



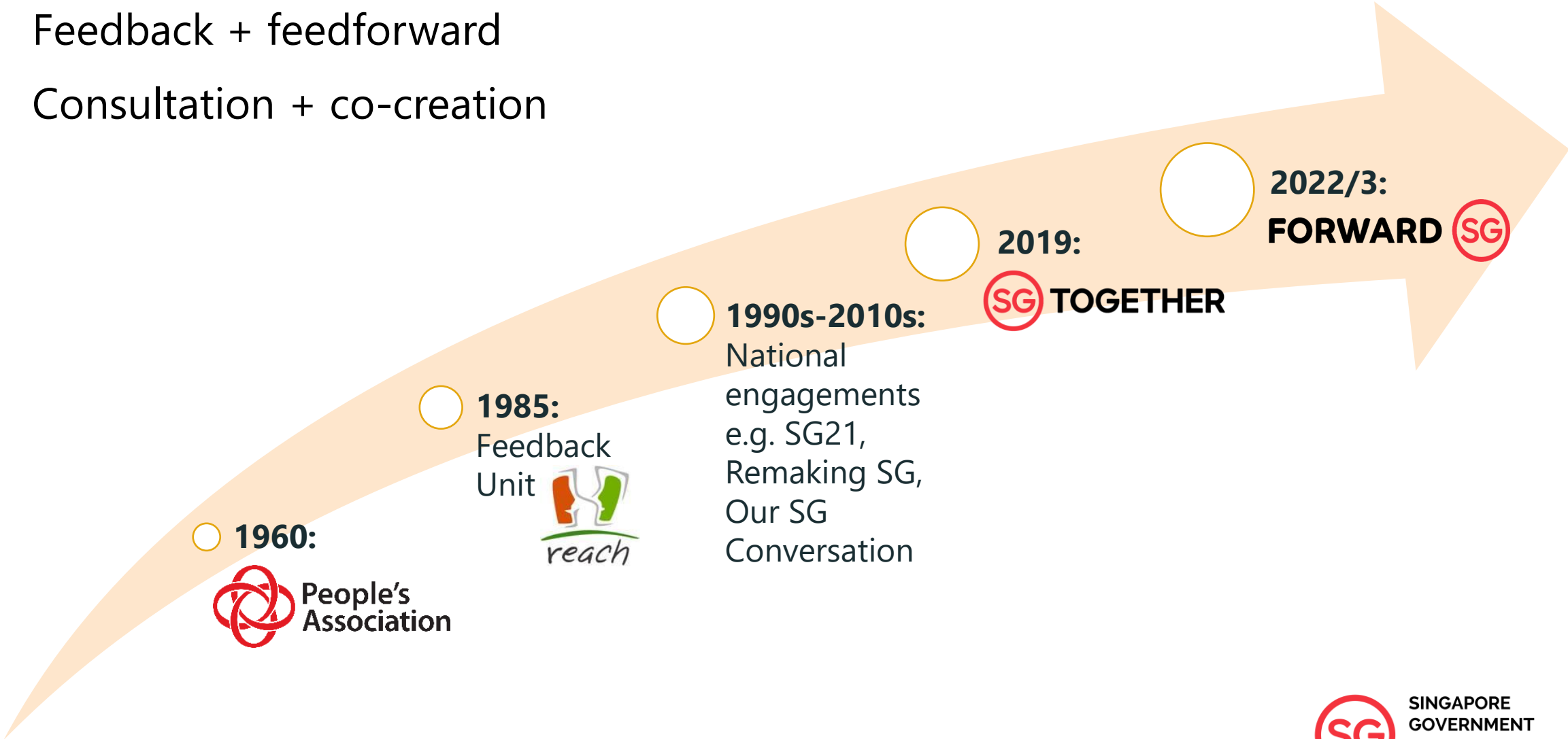
SINGAPORE
GOVERNMENT
PARTNERSHIPS
OFFICE

Diverse Ways to be an Active Citizen



Citizen participation over the years

- Feedback + feedforward
- Consultation + co-creation



Citizen participation – why it must evolve



Complexity



Diversity



Efficacy



Polarity

Citizen participation – a framework

Depth of Engagement

Transact

Deliver quality service

Inform

Explain policies and progs or inspire social change

Consult

Seek feedback to guide decisions

Build Consensus

Manage conflicts or differences

Co-deliver

Deliver policies and programmes together

Co-create

Share ownership in designing and delivering policies and programmes

Citizen participation on national issues



Citizen participation on national issues


FORWARD  involved **>200,000** Singaporeans over 16 months


35,000 Participants across


275 Engagement Sessions



165,000 Participants through

 SURVEYS

 ROADSHOWS

 OTHER DIGITAL PLATFORMS

 Different languages

 Every neighborhood

 In-person and online

 Timings for overseas Singaporeans

 Supported by **>560** volunteer facilitators

Download the Summary Booklet



Citizen participation methods – hackathons/challenges

The Youth Action Challenge (YAC) is a key thrust of the SG Youth Action Plan (SG YAP), empowering youths to champion ground-up initiatives in partnership with government, businesses and community organisations. The programme provides opportunities for youths to turn their ideas into reality through a series of curated workshop, mentorship and guidance from experienced industry professionals.

YOUTH ACTION CHALLENGE SEASON 4

ORGANISED BY
mccy NYC
Ministry of Culture, Community and Youth

IN PARTNERSHIP WITH
YOUTH CO:LAB
Co-creation cfti

IN SUPPORT OF
FORWARD SG

OFFICIAL INCUBATION PARTNER
SCAPE
dream it. live it.

Youth Action Challenge

build for good ABOUT GET INVOLVED FAQ CONTACT

**Build with us
for a better
Singapore**

Be a builder of a better Singapore

Join our month-long hackathon to build solutions that tackle problems faced by everyday Singaporeans.

BE A BUILDER →

Build for Good

Citizen participation methods – citizens' panels/workgroups

CITIZENS' WORKGROUP Session 6

REDUCING EXCESSIVE CONSUMPTION OF DISPOSABLES

THE CITIZENS' PANEL ON WORK-LIFE HARMONY

CITIZENS' PANEL IN NUMBERS:



CITIZENS' PANEL JOURNEY

Citizens' Workgroup for the Singapore Citizenship Journey

How multi-session face-to-face engagement sessions were overhauled to go virtual during the COVID-19 circuit breaker period.



The Singapore Citizenship Journey (SCJ) is a mandatory programme for new citizens. It enriches new citizens' understanding of Singapore's history and development, deepens their appreciation of Singaporean norms and values, and provides opportunities for interaction with the local community.

93

citizens came together virtually over 8 months to discuss and create content on what it means to be Singaporean. This content will be used to enhance the SCJ programme.

From physical to virtual

The Citizens' Workgroup for the Singapore Citizenship Journey (CWSCJ) convened virtually from April to November. Earlier in March, with stricter safe distancing rules in place, the organising team had to make a critical decision whether or not to convert what is usually a face-to-face series of discussions into a fully virtual format.

What the organising team did

Virtual engagement was a new challenge for the citizen-participants and facilitators, who had varying tech skills, equipment and experience. The organising team:

Made step-by-step guides for installing apps and navigating platforms

Created a hotline for participants to call before and during the sessions if help was needed

Offered optional "orientation sessions" to participants prior to the first session, to help those who were less familiar with the platforms prepare for the actual sessions

Established rapport and trust by working closely with facilitators to ensure that participants' needs and challenges were surfaced and promptly responded to

Citizen participation methods – participatory design



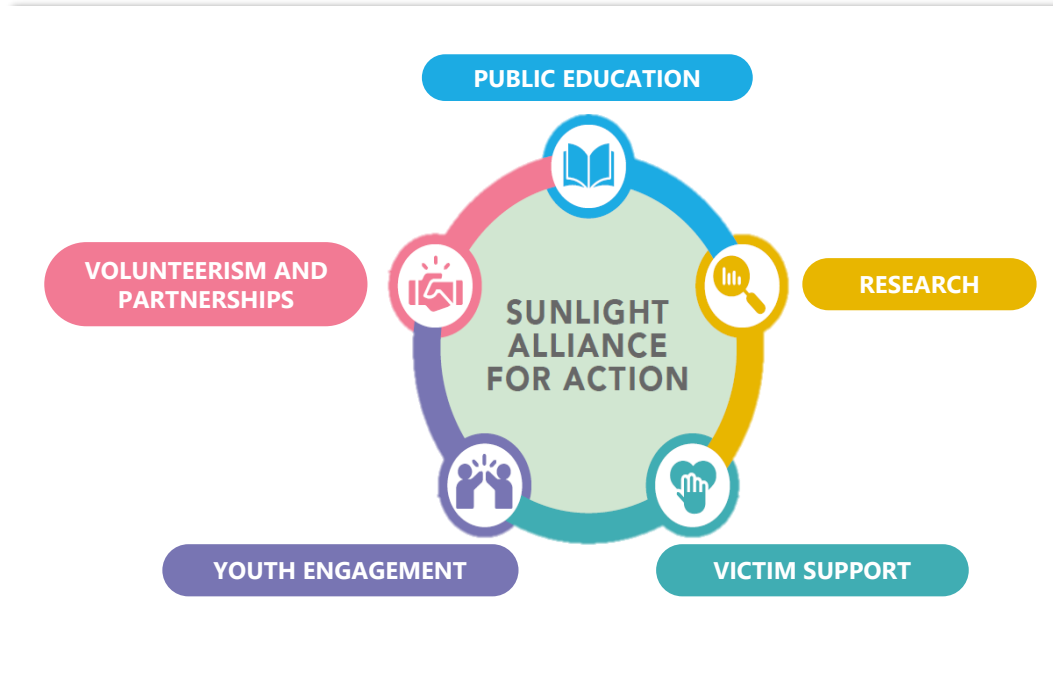
Somerset Belt

**Community parks
and playgrounds**



Citizen participation methods – Alliances for Action

... on tackling online harms against women and girls



... on business competitiveness

The screenshot shows the website for the Alliance for Action on Business Competitiveness. The header includes the Singapore Business Federation logo and navigation icons. The main heading is **ALLIANCE FOR ACTION ON BUSINESS COMPETITIVENESS**. Below the heading are social media icons for Facebook, WhatsApp, LinkedIn, Email, and YouTube, along with text formatting options (-, Aa, +).

The main text reads: "The Ministry of Trade and Industry (MTI) and Singapore Business Federation (SBF) have established an Alliance for Action (Afa) on Business Competitiveness to look into how businesses can remain competitive amid an uncertain global economic environment. The formation of this Afa was announced by Minister of State for Trade and Industry Low Yen Ling at MTI's Committee of Supply Debate 2024."

The bottom section states: "The Afa is co-chaired by Minister of State Low Yen Ling and Deputy Honorary Treasurer, SBF Council & Chief Executive Officer, Sing Lun Holdings, Mr Mark Lee. It is a private-public partnership comprising 18 representatives from the Government, industry, trade associations and chambers (TACs) and the trade unions. Please refer to Annex A for the list of the Afa members."

... on norms for joss paper burning

The infographic provides guidelines for joss paper burning. At the top, it says: "LET'S FOSTER GOODWILL BY BEING CONSIDERATE TOWARDS OUR ENVIRONMENT AND NEIGHBOURS WHEN BURNING OFFERINGS. 祭时心存环保, 关怀邻里." (Let's foster goodwill by being considerate towards our environment and neighbours when burning offerings. When burning offerings, be environmentally conscious and care for neighbours.)

Four key points are highlighted with images and icons:

- Joss paper should be burnt at the designated areas. Do not burn joss paper along common corridors, staircases or at lift lobbies.** (Image of a red joss paper burner in a hallway with a red 'X' over it.)
- Do not toss or scatter joss paper, and ensure that you clear up your offerings after prayers.** (Image of scattered joss paper with a red 'X' over it.)
- Burn offerings based on sincerity, and burn smaller amounts of joss paper to reduce smoke and ashes.** (Image of a person burning joss paper in a burner with a green checkmark.)
- Consider joining communal prayers in nearby temples.** (Image of people at a temple with a green checkmark.)

At the bottom, it says: "Brought to you by the Alliance for Action on Norms for Joss Paper Burning. 祭时规范行动联盟温馨提醒" and "For more information, visit: 更多资讯, 请点击以下网页: <https://sg.gov.sg/resources/josspaperburning>". It also features logos of supporting organizations and a QR code.

Citizen participation via the Singapore Government Partnerships Office!

We will establish the Singapore Government Partnerships Office (SGPO) to take the lead in engaging and partnering Singaporeans.

The SGPO will facilitate interactions between contributing citizens and the relevant government agencies, and strengthen partnerships to shape a better Singapore.

We hope that Singaporeans make full use of the available programmes and platforms to do their part to care for and give back to our society.

Every voice and every step counts towards strengthening our solidarity as a people. When we do our part, we will build a stronger, more resilient and more united Singapore.

Extract from Forward SG report

Visit www.sgpo.gov.sg



**There are many avenues to
participate – the choice is
in our hands.**



Thank you!



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@singaporegovernmentpartnershipoffice



<https://go.gov.sg/sgpo>



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