

Frequently Asked Questions about Tinkle Friend



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WHAT IS TINKLE FRIEND?

Tinkle Friend is for primary-school-aged children **7 to 12 years old** in Singapore. Tinkle Friend provides support, advice, and information to lonely and distressed children, especially in situations when your parents or main caregivers are unavailable.

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WHAT CAN I TALK TO TINKLE FRIEND ABOUT?

You can share about your **happy moments, not-so-happy moments, or issues** that are troubling you. For example, you can share about things that are happening at home, in school, or about friends and family members.

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HOW CAN I CONTACT TINKLE FRIEND?

You can call Tinkle Friend national toll-free helpline at **1800-2744-788** from 2.30pm to 5.00pm from Mondays to Fridays. You can also chat online at **www.tinklefriend.sg** from 2.30pm to 7.00pm from Mondays to Thursdays and 2.30pm to 5.00pm on Fridays.

The chat box for the online chat will only appear during opening hours.

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WHO IS TINKLE FRIEND?

Some of you may be wondering if you are talking to a chatbot or a blue alien due to the profile picture. Well, the answer is No!

You are chatting with **warm and friendly adults** who are based at one of Singapore Children's Society offices and they have dedicated their time to listening and supporting you.

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CAN I LOOK FOR THE SAME TINKLE FRIEND AGAIN?

There are **different Tinkle Friends** on duty every day and we are all called Tinkle Friend, so you may not be able to continue talking to the same Tinkle Friend that you last spoke with. However, all Tinkle Friends are happy to speak with you!

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CAN TINKLE FRIEND CALL OR MESSAGE ME?

Only you can start a conversation with Tinkle Friend, not the other way round. So, Tinkle Friend is not able to call or message you.

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WHAT HAPPENS WHEN I EMAIL TINKLE FRIEND ABOUT MY ISSUE?

We encourage you to **call Tinkle Friend helpline** or **chat with us online** during our operating hours instead as we will be better able to understand and support you on the helpline or online chat.

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WHAT HAPPENS IF I AM 13 YEARS OLD AND ABOVE?

There are **[youth services](#) and [adult support services](#)** available for your age group that you can approach. Tinkle Friend's focus is primary-school-aged children from 7 to 12 years old and we are trained specifically to work with this age group. However, if you are interested, you can read our resources and BUZZ e-newsletters on our website.

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CAN I FIND OR TALK TO MY FRIENDS ON TINKLE FRIEND?

Unfortunately, you will not be able to find or chat with your friends on Tinkle Friend platform. You **can only chat with Tinkle Friend** about your issues.

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WHY IS TINKLE FRIEND NOT OPEN ON WEEKENDS?

Tinkle Friend would like to encourage you to spend time with your family members and friends too. **Your first support network is always your family.** So, you can share your issues and bond with your family at the same time.

