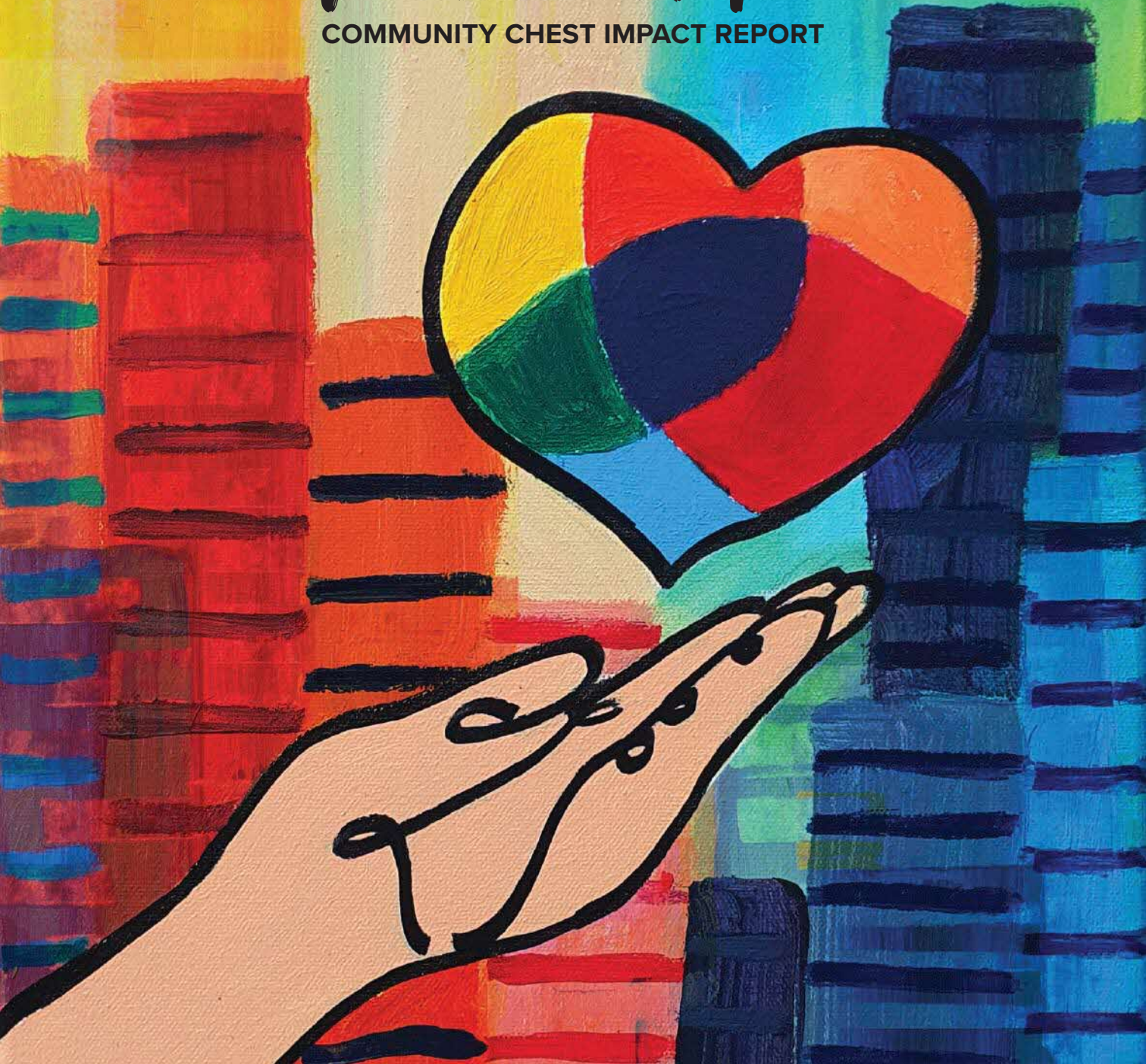


FY2022

# CHAMPION EVERY POTENTIAL

COMMUNITY CHEST IMPACT REPORT





# OUR COVER ARTIST:

# HENRY LIN JIA JUN

## CPAS GROW ARTIST

In Henry's circles, he is known to be a kind gentleman who is a tad shy. However, as a new addition to the GROW artist pool, Henry's artworks speak volumes for him. Being diagnosed with cerebral palsy meant that Henry's hand movements were limited, but not his spirit. Besides drawing, Henry works hard to hone his handicraft skills and now excels in the making of clay jewellery and key chains.

For Henry, art is liberating. More than a treasured opportunity to explore creativity, art is a way for him to train his motor skills and express his feelings. Since joining GROW, his art has become more vibrant as he has learned to mix colours and contrast. Although he initially struggled painting this piece, he managed to overcome the challenges with the guidance of his instructor.

Henry is very passionate about his art, and it shows in his happiness and satisfaction when his audience appreciates and buys his work. He is delighted and proud to be this year's Cover Artist and it has given him confidence to achieve more. In a way, the artwork captures his own journey as he embodies the spirit of **'Championing Every Potential'**.



About **Cerebral Palsy Alliance Singapore (CPAS)**'s Goodwill, Rehabilitation & Occupational Workshop (GROW):

The GROW sheltered workshop has been providing vocational training and employment opportunities for adults with cerebral palsy and multiple disabilities since 1984. Trainees are involved in social enterprise initiatives and workshop projects that help develop their skills, build self-esteem and provide an avenue for them to reach out to the public.

### About the cover art:

A heart filled with vibrant colours floating freely from an outstretched hand depicts a potential fulfilled with love and care. The thoughtful arrangement of primary and secondary colours in the heart showcases Henry's heightened skills in colour mixing.

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## FROM OUR CHAIRMAN & MANAGING DIRECTOR

### COMMUNITY CHEST'S NEW MANAGING DIRECTOR MR JACK LIM

Mr Jack Lim has been appointed as the Managing Director of Community Chest, with effect from 1 November 2023. With a wealth of experience in building and strengthening commercial partnerships and a passion for uplifting communities in need, Mr Lim brings with him strong networks in the private sector and community organisations. Community Chest looks forward to his guidance to grow sustainable philanthropy in Singapore.



When Community Chest was founded in 1983, its key purpose was to raise funds for critical social needs. At its inception, it supported 18 social service agencies (SSAs), so that they could focus on looking after the most pressing needs of their charges, such as seniors, persons with disabilities, persons with mental health conditions, vulnerable children and the homeless.

Over the years, even as Community Chest expanded its fundraising focus alongside changing social needs to include programmes such as employment support, caregiver support and suicide prevention, uplifting those in need continued to be core to its purpose. Today, it supports more than 100 SSAs running these services, impacting more than 93,000 individuals.

Beyond raising funds for benefiting charities, the Community Chest has played the even more important role of strengthening our sense of solidarity – that each and everyone of us has a role to play in helping our fellow Singaporeans, that we will not leave anyone behind, especially when times are tough.

With the generous support of corporates, family offices and many individuals, Community Chest was able to raise more than \$61 million in donations in FY22, with 100% of these funds channelled to support our five causes – children with special needs and youth-at-risk, adults with disabilities, persons with mental health conditions and families and seniors in need of support. These donations will enable them to achieve their full potential, despite the many challenges they face.

As Community Chest turns 40 in 2023, we will bring together corporate and community partners to grow sustainable philanthropy. By giving and volunteering regularly, donors can support SSAs in meeting the needs of today and anticipating the issues that tomorrow may bring. MSF has designated 2023 as the Year of Celebrating Social Service Partners, a reminder that each and every one of us can play a role to uplift those in need and provide opportunities for all to progress in life. In doing so, we will nurture a regular giving culture and strengthen our social compact to enable every person to live with dignity within a caring and inclusive society.

Sincerely,

**Chew Sutat**  
Chairman  
Community Chest

**Charmaine Leung**  
Managing Director  
Community Chest

### OUR COMMUNITY CHEST COMMITTEE (2020 to 2024)

We are grateful for our Committee members, who volunteer their time, experience and expertise to provide strategic direction and guidance for Community Chest to grow and improve.

#### CHAIRMAN

Mr Chew Sutat, PBM

#### ADVISORS

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

Mr Phillip Tan, PJG, BBM(L), BBM, PBM, Public Service Star (COVID-19)

#### VICE-CHAIRPERSONS

Mr Chew Kwee San, BBM, PBM

Mr Danny Koh

Mr Tan Puay Kern, BBM, PBM, PPA(P)

Ms Yeoh Chee Yan, PPA (A), PPAE, PBS

#### SECRETARY

Mr Sim Gim Guan, PPA(P), PBS, PPA(P)(T)

#### HONORARY TREASURER

Ms Theresa Sim

#### MEMBERS

Mr Puvan Ariaratnam, PPA(P), PBS, PPA(G)

Ms Cho Pei Lin

Mr Foo Say Thye

Ms Hazlina Abdul Halim

Mr Kwek Eik Sheng

Mr Lam Yi Young, PPA(P), PBS

COL Peh Chin Leong Joseph, PPA(P)

Ms Patricia Quek

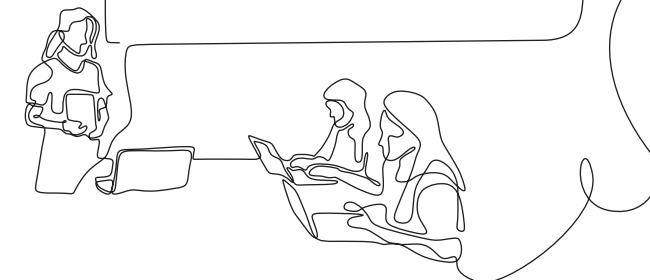
Mr Markham Shaw Chai Chung, BBM, PBM

Ms Audrey Tan, PPA(G)

Mr Tan Kwang Hwee, PBM

Mr Ted Tan

SAC Tan Tin Wee



# THE HALLMARK OF CARE & SHARE



## 1 PURPOSE

to rally sustainable philanthropy among corporate and community partners, so that the social service sector can serve those in need, now and in the future.

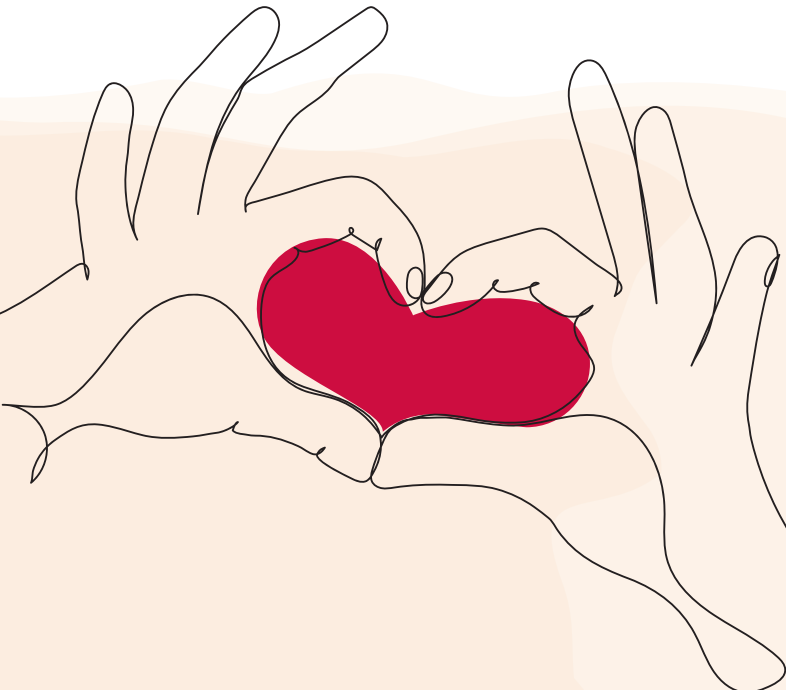


## 40 YEARS OF SERVICE AND PARTNERSHIP

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

## 100% OF YOUR DONATIONS

goes towards helping those in need, as our fundraising and operating costs are covered mainly by Tote Board.



**Join us to make a difference by partnering us to:**

**RESOURCE THE SECTOR IN A SUSTAINABLE MANNER** through regular donations or leveraging your business models to create giving opportunities.

**ENGAGE IN SKILLS-BASED OR SERVICE-BASED VOLUNTEERISM** to grow the manpower resources for the sector.

**STRENGTHEN THE SECTOR** by supporting the capability and capacity building efforts of SSAs.



## 5 CAUSES

to ensure that all groups of the community are cared for, including children with special needs and youth-at-risk, adults with disabilities, persons with mental health conditions and seniors and families in need of support.

## MORE THAN 100 SOCIAL SERVICE AGENCIES

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



## OVER 200 CRITICAL SOCIAL SERVICE PROGRAMMES

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



# OVERVIEW OF FINANCIAL YEAR 2022

**Rallying the community to  
champion every potential together**

## 27 & 28 AUGUST 2022 | SENTOSA GOLDEN JUBILEE CHARITY GOLF



Co-organised by Sentosa Development Corporation, Sentosa Golf Club and Community Chest, the inaugural Charity Golf event rallied individuals and organisations to come together in support of Community Chest and President's Challenge through a friendly game of golf. Anchored on the theme of partnership and collaboration between the trade industry and social service sectors, the event showcased the importance of partnerships between the people, private and public sectors in rallying support for communities in need.

## 10 SEPTEMBER 2022 | COMMUNITY CHEST HEARTSTRINGS WALK



After a two-year hiatus for in-person events, the Community Chest Heartstrings Walk returned for its 11th edition in both physical and virtual formats, to galvanise the community to walk as one in support of those in need. Corporate partners contributed through donations, sponsorships, publicity, as well as rallying staff to do their bit to improve the lives of others in the community, while interest groups rallied their communities to hold fundraising campaigns in support of the event.

## 1 NOVEMBER 2022 | COMMUNITY CHEST AWARDS



With greater awareness of Environmental, Social and Governance (ESG) factors, corporates are now going beyond donations to adopt new ways of giving to address the evolving social needs and enable those in need to be supported in a more sustained manner. The significant contributions of 201 such individuals and organisations were recognised at the Community Chest Awards 2022.

**MORE THAN \$52 MILLION**

allocated to support social service agencies and programmes

**MORE THAN 93,000 SERVICE USERS**

empowered to achieve their potential

## 12 NOVEMBER 2022 | COMMUNITY CHEST CHRISTMAS ON A GREAT STREET LIGHT-UP CEREMONY



As part of Community Chest's efforts to rally giving during the year-end festive season, 2022's edition of the annual light-up ceremony co-organised with Orchard Road Business Association included a charity bazaar featuring various social enterprises and the launch of Community Chest's Sharity e-store. The e-store also included a 'pay it forward' function that allowed individuals or corporates to gift Sharity merchandise to communities in need during the giving season.

## 5 - 7 JANUARY 2023 | COMMUNITY CHEST FU DAI



Community Chest Fú Dài 2023, co-organised with volunteering group Heartwarmers, was the first of many events in Community Chest's 40th anniversary where it seeks to encourage corporate and community partners to contribute regularly and create a culture of sustained giving. It was also the largest activation of volunteers for Community Chest in its 40th anniversary year, with more than 1,300 corporate and community volunteers packing and delivering more than 8,500 festive bags for seniors and families in need.

## 13 FEBRUARY 2023 | BUILDING A SUSTAINABLE GIVING CULTURE - CHANGE FOR CHARITY PLEDGE CEREMONY



25 organisations were recognised for their efforts in sustainable philanthropy at the pledge ceremony. By incorporating a giving mechanism into their business models, these organisations, the first 25 to be on board the Change for Charity initiative, would provide more than 1,300 touchpoints across Singapore for consumers to donate as they go about their daily lives.

## 27 APRIL 2023 | SEEDS OF SUSTAINABLE PHILANTHROPY



At the Seeds of Sustainable Philanthropy event, Community Chest reiterated its focus on sustainable philanthropy as the way forward to improve the lives of those in need. The 4ST Partnership Fund, a new fund by NCSS to encourage sector partners to embrace innovation and collaboration to create innovative solutions and projects, was also launched.



# SUPPORTING THE COMMUNITY THROUGH THREE KEY PILLARS

With evolving social service needs, the need to strengthen capabilities of the social service sector to meet future challenges is more critical than ever. By collaborating with Community Chest, corporate and community partners can support the sector through three key pillars.

## 1 Recurring programmatic needs that supports core issues.

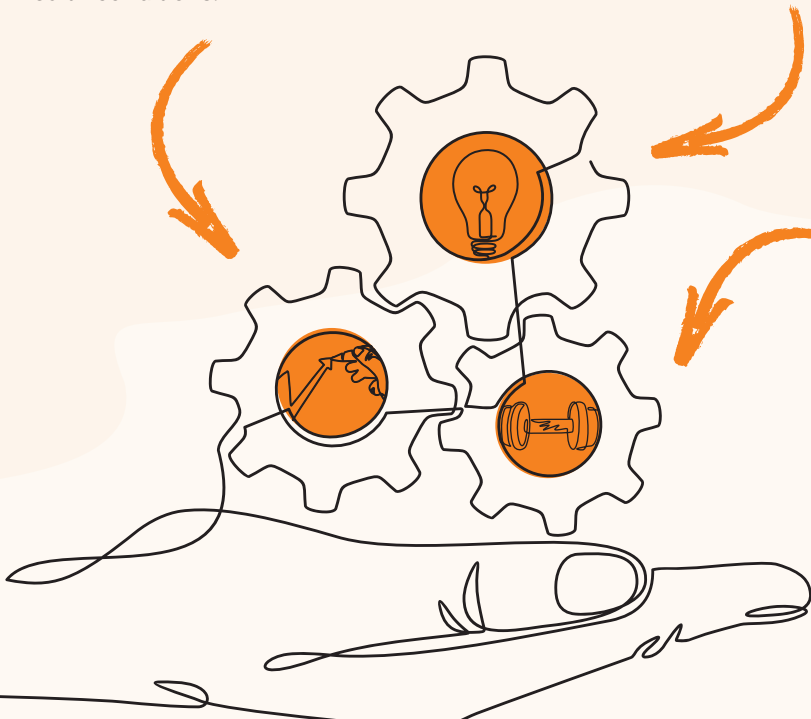
**IMPACT:** To help low-income families to break out of social disadvantage, children and youth to attain educational potential; and to address stigma, enhance employment and peer support for persons with mental health conditions.

## 2 Innovative solutions to tackle complex problems together.

**IMPACT:** To encourage innovation and collaboration within the social service ecosystem, so as to develop solutions that empower service users and lead to an improvement in their quality of life.

## 3 Capability and capacity-building initiatives to strengthen social service agencies.

**IMPACT:** To strengthen the organisational capabilities of social service agencies in the areas of innovation & digitalisation, people practice, volunteer management, board leadership, financial sustainability and research & evaluation, so that they can deliver social services more effectively and efficiently in the long run.



For more information on these initiatives and how else you can partner Community Chest, visit [www.comchest.gov.sg](http://www.comchest.gov.sg).

## BENEFITS OF PARTNERING COMMUNITY CHEST:

### MEASURABLE OUTCOMES

Tracking service users' progress ensures programmes meet their needs

### EFFICIENT AND IMPACTFUL FUND ALLOCATION

Funds allocated based on criteria guided by the need to fill service gaps, sustain existing critical services and support innovative services



### DEEP UNDERSTANDING OF LANDSCAPE

Guided by sector trends, needs and gaps based on evidence-based research and analysis



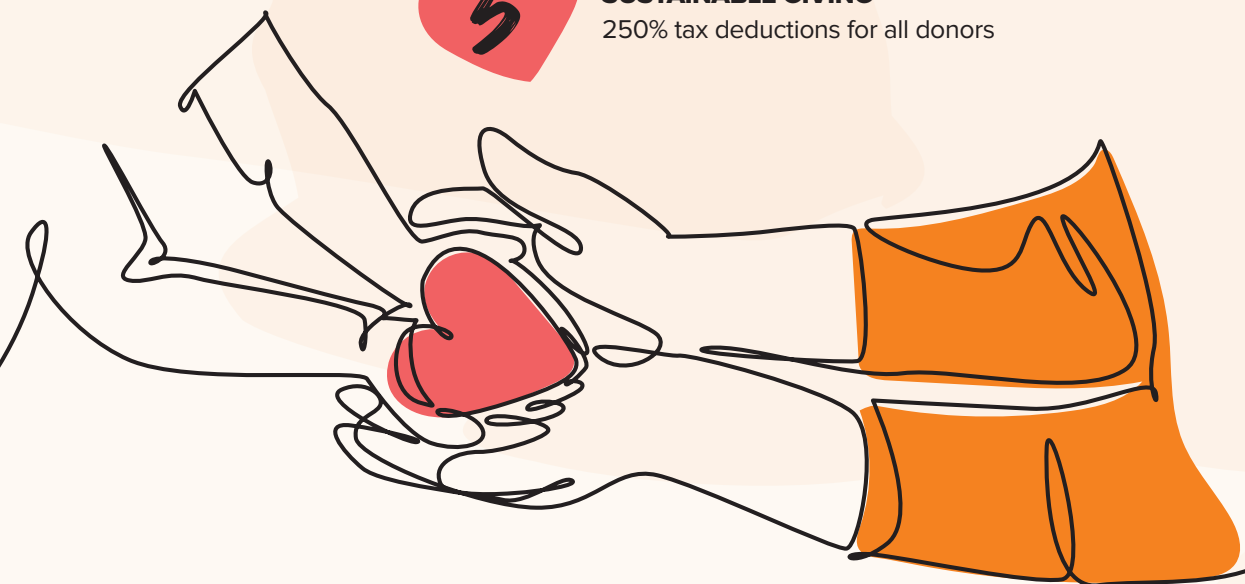
### AMPLIFIED SOCIAL INVESTMENT

Dollar-matching by the Government for initiatives like SHARE, Change for Charity and Community Capability Trust



### SUSTAINABLE GIVING

250% tax deductions for all donors





# THE IMPACT OF YOUR DONATION

Through collective and sustained donations, we can continue to empower those in need, despite the challenges they face.



## WE CHAMPION EVERY



# POTENTIAL

When you donate to Community Chest, you are empowering individuals from all walks of life to reach their full potential.

- 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



Contribute as a SHARE donor – a hassle-free regular giving programme of Community Chest.  
**Donate now to help us champion every potential.**  
[comchest.gov.sg/ChampionEveryPotential](https://comchest.gov.sg/ChampionEveryPotential)

Supported by





## OUR CHANGING LANDSCAPE

# CHILDREN WITH SPECIAL NEEDS AND YOUTH-AT-RISK

The facts and figures highlighted in the following pages detail social service trends and needs and the impact of Community Chest's support across the causes and programmes we support.



Whether it is to receive education or support for mental and emotional well-being, early intervention programmes can empower children with special needs and youth-at-risk to achieve their potential and be better equipped for the future.



- Currently, **APPROXIMATELY 7,100 STUDENTS** with moderate to severe special needs (20% of all students reported with special educational needs), attend 24 SPED schools.<sup>1</sup>
- The remaining **28,400 STUDENTS** with mild special educational needs attend mainstream schools, with inclusive classroom practices.<sup>1</sup>
- The number of Special Educational Needs Officers deployed to schools with higher needs has **INCREASED BY 46% SINCE 2017.**<sup>1</sup> By the 2030s, there will be **28 SPED** schools catering to different profiles of students.
- For children and youth with health/developmental conditions, **POSITIVE PSYCHOLOGICAL WELL-BEING AND SOCIAL INCLUSION** are the most important factors for their quality of life.<sup>2</sup>

**Sources:** <sup>1</sup>Parliamentary Replies: Support for students with SEN in mainstream schools who are not found suitable for government-funded SPED or cannot afford private education (8 May 2023); <sup>2</sup>Understanding the Quality of Life of Children and Youth (published in 2022).



# EMPOWERING CHILDREN WITH SPECIAL NEEDS AND YOUTH-AT-RISK

With your sustained partnership, we have been able to support the following in FY2022:

22

**special education schools** supported to provide quality education for children with special educational needs.

13

**social service agencies** enabled to provide support and outreach services for children or youth-at-risk.

## OUTCOMES ACHIEVED

### SPECIAL EDUCATION SCHOOLS

**7,327 children with special needs** received education and training in independent living skills. Out of 518 graduates, 147 graduates attained open employment or supported/customised employment. Another 23 graduates were placed in internships and are likely to be employed in the next year.

### CHILDREN AND YOUTH PROGRAMMES

**151 children** showed improvements in their literacy, language or numeracy skills

**180 students** increased in pro-social behaviours or improved their social-emotional resilience or relationships with schools/family/peers/significant adults.

Note: MOE continues to monitor progression to employment (open and supported) and post-secondary education as proxies for the maximum level of independence in living, learning and working possible for SPED graduates. However, we also want to emphasise that all SPED graduates can make valued contributions in the home, community and workplace. Even as SPED schools aim to develop students with the skills and dispositions to live independently to the fullest extent possible, support for individuals who require continued support through quality adult services should remain. Efforts to strengthen family efficacy and resourcefulness are also important.



**FIZZY EZLYANA BTE MD BEGAM**  
Supported by APSN

Despite facing challenges in communicating with people, Fizzy put in her best efforts and excelled in her academics and athletics at Tanglin School. Fizzy’s passion and talents include fusion dance, silat and soccer – all of which she excelled in. Besides performing in a Silat group, she also represented Singapore in the Olympics Asia Pacific S.E.A Unified Football Tournament. Determination goes a long way, and Fizzy embodies this spirit well. She received the Lee Kuan Yew Exemplary Student Award in 2020. Fizzy is now pursuing her interest in catering and culinary arts at Delta Senior School, where she is also a member of the Soccer club and the Track and Field team. APSN schools, which are supported by Community Chest, provide special education and develop our students holistically so as to empower them to become active contributors of society

## OUR CHANGING LANDSCAPE

ADULTS WITH  
DISABILITIES

A quarter of Singaporeans will be at least 65 by 2030, and households are shrinking. As home caregivers get older and fewer in numbers, our ability to promote physical and social inclusivity together will be critical.



- **PWDs felt moderately INCLUDED IN SOCIETY**, indicating room for improvement.<sup>1</sup>

(This indicator was assessed on a 5-point scale (1-Not at all; 2-A little; 3-Moderately; 4-Mostly; 5-Totally). On average, PWDs selected “3-Moderately” in response to questions such as “Do you feel that other people accept you?”)

- The Enabling Masterplan 2030 (EMP2030) aims to **increase the employment rate of working-age PWDs from 30% TO 40% BY 2030.**<sup>2</sup>
- Presently, **of 32,000 working-age (15 to 64) PWDs in Singapore, ONLY ONE IN THREE ARE EMPLOYED.**<sup>3</sup>
- By embracing lifelong learning, PWDs can **KEEP PACE WITH THE CHANGING ECONOMY** and remain independent.<sup>2</sup>

**Sources:** <sup>1</sup> Understanding the Quality of Life of Adults with Disabilities (published in 2017); <sup>2</sup> Enabling Masterplan 2030; <sup>3</sup> Unlock the competitive advantage of a disability-inclusive workforce, Heidrick & Struggles.



# INTEGRATING ADULTS WITH DISABILITIES INTO SOCIETY

11

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

## OUTCOMES ACHIEVED

### SHELTERED WORKSHOPS

**1,391 clients** were able to earn an income for at least 3 months during the reporting period.

### JOB PLACEMENT AND JOB SUPPORT PROGRAMME (JPJS)

**205 clients** that were placed into employment by the JPJS programme remained in their jobs for at least 6 months.

Born with cerebral palsy, Wee Kiat is not able to walk or run. However, disability is no obstacle to him in pursuing his aspirations. After his studies at the Cerebral Palsy Alliance Singapore, Wee Kiat was referred to the sheltered workshop at SPD, an organisation supported by Community Chest that serves persons with disabilities, to equip him with skills and improve his employability. With the support from the workshop, he found a good fit in computer-based work and often stepped forward to help fellow trainees with simple IT troubleshooting. Through the workshop, Wee Kiat overcame his fears of using a motorised wheelchair. With his newfound independence, he looks forward to buying his meals and going on outings with his family and friends. The confidence that Wee Kiat has built up over time encourages him to take on new challenges and his peers often turn to him for assistance. Wee Kiat now aspires to bring positive impact to people with disabilities by sharing his experiences. He is also working towards his goal of securing employment in an IT-related setting in the mainstream workforce.


**MR LOH WEE KIAT**  
Supported by SPD





## OUR CHANGING LANDSCAPE

## PERSONS WITH MENTAL HEALTH CONDITIONS



Studies have revealed the need to provide more support for persons with mental health disorders, heighten awareness of the treatments available and actively encourage individuals to overcome the stigma and seek help.

- **ONE IN THREE YOUTH** have experienced mental distress, yet only one in 10 parents recognised the symptoms.<sup>1</sup>
- **TWO IN FIVE EMPLOYEES** agree that their organisation provides adequate support for their mental well-being.<sup>2</sup>
- **MORE THAN THREE-QUARTERS** of Singaporeans with mental disorders do not seek professional treatment.<sup>3</sup>
- **Young people aged 18 to 34** had the **HIGHEST PROPORTION OF MENTAL DISORDERS**.<sup>3</sup>

**Sources:** <sup>1</sup> Youth Epidemiology and Resilience study, Yong Loo Lin School of Medicine at National University of Singapore (NUS Medicine); <sup>2</sup> Attitudes towards Persons with Mental Health Conditions (published in 2022); <sup>3</sup> 2016 Singapore Mental Health Study, Institute of Mental Health.



# SUPPORTING PERSONS WITH MENTAL HEALTH CONDITIONS



**8 social service agencies** supported to help persons with mental health conditions overcome the challenges through rehabilitation services and counselling.

## OUTCOMES ACHIEVED

### EMPLOYMENT SUPPORT

**177 cases** who received support were employed for at least three months in a year.

### SUICIDE PREVENTION AND INTERVENTION

**35,268 new calls**, and calls with recent history of suicide or crisis, picked up or responded to.

### INTEGRATION SUPPORT

**407 cases** showed a reduction in social, psychological and/or emotional distress.

After leaving her job of 15 years, Mdm Angeline Tong was struck by panic attacks – something that caught her by surprise as she never thought she could be affected by mental health conditions. She sought help from Club HEAL, a social service agency supported by Community Chest and participated in Our HEALing Voice, a programme that helps participants gain a sense of acceptance, coping skills, resilience and confidence. Today, despite living with anxiety disorder, Angeline found her calling as a Programme Executive at Club HEAL and is also a certified Peer Support Specialist. She hopes to use her experience to give back and help others, so that they are able to find inner peace as she has.

**MDM ANGELINE TONG**  
Supported by Club HEAL

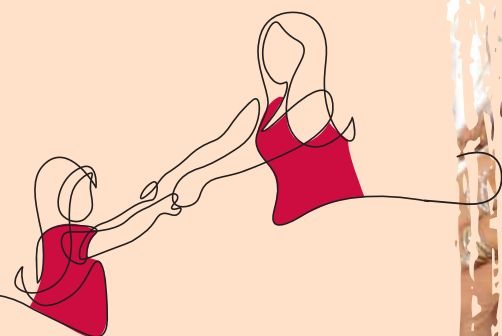




## OUR CHANGING LANDSCAPE

## FAMILIES IN NEED OF ASSISTANCE

Uplifting those most vulnerable in society begins with equal education opportunities and stable employment. Just coping with rising costs is not enough. The goal is to empower them to live better and secure their future.



- Issues that lower-income individuals and families face are complex and multifaceted **and require HOLISTIC AND COMPREHENSIVE SUPPORT**, to help them make lasting changes in their lives.<sup>1</sup>
- Additional support for vulnerable families must be prioritised to help them achieve **STABILITY, SELF-RELIANCE, AND SOCIAL MOBILITY** so that they can have dignity and aspire to a bright future in Singapore.<sup>1</sup>
- The KidSTART programme, which has **HELPED MORE THAN 6,200 CHILDREN** since 2016, will be rolled out nationwide by 2026.<sup>2</sup>
- **Under the Community Link programme, OVER 2,400 VOLUNTEERS** have been recruited to better support families with children in rental housing.<sup>3</sup>

**Sources:** <sup>1</sup> Budget 2023 Speech; <sup>2</sup> The Straits Times, Priority pre-school enrolment among moves to aid needy families, 28 March 2023; <sup>3</sup> Press Release: Strengthening families to help them achieve stability, self-reliance and social mobility, Early Childhood Development Agency, 2 March 2023.



# BUILDING STRONG & RESILIENT FAMILIES

With your sustained partnership, we have been able to support the following in FY2022:



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

## OUTCOMES ACHIEVED

### FAMILY SERVICE CENTRES

**8,057 clients** showed ability to meet needs and/or manage risks at case closure.

### FAMILY SUPPORT PROGRAMMES

**3,446 clients** reported being aware of the impact of divorce on their children and/or having a better understanding of how they can be a better parent to their children.

**1,293 clients** who took part in a parenting programme reported improved parenting competency after attending the programme.

Thrice-weekly kidney dialysis is just one of Mdm Thilaga's challenges. She raises her 11-year-old daughter Sakthii with her husband who, like her, is unable to work due to his medical condition. Until 2022, she was also the primary caregiver of her late mother-in-law. SINDA's Family Service Centre, supported by Community Chest, helps Mdm Thilaga cope with her challenges through counselling sessions and suitable job placements. SINDA also assists with her transport to treatments, the family's daily essentials and Sakthii's educational needs. With the support, Mdm Thilaga and her husband have been able to remain positive and maintain a supportive and nurturing environment for their daughter.

**MDM THILAGARANI D/O AYAVU**

Supported by Singapore Indian Development Association (SINDA)





## OUR CHANGING LANDSCAPE

## SENIORS IN NEED OF SUPPORT



With a better understanding of their changing needs, we can provide a better support system and opportunities for active participation. We can be a more caring nation by being their social connection and sense of purpose.



- By 2030, **ONE IN FOUR SINGAPOREANS will be aged 65 and older, amounting to over 900,000 seniors.** This is a two-fold increase compared to 2015.
- In 2022, the proportion of citizens aged 65 and above increased to **18.4% IN 2022 from 11.1 per cent in 2021.**<sup>1</sup>
- **40% OF SENIORS (AGED 80 AND ABOVE)** perceived themselves to be lonely.<sup>2</sup>
- With an ageing population and family sizes shrinking, the old-age support ratio will decrease from 4.8 in 2018 to an estimated 2.7 in 2030<sup>3</sup>. 1 in 2 Singaporeans are also expected to have some form of disability and require long-term care<sup>4</sup>. As such, **demand for caregiving will likely grow in the near future.**

**Sources:** <sup>1</sup> Population In Brief report, National Population and Talent Division; <sup>2</sup> Transitions in Health, Employment, Social Engagement, and Intergenerational Transfers in Singapore Study, Duke-NUS Medical School's Centre for Ageing Research and Education, 2016 - 2017. <sup>3</sup> Speech by Mr Edwin Tong, then-Senior Minister of State for Health, in response to motions on support for caregivers and ageing with purpose on 13 February 2019. <sup>4</sup> Speech by Mr Gan Kim Yong, then-Minister for Health, for the parliamentary debate on Eldersfield Review Committee report on 10 July, 2018.



# ENGAGING AND CARING FOR *SENIORS IN NEED OF SUPPORT*

With your sustained partnership, we have been able to support the following in FY2022:



**social service agencies** enabled to provide eldercare services, including counselling and other support services to keep seniors meaningfully engaged in the community.

## *OUTCOMES ACHIEVED*

### COUNSELLING SUPPORT

**165 clients** who received counselling achieved at least 2 of the following:

- Acknowledged and discussed their feelings and/or needs.
- Better understanding of his/her issues with reduction in emotional and/or psychological distress.
- Greater awareness of resources.
- Demonstrated improvements in coping skills with regard to difficult situations.

### SUPPORT GROUP

**85 widows** who received counselling support showed improvement in social support.

### CAREGIVER SUPPORT (ELDERCARE)

**96 clients** reported a reduction in caregiver stress.

Mdm Sandra Chuah and her late husband were best friends and business partners. After the passing of her husband, Mdm Chuah felt that she had lost an integral part of herself. Grappling with uncertainty and pain, she realised that she needed support to help cope with her grief. Mdm Chuah joined Wicare Support Group, a social service agency supported by Community Chest that empowers senior women and widows of all ages to cope with the loss of a spouse. There, she attended WiSHINE group therapy and counselling, where she immediately connected with new friends who were going through similar experiences. Gradually, Mdm Chuah found confidence to embark on her new phase of life. Today, Mdm Chuah is a key organiser of group events and outings for Wicare members. She believes it is now her turn to help other widowed women find closure and strength to move on in life.

**MDM SANDRA CHUAH**  
Supported by Wicare Support Group





# OUR CORPORATE AND COMMUNITY PARTNERS

Our strong partnerships with the community enable us to mobilise resources to champion the potential of those in need. Here are some of the ways our partners have given back with Community Chest through the years.

## SP GROUP

### PINNACLE AWARD RECIPIENT AT THE COMMUNITY CHEST AWARDS 2023

SP Group has been a long-time partner of Community Chest, providing sustained support towards the social service sector in myriad ways. Besides funding programmes for seniors, and children and youths from lower income families, the company also rallies its customer base and business networks to contribute to Community Chest through the SP app and donation appeals in SP's utilities bills, and participation in SP's fundraising events. Within the company, staff volunteers, dubbed SP Heart Workers, organise outreach activities like befriending activities at Senior Activity Centres and grocery runs for seniors throughout the year.

Recognising that it can give back beyond donations and volunteerism to build a caring and inclusive society, SP Group has put in place inclusive hiring policies and HR practices that facilitate the integration of employees with disabilities. SP Group collaborates with non-profit organisation Trampoline through the latter's Growing Autistic Talent for Engineering Sector (GATES) programme to provide internship and employment opportunities to special needs students or adults to help them gain work experience.

In May 2023, SP announced a S\$750,000 donation to Youth Guidance Outreach Services (YGOS) which helped launch Singapore's first-of-its-kind mobile youth engagement outpost powered by an electric van. The funding also enabled the refurbishment of two youth centres in Woodlands and Ang Mo Kio and ramped up operations in Jurong, which has one of the highest concentrations of youths in Singapore.

As part of its wider business strategies and priorities, SP Group also plans to collaborate with Community Chest in the future to support social service agencies in integrating sustainability in their operations, such as introducing electric vehicles and access to SP Group's charging network, thereby helping to strengthen their organisational capabilities and work efficiency.

According to Mr Stanley Huang, SP's Group Chief Executive Officer, "SP Group is committed to sustained giving by funding programmes for seniors, children and youth, and creating pathways for our staff to volunteer their time and talent effectively. Through our partnership with Community Chest, we have been able to expand our reach and pioneer targeted and impactful initiatives for those in need."



## SINGAPORE POLICE FORCE COMMUNITY CHEST PARTNER SINCE 1988

The Singapore Police Force (SPF) has been supporting Community Chest since 1988. Over the decades, SPF has connected with the public and its officers through popular events aimed at raising funds for Community Chest. SPF has also built a culture of giving and volunteerism amongst its officers who initiate activities with social services agencies to support the needy. Supporting youths-at-risk in particular, is a focus for many officers who wish to steer these youths to the right path and away from a life of crime.

More notably, SPF has also been on board the Community Chest regular giving programme SHARE since 1988, with officers contributing to a sustained source of resources that brings lasting impact to those in need. On a Force-wide level, SPF officers receive periodic updates on CSR and SHARE-related matters to understand how their donations help Community Chest's service users.

Director of SPF's Public Affairs Department, Senior Assistant Commissioner Tan Tin Wee shares that "It is important for companies and organisations to enable staff to give back easily – whether through donations or volunteering. This is how we can harness the power of collective giving to support the wider community."



## MS LIM KIM LAN / MR GERALD RODRIGUES LONG-TIME SHARE DONORS

When done regularly over a long period of time, individual efforts play a crucial role in empowering those in need to achieve their full potential and building a culture of giving. Long-time SHARE donors like Ms Lim Kim Lan and Mr Rodrigues exemplify this power of small but sustained giving.

Ms Lim started contributing to the programme at her first job as an administrative executive at a factory, and has been a donor since – for close to 40 years. Ms Lim has always believed in giving back and found SHARE to be a meaningful initiative that could help fulfil her wish to support those in need. "Though the amount I donate each month may not be much, I know a little goes a long way. Even as average people with average lives, we should do things within our power to help others," she says.

Likewise, Mr Rodrigues believes in doing his part for the community. As a former police officer, he had witnessed scenes of suffering and hardship among the vulnerable in Singapore, which cultivated a strong desire to help whenever he can. "My mother taught me that there will always be enough when you give. We often spend a lot of money on things that we don't really need, so why not set aside a little something for those who need it more?"



# MOVING TOWARDS A COMMON LANGUAGE To MEASURE AND ARTICULATE IMPACT

## SECTOR EVALUATION FRAMEWORK

Launched in September 2021, the Sector Evaluation Framework (SEF) aims to introduce consistency in how programme outcomes are measured across the sector. This is done through using consistent and validated outcome measures for all programmes with the same objective.


As a result, the SEF provides a common language for different stakeholders in the sector to measure programme outcomes, track the progress of service users and articulate impact. This paves the way for more clarity, accountability and ultimately, better outcomes for service users.

The SEF is being implemented across the sector.



\*The SEF repository of metrics are reviewed periodically, please contact us at [research@ncss.gov.sg](mailto:research@ncss.gov.sg) if you are interested to find out more about the latest metrics being used.


The SEF consists of 2 components



### PROGRAMME OUTCOMES

Common measures used for interventions with similar outcomes

Clinically and/or statistically tested for reliability and validity



### MONITORING INDICATORS

Quality of life

Service quality

#### PROGRAMME OUTCOMES:

Under the SEF, NCSS recommends common outcome metrics for interventions with similar outcomes. These measures are chosen for their succinctness and must be clinically and/or statistically assessed for reliability and validity.

An example is using ACT! SG to measure programmes that seek to improve positive youth development competencies.


#### MONITORING INDICATORS:

##### QUALITY OF LIFE:

Improving the quality of life of our service users is the overarching goal of our sector. Hence, alongside programme outcomes, we want to measure the quality of life of our service users. This enables us to assess the well-being needs of service users on a broad, holistic level.

##### SERVICE QUALITY:

Referencing the World Health Organisation's Quality of Care Scale, the Service Quality questions determine whether the service provided met the service users' needs.



For more details about the SEF, please visit the SEF webpage for the latest updates and to access more resources.

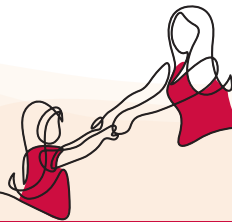
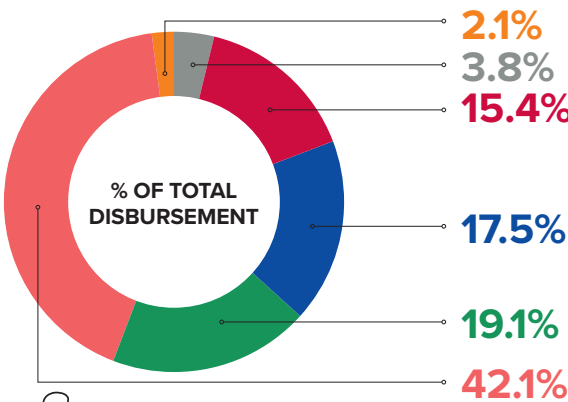


# THE YEAR IN SUMMARY

Your sustained support has enabled us to engage the community to fundraise and volunteer. As our fundraising and operating costs are covered mainly by Tote Board, 100% of your contributions goes towards empowering the lives of:

For Financial Year 2022, we allocated **\$52.03 million\*** to **250** programmes and projects to support critical needs and capability and capacity building\*\*

\* Designated donations to 13 programmes have been included in the allocation amount but excluded from the total no. of programmes listed below as they support multiple causes  
\*\* includes allocation ring-fenced for specific purposes



	CHILDREN WITH SPECIAL NEEDS AND YOUTH-AT-RISK	ADULTS WITH DISABILITIES	PERSONS WITH MENTAL HEALTH CONDITIONS	FAMILIES IN NEED OF ASSISTANCE	SENIORS IN NEED OF SUPPORT	CAPABILITY AND CAPACITY-BUILDING PROJECTS
AMOUNT DISBURSED	\$21.91M	\$9.93M	\$9.11M	\$8.0M	\$1.98M	\$1.1M
TOTAL NO. OF PROGRAMMES	69	25	14	79	28	22
DESCRIPTIONS OF SOME PROGRAMME TYPES	<ul style="list-style-type: none"><li>Quality education for children with special needs.</li><li>Strengthening resilience in students-at-risk alongside schools.</li></ul>	<ul style="list-style-type: none"><li>Employment and vocational training through sheltered workshops.</li><li>Assistance and support networks that improve quality of life.</li></ul>	<ul style="list-style-type: none"><li>Support services that facilitate reintegration into the community.</li><li>Day Activity Centre – unlocking potential through better condition management.</li></ul>	<ul style="list-style-type: none"><li>Family Service Centres – community-based focal point of resources that provide social support to families in need.</li><li>Counselling Centres – professional help for personal or family problems.</li><li>Protection Specialist Centres (previously known as Family Violence Specialist Centres) – community-based services for persons affected by family violence.</li><li>Family Coach – single touchpoint and first line of support across different initiatives available for ComLink Families, empowering them to resolve their identified needs.</li></ul>	<ul style="list-style-type: none"><li>Professional counselling and befriending programmes.</li><li>Senior Home Care – fulfilling the basic needs of seniors who lack caregiver support.</li><li>Programmes that equip home caregivers with better skills and knowledge.</li></ul>	<ul style="list-style-type: none"><li>Enhancement of SSAs’ capacity and capability to provide quality service.</li></ul>
OUTCOMES	To empower <b>children with special needs and youth-at-risk</b>	To integrate <b>adults with disabilities</b> into society	Supporting <b>persons with mental health conditions</b>	To build strong and resilient <b>families</b>	To care for <b>seniors</b> in need of support	



# THANK YOU FOR YOUR SUPPORT

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

## **PUBLISHED BY**

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## **ACKNOWLEDGMENTS**

Our sincere appreciation to the following partners for their support in this publication:  
NCSS Translational Social Research Division; Services, and Funding, Outcomes & Standards teams

• APSN • Cerebral Palsy Alliance Singapore • Club HEAL • SINDA • SPD • Wicare Support Group

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