

FAQs on Volunteering with NParks

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A) Volunteering with NParks

1) What volunteering opportunities are available?

We offer a wide range of volunteering opportunities in different areas such as:

- Friends of the Parks
- Citizen Science
- Community in Bloom
- Habitat Enhancement
- Horticulture
- Nature & Heritage Education
- Outreach & Events
- Visitor Services

For more information on these opportunities, please visit <https://www.nparks.gov.sg/partner-us/volunteer>.


For a list of volunteering opportunities available, please visit [volunteer.gov.sg](https://www.volunteer.gov.sg).

2) How do I get started?

To participate in our volunteering opportunities, you will need to sign up for an account.

To register a volunteer.gov.sg account:

1. Go to www.volunteer.gov.sg
2. Tap 'Sign Up' in the top right corner of your screen



The screenshot shows the homepage of the volunteer.gov.sg website. At the top, there is a navigation bar with links for 'SG Cares', 'BENEFIT OPPORTUNITIES', 'PARTICIPATING AGENCIES', and 'LEARNING COURSES'. In the top right corner, there are 'LOGIN' and 'SIGN UP' buttons. A red arrow points to the 'SIGN UP' button. The main content area features a large image of people walking in a park with a city skyline in the background. Overlaid on the image is a quote: "I hope we live in a place where people help one another and no Singaporean is left behind." attributed to "Aspirations of Puay Kheng, mother of two beautiful kids". Below the image, there is a call to action: "Together, we can help one another lead better lives in our island home." followed by a sub-header "Connecting You With Causes That Matter The Most To You" and a paragraph: "Volunteers play an important role in community building and uplifting the well-being of Singaporeans and all who live here. You are welcome to connect with agencies or schemes aligned to your interests, or browse through all the opportunities below."

3. Enter your name, email and password
4. Read the site's 'Terms of Use' and 'Privacy Statement' and check on the box to agree to the terms
5. Tap 'Register'

To finish creating your account, you need to activate it. To activate:

1. An email containing the activation details will be sent to the email address that you registered with
2. Follow the instructions in the email to activate your account

If you did not receive an activation email, please check your junk mail folder. If you still do not receive it, you may contact volunteer.gov.sg customer service at 6622 9268 (Mondays to Fridays, from 8.30am to 8.30pm; Saturday 8.30am to 1pm. Excluding Public Holidays) or submit an online enquiry at <https://www.volunteer.gov.sg/gettinghelp/>.

3) Is there a minimum age for volunteering?

Our volunteering opportunities are open to everyone of all ages. Do note our guidelines:

14 years and below	Must be accompanied by an adult. Both must sign up for the session together.
15-16 years old	Can participate as an individual with parental consent
17 years and above	Can participate without parental consent

4) We would like to participate in a volunteering activity as a group. How can we sign up and be involved?

a. School

Schools may consider doing beach clean-ups as a volunteering activity. Please refer to Public Hygiene Council website (<https://www.publichygienecouncil.sg/beachcleanup>) for more information and registration.

Schools can also participate in greenery maintenance at our selected Nature Reserves. Please email the following:

Pulau Ubin	nparks_pulau_ubin@nparks.gov.sg
Sungei Buloh Wetland Reserve	nparks_sbwr@nparks.gov.sg
Central Nature Reserve	fadzleen_arriffin@nparks.gov.sg jeanne_tan@nparks.gov.sg lim_siew_hong@nparks.gov.sg

b. Corporate

For corporate requests, please write in to garden_city_fund@nparks.gov.sg.

Garden City Fund (GCF) is a registered charity and IPC in the Republic of Singapore. It was established by the NParks in 2002. Through partnerships with organisations and individuals, GCF provides a platform for the community to be involved in conservation, research, outreach and education initiatives. For more information, visit <https://www.gardencityfund.gov.sg/>.

c. Family

Families may register for available opportunities on volunteer.gov.sg. They will be required to register individually.

Alternatively, families can also take part in the OneMillionTrees movement – a nationwide effort to plant a million more trees across Singapore by 2030 as part of transforming Singapore into a City in Nature. For more information on how you can participate, visit go.gov.sg/onemilliontrees.

5) I don't see my preferred volunteering activity/All slots are full. What can I do?

We will be updating the list regularly with new opportunities so do check back the portal for further updates.

6) How will I know if I get the slot?

You will receive a notification from the system via email to confirm your registration.

7) I am interested in being part of the Friends of the Park initiative. How I can be involved in stakeholder engagement sessions?

You are encouraged to sign up for our mailing list to be engaged as a stakeholder for future engagement sessions, where you can be involved in the design, development and management of Singapore's parks and green spaces, and co-create more than 50 parks across Singapore over the next five years.

More info about the engagement process and upcoming sessions: go.gov.sg/fotp

8) Do I need to be a volunteer to participate in the OneMillionTrees movement?

The OneMillionTrees movement is a nationwide effort to plant a million more trees across Singapore by 2030, as part of transforming Singapore into a City in Nature.

There is no pre-requisite for anyone to sign up for tree planting and related activities under the OneMillionTrees movement. We welcome Singaporeans from all walks of life to join us! For more information and how you can participate in the OneMillionTrees movement, visit go.gov.sg/onemilliontrees.

We are also constantly on the lookout for passionate individuals who would like to further contribute by being a OneMillionTrees volunteer facilitator. Our volunteer facilitators play a

key role in extending our efforts under the movement, by helping to lead and guide fellow members of the community during our OneMillionTrees activities.

Should you be interested to be a OneMillionTrees volunteer facilitator, please email us at One_Million_Trees@nparks.gov.sg.

9) Do you offer beach clean-ups as volunteering opportunities?

Beach clean-up activities are managed by the National Environment Agency (NEA) and Public Hygiene Council (PHC). You may register with NEA and PHC to schedule clean-ups at recreational beaches such as Changi Beach and East Coast Beach. Please refer to <https://www.publichygienecouncil.sg/beachcleanup> for more information and registration.

B) Volunteer Membership Card

10) What is a Volunteer Membership Card?

To celebrate our volunteers' contributions in co-creating a City in Nature, volunteers will receive a membership card which will enable them to enjoy benefits like discounts at selected retail and food & beverage outlets at parks and exclusive plant sales at Gardeners' Day Out. They will also have opportunities to participate in customised guided tours, workshops, talks and training programmes.

For more information, visit <https://www.nparks.gov.sg/partner-us/volunteer/volunteer-membership-card>.

11) Am I still eligible for the NParks volunteer membership card if I sign up for NParks events in MCCY system (volunteers.gov.sg)?

Yes, you would still be eligible for the NParks volunteer membership card.

12) I require assistance with my volunteer membership card.

You may reach out to the respective NParks officer who is in charge of your activity/event at our webpage www.volunteer.gov.sg.

C) Volunteering Management System

13) I noticed that the Volunteering Management System (VMS) changed. What happened?

Our old Volunteering Management System (VMS) was closed on 30th June 2021. You can still sign up to volunteer with NParks via <https://www.volunteer.gov.sg>.

14) I am not familiar with the new system on volunteer.gov.sg. Who can I seek help to navigate?

If you require assistance, you may contact volunteer.gov.sg customer service at 6622 9268.

Updated May 2022

Mondays to Fridays, from 8.30am to 8.30pm; Saturday 8.30am to 1pm. Excluding Public Holidays).

15) I have an existing account in volunteer.gov.sg. Will the volunteer hours accumulated in VMS be migrated over?

Yes, your volunteer hours accumulated in VMS will be transferred. If your volunteer hours are not accumulated, please contact the NParks officer-in-charge of the volunteering location. If you are unsure who the officer-in-charge is, contact us via our online feedback form at <https://www.nparks.gov.sg/feedback>.

16) Do I contact NParks or MCCY if I need technical help? (eg. Problems signing up, want to withdraw from event).

To get help, you may contact volunteer.gov.sg customer service at 6622 9268 (Mondays to Fridays, from 8.30am to 8.30pm; Saturday 8.30am to 1pm. Excluding Public Holidays)

Alternatively, you may submit an enquiry using the online form available at <https://www.volunteer.gov.sg/gettinghelp>.