

# Frequently Asked Questions (FAQs) on WeCare Arts Experiences for SG Culture Pass

## About SG Culture Pass

### 1. What is the SG Culture Pass?

Launched during SG60, the SG Culture Pass is an initiative by the Ministry of Culture, Community and Youth (MCCY) to support Singapore's arts and heritage scene. From 1 September 2025, Singapore Citizens aged 18 and above will receive \$100 in credits to enjoy eligible events.

Visit the [SG Culture Pass website](#) for more information.

### 2. Who is eligible for the SG Culture Pass?

All Singapore Citizens aged 18 and above in 2025 are eligible. This is defined as Singaporeans who are:

- Born on or before 31 December 2007; and
- Singapore Citizens as of 31 December 2024

### 3. When are the credits valid until?

Credits are valid from 1 September 2025 and must be used for events taking place on or before 31 December 2028.

### 4. How will I be notified of SG Culture Pass?

Eligible Singapore Citizens will receive an SMS from a gov.sg SMS Sender ID in September 2025 with information about SG Culture Pass.

### 5. Can I claim and utilise my SG Culture Pass without receiving the SMS notification?

Yes, you can. Eligible Singapore Citizens can log in to the SG Culture Pass website from 1 September 2025 to claim their credits without receiving an official SMS notification.

### 6. What happens if I accidentally delete the SMS containing the login details?

You do not need the SMS to access your SG Culture Pass credits. Starting 1 September 2025, eligible Singapore Citizens can log in directly to the official SG Culture Pass website to claim their credits.

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## Using WeCare Arts Experiences for SG Culture Pass

### 1. Who can apply for WeCare Arts Experiences funding for SG Culture Pass programmes?

The scheme is open to the following organisations who wish to facilitate an arts experience for their beneficiaries who receive their services and assistance:

- Social Service Agencies (SSAs) that are registered non-profit organisations and members of the National Council of Social Service (NCSS)
- Self-Help Groups (SHGs)
- Community Development Councils (CDCs) and Grassroots Organisations (GROs) under the People's Association (PA) network

These organisations can apply for WeCare Arts Experiences funding to support their beneficiaries' attendance at programmes listed on the SG Culture Pass website.

Please note that:

- For SG Culture Pass programme applications using WeCare Arts Experiences funding, Culture Pass credits are the default payment mode and can only be used for programmes listed on the SG Culture Pass website.

Participants who do not have SG Culture Pass credits (e.g. below 18 years old) or lack sufficient SG Culture Pass credits to cover ticket costs should apply directly for WeCare Arts Experiences funding to purchase tickets

### 2. How do I book tickets for programmes using SG Culture Pass credits on behalf of my beneficiaries, while applying for WeCare Arts Experiences funding support?

#### Step 1:

Visit [sgculturepass.gov.sg](http://sgculturepass.gov.sg) and choose an eligible SG Culture Pass event.

#### Step 2:

Contact the event organiser via the contact details provided on the website regarding your interest for a group outings, and copy [enquiries@sgculturepass.gov.sg](mailto:enquiries@sgculturepass.gov.sg) in your email.

#### Step 3:

Once the outing details has been discussed and confirmed, please email your application to the relevant Community Development Council (CDC) for your district, at least 1 month before the commencement of the event/programme.

#### Step 4:

Concurrently, an event link will be shared with you to facilitate the purchase of tickets using SG Culture Pass credits. Please collate attendance and help participants purchase tickets with the SG Culture Pass credits using this link.

**3. Some of the participants do not have SG Culture Pass credits (e.g. below 18 years old, not eligible to receive etc.). Can they still join SG Culture Pass outings with WeCare Arts Experiences funding support?**

Participants without SG Culture Pass credits may join the outing, with tickets funded by WeCare Arts Experiences. In the application form, please indicate the number of participants using their SG Culture Pass credits, and the number that need funding for tickets from WeCare Arts Experiences. Please note that applicants with SG Culture Pass credits should use their credits to purchase tickets.

Funding for transport, refreshments and excursion insurance would apply to all participants, regardless of whether they had purchased tickets using SG Culture Pass credits or WeCare Arts Experiences.

**4. How long does it take to receive approval for my WeCare Arts Experiences application?**

If your application is successful, the CDC will notify you via email within 14 working days of application to confirm the approved budget. The CDC will reimburse you upon submission of report and documentation.

**5. Who is eligible to attend the SG Culture Pass programmes submitted for funding under WeCare Arts Experiences?**

WeCare Arts Experiences provides funding support for tickets, transportation, excursion insurance and light refreshments to facilitate the attendance at arts experiences of:

- beneficiaries who are the recipients of an SSA's services and assistance;
- beneficiaries who receive financial and/or social assistance support from CDCs, GROs and SHGs;
- the immediate family and caregivers of beneficiaries; and
- volunteers who accompany beneficiaries to the arts experiences.

**6. How do I know if a programme is eligible for SG Culture Pass under WeCare Arts Experiences?**

Only programmes listed on the [SG Culture Pass Website](#) are eligible. Please check the website to confirm that your chosen programme is listed as an approved programme for SG Culture Pass.