

BY COMMUNITY CHEST FOR FY2018

IMPACT REPORT

A YEAR OF EMPOWERMENT MADE POSSIBLE BY YOU

THANK YOU FOR YOUR SUPPORT

Together, we can make a positive and lasting impact
in the lives of those we serve.

PUBLISHED BY

**Brand & Communications, Community Chest,
Fund-raising & Engagement Arm of National Council of Social Service**

170 Ghim Moh Road #01-02, S279621

Hotline 1800 210 2600

Email ncss_comchest@ncss.gov.sg

ACKNOWLEDGMENTS

Our sincere appreciation to the following partners for their support in this publication:

NCSS Research & Strategy Development, Standards & Impact and Fund Allocation teams

- AWWA Senior Community Home • Cerebral Palsy Alliance Singapore (CPAS)
- Singapore Association for Mental Health • South Central Community Family Service Centre Limited
- SPD • Rainbow Centre, Singapore

No part of the publication may be reproduced in any form or by any means without the permission of the publisher.
All information is correct at time of publishing.



100% of your donation goes towards helping the disadvantaged, as our fund-raising and operating costs are covered mainly by Tote Board Group.

Connect with us   | comchest.sg



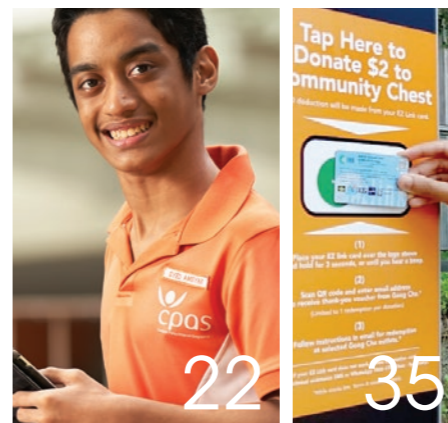
OUR COVER ARTIST

I'm a fan of artist and sculptor Romero Britto. I love vibrant colours and eye-catching patterns!

... says 18-year-old Noah Tan, who is currently a student in Rainbow Centre's Special Education Programme.

Noah's colourful artwork is an expression of his bright personality and love for life. Noah is also part of Rainbow Centre's Talent Art Programme where talented students have opportunities to participate in art-related engagements. In 2018, Noah successfully obtained a certificate in visual arts offered by the Nanyang Academy of Fine Arts with Very Special Arts Singapore. Noah hopes to become a professional artist one day.

With your support, we have made a positive impact on the lives of our social service users, including Noah.



- 02 OUR COMMUNITY CHEST COMMITTEE
- 03 FROM OUR CHAIRMAN & MANAGING DIRECTOR
- 04 COMMUNITY CHEST
THE HALLMARK OF CARE AND SHARE
- 06 OUR CHANGING LANDSCAPE
Children with Special Needs & Youth-at-risk
Adults with Disabilities
Persons with Mental Health Conditions
Vulnerable Seniors & Families in Need
- 14 EMPOWERING LIVES THROUGH
OPPORTUNITY, POTENTIAL & INCLUSION
- 16 PROVIDING OPPORTUNITIES
- 18 DEVELOPING PERSONAL POTENTIAL
- 20 IMPROVING SOCIAL INCLUSION
- 22 EMPOWERING CHILDREN WITH SPECIAL NEEDS
AND YOUTH-AT-RISK
- 24 BUILDING STRONG & RESILIENT FAMILIES
- 26 ENGAGING & CARING FOR VULNERABLE SENIORS
- 28 INTEGRATING ADULTS WITH DISABILITIES
INTO SOCIETY
- 30 SUPPORTING PERSONS WITH MENTAL
HEALTH CONDITIONS

CONTENTS

- 32 IMPACT STORIES
- 34 INNOVATING FUNDRAISING
- 36 NURTURING THE NEXT GENERATION OF GIVERS
- 38 OVERVIEW OF YOUR IMPACT
- 40 THE YEAR IN SUMMARY
- 42 CHARITY SUPPORT FUND
- 44 LOOKING AHEAD
Forging Partnerships For Greater Impact
Commemorating Singapore's Bicentennial In 2019
- 48 BUILDING A CULTURE OF SUSTAINED GIVING

OUR COMMUNITY CHEST COMMITTEE (2018 to 2020)

We are grateful to our Committee members, who provided their gifts of time, talent and resources to provide strategic direction and guidance for Community Chest.

Advisor

- Ms Jennie Chua JP, PJG, BBM, PPA(P), PBM

Chairman

- Mr Phillip Tan PJG, JP, BBM(L), BBM, PBM

Vice-Chairman

- Mr Eric Ang BBM, PBM
- Mr Chew Kwee San PBM
- Mr Guy Daniel Harvey-Samuel
- Mr Tan Puay Kern PBM, PPA(P), AMBCI

Honorary Treasurer

- Ms Tan Khiaw Ngoh JP

Honorary General Secretary

- Ms Ooi Chee Kar

Members

- Mr Puvanaratnam s/o Ariaratnam PPA(P)
- Mr Robert Chew BBM PBM
- Mr Chew Sutat (from 1 August 2019)
- Mr Chris Chong
- Mr Andrew da Roza
- Mr Foo Say Thye
- COL Goh Si Mien PPA(G)(T)
- Mr Nicholas Kong PPA(P)
- Ms Lee Mui Ling
- Mr Wilson Lim
- Ms Ng Ling Ling PPA(P)
- Ms Pearlyn Phau
- Ms Suree Rohan
- Mr Richard Sim Hwee Cher PBM
- Ms Audrey Tan
- Mr Tan Kwang Hwee
- Mr Peter Wee PPA(G)(T), PBS(T)
- Mr Yang Tse Pin
- Mr Yek Boon Seng
- Ms Young Jin Yee

Ambassador

- Ms Lin Min Rebekah



FROM OUR CHAIRMAN & MANAGING DIRECTOR

As we reflect on Singapore's progress as a nation in our Bicentennial, we appreciate and celebrate our journey as a community in sharing and helping one another. Over the years, Community Chest has constantly engaged partners across the people, public and private sectors to forge collaborative and impactful partnerships that benefit the lives of the less fortunate. By catalysing these partnerships, we aim to strengthen the spirit of community giving and build sustainable efforts in empowering the lives of our social service users.

As the social service ecosystem develops, Community Chest aspires to lead as an agent of change by continuing to innovate fundraising platforms and public engagement initiatives, nurture the next generation of givers and strengthen the spirit of holistic giving. Through these, giving will become more impactful through various forms, including volunteerism. This report encapsulates our efforts in driving the growth of the social service ecosystem for better collective impact.

Your contributions through time, talent or treasure have made a difference in the lives of those we serve, providing them with opportunities that will enable them to fulfill their full potential, and live with dignity within a caring and inclusive society.

It has truly been a year of empowerment – made possible by you.

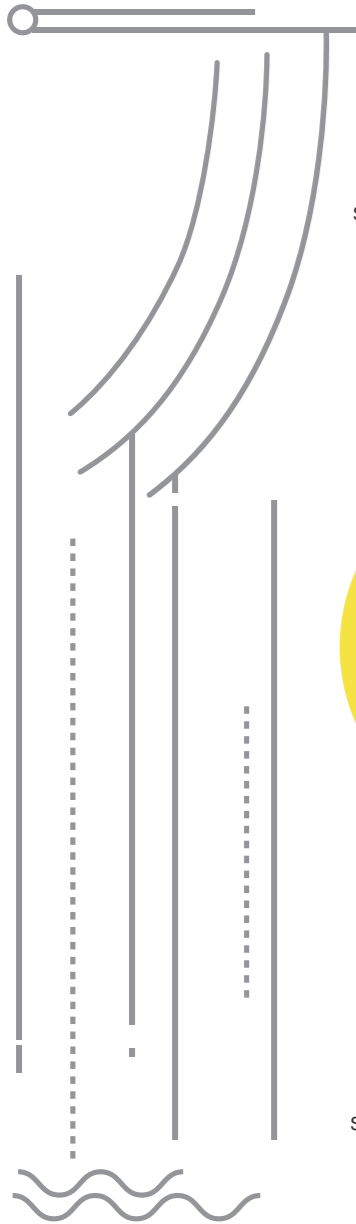
Sincerely,

Phillip Tan
Chairman
Community Chest

Charmaine Leung
Managing Director
Community Chest

COMMUNITY CHEST

THE HALLMARK OF CARE AND SHARE



1 purpose

to raise funds and engage the community so that social service agencies can focus on developing and delivering quality solutions and empowering the lives of those in need.

36

years of service and partnership with the people, private and public sectors to create a collaborative and impactful social service ecosystem.

200

critical services are offered to those in need, including special education, youth programmes, adult disability support, family service centres, eldercare and caregiver support.

5 causes

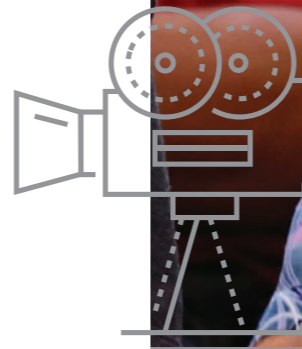
to ensure that the less fortunate in our community are cared for, including children with special needs and youth-at-risk, adults with disabilities, families in need, vulnerable seniors and persons with mental health conditions.

80

social service agencies, including less visible ones, are supported through Community Chest to ensure that emerging needs and service gaps are met.

100%

of your donations goes towards helping the disadvantaged, as fundraising and operating costs are covered mainly by Tote Board Group.



Join us to make a difference by choosing to:

DONATE

through outright donations, SHARE, planned giving or other means

PARTNER

us or provide support for our fundraising or public education efforts

VOLUNTEER


at our charities or events, or lend your expertise and skills




OUR CHANGING LANDSCAPE


CHILDREN WITH SPECIAL NEEDS AND YOUTH-AT-RISK

As our nation progresses, the social service needs have also evolved. In view of this, NCSS conducted the Quality of Life (QOL) Study in 2016 to examine the various vulnerable populations through a person-centred and holistic approach. The next eight pages highlight some of the trends and changing needs across the various groups we support at Community Chest.

 **76%** increase in number of children diagnosed with developmental issues.

 **15%** annual increase of autism cases aged up to 6 years, from 2012 to 2017.

 About **9,660** children and youth in Singapore, aged 7 to 18, have a disability.

 A day of special education in academic, social-emotional, daily living, vocational, arts and physical education for students with special needs can cost up to **\$124**.

Sources: Enabling Masterplan 3; KK Women's and Children's Hospital, National University Hospital; Lianhe Zaobao, 21 June 2019; The Straits Times, More kids with autism, raising demand for school places, 21 August 2019.



OUR CHANGING LANDSCAPE

ADULTS WITH DISABILITIES

In the QOL Study on persons with disabilities, close to 1,000 persons with disabilities aged 18 and above were surveyed. The study revealed that persons with disabilities want to be empowered towards independence through accessible opportunities, and achieve social inclusion by participating actively and meaningfully in society.



1 in 4

persons with disabilities in Singapore are employed.



49%

of persons with disabilities have a moderate to severe disability.



Social inclusion was found to have the greatest impact on improving the quality of life of persons with disabilities.



7 in 10 adults with disabilities chose level of independence as the area they desire the most improvement in.

Source: Enabling Masterplan 3: NCSS Quality of Life Study on Adults with Disabilities (2016); The Business Times, 2 Sept 2019. More than one-quarter of people with disabilities are employed.



OUR CHANGING LANDSCAPE

PERSONS WITH MENTAL HEALTH CONDITIONS

The QOL study surfaced the need to improve the psychological well-being, level of independence and social relationships of persons with mental health conditions to help them achieve their potential. Improving social inclusion would also result in the greatest improvement in quality of life for them.



1 in 7 Singapore residents are affected by mental health conditions at some point in their lives.



More than **75%** of persons with mental health conditions in their lifetime did not seek any professional help.



11.1% estimated unemployment rate among persons with mental health conditions, compared to **6.7%** for those without.



3 in 10 persons with mental health conditions do not believe they can achieve their hopes and dreams.

Source: Singapore Mental Health Study 2010 and 2016; NCSS Quality of Life Study on Adults with Mental Health Issues (2016)



OUR CHANGING LANDSCAPE

VULNERABLE SENIORS & FAMILIES IN NEED

Both seniors and families in our community face changing needs. By 2030, 1 in 4 Singaporeans will be 65 or older; a two-fold increase compared to 2015. The QOL study also highlighted a need to improve opportunities for seniors to participate in society, and appreciate them for their past and present contributions.



Number of seniors facing social isolation expected to increase from 35,000 to **83,000** by 2030.



Highest number of senior suicides recorded in 2017.



14,000 to 16,000 families on financial assistance scheme from 2015 to 2017.



Multiple layers of support are required to help families in need, from education support for children, to work training for the adults to gain employment.

Source: Department of Statistics & Epidemiology and Disease Control Division, MOH; Tan, T. (2014, 2 March) More Singaporeans Living Alone; Trend Seen Rising; The Straits Times, Number of suicides committed by elderly hits record high as Singapore population ages, 30 July 2018; The Straits Times, Parliament: Between 14,000 to 16,000 households on ComCare assistance scheme from 2015 to 2017, 18 Feb 2019

EMPOWERING LIVES THROUGH OPPORTUNITY, POTENTIAL & INCLUSION

To keep the social service sector relevant and prepared for future challenges, the Social Service Sector Strategic Thrusts (4ST) vision was developed as a 5-year roadmap to identify opportunities and strategies to guide the development of the sector.

With this vision in mind, NCSS developed a framework in 2018 to understand the social needs of our vulnerable populations through three dimensions - **Opportunity**, **Personal Potential** and **Social Inclusion**.

This framework encapsulates the impact of your support in enabling our social service users to achieve the desired outcomes.



"Because I had the opportunity to participate in my school's Art programme, I was able to develop my talent and pursue my passion for art and colours!"

Mr Noah Tan, student with Rainbow Centre Yishun Park



"I was shy at first and did not want to make any new friends. With the support and encouragement from SPD, I gained confidence and have even performed on stage!"

Ms Veronica Tan, client of SPD Day Activity Centre



"I would like to encourage employers to be open to employing persons with special needs, and to design workplaces and processes to accommodate them. Workplace colleagues also have a role to play in creating an environment that is welcoming and supportive of persons with special needs."

Ms Indranee Rajah
Second Minister for Education

PROVIDING OPPORTUNITIES

Your support has enabled many social service users to achieve their full potential through **improved availability** of and access to **resources and opportunities**. With this, they have been integrated into the community and empowered to contribute back to society.

The components of providing opportunities include opportunities to:

- Acquire new information & skills
- Access services
- Achieve potential
- Be mobile and travel around
- Have recreation & leisure

55% more children and youth experienced improvement in well-being and/or developed life skills for positive youth development, in FY18 compared to FY17.



OPPORTUNITY to acquire new information and skills

A child with special needs is supported with the opportunity to receive quality education which will equip him or her with new knowledge, skills and therapy to help him or her live independently.



OPPORTUNITY to access resources and services

A family in need is provided with access to suitable support networks and resources, such as childcare options or work training, to help them stay resilient in times of difficulty.



OPPORTUNITY to achieve potential

An inclusive employer empowered an adult with disability by providing him or her with an opportunity to contribute to society and achieve his or her fullest potential.

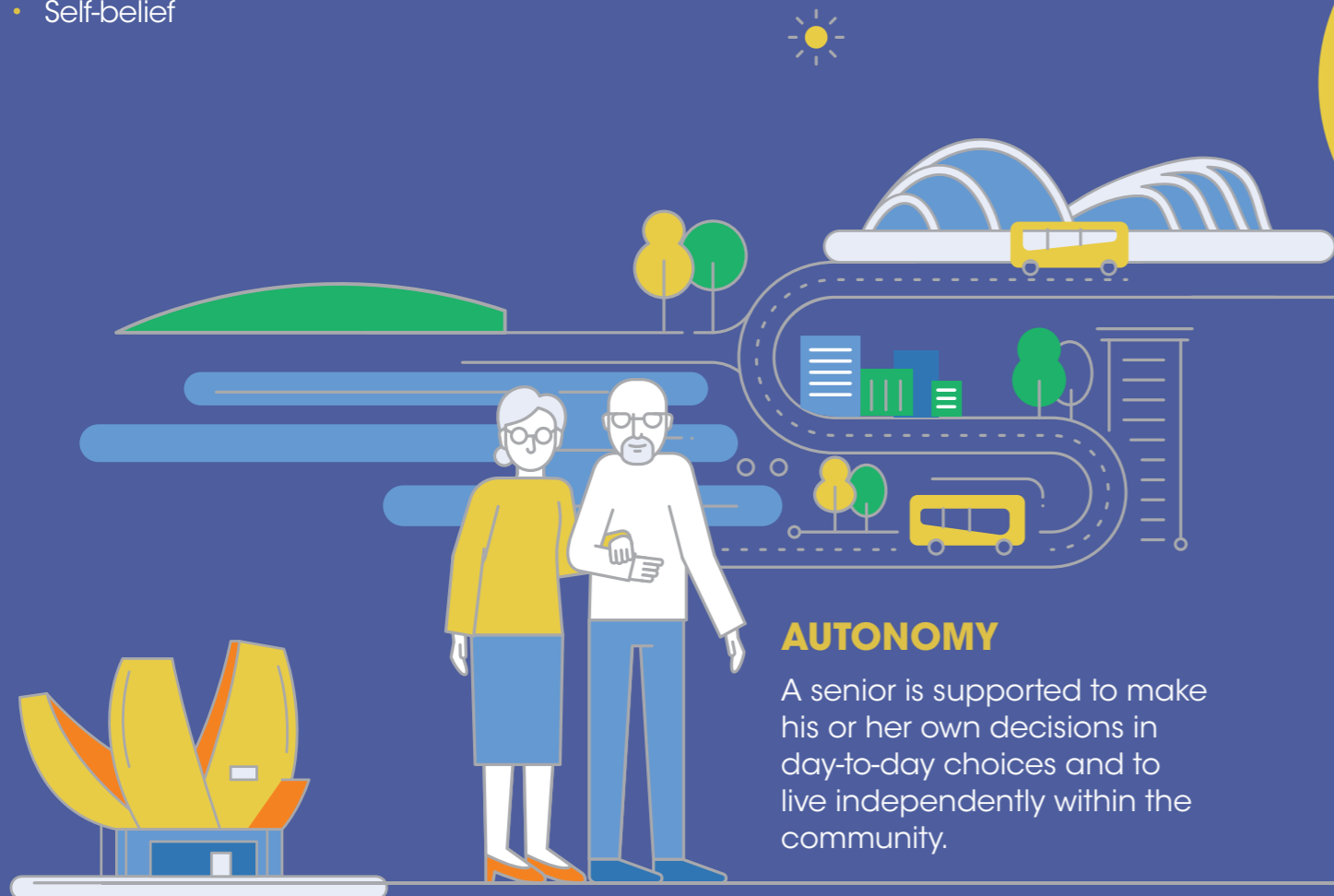


DEVELOPING PERSONAL POTENTIAL

With effective social service programmes, our social service users were empowered to live autonomously, improve their work capacity and develop their **personal potential**.

The components of developing personal potential include:

- Psychological well-being
- Autonomy
- Capacity to work
- Financial adequacy
- Self-belief



AUTONOMY

A senior is supported to make his or her own decisions in day-to-day choices and to live independently within the community.



82% more

persons with mental health conditions had the opportunities to achieve their personal potential in FY18 as compared to FY17.

PSYCHOLOGICAL well-being

A person with mental health conditions has stronger self-esteem and positive feelings with the support from rehabilitation services or counselling.



CAPACITY to work

A person with disability is supported through work training to develop the necessary skills that enable him or her to be employed in the workforce.

IMPROVING SOCIAL INCLUSION

With strong social support and a united effort to **build an inclusive community**, our social service users were also able to participate and contribute meaningfully to society.

The components of improving social inclusion include:

- Social participation and contribution
- Social acceptance and respect
- Social network and interaction
- Meaningful personal relationships
- Support from family & friends



SOCIAL PARTICIPATION and contribution

Families who have benefited from a strong support system of resources are able to be actively involved in community activities and help other families.



SOCIAL NETWORK and interaction

Seniors are actively and meaningfully engaged through various befriending events and initiatives that help integrate them into a support system.

651 seniors were less isolated and felt more supported to age in place through better access to resources, improved sense of well-being and satisfaction with services received.



SOCIAL ACCEPTANCE and respect

Persons with mental health conditions are accepted by the community and their experiences are valued for helping others in their road to recovery.

EMPOWERING CHILDREN WITH SPECIAL NEEDS & YOUTH-AT-RISK

REACH THROUGH SOCIAL SERVICE ECOSYSTEM

COMMUNITY LEVEL

350,000 people were reached through Sharity public education efforts and events to promote caring and inclusive attitudes.

ORGANISATIONAL LEVEL

- **19** special education schools were supported to provide quality education for children with special needs or disabilities.
- **20** social service agencies were enabled to provide support and outreach services for children or youth-at-risk.

INDIVIDUAL LEVEL

Opportunities

501 children with special needs have opportunities to achieve their potential

Personal Potential

- **1438** children and youth experienced improvement in well-being and/or developed life skills for positive youth development
- **621** children with special needs experienced improvement in functional skills for greater independence

Social Inclusion

- **501** children and youth developed positive and sustained relationships with peers and mentors
- **16** children with special needs had social support to integrate in community settings

Thank you for helping me to find my smile and giving me the chance to fulfill my full potential!

Mr Syed Amsyar bin Ahmad Alhamid,
a student with CPAS School



Examples of outcomes met:

SPECIAL EDUCATION SCHOOLS

6020 children with special needs received education and training in independent living skills. Out of 501 graduands, 124 graduands attained open employment.

DEVELOPMENT PROGRAMME

1102 school-going children and youth (with & without special needs) developed self-confidence to deal with changes and challenges, and improved in personal and social skills in relationships.



BUILDING STRONG & RESILIENT FAMILIES

REACH THROUGH SOCIAL SERVICE ECOSYSTEM

COMMUNITY LEVEL

Over 2,000 volunteers were mobilised through our signature event, Community Chest Fu Dai 2019, to pack and deliver 6,000 bags of household essential items to seniors and families in need.

ORGANISATIONAL LEVEL

46 family service centres were enabled to provide critical support services to families in need and help them stay resilient through their challenges.

INDIVIDUAL LEVEL

Opportunities **5073** have been successfully connected to appropriate services

Personal Potential **8035** families became more self-reliant to deal with challenges

Social Inclusion **283** families have improved skills and familial relationships for better family functioning

With the right support, I was able to raise my three children and give them a brighter future.

Mr Kamsan Amin and his family,
former clients of South Central Community
Family Service Centre



Examples of outcomes met:

FAMILY SERVICE CENTRES
Out of the families served,

5330 enhanced their self-reliance and resilience capacity.

5699 improved their ability to manage and/or reduce needs and risks.

FAMILY VIOLENCE SPECIALIST CENTRES

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



ENGAGING & CARING FOR VULNERABLE SENIORS

REACH THROUGH SOCIAL SERVICE ECOSYSTEM

COMMUNITY LEVEL

2,500 volunteers, community partners and senior social service users were engaged through the Community Chest Getai-Xinyao Charity Concert 2019, in building a caring and inclusive society.

ORGANISATIONAL LEVEL

5 senior day care centres and homes were enabled to provide counselling and other support services to keep seniors meaningfully engaged in the community.

INDIVIDUAL LEVEL

Personal Potential **353** seniors' well-being were maintained to contribute in community settings

Social Inclusion **5425** seniors were provided access and/or participated in social / community networks

Thank you for helping me to find joy and hope in my golden years.

Mdm Lau (rightmost in photo),
client of AWWA Senior Community Home



Examples of outcomes met:

BEFRIENDING + COUNSELLING

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

CAREGIVING SUPPORT

4537 caregivers learnt to provide better care for their loved ones and were able to put their newly acquired skills to use at home.



INTEGRATING ADULTS WITH DISABILITIES INTO SOCIETY

REACH THROUGH SOCIAL SERVICE ECOSYSTEM

COMMUNITY LEVEL

85,000 people were reached through digital platforms to showcase empowerment of persons with disabilities through Community Chest's Look Closer outreach initiatives.

ORGANISATIONAL LEVEL

12 employment development centres were supported to equip adults with disabilities with skills and improve their employability through training and support programmes.

INDIVIDUAL LEVEL

Opportunities **3852** persons with disabilities accessed opportunities to achieve their potential

Personal Potential **425** persons with disabilities experienced improvement in functional skills for greater independence

Social Inclusion **487** persons with disabilities had social support to integrate in community settings

I have not only gained self-confidence, I also want to encourage my friends to believe in themselves and fulfill their potential!

Ms Veronica Tan,
client of SPD Day Activity Centre



Examples of outcomes met:

SHELTERED WORKSHOPS

1534 clients were actively engaged in sheltered workshops and were able to stay gainfully employed for at least three months.

INTEGRATION SUPPORT

1022 persons with disabilities showed an improvement in daily living skills, gained greater independence and were able to participate in the community.

1336 persons with disabilities had access to resources to enhance their physical and psychological well-being.



SUPPORTING PERSONS WITH MENTAL HEALTH CONDITIONS

REACH THROUGH SOCIAL SERVICE ECOSYSTEM

COMMUNITY LEVEL

10,429 people were reached through digital platforms to showcase talents and abilities of our service users, including persons with mental health conditions through Community Chest's Look Closer outreach initiatives.

ORGANISATIONAL LEVEL

5 social service agencies were supported to help persons with mental health conditions overcome their challenges through rehabilitation services and counselling.

INDIVIDUAL LEVEL

Opportunities **51** persons with mental health conditions accessed opportunities to achieve potential

Personal Potential **494** persons with mental health conditions acquired skills to better manage their condition

Social Inclusion **289** persons with mental health conditions had social support to integrate in community settings

I have a newfound strength and hope that I want to share with others.

Ms Valerie Liu,
a participant of the Peer Support Specialist Programme



Examples of outcomes met:

INTEGRATION SUPPORT

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

289 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 conditions.

165 persons with mental health conditions were supported in their employment journey and integration into society.



IMPACT STORIES OF PROGRAMMES SUPPORTED BY COMMUNITY CHEST



Mr Syed Amsyar bin Ahmad Alhamid
a student with CPAS School

Since young, Amsyar experienced delayed motor development, a result of being diagnosed with spastic diplegia at birth as he was born prematurely at 32 weeks. In Amsyar's early years, he had difficulties standing, walking and communicating. His parents enrolled him in Cerebral Palsy Alliance Singapore (CPAS) School, and it was a turning point for Amsyar. His speech, mobility, writing and texting skills improved tremendously due to the support provided by trained Teachers, Speech & Language Therapists, Physiotherapists and Occupational Therapists. His mobility skills improved from using a kaye walker to walking independently, and gaining the ability to converse in public further elevated his confidence. Now, Amsyar enjoys helping his teachers, from running errands for school staff to pushing his classmates on wheelchairs. He is brimming with potential and Amsyar's parents and teachers are confident that with the continued support from the community, Amsyar would eventually be able to commute independently and secure a suitable job upon graduation from school.



Mr Kamsan Amin and his family
former clients of South Central Community Family Service Centre

Diagnosed with Stevens-Johnson syndrome (a rare, serious disorder of the skin and mucous membranes) that eventually robbed him of his sight, Mr. Kamsan Amin was dealt a hard blow in life that only worsened as he found himself struggling to provide for his three children as a single parent. Despite the harsh reality of his situation, Kamsan remained positive and concentrated on his goal of providing them with an education. He lived simply, in order to afford laptops and other gadgets that can assist and motivate his children in their studies. Together with the support of teachers and financial assistance from South Central Community Family Service Centre, his children thrived. Today, his eldest daughter is a diploma-holder while his son studies Chemistry at the National University of Singapore. His youngest daughter is pursuing her GCE 'A' Levels. To Kamsan, his goal has been realised. "I hope my children can be professional, not just in their work, but also in their way of life, and give back to the community," he adds.



Ms Valerie Liu
a participant of the Peer Support Specialist Programme

For a large part of her life, Valerie had been haunted by paranoid thoughts, hallucinations and delusions. These stresses were caused by the mental health condition that she was struggling from – schizophrenia. The condition made it difficult for her to concentrate on simple daily tasks and Valerie struggled to communicate with others. Over the years, her mother's consistent care and love mended their broken relationship and helped her to manage her condition more effectively. With medication and the right support, Valerie started sharing the story of her journey towards recovery at caregiver workshops and amidst words of encouragement and applause from participants of

these workshops, she became reassured of her self worth. Presently, Valerie works as an Executive cum Peer Support Specialist with the Singapore Association for Mental Health (SAMH) Community Education and Engagement Programme (CEE) – a programme that aims to enhance mental health literacy in people-private-public sectors. To this day, Valerie continues to share her lived experiences with others during outreach events and at SAMH. She encourages those in recovery to strive towards goals that are meaningful to them. Being able to contribute to this community by inspiring others with her sharing has not only aided Valerie's recovery, but helped her gain confidence and strengthened her resilience as an individual.



Mdm Lau (rightmost in photo)
client of AWWA Senior Community Home

Diagnosed with osteoporosis and schizophrenia, 61-year-old Madam Lau Poh Eng lived together with her late uncle in his flat until his demise. Feeling helpless and unsupported, Madam Lau struggled to find suitable housing until she was introduced to AWWA Senior Community Home (SCH), which was founded on the vision to enable seniors who expressed the desire to live independently for as long as possible, in the community. Over the years, support and encouragement from the SCH staff have led Madam Lau to overcome her initial sense of self-doubt, and gain self-confidence in carrying out various activities on her own. Through SCH's services such as health supervision and screenings, physical and mental exercises, counselling, and recreational activities such as urban hydroponic farming, Madam Lau has been provided with invaluable opportunities to lead an independent and dignified life. Today, Madam Lau can navigate her way around various places without getting lost, and readily participates in social activities such as karaoke sessions. Madam Lau aspires to learn simple English and commute independently via public transport one day.



Ms Veronica Tan,
client of SPD Day Activity Centre

Diagnosed with Rasmussen's Encephalitis, Veronica has to use a wheelchair to move around. She was a reserved individual, often not welcoming interaction with others. However, upon joining SPD's Day Activity Centre (DAC), she has since grown into her own and is now an enthusiastic and friendly choir member. The activities at the DAC encouraged meaningful engagements which enabled Veronica to gain social, interpersonal and community living skills so that she can live and function independently. Veronica also learned to move about on her own safely at the DAC, without needing help to transfer herself out and into her wheelchair. Having been able to care for herself, Veronica has been entrusted to look out for her peers who encounter difficulties in their daily tasks and activities. Presently, she is one of the core members in the DAC's choir and has performed in the SPD Charity Show, besides numerous other SPD events. Veronica's love for singing has ignited her hope for the future. She aspires to be a nurse one day, so that she can help others and give back to the community.

INNOVATING FUNDRAISING



In our continuous effort to embrace technology and engage the community, Community Chest has worked with different partners to innovate and design new ways of digital fundraising.

FUNDRAISING THROUGH MOBILE APPLICATIONS

- Held on 20 May, the Community Chest Charity TV Show 2018 was the **first charity TV show in Singapore to leverage digital technology** to raise funds. For the first time, members of the public were able to make donations via their mobile banking application.
- Community Chest Heartstrings Walk 2018 was also **one of the first large-scale charity walks that leveraged a Scan and Pay option** for event participants to make donations on-the-go, through Corporate PayNow QR code along the Walk route.



FIRST TAP-TO-DONATE FUNDRAISING CAMPAIGN THROUGH COMMUNITY PARTNERSHIPS

From April to May 2019, Community Chest initiated an inaugural tap-to-donate project which leveraged technology of media owners and community partnership with popular beverage company, Gong Cha, to fundraise and engage the community-at-large. For every \$2 donated, donors received a \$2 thank-you voucher supported by Gong Cha.

1.4 million impressions through the campaign's digital outreach



DONATE TODAY VIA PAYNOW!



NURTURING THE NEXT GENERATION OF GIVERS

IMPACT OF SHARITY & SECONDARY SCHOOL VOLUNTEERISM

OUTREACH OF SHARITY PROGRAMME (FROM 7 TO 12 YEAR OLDS)

As part of an ongoing effort to inculcate the spirit of caring and sharing in the young, the Sharity programme **reached over 350,000** children through various publicity efforts, including school display posters, activity journals and an animated series.



SECONDARY SCHOOL VOLUNTEERISM

As a continuation of value inculcation and nurturing the next generation of givers, Community Chest extended outreach to secondary schools in 2019 to promote the spirit of volunteerism amongst the youths of Singapore.

On 14 August 2019, over 90 youth volunteers from St Patrick's School and River Valley High School gave their time and talent at Sharity Day 2019. The youths took on different roles including running carnival booths and ice-breakers to facilitate meaningful interaction between children from mainstream and special education schools.



View the highlights from
Sharity Day 2019!

OVERVIEW OF YOUR IMPACT

55% more children and youth experienced improvement in well-being and/or developed life skills for positive youth development, in FY18 as compared to FY17.



651 seniors were less isolated and felt more supported to age in place through better access to resources, improved sense of wellbeing and satisfaction with services received.

3852 persons with disabilities accessed opportunities to achieve their potential.



6020 children with special needs received education and training in independent living skills. Out of **501** graduands, **124** attained open employment.

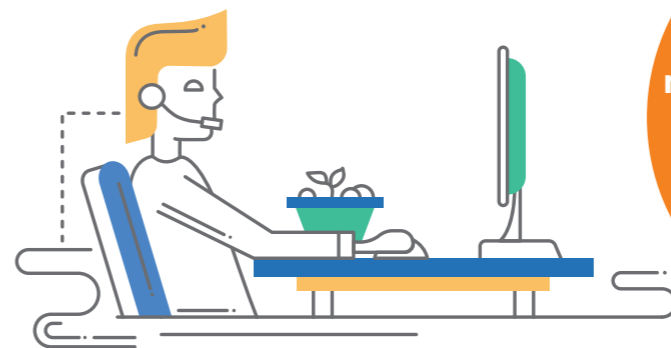
8035 families were more self-reliant to deal with challenges.



Enabled donors to give more conveniently through new **digital platforms**

DONATE

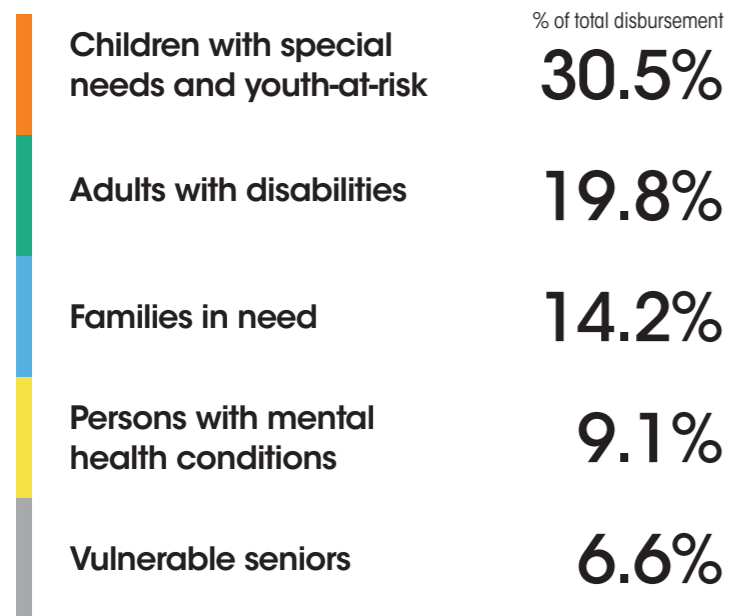
Additional \$2 million channelled to **40 smaller charities** through the Charity Support Fund



82% more persons with mental health conditions had the opportunities to achieve their personal potential in FY18 as compared to FY17.

THE YEAR IN SUMMARY

Your sustained support has enabled us to engage the community to fundraise and volunteer. With the aim to enable every individual to live with dignity within a caring and inclusive society, we support about 80 social service agencies to meet underserved, critical social needs. 100% of your contribution goes towards empowering the lives of:

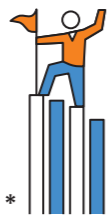


For Financial Year 2018:

DISBURSED
\$52
MILLION



ENABLED
133
AGENCIES* FOR
CAPABILITY &
CAPACITY BUILDING**



SUPPORTED
167
RECURRENT
PROGRAMMES



* agencies include charities, member agencies
** Includes allocation ring-fenced for specific purposes

SUPPORTING THEM WITH:

THROUGH CRITICAL SERVICE PROGRAMMES, INCLUDING:

TO ACHIEVE:



Personal potential, social inclusion and access to opportunities

CHARITY SUPPORT FUND

At Community Chest, we are committed to raise funds for our supported charities, allowing them to focus on delivering critical services to those in need.

The **Community Chest Charity Support Fund** was established to provide funding to support smaller and under-supported agencies to run programmes that empower social service users and families, support their capital expenses to improve service quality and efficiency, and build their capability for community engagements to benefit the service users.

This additional support for the sector will run from FY17 to FY20. In FY18, the Charity Support Fund supported the following 40 different charities:

- Adventist Nursing and Rehabilitation Centre
- Beautiful People SG Ltd
- Bethesda Community Assistance And Relationship Enrichment Centre
- Blessed Grace Social Services Limited
- Blossom World Society
- CampusImpact
- Caregiving Welfare Association
- Centre For Fathering Ltd
- Club HEAL
- Daughters of Tomorrow Limited
- EN Community Services Society
- Epilepsy Care Group
- EQUAL-ARK SINGAPORE LTD.
- FaithActs
- Filos Community Services Ltd.
- Foreign Domestic Worker Association for Social Support and Training (FAST)
- IC@RE Hub Ltd
- iC2 Prehouse Limited
- Lutheran Community Care Services Limited
- Muscular Dystrophy Association (Singapore)
- New Life Stories Limited
- NuLife Care & Counselling Services Limited
- O'Joy Care Services
- One Hope Centre
- Parkinson Society Singapore
- Pasir Panjang Hill Community Services Centre
- Persatuan Persuratan Pemuda Pemudi Melayu (Malay Youth Literary Association)
- Playeum Ltd
- RSVP Singapore The Organisation of Senior Volunteers
- Salem Welfare Services Ltd
- Shan You
- Singapore Council of Women's Organisations
- Singapore National Stroke Association
- SMA Charity Fund
- Society For WINGS
- The New Charis Mission
- WE CARE Community Services Ltd
- Xin Yuan Community Care
- Yong-en Care Centre
- Youth Guidance Outreach Services



5376 lives enabled

Wendy "Like everyone else, I have dreams and #lifegoals of my own."

Polio may be the start of Wendy's story but it won't be the end. In the face of challenges and hardship, Wendy plans to upgrade her skills and thrive in her career.

With your support, you can **add a new story** to Wendy's journey towards independence.

FORGING PARTNERSHIPS FOR GREATER IMPACT

A COLLABORATIVE & IMPACTFUL ECOSYSTEM:

5-year partnership to empower hundreds of service users, providing them with job opportunities and training

Singapore's largest hospitality operator, Accor, has embarked on a five-year partnership (**Accor From The Heart**) with Community Chest and Association for Persons with Special Needs (APSN) to provide support and funding to create job opportunities and training for persons with special needs.

The partnership, named Accor From The Heart, will see Accor staff across Singapore raise funds and volunteer to provide hospitality training to people with special needs. The goal is to create long-term and meaningful employment opportunities.

The joint sustained effort from Community Chest, APSN and Accor is testament of a collaborative and impactful ecosystem that Community Chest aims to build through strengthening partnerships.



View the impact stories!



36% increase in number of persons with disabilities who experienced improvement in functional skills for greater independence, in FY18 as compared to FY17.

COMMEMORATING SINGAPORE'S BICENTENNIAL IN 2019

As Singapore reflects on its progress and milestones since its founding 200 years ago, Community Chest aims to highlight the importance of community giving and how it has been integral to the success of Singapore since its early days.

FUNDRAISING WITH LOCAL ARTIST YIP YEW CHONG

The self-taught artist, known for his Instagram-worthy murals around heritage sites, like Chinatown and Tiong Bahru, joined hands with Community Chest to inspire community giving in commemoration of Singapore's Bicentennial.

His mural at Temple Street (next to Sri Mariamman Temple), depicting a traditional Cantonese opera, was done to remind us of our rich culture and the spirit of community giving, to inspire Singaporeans to come together and help one another.

COMMUNITY CHEST BICENTENNIAL COMMUNITY DAY OUT & CHARITY DINNER 2019

We encapsulated the enduring and collective spirit of community giving at the **Community Chest Bicentennial Community Day Out & Charity Dinner 2019**. Over 200 social service users and their caregivers joined us to paint lanterns and visited the attractions at Gardens by the Bay, while donors and partners raised more than \$6.5 million to support those in need.



MAXIMISE YOUR DONATIONS THROUGH THE BICENTENNIAL COMMUNITY FUND IN FY2019

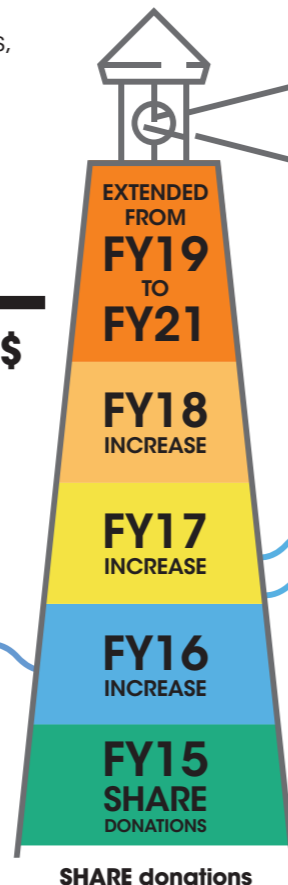
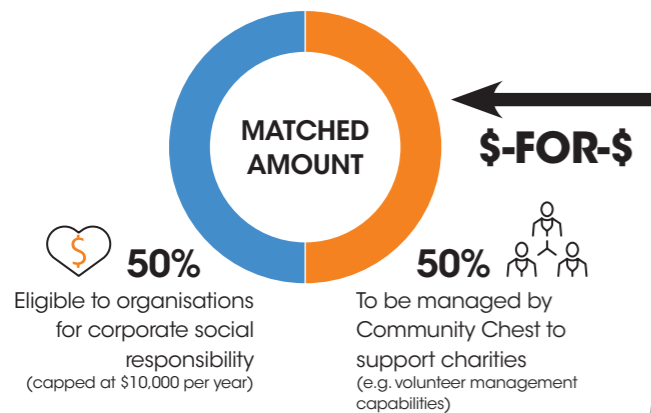
Under the Bicentennial Community Fund (BCF), the Government will provide a dollar-for-dollar matching for donations* to Community Chest, up to 20% of the total funds raised from 1 April 2019 to 31 March 2020. Through this, Community Chest hopes to encourage the community to give to the social service sector and maximise the impact to enhance the sector's capabilities, create impactful partnerships and make caring a part of our everyday lives.

* Donations include all private cash donations. Grants from government agencies, including Tote Board, which are not donations, will not qualify for the matching. Community Chest as a fundraising arm of National Council of Social Service (NCSS), supporting about 80 social service agencies, will not be subject to the \$400,000 per IPC cap. Instead, 20% of the total donation (net of the donation that is already matched by existing grants) received by Community Chest in the qualifying period will be matched by the BCF.

BUILDING A CULTURE OF SUSTAINED GIVING

SHARE, the monthly giving programme of Community Chest, is powered by a community of informed givers who share regularly. No amount is too small to make a difference.

Through the collective efforts of dedicated donors, **100% of your SHARE donation** goes towards the charities supported by Community Chest.



Sign up for SHARE today!

VULNERABLE SENIORS

\$15 can ensure that a senior is meaningfully engaged through befriending services for a week.

FAMILIES IN NEED

\$25 can provide families with half a day of social work intervention through case management, group work and/or community work.

PERSONS WITH MENTAL HEALTH CONDITIONS

\$30 per day can help a person with mental health conditions secure and sustain employment through training, job placement and support services.

ADULTS WITH DISABILITIES

\$35 enables an adult with disabilities to receive job training in the sheltered workshop for one day.

CHILDREN WITH SPECIAL NEEDS AND YOUTH-AT-RISK

\$60 provides half a day of special education in academic, social-emotional, daily living, vocational, arts and physical education for students with special needs.

Under the **SHARE as One programme**, the Government is providing a dollar-for-dollar matching for any additional donations through SHARE, over and above the amount donated in FY2015.

