

## Thank you for your support.

We could not have done it without your time, talent and treasures. Together, we can make a positive and lasting change in the lives of those we serve.

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Rainbow Centre – Margaret Drive School • AMKFSC Community Services Ltd • Lions Befrienders Service Association (Singapore)  
• Movement for the Intellectually Disabled of Singapore (MINDS)

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# A YEAR OF EMPOWERMENT MADE POSSIBLE BY YOU



## FY2016 IMPACT REPORT

# COMMUNITY CHEST

As the fundraising and engagement arm of the National Council of Social Service (NCSS), Community Chest engages the community to support people in need through fundraising and volunteering.

In our efforts to encourage holistic caring, Community Chest places strong emphasis on being a one-stop CSR partner to support our donors, partners and volunteers to give time, talent and treasures towards building a caring and inclusive community.

Join us to make a difference by choosing to:



**DONATE**  
through regular  
SHARE giving,  
outright donations  
or legacy giving



**PARTNER**  
through helping in  
our fundraising  
and outreach  
efforts



**VOLUNTEER**  
through giving  
your time to  
empower our  
service users and  
expertise to enable  
our charities

## FROM OUR CHAIRMAN & MANAGING DIRECTOR

We are heartened that Community Chest, has throughout FY2016, held true to our commitment to raise funds for charities so that they can focus on delivering critical social services to those who need them.

Despite a more challenging year after SG50 with economic uncertainties and general decline in donations from record high in 2015, Community Chest is thankful that the strong relationships with our partners has promoted continued understanding and support for social causes and enabled us to raise the needed donations to our supported charities.

Alongside the progress of the social service sector, we are glad that caring and sharing has continued to strengthen, building upon the Care & Share Movement @ SG50.

Going forward, we hope to continue catalysing fundraising and volunteering efforts at a national level. SG Cares calls on each of us to play a part and together we can make a real difference in the lives of those we care for.

This report illustrates how your sustained support through Community Chest has helped to make that difference, empowering all our service users to live a life of dignity and fulfil their potential.

We hope you will be encouraged and inspired by their stories, as we are, to continue to do more for those we can empower around us. Together, we can build a more caring and inclusive community.

Sincerely,

Phillip Tan,  
Chairman  
Community Chest

Ng Ling Ling  
Managing Director  
Community Chest



# LIVES YOU HAVE EMPOWERED



**Zaakir Rahmat,**  
a student with Rainbow  
Centre – Margaret Drive



**Joyce Han,**  
a participant of MINDS Me Too!  
Club programmes



**Mdm Suzana Binte Abdul Rahim,**  
supported by AMKFSC Community  
Services Ltd



**Mr Lee Cho Poon,**  
a participant of Lions Befrienders  
programmes



**Deborah Seah,**  
a participant of the Peer Support  
Specialist Programme

## Children with Special Needs and Youth-at-Risk

**\$30** can provide a student with mild intellectual disability with half a day of special education in languages, mathematics, arts & crafts and other self-help skills.

## Adults with Disabilities

**\$15** enables an adult with disabilities to attend half a day of pre-vocational training in a sheltered workshop.

## Families

**\$20** can provide families with half a day of case management, information and referral services.

## Seniors

**\$10** can ensure that a senior is meaningfully engaged through befriending services for a week.

## Persons with Mental Health Issues

**\$25** provides half a day of rehabilitation for a person with mental health issues at a mental health day care centre.

**100%**  
**of your donations**  
goes towards helping the  
disadvantaged.

We support about  
**80 social service  
organisations**, allowing them to focus on  
providing critical services and programmes to those in need.

We enable over  
**200 critical services**  
to be offered to those in need, including special  
education, youth programmes, adult disability support  
services, family service centres, eldercare and  
caregiving support.

We have forged  
**34 years\*** of partnerships  
with the people, public and private sectors to continually grow  
a caring, collaborative and impactful social service ecosystem.

# EMPOWERMENT MADE POSSIBLE IN FY2016

Your sustained support in our fundraising and volunteering efforts has enabled us to engage the community to care and share for the disadvantaged. Together, we aim to empower every person to live with dignity in a caring and inclusive community by:

- Empowering **children with special needs and youth-at-risk**
- Integrating **adults with disabilities into society**
- Building strong and resilient **families**
- Caring for vulnerable **seniors**
- Supporting **persons with mental health issues**

For Financial Year 2016



Disbursed  
**\$44.2mil\***



Enabled  
**91**  
organisations\*\*



Supported  
**246**  
programmes

\*includes allocation to programmes/projects only (exclude allocation ring-fenced for specific purposes).

\*\*organisations include charities, member organisations, etc



# EMPOWERED MOTIVATED RESILIENT

Empowering children with special needs and youth-at-risk

## Examples of outcomes met:

These are the outcomes of some of the programmes we support:

### SPECIAL EDUCATION SCHOOLS



# 5,634

**children with special needs** received education and training in independent living skills. Out of 422 graduands, 116 graduands attained open employment.

### SCHOOL SOCIAL WORK



# 1,193

**children and youths** in school social work programmes developed self-confidence to deal with changes and challenges, and improved in personal and social skills in relationships.

“I race because it makes me smile.”

**Zaakir Rahmat,**  
a student with Rainbow Centre –  
Margaret Drive

## HIS STORY

Zaakir Rahmat was born with global developmental delay and quadriplegic cerebral palsy. He needs therapy for speech, movement and motor skills. He is unable to walk and relies on a wheelchair to move around.

## YOUR IMPACT

Through attending the special education classes and receiving therapy from Rainbow Centre, Zaakir has been able to improve his communication and fine motor skills. He cherishes his time for sports and activities and is all smiles whenever he gets to race on the track. Zaakir represented his school at the Special Olympics Singapore in May 2017, coming in second in the 10-metre wheelchair race.

## PROGRAMME TYPES WE SUPPORT:

- 1 Early Intervention**  
Provides therapy and educational support services for children who are 6 years and below and have been diagnosed with special needs.
- 2 Special Education (SPED)**  
Provides quality education to develop the potential of children and youth (aged 7-19 or 7-21<sup>1</sup>) with special educational needs.
- 3 Integration Support**  
Provides a range of services to help children and youth with special needs adjust to the demands in school or in their everyday lives.
- 4 School-based Programmes**  
Complements the school system through preventive, developmental and remedial programmes to build and strengthen social and emotional resilience among students at risk. Some examples are School Social Work and Enhanced STEP-UP programmes.



<sup>1</sup>: (1)In general, a SPED student graduates at age 18. For those who can benefit from additional years of education to achieve their learning outcomes such as 'O' or 'N' levels or Vocational certification, their education may be funded up to 21 years of age.

# EMPOWERED SKILLED INDEPENDENT

Integrating adults with disabilities into society

## Examples of outcomes met:

These are the outcomes of some of the programmes we support:



# 1,441

### SHELTERED WORKSHOP

**clients** were actively engaged in sheltered workshops and were able to stay gainfully employed for at least 3 months.



# 1,027

### INTEGRATION SUPPORT

**persons with disabilities** showed an improvement in daily living skills, gained greater independence and were able to participate in the community.



# 1,168

**persons with disabilities** had access to support networks and resources to enhance their physical and psychological well-being.

“Now I have friends I can turn to.”

**Joyce Han,**  
a participant of MINDS Me Too!  
Club programmes

## HER STORY

Alone at home, with no one to talk to except her mother. This was the life of 25-year-old Joyce Han. Born with intellectual disability, Joyce had trouble relating to others on her own and had always been afraid of new places and people.

## YOUR IMPACT

After the befrienders from MINDS Me Too! Club started to visit Joyce regularly, she gradually opened up and began to enjoy the company of more friends. Today, Joyce mentions the befrienders' names and talks about their activities to her family sometimes. This interaction with others is valuable to Joyce. It helped her to widen her social network and integrate into society.

## PROGRAMME TYPES WE SUPPORT:

- 1 Sheltered Workshop**  
Provides employment and/or vocational training to adults with disabilities who do not possess the competencies or skills for open employment.
- 2 Integration Support (Disability)**  
Provides assistance, resources and access to support networks to persons with disabilities in their everyday lives.
- 3 Day Activity Centre**  
Provides care and skills training for adults with disabilities.
- 4 Home**  
Provides long-term residential care and maximises the abilities of adults with disabilities who are neglected or whose caregivers are incapable of giving care.



# EMPOWERED RESOURCEFUL SELF-RELIANT

Building strong and resilient families

## Examples of outcomes met:

These are the outcomes of some of the programmes we support:

### FAMILY SERVICE CENTRES

Out of the **families served**,



5,534

have been successfully linked with appropriate services.



3,913

enhanced their self-reliance and resilience capacity.



4,335

improved their ability to manage and/or reduce needs and risks.



547

### FAMILY VIOLENCE SPECIALIST CENTRES

**victims and their family members** were able to manage issues of family violence and build safe relationships.

“With my skills, I can face the future with confidence!”

Mdm Suzana Binte Abdul Rahim,  
supported by AMKFSC Community Services Ltd

### HER STORY

When Suzana's husband lost his job, things at home started to break down. With 4 young children of ages ranging from 6 months to 5 years, Suzana was unable to work. She saw herself as a burden to her family and was emotionally distressed.

### YOUR IMPACT

Until she found help at Cheng San Family Service Centre under AMKFSC Community Services. Her case manager found that she enjoyed baking and encouraged her to join the Bakery Hearts Programme, which connected her to other group activities and provided her emotional support to increase her motivation to find employment. Suzana now participates actively in the centre's group work to inspire others. She also hopes to open her own bakery in the future.

### PROGRAMME TYPES WE SUPPORT:

- 1 Family Service Centre**  
A community-based focal point of family resources that provides social support.
- 2 Family Violence Specialist Centre**  
Provides community-based services for persons affected by family violence.
- 3 Counselling Centre**  
Provides professional counselling and therapy services for individuals, couples, groups and/or families facing emotional, mental and relationship problems.
- 4 Suicide Prevention**  
Provides a 24-hour telephone service, email befriending service, an emergency squad and face-to-face crisis counselling.



# EMPOWERED COMFORTED SOCIALLY- ENGAGED

Caring for vulnerable seniors

## Examples of outcomes met:

These are the outcomes of some of the programmes we support:

### BEFRIENDING + COUNSELLING



# 918

**seniors** were less isolated and felt supported to age in place. This is through achieving an improved sense of social and psychological well-being and access to contacts and sources of help.



# 4,750

### CAREGIVING SUPPORT

**caregivers** learnt to provide better care for their loved ones and were able to put their newly acquired skills to use at home.

“Being able to sing and brighten someone’s day, lights up mine.”

Mr Lee Cho Poon,  
a participant of Lions Befrienders programmes

## HIS STORY

Mr Lee Cho Poon could easily liven up a room with his sprightly laughter, but he almost lost that spark. Starting out as a street entertainer with his father, Mr Lee continued busking with his uncle after his father passed on. When his uncle passed on too, he was left without kin and had to rely on the Public Assistance Scheme. Over time, Mr Lee became socially withdrawn with no one to turn to.

## YOUR IMPACT

Mr Lee’s outlook on life brightened after joining Lions Befrienders, one of the social service programmes for seniors supported by Community Chest. Finding solace among other seniors, Mr Lee regained his confidence and even stepped up to help care for another senior by bringing him out for walks and afternoon tea. Through the activities organised by Lions Befrienders, Mr Lee is now able to do what he loves most – singing and performing to brighten someone else’s day.

## PROGRAMME TYPES WE SUPPORT:

- 1 Senior Home Care**  
Offers a range of services that meet the basic needs of seniors with little or no caregiver support at home.
- 2 Befriending + Counselling**  
Enhances the social and psychological well-being of seniors through provision of professional counselling services and regular visits to offer friendship and support.
- 3 Sheltered Home**  
Provides quality care and activity-based programmes for seniors to stay active and healthy.
- 4 Caregiving Support**  
Equips caregivers with the skills and knowledge to look after their loved ones.





# EMPOWERED CONFIDENT SOCIAL- INTEGRATED

Supporting persons with mental health issues

## Examples of outcomes met:

These are the outcomes of some of the programmes we support:

### INTEGRATION SUPPORT



# 361

**persons with mental health issues** were better able to cope with their issues and/or improved in their mental health condition.

### CAREGIVING SUPPORT



# 733

**caregivers** indicated that they have acquired a more positive mindset towards caregiving and have also gained knowledge and skills in caring for persons with mental health issues.

“Hope – that’s what I want to share and hold for others.”

**Deborah Seah,**  
a participant of the Peer Support  
Specialist Programme

### HER STORY

Deborah Seah was diagnosed with bipolar disorder when work stress and a hectic schedule took a toll on her mental health. Her life came to a standstill and her relationships with family and friends became strained. She felt helpless and did not know who could help her or how.

### YOUR IMPACT

After joining the Peer Support Specialist Programme, Deborah recovered and now wants to help others. Today, she volunteers to conduct recovery workshop in the Institute of Mental Health and facilitates peer support groups. She has become a mental health advocate sharing her story to give others hope.

### PROGRAMME TYPES WE SUPPORT:

- 1 Integration Support**  
Offers various support services to assist persons with mental health issues to reintegrate into the community.
- 2 Day Activity Centre**  
Assists persons with mental health issues to reintegrate into the community by helping them improve the management of their conditions and realise their potential.
- 3 Hostel**  
Provides temporary accommodation to persons with mental health issues to support them in reintegrating into the community.
- 4 Caregiving Support**  
Provides various services to support and train caregivers to look after their loved ones.



# MEETING EMERGING NEEDS



## PIONEERING PROJECTS



Supported by the National Council of Social Service's research and in-depth understanding of the social service landscape, Community Chest supports pioneering projects that help to meet underserved or emerging needs in the community. In addition, Community Chest also supports various social service organisations to build their capabilities or start new programmes and initiatives to meet rising needs. Some of the pioneering projects you have enabled include:

## COMPASSVALE BOW ADULT DISABILITY HOME FOR PERSONS WITH AUTISM



As the first of its kind, the Compassvale Bow Adult Disability Home is specially designed to enable long-term residential care for adults with Autism Spectrum Disorder, or short term respite care when their caregivers are unable to care for them. With the collaboration forged across the public, private and people sectors, the home will be completed in 2019 at Sengkang, with the capacity to house 200 residents, and a Day Activity Centre. These facilities will help maximise these adults' potential as they receive therapy, skills training and recreational activities, in turn empowering them to be independent.

## CAREGIVER-TO-CAREGIVER EDUCATION PROGRAMME (C2C) BY CAREGIVERS ALLIANCE LIMITED (CAL)



Caregivers of persons with mental health issues are often under immense stress, not knowing how to deal with their loved ones' conditions, and without support. With the intention to support caregivers of persons with mental health issues, CAL developed a 12-week education and training programme conducted by caregivers and allied health professionals. 1,600 caregivers have since benefited from the programme as they gain knowledge about mental illness, learn how to deal with their own emotional well-being, and in turn become better, more resilient caregivers of their loved ones.

## EMPLOYABILITY & EMPLOYMENT CENTRE (E2C) BY AUTISM RESOURCE CENTRE (ARC)



Adults with autism often struggle to find gainful employment on their own. The E2C programme was piloted to equip adults with employable skills and subsequently match them to appropriate jobs with the right support. The E2C programme currently operates at Hive, within Enabling Village at Redhill. Since its launch, E2C has supported close to 300 individuals with autism and about 120 of them have been placed in open employment. Through its structured programme and support system, adults with autism are trained and successfully integrated into the workforce. About 95% of those who were placed have remained in employment for more than 6 months and close to 90% of them are still working.