

FACTSHEET

MINISTRY OF MANPOWER'S FRIENDS OF ACE VOLUNTEERS AND THE MIGRANT WORKERS' CENTRE AMBASSADOR NETWORK

14 December 2025

Friends of ACE Volunteer Programme

Background	The Ministry of Manpower (MOM) established the Friends of ACE (FACE) volunteer programme in 2021 to support migrant worker (MW) engagement during the COVID-19 pandemic, especially during periods of movement restriction. Post-pandemic, FACE volunteers continue to support our outreach efforts as we work towards fostering greater public awareness and appreciation of the contributions of our migrant workforce.
Aims	<ul style="list-style-type: none"> • Strengthen trust and engagement with MWs <ul style="list-style-type: none"> ○ Build meaningful and consistent touchpoints with MWs, while actively sharing information to keep MWs informed. • Enhance ground sensing <ul style="list-style-type: none"> ○ Surface issues early by connecting MWs to MOM channels for timely feedback and response Promote MW Well-being <ul style="list-style-type: none"> ○ Support activities that enhance MWs' well-being and collaborate with community partners to strengthen social support networks.
Scale and Reach	<ul style="list-style-type: none"> • MOM currently manages approximately 1,000 active FACE volunteers across different nationalities, to support MW-engagement efforts. • They reside in large- and medium-size dormitories as well as in public and private housing.
Structure and Training	<ul style="list-style-type: none"> • Volunteers are required to attend induction sessions conducted by MOM officers, who provide guidance on their desired roles and responsibilities. • FACE volunteers are trained in CPR-AED skills, as well as basic mental health awareness, enabling them to provide timely support to other MWs.
Impact	<ul style="list-style-type: none"> • Timely dissemination of information to MWs. • Provide valuable ground sentiments and feedback for timely interventions by MOM, if needed. • Foster a spirit of care and mutual help within the migrant community.

MWC Ambassador Network

Background	Initiated by the Migrant Workers' Centre (MWC) and launched in September 2013, it is a peer-leadership programme that empowers migrant workers to serve as community connectors, advocates, and information touchpoints within dormitories and workplaces. The network enhances MWC's ground presence, strengthens early detection of issues, and supports the well-being of migrant workers across Singapore.
Scale and Reach	<ul style="list-style-type: none"> • Over 1,000 ambassadors currently active across Singapore. • Ambassadors hail from countries like Bangladesh, India, China, and Myanmar. • Embedded across various purpose-built dormitories with specific facilities, and other housing options such as factory-converted dormitories (FCDs), temporary quarters (CTQs), and temporary occupation licence quarters (TOLQs). • Extends MWC's reach to tens of thousands of workers annually.
Aims	<ul style="list-style-type: none"> • Extend MWC's reach through trusted peer leaders. • Improve the accuracy and speed of ground feedback. • Encourage early reporting of employment or well-being issues. • Strengthen community support within dormitories. • Build leadership capacity among migrant workers.
The MWC Ambassador Network Today	<p>Comprises MWs who voluntarily step forward or are nominated by the dormitory/employers for being exemplary.</p> <ul style="list-style-type: none"> • Represents multiple nationalities across key industries. • Respected individuals who demonstrate leadership and willingness to help others. <p>On the ground, they serve as a bridge between MOM and MWs by:</p> <ul style="list-style-type: none"> • Offering the first line of peer support for MWs. • Sharing verified information on employment rights, safety, and well-being. • Directing MWs to MWC's 24/7 helpline, casework team, or relevant agencies. • Flagging emerging issues, unsafe practices, or misinformation to MWC • Supporting MWC's on-ground engagement efforts like roadshows, welfare distributions and dialogues. • Promoting positive community behaviour and mutual support.
Structure and Training	<ul style="list-style-type: none"> • MWC trains ambassadors to provide basic guidance and connect workers to proper support channels. • Ambassadors undergo an onboarding briefing facilitated by MWC. • Supported by MWC's ground officers who conduct regular check-ins. • Ambassadors form part of a wider network, allowing cross-dorm and cross-nationality collaboration.
Impact	<ul style="list-style-type: none"> • Strengthened peer-to-peer communication in dormitories. • Contributed to faster sensing of potential disputes or well-being issues. • Improved trust and community connectedness among workers. • Helped spread awareness of where MWs could seek help. • Enhanced effectiveness of MWC's ground operations and case interventions.

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