remained unchanged, while the rate for RSWs decreased marginally by 1% and that for RSSPs increased by 2%.

Table 7: Retention Rates of Accredited Professionals from 2021 to 2025

Accreditation Category	2021	2022	2023	2024	2025	Average
RSW-P	73%	76%	79%	75%	75%	76%
RSW	82%	86%	86%	87%	86%	85%
RSSP	79%	72%	69%	68%	70%	72%
Overall	81%	84%	85%	85%	84%	84%

PRELIMINARY INVESTIGATION COMMITTEE

In 2025, the Accreditation Secretariat received six complaints relating to professional conduct and practice, which were referred to the Preliminary Investigation Committee (PIC) for preliminary assessment and investigation. These include complaints about professional conduct in service delivery context, professional behaviour (e.g. cultural sensitivity, communication and responsiveness, alleged dishonesty), and supervisory and appraisal practices.

The six complaints involved nine respondents in total. Of these, one complaint was withdrawn by the complainant, and three respondents were found to be not accredited and therefore outside SWAAB's purview. Four respondents had their matters dismissed following assessment and review, either due to insufficient evidence or because no breach of professional standards and ethics was established. One respondent's case remained under investigation as of 31 December 2025.

In instances where the individuals named were not under SWAAB's purview, complainants were advised to refer their concerns to the relevant agencies or the parent statutory board or ministry overseeing the employers.

SWAAB remains committed to ensuring that all complaints are reviewed fairly, impartially, and in accordance with established procedures, while upholding professional standards, ethics and public confidence in the social work profession.

CONTACT OF ACCREDITATION SECRETARIAT

For any further information or enquiry, please contact the Accreditation Secretariat at the following:

Email: accreditation@sasw.org.sg

Telephone: 6778 7922