

FREQUENTLY ASKED QUESTIONS

Visit our [NTUC Care Fund \(Work Injury Relief\) website](#) for more details.

NTUC Care Fund (Work Injury Relief)

Eligibility Criteria

Member must be prescribed Medical Leave (ML)/ Hospitalisation Leave (HL) for a continuous period of 5 or more days at a single doctor visit arising from work injury, issued by local Government certified medical officer or any Singapore registered private medical practitioner.

Q1. If I am given 5 or more days of ML/HL for illnesses such as catching the flu, having a fever, being diagnosed with Covid, or receiving a quarantine order, am I eligible to apply?

A. No. The NTUC Care Fund (Work Injury Relief) is targeted at members (NDCA, NPHVA or NTA) who have sustained an injury while performing driving/ delivery work and received 5 or more continuous days of ML/ HL arising from the injury.

Q2. If I am initially granted fewer than 5 days of ML/HL during my first medical consultation and later receive additional days of ML/HL, resulting in a total of 5 days or more, am I eligible to apply for this extended leave?

A. No. The 5 or more days of ML/HL must be issued by a MOH-registered medical practitioner at a single visit., if for the same injury, you are issued a ML/ HL that is fewer than 5 days at the first instance, you are not eligible to apply. However, if you are given another ML/ HL of more than 5 days in the next instance, you are eligible to apply for relief.

Q3. If I am given 5 days or more days of medical leave from Traditional Chinese Medical (TCM) clinic, am I eligible to apply?

A. We recognise medical certificate from any Government certified medical officer or any Singapore registered private medical practitioner.

Membership Tenure

Minimum of 3 months continuous paid-up NDCA/ NPHVA/NTA membership is required at the point of application.

Q4. If I am a NTUC General Branch (GB) member or from other union (besides NDCA/NPHVA/NTA) member for minimum 3 months, am I eligible to apply?

A. No. This scheme is exclusively for NDCA/ NPHVA/ NTA members. If you operate as a self-employed individual in passenger transport or delivery services, we strongly recommend that you promptly transfer your NTUC membership to the relevant association among these three associations.

FREQUENTLY ASKED QUESTIONS

Q5. If I am a NTA member for more than 3 months and recently transferred my membership to NPHVA, am I eligible to apply?

A. Yes. If you have been a member of any of the three associations (NDCA/ NPHVA/ NTA) for a minimum of 3 months, you are eligible to submit your application. Nonetheless, you must also meet the other eligibility criteria.

Q6. If I have accrued some months of arrears on my membership, am I eligible to apply?

A. You are required to settle any arrears, ensuring there are no outstanding membership fees at the point of application.

Application Period

If the member was not required to stay in hospital, the application must be submitted within 2 weeks from when the Medical Leave (ML)/ Hospitalisation Leave (HL) was issued. If the member was required to stay in hospital, the member can submit the ML/ HL within 2 weeks from date of discharge from the hospital. Please note that the issue date of the ML/HL must not be more than 2 weeks from the date of sustaining the work injury.

Q7. If I sustain an injury and did not seek immediate medical attention, but after two weeks, I realize the severity of my injury and consulted a doctor, am I still eligible to apply for the relief?

A. You may apply for the NTUC Care Fund (Work Injury Relief) if:

- o The ML/ HL is issued within 2 weeks from the date of sustaining the work injury;
- o The ML/ HL is issued at a single visit and is for a continuous duration of 5 or more days; and
- o If you are not required to stay in the hospital for the injury, you must submit your application within 2 weeks from when this ML/ HL was issued. If you are required to stay in the hospital for the injury, you must submit your application within 2 weeks from the date of your discharge from the hospital.

Q8. If I submit the application within the 2-week timeframe but overlooked providing all the necessary documents together with the application, will my application be processed?

A. Yes. As long as the application is submitted within the timeframe, you will be granted additional days to provide all necessary documents. However, we highly recommend submitting all supporting documents promptly to ensure timely financial assistance. If all documents are not submitted within two weeks of our reminder notice, it will be deemed that the member has decided to forfeit his/her application and we will reject the application.

FREQUENTLY ASKED QUESTIONS

- Q9. If my health condition is not good, can a family member or friend submit the application on my behalf?
- A. Yes. You may authorise your family member/ friend to submit the application on your behalf. If your application is approved, the payout will be disbursed to you directly.
- Q10. If I am eligible to receive insurance payout or social support due to my injury, am I still eligible to apply?
- A. Yes. The NTUC Care Fund (Work Injury Relief) is designed to assist you and your family with the essential immediate needs such as [food and groceries for the initial period of your income loss](#).

Application Frequency

Member is limited to a maximum of two unique approved applications in a calendar year.

- Q11. If I sustain a [new injury](#) shortly after getting my initial application approved, am I eligible to apply for the relief?
- A. Yes, members can apply for relief for up to [two distinct applications in the same calendar year \(Jan-Dec\)](#). Nonetheless, this is subject to you meeting the other eligibility criteria.
- Q12. If I sustain an injury, have my first application approved, and later receive an additional 5 or more days of ML/HL for the [same injury](#), am I eligible to submit a new application?
- A. No, [you cannot submit a fresh application in the case of an extension of ML/HL or a relapse of the same injury](#). The two distinct applications must pertain to work injuries from separate occasions, due to driving/delivery work.

Disbursement of Payout

Member who meets the criteria would receive \$250 NTUC FairPrice voucher if they are prescribed Medical Leave (ML)/ Hospitalisation Leave (HL) for a continuous period of 5 or more days.

- Q13. What is the mode of payout?
- A. The payout is exclusively provided in the form of [physical NTUC FairPrice vouchers](#), and it is not intended for the purchase of cigarettes and alcohol.
- Q14. How will I receive the vouchers, if my application is successful?
- A. When the application is approved, we will arrange to visit you and [disburse the vouchers to you in person](#).

FREQUENTLY ASKED QUESTIONS

Proof of Work

Platform Work:

One hour before the commencement of the first job (advance booking, scheduled work, shift work) and one hour after the completion of the last job as part of the working hours. This includes the time waiting for new orders/jobs or when heading to the pick-up point.

Non-Platform Work:

Taxi (Meter):

- One hour before turning on MDT System and one hour after turning off MDT System.
- Submit operator's report showing MDT System activation time, or proof of On Call/ Job, e.g., Receipt of job or log book.

Combi-Bus:

- One hour before start of first job and one hour after completion of last job.
- Submit contract with school/company or invoice of the trip; or job request from phone message.

Limousine:

- One hour before start of first job and one hour after completion of last job.
- Submit contract or invoice of the trip; or job request from phone message.

Parcel Delivery:

- Submit delivery contract.
- Additional proof of work is required IF the work injury sustained outside standard working hours (Mon-Fri 7am-10pm, Sat 7am-6pm).

Q15 If I sustained an injury while en-route to picking up my first passenger or collecting an assigned food/parcel order, am I eligible to apply?

A. [Yes, you are eligible as long as you meet the specified timeframe for your delivery/driving mode.](#)

Q16 If I sustained an injury within an hour after I completed my last job for the day, am I eligible to apply?

A. [It depends on the type of work you performed; please refer to the specified timeframe for your delivery/ driving mode.](#)

Q17 If I am a parcel delivery worker and sustained a work injury at 9pm on a weekday, besides submitting delivery contract, do I need to provide additional proof of my work?

A. [For parcel delivery workers, additional proof of work is only required if the injury occurs outside the standard working hours stated \(Mon-Fri 7am-10pm, Sat 7am-6pm\).](#)

FREQUENTLY ASKED QUESTIONS

Q18 I am a member of NDCA/NPHVA/NTA doing non-platform work such as Combi-Bus/Limousine/Taxi Street Hail/Parcel delivery, am I eligible to apply?

A. Yes. All members of NDCA/NPHVA/NTA who sustained an injury due to platform work or Combi-Bus/Limousine/Taxi Street Hail/Parcel transport or delivery work, are eligible to apply, subject to meeting the other eligibility criteria.

Q19 If I am a member of NDCA/NPHVA/NTA, and injured myself when I was performing non-delivery or driving work, am I eligible to apply?

A. No, you are only eligible to apply if the injury sustained is through performing platform work or any freelance Combi-Bus/Limousine/Taxi Street Hail/Parcel driving or delivery work.

General

Q20 Is there income criteria in this NTUC Care Fund (Work Injury Relief) scheme?

A. No, there is no income criteria for this scheme.

Q21 How do I apply for this NTUC Care Fund (Work Injury Relief) scheme?

A. Download the application form from your association website. Fill in the application form and submit to your association email stated below together with the necessary supporting documents. Please reach out to your association if you have questions or need help.

NDCA: ndca@ntuc.org.sg

NPHVA: nphva@ntuc.org.sg

NTA: nta@ntuc.org.sg

Q22 How do I transfer my union membership to NDCA/NPHVA/NTA?

A. You may email to the association you wish to transfer to.

For Food / Parcel Delivery Workers: ndca@ntuc.org.sg

For Private Hire/Limousine/Combi-Bus Driver: nphva@ntuc.org.sg

For Taxi Drivers: nta@ntuc.org.sg

FREQUENTLY ASKED QUESTIONS

Q23 How do I check my union membership status?

A. You may use one of the following options:

- I. Login via <https://www.ntuc.org.sg/uportal/memberships/ntuc-membership>
- II. Login “MyNTUC App” via Smart Phone
- III. Email the association representing your field of work.

For Food / Parcel Delivery Workers: ndca@ntuc.org.sg

For Private Hire/Limousine/Combi-Bus Driver: nphva@ntuc.org.sg

For Taxi Drivers: nta@ntuc.org.sg

Q24 How do I get in touch or find out more about my association?

A. You may explore the association's website or reach out to the association via email, which represents your field of work.

For Food / Parcel Delivery Workers: [NDCA Website](#) or ndca@ntuc.org.sg

For Private Hire/Limousine/Combi-Bus Driver: [NPHVA Website](#) or nphva@ntuc.org.sg

For Taxi Drivers: [NTA Website](#) or nta@ntuc.org.sg