

## Frequently Asked Questions (FAQ)

### About Us

#### 1. Who is Community Chest?

As the hallmark of care and share, Community Chest has been uniting the community to fundraise and serve those in need since 1983. 2023 marks 40 years of Community Chest working with the people, private and public sectors to explore ways to make giving a way of living. As social service needs become more complex, we endeavour to create impactful partnerships to deepen sustainable giving and champion the potential of those we aim to support. Together, we can empower every person to live with dignity in a caring and inclusive society.

In financial year 2023, Community Chest will support over 100 social service agencies and over 200 programmes to meet underserved, critical social needs.

#### 2. Who do we serve?

As our fundraising and operating costs are covered mainly by Tote Board Group, 100% of all donations goes towards empowering the lives of:



Adults with Disabilities



Children with Special Needs and Youth-At-Risk



Families in Need of Assistance



Persons with Mental Health Conditions



Seniors in Need of Support

**Champion Every Potential,  
Fulfil Their Dreams!**

### 3. What is Children's Day Appeal?

Since 1984, Children's Day Appeal has served as an annual campaign to advocate giving amongst the kindergarten and primary school students, and rally meaningful support for communities in need. Aligned with the Ministry of Education's Values-in-Action (VIA) programme, this campaign encourages the kindergarten and primary school students to help others and inculcate important values of compassion, respect and empathy from an early age.

Participating schools are encouraged to fundraise collectively for various community groups in need of support.

### 4. How is Children's Day Appeal 2023 different from previous editions?

An interactive class activity will be introduced for Children's Day Appeal 2023 where a Sharity stationery set will be donated by Stamford American International School towards the communities in need.







Please contact [NCSS\\_School@ncss.gov.sg](mailto:NCSS_School@ncss.gov.sg) for more information on the class activity.



**Champion Every Potential,  
Fulfil Their Dreams!**

## Teachers' Guide

1. As a participating school for Children's Day Appeal 2023, what are the important dates to keep a lookout for?

	<p><b>Registrations will open on 4 August</b> Scan the QR code or visit <a href="#">here</a> to register!</p> <p>Each participating school can choose to receive either or both of the following:</p> <ul style="list-style-type: none"> <li>• A donation envelope per student for cash donations</li> <li>• A customised PayNow QR code for the whole school (Provided upon request after registration via email)</li> </ul>
	<p><b>Registrations will close on 8 September</b> Email <a href="mailto:NCSS_School@ncss.gov.sg">NCSS_School@ncss.gov.sg</a> if you have any enquiries or further updates to the registered information.</p>
	<p><b>Teaching kit will be available on 15 September</b> Download the teaching kit via the link below.</p>
	<p><b>Delivery of donation envelopes from 15 – 29 September</b> The donation envelopes will be delivered to the school's general office between 15 and 29 September, from 9am to 5pm (weekdays only). The envelopes will be addressed to the teacher-in-charge.</p> <p><b>Emailing of Customised PayNow QR Codes from 15 - 29 September</b> Customised PayNow QR codes will also be emailed to schools from 15 September onwards.</p>
	<p><b>Kickstart your giving journey</b> Giving is for everyone – all of us can contribute in one way or another within our means. Schools may kickstart their giving journey upon receiving the donation envelopes and/or PayNow QR code.</p>
	<p><b>Collection of donation envelopes from 18 October – 17 November</b> A Form.Sg link will be emailed on a later date to all participating schools to select their preferred date and time of collection.</p> <p><b>Customised PayNow QR codes activated from issue date – 31 December</b> Customised PayNow QR code are activated from the date of issue via email to 31 December.</p>

**Champion Every Potential,  
Fulfil Their Dreams!**

## Teaching kit

### **1. Where do the teachers download the teaching kit?**

Teachers may download the teaching kit from the [Children's Day Appeal website](#) starting from 15 September. Community Chest will send an email notification to inform the teachers that the teaching kit is ready to be downloaded.

### **2. Can the teachers amend the teaching kit?**

Yes, teachers may customise the teaching kit to better suit their curriculum and the audience. However, please avoid amending slides 1 to 8 on corporate information.

### **3. Are teachers allowed to send the teaching kit to students/parents?**

Yes, teachers may send the teaching kit to students/parents in PDF format. Alternatively, teachers can visit the [Children's Day Appeal website](#) to download the teaching kit.

## Delivery of Donation Envelopes

### **1. I have indicated the wrong number of donation envelopes in the Form.Sg submission.**

Please contact us at [NCSS\\_School@ncss.gov.sg](mailto:NCSS_School@ncss.gov.sg) and update the number of donation envelopes required.

### **2. We have yet to receive the donation envelopes after 29 September.**

Please check with your school's general office. If the general office did not receive it, please email us at [NCSS\\_School@ncss.gov.sg](mailto:NCSS_School@ncss.gov.sg).



**Champion Every Potential,  
Fulfil Their Dreams!**



### **3. My school/centre received extra donation envelopes, what should we do?**

The teacher-in-charge may consider using the extra donation envelopes to encourage other teachers to donate to Children's Day Appeal. Alternatively, you may pass all used and unused envelopes to Children's Day Appeal's collection vendor when they arrive at your school for collection of donations.

### **4. My school/centre received fewer donation envelopes than indicated, what should we do?**

Please email us at [NCSS\\_School@ncss.gov.sg](mailto:NCSS_School@ncss.gov.sg) to indicate the additional number of donation envelopes required. We will deliver the remaining envelopes to your school.

## Collection of Donation Envelopes

### **1. How do I pass the donation envelopes to Children's Day Appeal's collection vendor?**

It is the school's responsibility to safekeep the donation envelopes before the collection by the cash collection vendor appointed by National Council of Social Service. After collecting the donations, please safekeep them in the staff room, or where it is best advised by the school. A collection manual will be sent on a later date to explain on the collection protocol.

### **2. When will my school be notified of the collection date and time?**

A Form.Sg link will be emailed to your school on a later date for the teacher-in-charge to select their preferred collection date and time. Teachers will be required to select 2 dates, at least one week apart, in the event that the first date is not available.

Subsequently, we will send an email to confirm the collection date and time with your school.

### **3. My school missed the collection date. Can I reschedule the collection date?**

Yes, please email [NCSS\\_School@ncss.gov.sg](mailto:NCSS_School@ncss.gov.sg). We will advise you on the next available collection date and time.



**Champion Every Potential,  
Fulfil Their Dreams!**

#### **4. Do I need to inform my General Office and guard house about the delivery and collection?**

Yes, please inform them to enable a smooth process for delivery and collection.

### Use of PayNow QR Code

#### **1. What is an alternative fundraising method to the donation envelope?**

Starting in 2022, we are going green for a more sustainable Children's Day Appeal. Schools are encouraged to use the PayNow QR code for fuss-free and secure payments. Schools can opt for a customised PayNow QR Code from Community Chest and disseminate it internally for support towards Children's Day Appeal. Parents can match their child's giving via cash or the generic PayNow QR Code printed on the donation envelope.

#### **2. What is the difference between the customised and generic PayNow QR Codes?**

Customised PayNow QR Code provides an avenue for Community Chest to inform the amount raised by each school. Participating schools that opt for customised PayNow QR Codes can write to [NCSS\\_School@ncss.gov.sg](mailto:NCSS_School@ncss.gov.sg) to enquire about the funds raised. On the other hand, we are unable to advise on the donation amount raised using the generic PayNow QR Code printed on the donation envelope.

#### **3. Is there a tax deduction for donations made via PayNow?**

Donations via cash and PayNow donations are not eligible for tax deductions.

Donors can donate on [Children's Day Appeal website](#) should they like to receive tax deductions to their contributions.



**Champion Every Potential,  
Fulfil Their Dreams!**

## Others

### **1. Our school is unable to participate in the donation drive, but we would still like to support Children's Day Appeal. How can we do so?**

There are four ways the school can still show their support to Children's Day Appeal and inculcate the values of caring and sharing to the students.

#### a. Download and share the teaching kit with your students

The teaching kit contains useful educational resources such as experiential activities and an inspiring story of a service user. Through this kit, we aim to nurture, encourage, and inspire students to be socially responsible citizens who can contribute meaningfully to the community.

#### b. Partner Community Chest for VIA projects

If the school has an upcoming/existing initiative that contains a fundraising component, the school may consider tying the fundraiser component with Children's Day Appeal. Examples of such initiatives include school's anniversary, concert, funfair, etc. The funds raised from the project can then be donated to support Children's Day Appeal 2022.

#### c. Participate in Community Chest 40<sup>th</sup> Anniversary Events

Join Community Chest as we build impactful partnerships to deepen sustainable giving and pledge your support to help the communities in need. Look out for more exciting events [here](#) to give back sustainably and champion the potential of those we support. Please email [NCSS\\_School@ncss.gov.sg](mailto:NCSS_School@ncss.gov.sg) for more details on Community Chest Signature Events.

#### d. Volunteer your time and skills for meaningful causes

Volunteerism is about helping the people in need of assistance in our community and showing them that we care through our actions. It is also about making the most of your time while making new friends along the way. Check out the available volunteering opportunities via [SG Cares](#) and [Giving.sg](#).



**Champion Every Potential,  
Fulfil Their Dreams!**