

# Impact Report

BY COMMUNITY CHEST FOR FY 2019



**A YEAR OF  
EMPOWERMENT**  
MADE POSSIBLE BY YOU



## OUR COVER ARTIST ISAAC LIANG

Born deaf, Isaac Liang completed his primary education in Canossian School, which is supported by Community Chest. His journey began at the age of four when he started his journey by drawing on the cupboards of his home with crayons. Isaac has illustrated for the likes of Singapore Art Museum, National Heritage Board, MediaCorp Channel 8, Chanel, CHIJMES, and DBS to name a few. In his free time, he gains inspiration from traveling and cafe-hopping. Through his illustrations, animations, and traditional art mediums, Isaac amplifies visions and tells visual stories in a unique way. His first children's book "My Monster Goes Everywhere With Me" was published recently.

See more of Isaac's work at [isaacliang.com](http://isaacliang.com)

“  
I am more than delighted  
to fulfil my childhood  
dream as an illustrator.  
I am very passionate  
about what I do and it is  
very fulfilling.  
”

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# FROM OUR CHAIRMAN AND MANAGING DIRECTOR

2019 was a year where many have come forward to share in a commitment of doing good through the gifts of time, talent and treasures. We are not only thankful for their generous support but also heartened to see a strong and vibrant community of partners, donors and stakeholders uniting with Community Chest to build a holistic and social ecosystem that is more integrated, agile and kind.

As we see an increase in the number of cases of autism, there will be three new special education schools to serve their needs with the first opening in 2021. These are some of the efforts to realise a collective vision through the Social Service Strategic Thrusts (4ST), where a caring, collaborative and impactful ecosystem is built to ensure that every person is empowered to fulfil their potential.

While COVID has increased the complexity and number of social issues, it has presented opportunities for us to serve our social service users better and will not deter us from our efforts to improve the lives of the vulnerable population. We are thankful to all the individuals

and organisations who stepped up to render help at the onset of the pandemic – collectively, you have contributed over \$27 million in donations and more than \$5 million worth of in-kind donations such as masks and sanitisers. With your contributions, we have helped over 2,000 people including vulnerable persons and families and enabled over 89 social service agencies. The effects of the social and economic fallout from the pandemic have been more keenly felt by vulnerable groups in Singapore so the work that we do now is even more critical.

As we brace ourselves for the uncertainties ahead of us, we must stay united and be the bedrock of support for those who have fallen on hard times. Together, we will emerge stronger.

**Phillip Tan**  
Chairman  
Community Chest

**Charmaine Leung**  
Managing Director  
Community Chest

## OUR COMMUNITY CHEST COMMITTEE (2020 TO 2022)

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

### Advisor

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

### Chairman

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

### Vice-Chairman

- Mr Chew Kwee San, PBM
- Mr Chew Sutat
- Ms Pearlyn Phau
- Mr Tan Puay Kern, PBM, PPA(P), AMBCI

### Secretary

- Mr Latiff Bin Ibrahim, BBM, PBM

### Honorary Treasurer

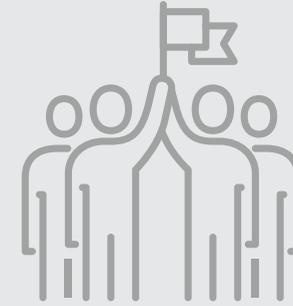
- Ms Tan Khiaw Ngoh, JP

### Members

- Mr Puvanaratnam s/o Ariaratnam, PPA(P), PBS, PPA(G)
- Mr Robert Chew, BBM, PBM
- AC Serene Chiu
- Mr Chris Chong
- Mr Andrew da Roza
- Mr Foo Say Thye
- Ms Lee Mui Ling
- Ms Ng Ling Ling, PPA(P)
- Mr Shaw Chai Chung Markham, BBM, PBM
- Mr Sim Gim Guan, PPA(P), PBS, PPA(P)(T)
- Mr Tan Aik Hock, PBM
- Ms Audrey Tan, PPA(G)
- Mr Tan Kwang Hwee
- COL Tan Tiong Keat, PPA(G)(T)

- Mr Yang Tse Pin
- Ms Yeoh Chee Yan, PPA(A), PPAAE, PBS
- Mr Yek Boon Seng
- Ms Young Jin Yee

# 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 empower the lives of those in need.



**5**  
**CAUSES**

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



**37**  
**YEARS OF SERVICE AND PARTNERSHIP**

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



**80**  
**SOCIAL SERVICE AGENCIES**

especially the 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 all fundraising and operating costs are covered mainly by Tote Board.



**200**  
**CRITICAL SERVICES**

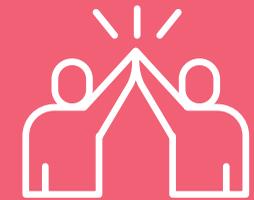
are offered to those in need, including special education, youth programmes, adult disability support, family service centres, eldercare and caregiver support.

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

# UNITING THE COMMUNITY IN THE FACE OF COVID-19 PANDEMIC



Let's unite to care  
and overcome

At the onset of the COVID-19 pandemic in February 2020, Community Chest rallied the community to raise funds for The Courage Fund in support of vulnerable individuals and families affected by the pandemic. Later, in April 2020, The Invictus Fund was launched to help social service agencies better cope with challenges arising from the pandemic and maintain operations so that they could continue providing critical social services for vulnerable groups.

The community heeded the call for support immediately, with corporates, individuals and community groups alike stepping forward to render help. Besides donating generously towards the causes, many also found creative ways to raise awareness of the causes and were instrumental in rallying the wider community through ground-up fundraising initiatives.

Media personality Diana Ser and her friends launched the #ShowWeCareSG campaign and reached out to more than 80 local celebrities and personalities, including Stefanie Sun, JJ Lin, Kit Chan, Tanya Chua and Fann Wong, to raise awareness for The Invictus Fund. In just three weeks, the initiative raised \$320,000.

Inspired by how others around the world continued to stay connected through music even in the midst of a lockdown, James Chua, founder and managing director of creative agency GERMS rallied his partners, Senoko Energy and Mediacorp, to put together a live online music festival, in support of The Invictus Fund. The "Power Gig", which featured local singers like Benjamin Kheng, Derrick Hoh, Inch Chua and many others, was streamed live on Mediacorp's YES 933's radio station and the artistes' Instagram channels, raising some \$36,000 over three days.

To raise funds for The Courage Fund, Sporting C.P. Soccer Academy, the local offshoot of the Portuguese soccer and training academy, held an online competition where academy players competed to see who could juggle a football the longest whilst friends and families donated in support of their efforts. More than \$7,000 was raised in just one night.

Just as critical were the donations of essential items, such as the five million masks donated jointly by local real estate developer Perennial Real Estate Holdings Limited and Hong Kong-listed Shun Tak Holdings Limited, which were distributed to homes including Senior Group Homes, Welfare Homes and Disability Homes.

These made up just a fraction of the myriad ways the community showed their spirit and resilience in the face of all the challenges brought upon by the pandemic, but truly exemplified the power of the community when it comes together for a common good.

As of 1 December 2020, The Courage Fund and The Invictus Fund have raised \$17.2 million and \$9.9 million respectively.

# LOOKING BEYOND COVID-19

The long-term effects of COVID-19 on vulnerable communities cannot be understated. As such, there is a need to ensure that there will be sufficient support systems in place.

## THE LAUNCH OF THE INVICTUS FUND 2.0

Disruptions caused by the pandemic have highlighted the urgent need for digital transformation. The second tranche of The Invictus Fund thus aims to support social service agencies in their digital transformation of service delivery and operations. Social service agencies can tap on the Fund to acquire digital tools, such as business continuity and productivity tools, or more specialised and complex systems that can help the agencies better manage their operations and improve service to users.

## THE SETUP OF THE NEW COMMUNITY CAPABILITY TRUST

Recognising that demand for social services is set to increase in both scale and complexity, the Community Chest will be rallying donations for the new Community Capability Trust (CCT). The trust is dedicated to supporting social service agencies in their capability and capacity-building efforts, so that they can make use of resources more sustainably and deliver better service outcomes, amidst demographic changes and resource and manpower challenges. The CCT will provide a long-term source of funding support for social service agencies from FY2022 to end-FY2031.



# CHILDREN WITH SPECIAL NEEDS

**3 NEW**



**SPECIAL EDUCATION SCHOOLS**

for students with autism to open – with the first starting from 2021.

**15%**

**↑ ANNUAL INCREASE  
OF AUTISM CASES ↑**

aged up to 6 years, from 2015 to 2019.

**ABOUT 32,000 STUDENTS**

**WITH SPECIAL NEEDS,**

80% of them in mainstream schools and 20% of them in the 19 special education schools in Singapore.



**\$124 PROVIDES A DAY  
OF SPECIAL EDUCATION**



in academic, social-emotional, daily living, vocational, arts and physical education for students with special needs.



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.

# ADULTS WITH DISABILITIES

**3.4%**   
OF ADULTS AGED 18 TO 49  
in Singapore have a disability.

**32.8%**  
LABOUR FORCE  
PARTICIPATION RATE  
of persons with disabilities is less than  
half of Singapore's population at 68%.

## NEW ACCREDITATION FRAMEWORK



to recognise inclusive employers launched in 2020, with more than 140 employers to hire persons with disabilities.

## SOCIAL INCLUSION WAS FOUND TO HAVE THE GREATEST IMPACT



on improving quality of life of persons with disabilities,  
but had the lowest score.

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 greater and accessible opportunities, and achieve social inclusion by participating actively and meaningfully in society.



# PERSONS WITH MENTAL HEALTH CONDITIONS

**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 did not seek any professional help in their lifetime.

**26,000 CALLS MADE**

**TO NATIONAL CARE HOTLINE** 

from April to August 2020, with majority of concerns on mental health, marital, family, emotional or financial support needed.



**3 IN 10 PERSONS**

**WITH MENTAL HEALTH CONDITIONS**

do not believe they can achieve their hopes and dreams.

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.



## OUR CHANGING LANDSCAPE

# VULNERABLE SENIORS AND FAMILIES IN NEED

## SOCIAL SATISFACTION LEVEL DECLINES



and sense of social isolation heightened for seniors aged 55 to 75 years during circuit breaker.

By 2030,  
**1 IN 4**  
SINGAPOREANS

will be aged 65 and older, and we will have over 900,000 seniors.

## 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.

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.



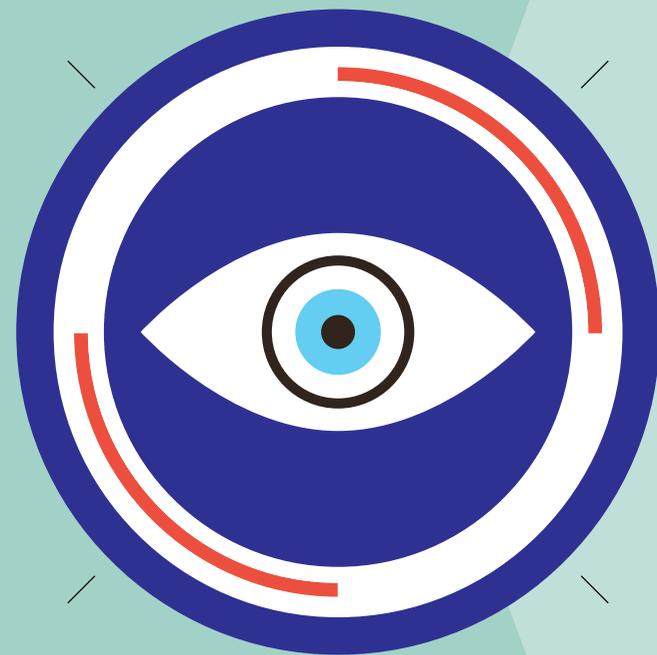
# EMPOWERING LIVES THROUGH OPPORTUNITIES, POTENTIAL & INCLUSION

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, National Council of Social Service 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.

## 4ST VISION



**EVERY PERSON EMPOWERED TO LIVE WITH DIGNITY IN A CARING AND INCLUSIVE SOCIETY**



### OPPORTUNITY

To provide every person with a chance to live life to the fullest through improved availability and access to resources.



#### “ OPPORTUNITY + PERSONAL POTENTIAL

If the child is not learning the way you are teaching, then you must teach in the way the child learns. ”

Pavithra Gopal, Teacher at Rainbow Centre Singapore



### PERSONAL POTENTIAL

To ensure that abilities of every person are developed so they can achieve their potential.



#### “ PERSONAL POTENTIAL + SOCIAL INCLUSION

I am inspired by peers that I connect with daily. I attribute my ongoing recovery to the peers that I've crossed paths with. ”

Rishah Binte Zainal, Peer Support Specialist at Club HEAL



### SOCIAL INCLUSION

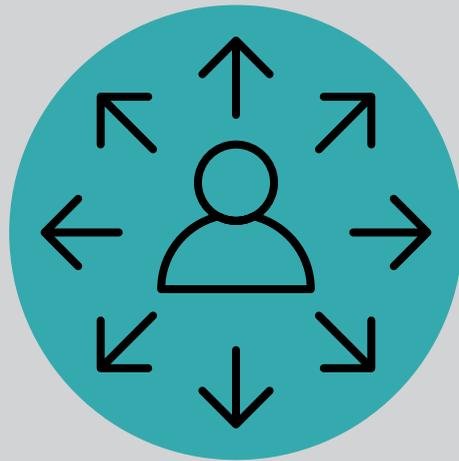
To support every person to be accepted, involved and able to contribute to society.



#### “ SOCIAL INCLUSION + OPPORTUNITY

Last year, our trainees from the APSN Bakery Enterprise collaborated with four local celebrity chefs to create an array of desserts for the Community Chest Awards 2019 dinner. It was a great opportunity for them to not only gain open employment experience but also for them to showcase their talents to the public. We hope that this would also encourage more employers to advocate for inclusive hiring practices, and to empower persons with disabilities to lead meaningful, independent lives. ”

Mr Philip Li, Senior Centre Lead, APSN Centre for Adults.



# PROVIDING OPPORTUNITIES

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

The components of providing opportunities include:

- ★ TO ACQUIRE NEW INFORMATION AND SKILLS
- ★ TO ACCESS SERVICES
- ★ TO ACHIEVE POTENTIAL
- ★ TO GET AROUND
- ★ FOR RECREATION AND LEISURE



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

## OPPORTUNITY TO ACQUIRE NEW INFORMATION AND SKILLS



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

## OPPORTUNITY TO ACHIEVE POTENTIAL



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

## OPPORTUNITY TO ACCESS RESOURCES AND SERVICES



# DEVELOPING PERSONAL POTENTIAL

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

Personal potential is developed through enhancing the following components:

- ★ PSYCHOLOGICAL WELL-BEING
- ★ AUTONOMY
- ★ CAPACITY TO WORK
- ★ FINANCIAL ADEQUACY
- ★ SELF-BELIEF



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

## AUTONOMY



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

## PSYCHOLOGICAL WELL-BEING



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.

## CAPACITY TO WORK



# IMPROVING SOCIAL INCLUSION

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

Components of improving social inclusion include:

- ★ **SOCIAL PARTICIPATION AND CONTRIBUTION**
- ★ **SOCIAL ACCEPTANCE AND RESPECT**
- ★ **SOCIAL NETWORK AND INTERACTION**
- ★ **MEANINGFUL PERSONAL RELATIONSHIPS**
- ★ **SUPPORT FROM FAMILY AND FRIENDS**



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 PARTICIPATION AND CONTRIBUTION



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

## SOCIAL NETWORK AND INTERACTION



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

## SOCIAL ACCEPTANCE AND RESPECT

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



## REACH THROUGH SOCIAL SERVICE ECOSYSTEM

### COMMUNITY LEVEL

**356,000** people reached through events and nationwide initiatives of Sharity to raise awareness and promote caring and inclusive attitudes.

### ORGANISATIONAL LEVEL

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

### INDIVIDUAL LEVEL

<b>Opportunities</b>	<b>424</b> children with special needs had opportunities to achieve potential
<b>Personal Potential</b>	<ul style="list-style-type: none"> <li>• <b>2,347</b> children and youth experienced improvement in well-being and/or developed life skills for positive youth development</li> <li>• <b>205</b> children with special needs experienced improvement in functional skills for greater independence</li> </ul>
<b>Social Inclusion</b>	<ul style="list-style-type: none"> <li>• <b>433</b> children and youth developed positive and sustained relationships with peers and mentors</li> <li>• <b>29</b> children with special needs have social support to integrate in community settings</li> </ul>

## EXAMPLES OF OUTCOMES MET:

### Special Education Schools

**6,344**

children with special needs received education and training in independent living skills. Out of 424 graduates, 91 graduates attained open or supported/customised employment. Another 30 graduates were placed in internships and were likely to be employed by the following year.

### Development Programme

**1,013**

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

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 and working possible for SPED graduates. However, we know that not all SPED graduates can access such settings and for such graduates, the quality of life for their families through independent and supported living options are paramount. This begins in school and must continue through quality adult services.



**THANK YOU FOR GIVING MY SON A CHANCE TO DISCOVER HIS FULL POTENTIAL.**

Mdm Roziana, mother of Muhammad Rayn Danial Bin Muhammad Dino, student at AWWA School

# BUILDING STRONG AND RESILIENT FAMILIES



## REACH THROUGH SOCIAL SERVICE ECOSYSTEM

### COMMUNITY LEVEL

Over **1,300** volunteers mobilised through special event, Community Chest Fu Dai 2020, to pack and deliver 6,000 bags of household essential items to seniors and families in need.

### ORGANISATIONAL LEVEL

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

### INDIVIDUAL LEVEL

<b>Opportunities</b>	<b>10,285</b> had been successfully linked with appropriate services
<b>Personal Potential</b>	<b>22,865</b> families were more self-reliant to deal with issues
<b>Social Inclusion</b>	<b>1,096</b> families had improved skills and familial relationships for better family functioning

## EXAMPLES OF OUTCOMES MET:

### Family Service Centres

**5,655**

enhanced their self-reliance and resilience capacity.

**6,201**

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

### Family Violence Specialist Centres

**482**

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



**I AM NOW ABLE TO PROVIDE FOR MYSELF AND MY FAMILY, THANKS TO THE NEW SKILLS I ACQUIRED.**

Mdm Vineswari R. Ratnaval, social service user of SINDA



# ENGAGING AND CARING FOR VULNERABLE SENIORS



## REACH THROUGH SOCIAL SERVICE ECOSYSTEM

### COMMUNITY LEVEL

**60** senior volunteers from Montfort Care Good Life, AMKFSC Otai and RSVP Singapore joined corporate and individual volunteers to pack festive bags for vulnerable families and seniors at Community Chest Fu Dai 2020. Seniors from Montfort Care Good Life even led an energetic workout for fellow volunteers, in the spirit of promoting a caring and inclusive society for all.

### ORGANISATIONAL LEVEL

- **2** senior day care centres and homes enabled to provide counselling and other support services to keep seniors meaningfully engaged in the community.
- **10** social service agencies enabled to provide eldercare services.

### IMPACT ON INDIVIDUALS

<b>Personal Potential</b>	<b>350</b> seniors' well-being was maintained to contribute in community settings
<b>Social Inclusion</b>	<b>2,768</b> seniors had access and/or participate in social/community networks

## EXAMPLES OF OUTCOMES MET:

### Befriending + Counselling

**1,024**

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.

### Caregiving Support

**973**

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



**WITH COMMUNITY SUPPORT, I'M LOOKING FORWARD TO ENJOYING MY GOLDEN YEARS.**

Mr Ng Kai Wing, social service user of O'Joy Limited

# INTEGRATING ADULTS WITH DISABILITIES INTO SOCIETY



## REACH THROUGH SOCIAL SERVICE ECOSYSTEM

### COMMUNITY LEVEL

**61,000** people reached through digital platforms that showcase examples of empowerment of persons with disabilities through Community Chest's Add A New Story outreach initiatives.

### ORGANISATIONAL LEVEL

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

### INDIVIDUAL LEVEL

<b>Opportunities</b>	<b>3,960</b> persons with disabilities had opportunities to achieve potential
<b>Personal Potential</b>	<b>778</b> persons with disabilities experienced improvement in functional skills for greater independence
<b>Social Inclusion</b>	<b>270</b> persons with disabilities had social support to integrate in community settings

## EXAMPLES OF OUTCOMES MET:

### Sheltered Workshop

**1,589**

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

### Integration Support

**1,315**

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

**222**

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



**I HOPE TO BECOME A FULL-TIME COOK SO THAT I CAN SHARE MY LOVE OF FOOD WITH EVERYONE.**

Tay Xin En, trainee at APSN Centre for Adults

# SUPPORTING PERSONS WITH MENTAL HEALTH CONDITIONS



## REACH THROUGH SOCIAL SERVICE ECOSYSTEM

### COMMUNITY LEVEL

**56,000** people reached through digital platforms that showcase talents and abilities of our service users, including persons with mental health conditions through Community Chest's Add A New Story outreach initiatives.

### ORGANISATIONAL LEVEL

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

### IMPACT ON INDIVIDUALS

<b>Opportunities</b>	<b>8</b> persons with mental health conditions accessed opportunities to achieve potential
<b>Personal Potential</b>	<b>591</b> persons with mental health conditions acquired skills to better manage their condition
<b>Social Inclusion</b>	<b>119</b> persons with mental health conditions had social support to integrate in community settings

## EXAMPLES OF OUTCOMES MET:

### Integration Support

**283**

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

**688**

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.

**311**

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



**I WANT TO EMPOWER OTHERS TO OVERCOME THEIR CHALLENGES, JUST LIKE HOW I RECEIVED SUPPORT TO OVERCOME MINE.**

Ms Rishah Binte Zainal,  
Peer Support Specialist  
with Club HEAL



# IMPACT STORIES

## OF PROGRAMMES SUPPORTED BY COMMUNITY CHEST



### Families In Need

41-year-old Vineswari R. Ratnaval (right in photo) first sought help from SINDA in 2017 when her family faced multiple challenges, from finances to proper educational support for her children; with three of them diagnosed with dyslexia, and one with mild intellectual disability. With support from SINDA and unwavering support and encouragement from her counsellor, Gowri Arivalagan, Vineswari worked towards financial independence through upskilling. Today, Vineswari is currently pursuing a diploma to serve in the eldercare sector. She aspires to give back, by using her newly acquired skills, to support vulnerable seniors in the community.



### Persons with Mental Health Conditions

33-year-old Rishah Binte Zainal (left in photo), started experiencing onset symptoms since secondary school. Rishah had brushed off her struggles as part of growing up, and was only diagnosed with major depressive disorder and anxiety just five years ago, when she was 28 years old. Painting and papercraft allowed her to express her creativity during rehabilitation. Since then, Rishah has come a long way and her colleague, Nurleen Binte Mohamed, was a constant cheerleader throughout her journey to help her regain her inner strength to rise above challenges. Today, Rishah is a full-time employee with Club HEAL, sharing her story, and empowering others to focus on their strengths. With a great sense of humour and a compassion for seniors, Rishah hopes to be able to continue supporting others like her, and people with dementia in the future.

### Vulnerable Seniors

82-year-old Mr Ng Kai Wing suffered traumatic bereavement when his wife passed away in his arms. In shock, he was unable to function on his own at home and he has no children to rely on. He had to recover in a community hospital for a month. With consistent support and encouragement from O'Joy Counselling for Older Persons Programme and his counsellor, Chew Yat Peng, Mr Ng overcame his grief eventually and gathered sufficient resources to carry on living with dignity in the community. Despite his various health conditions, he has a much brighter outlook of his golden years, regained his sprightly disposition and no longer feels isolated.



### Adults with Disabilities

27-year-old Tay Xin En, is supported by APSN Centre for Adults, and is currently undergoing a programme by the APSN Catering Enterprise, where she receives vocational training. Before joining, she was unable to prepare a whole meal by herself. Throughout her journey, Xin En has not let her disabilities get in the way of her progress and her trainer, Sunny Goh, is proud that she is now able to prepare a meal independently. Xin En not only aspires to be employed as a full-time cook in a restaurant, but also to give back to the community by preparing meals for old folks' homes and lunch boxes for the trainees at the APSN Centre for Adults.



### Children with Special Needs

9-year-old Muhammad Rayn Danial Bin Muhammad Dino is a young boy passionate about sports. Rayn has been diagnosed with Global Developmental Delay and other health conditions, but that did not stop him from clinching the first place in a relay match at the AWWA School Sports Day with his team. Rayn was unable to control his actions due to his conditions, and being non-verbal made it challenging for him to communicate well with his friends and classmates. After receiving special education and support from AWWA School, Rayn has become more aware of his surroundings, interacts with his classmates using simple gestures, and is generous in helping his friends.

# FORGING PARTNERSHIPS FOR GREATER IMPACT



## 1. FIRST-TIME PARTNERSHIP WITH LAZADA FOR ONLINE FUNDRAISING



For the first time, Community Chest partnered e-Commerce giant Lazada Singapore for a fundraising campaign that encouraged the community to “Add A New Story” to their online shopping carts and bring hope to those in need. Leveraging popular year-end shopping events such as the 11.11 Global Shopping Festival, Black Friday, 12.12 and Christmas, shoppers were encouraged to purchase virtual gift boxes in support of social service programmes serving the vulnerable groups. Each virtual gift box captured descriptions of how each donation amount will support the services, which enabled donors to better understand the impact of their donations.

The campaign was anchored on three short documentaries which highlighted the powerful impact of donations in supporting Community Chest’s social service users. This included support towards the education for a child with special needs, befriending services for a vulnerable senior, job training for an adult with disabilities and support for persons with mental health conditions.

## 2. ACHIEVING GREATER IMPACT THROUGH COLLABORATION AT COMMUNITY CHEST AWARDS 2019



On 9 October 2019, the Community Chest Awards not only celebrated the exemplary contributions from donors, community partners and volunteers, but also demonstrated the impact of giving and empowerment of service users.

249 awards were given out to top donors and partners at the Istana and among them was United Overseas Bank Limited (UOB), which received the highest accolade in the form of the Pinnacle and Charity Platinum awards.

The celebration also featured a special collaboration between 12 service users from APSN Bakery Enterprise and a collective of locally renowned chefs – Violet Oon, Daniel Tay (Cat & Fiddle, Old Seng Choong), Mel Wadhwa (All Things Delicious), Pang Kok Keong (Antoinette) and S.R. Bala (Indian Chefs & Culinary Association (Singapore)) to create and serve a carefully curated dessert course. The service users, who were under the tutelage of these chefs, demonstrated not just their ability, but also their passion to learn and excel when given an opportunity. Their journey with the renowned chefs encapsulated the importance of providing equal opportunities and support to empower our service users to gain independence.

## 3. BUILDING A COLLABORATIVE & IMPACTFUL ECOSYSTEM



### Raffles Hotel Singapore Reopening with “An Iconic Return – The Raffles Reopening Festival”

In celebrating its re-opening on 18 October 2019, Raffles Hotel selected Community Chest to be its charity partner in giving back to the community. Proceeds from ticket sales to the “An Iconic Return – The Raffles Reopening Festival” were generously donated to Community Chest to benefit over 80 social service agencies, an impact befitting the stature of the landmark destination.

### Perennial and The Capitol Kempinski Hotel Singapore Charity Night

On 6 December 2019, the triple anniversaries of Perennial Real Estate Holdings Limited, The Capitol Kempinski Hotel Singapore and the Stamford House were celebrated with a Charity Night. In line with Perennial and The Capitol Kempinski Hotel Singapore’s commitment to do good for the community, funds raised went to Community Chest and The Straits Times School Pocket Money Fund to empower lives of service users.

## 4. CAPABILITY BUILDING OF VOLUNTEER MANAGERS



With a vision of empowering and enabling our community of volunteer managers, NCSS spearheaded the Volunteer Manager Residential Programme with partners to deliver the inaugural run of the programme. Volunteer management practitioners from 19 social service agencies participated in a Residential Learning Programme on 12 and 13 September 2019 where participants learnt design thinking and asset-based community development methodologies to reframe daily work challenges and better practice change management.

The Volunteer Management circuit training was developed to equip new volunteer management practitioners who have joined the sector with basic knowledge in volunteer management. The practitioners learnt key principles, perspectives and skills to grow their organisation’s volunteer programme to increase effectiveness and impact. As of 2019, 64 volunteer managers from 60 organisations have undergone the circuit training.

More than 370 volunteer management practitioners attended the Volunteer Management Networks organised by NCSS in 2019. Through these sessions designed to facilitate collaborative partnerships for common good, participants learnt the importance of volunteer leadership development, partnerships and retention.

# CHARITY SUPPORT FUND

The Community Chest Charity Support Fund was established to support smaller charities and those with less financial support 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.

In FY19, the Charity Support Fund supported the following different charities:

- Adventist Nursing and Rehabilitation Centre
- Aidha Ltd
- Babes Pregnancy Crisis Support Ltd
- Beautiful People SG Ltd
- Bethel Community Services
- Bethesda Community Assistance And Relationship Enrichment Centre
- Blessed Grace Social Services Ltd
- Blossom Seeds Ltd
- Blossom World Society
- Brighton Connection
- CampusImpact
- Caregiving Welfare Association
- Centre For Fathering Ltd
- Child At Street 11 Ltd
- Club Heal
- Concern & Care Society
- Daughters Of Tomorrow Ltd
- EMCC
- En Community Services Society
- Epilepsy Care Group (Singapore)
- Equal-Ark Singapore Ltd
- FaithActs
- Filos Community Services Ltd
- Foreign Domestic Worker Association for Social Support and Training (FAST)
- Halogen Foundation (Singapore)
- HEB-Ashram Halfway House
- Help Family Service Centre
- Hope Centre (Singapore)
- iCare Hub Ltd
- iC2 PrepHouse Ltd
- Image Mission Ltd
- Jia Ying Community Services Society
- Loving Heart Multi-Service Centre
- Lutheran Community Care Services Ltd
- Muscular Dystrophy Association (Singapore)
- New Life Stories Ltd
- Nulife Care & Counselling Services Ltd
- 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
- Promisedland Community Services
- RiverLife Community Services Limited
- RSVP Singapore The Organisation of Senior Volunteers
- Salem Welfare Services Ltd
- Shan You
- Singapore After-Care Association
- Singapore Council Of Women's Organisations
- Singapore Hospice Council
- Singapore National Stroke Association
- SMA Charity Fund
- Social Health Growth Ltd
- Society for WINGS
- The New Charis Mission
- WE CARE Community Services Ltd
- Xin Yuan Community Care
- Yong-en Care Centre
- Youth Guidance Outreach Services



## WE ARE THE GENERATION THAT ENABLES AGEING WITH DIGNITY



**Ng Kai Wing**  
Social Service User  
of O'Joy Limited

**Chew Yat Peng**  
Principal Counsellor  
at O'Joy Limited



**Donate today**  
via PayNow or Lazada to enable seniors to age gracefully within the community.  
[lazada.sg/shop/community-chest](https://www.lazada.sg/shop/community-chest)

100% of your donation goes towards funding critical social services such as Befriending & Counselling, Senior Home Care and Caregiving Support. These programmes enable vulnerable seniors to stay connected with the community and age gracefully.

- [comchest.gov.sg/](https://comchest.gov.sg/)  
**WeAreTheGeneration**
- [comchest](https://www.facebook.com/comchest)
- [comchestsg](https://www.instagram.com/comchestsg)

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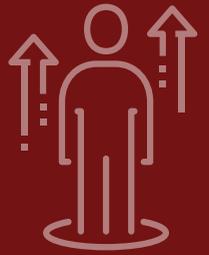
Community Partner



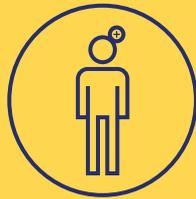
Official Outdoor Media Partner



# OVERVIEW OF YOUR IMPACT



## PERSONS WITH MENTAL HEALTH CONDITIONS



**88%  
MORE**

were supported in their employment journey and social integration.

## CHILDREN WITH SPECIAL NEEDS



**6,344  
CHILDREN**

with special needs received education and training in independent living skills. Out of 424 graduates, 91 graduates attained open or supported/customised employment. Another 30 graduates were placed in internships and were likely to be employed by the following year.

## VULNERABLE SENIORS



**1,024  
SENIORS**

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

## FAMILIES IN NEED



**22,865  
FAMILIES**

are more self-reliant to deal with issues.

## ADULTS WITH DISABILITIES



**3,960  
PERSONS**

with disabilities have opportunities to achieve potential.

## THE COVID-19 FUNDS



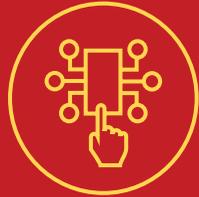
**THE COURAGE  
FUND  
\$17.2  
MILLION**

to support vulnerable groups affected by the pandemic.

**THE INVICTUS  
FUND  
\$9.9  
MILLION**

to help social service agencies maintain their operations so critical services can continue.

## DIGITAL PLATFORM



**IMPLEMENTED  
NEW WAYS OF  
FUNDRAISING  
THROUGH  
DIGITAL  
PLATFORMS**

# THE YEAR IN SUMMARY



## FOR FINANCIAL YEAR 2019,

we disbursed  
**\$55.6 MILLION**

to support  
**303 AGENCIES\***

COVID-19 support and  
**291 PROGRAMMES**

for Capability and Capacity Building\*\*

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

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 contributions goes towards empowering the lives of:

**Children with Special Needs and Youth-At-Risk**

**Adults with Disabilities**

**Families In Need**

**Persons with Mental Health Conditions**

**Vulnerable Seniors**

AMOUNT DISBURSED	% OF TOTAL DISBURSMENT	TOTAL NO. OF PROGRAMMES	DESCRIPTIONS OF SOME PROGRAMME TYPES	OUTCOMES
\$20.5m	36.9%	84	<ul style="list-style-type: none"> <li>• Early Intervention to provide therapy and education support services for children who are 6 years and below and have been diagnosed with special needs.</li> <li>• Special Education (SPED) to provide quality education to develop the potential of children and youth with special educational needs.</li> <li>• School-based programmes to complement the school system through preventive, developmental and remedial initiatives to strengthen social and emotional resilience among students at risk.</li> </ul>	To empower children with special needs and youth-at-risk
\$13m	23.4%	34	<ul style="list-style-type: none"> <li>• Sheltered Workshop to provide employment and/or vocational training to adults with disabilities who do not possess the competencies or skills for open employment.</li> <li>• Integration Support (Disability) for assistance, resources and access to support networks for persons with disabilities in their everyday lives.</li> </ul>	To integrate adults with disabilities into society
\$11.6m	20.9%	80	<ul style="list-style-type: none"> <li>• Family Service Centres as a community-based focal point of resources that provide social support to families in need.</li> <li>• Counselling Centres to provide professional counselling and therapy services for individuals, couples, groups and/or families facing emotional, mental and relationship problems.</li> <li>• Family Violence Special Centres to provide community-based services for persons affected by family violence.</li> </ul>	To build strong and resilient families
\$3.2m	5.7%	9	<ul style="list-style-type: none"> <li>• Integration Support to offer various support services to assist persons with mental health conditions to reintegrate into the community.</li> <li>• Day Activity Centre to assist persons with mental health conditions to reintegrate into the community by helping them to improve their management of their conditions and realise their potential.</li> </ul>	To support persons with mental health conditions
\$4.3m	7.7%	24	<ul style="list-style-type: none"> <li>• Befriending &amp; Counselling programmes to enhance the social and psychological well-being of seniors through provision of professional counselling services and regular visits.</li> <li>• Senior Home Care to offer a range of services that meet the basic needs of seniors with little or no caregiver support at home.</li> <li>• Caregiving Support to equip caregivers with the skills and knowledge to look after their loved ones.</li> </ul>	To care for vulnerable seniors
\$3m	5.4%	60	<ul style="list-style-type: none"> <li>• Capability and Capacity Building for agencies to start, develop or expand new or existing capabilities and capacity to provide quality social service solutions.</li> </ul>	
ComChest Emergency Fund			<ul style="list-style-type: none"> <li>• The ComChest Emergency Fund supported an additional 139 social service agencies to better cope with the COVID-19 situation.</li> </ul>	

# 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, SHARE is one of the largest streams of giving. **100% of your donation** goes towards the charities supported by Community Chest.



Sign up for **SHARE** today!

**FY15**  
SHARE DONATIONS

**FY16**  
INCREASE

**FY17**  
INCREASE

**FY18**  
INCREASE

**EXTENDED FROM**  
**FY19 TO FY21**

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

ELIGIBLE TO COMPANY  
FOR CORPORATE SOCIAL  
RESPONSIBILITY

50%

50%

TO BE MANAGED BY  
COMMUNITY CHEST  
TO SUPPORT CHARITIES



## VULNERABLE SENIORS

**\$15** can provide one week of befriending services to help ensure that a senior is meaningfully engaged.



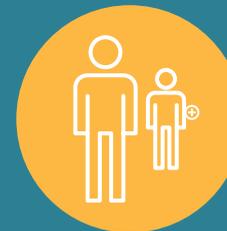
## ADULTS WITH DISABILITIES

**\$35** can provide one day of job training in the sheltered workshop for an adult with disabilities.



## PERSONS WITH MENTAL HEALTH CONDITIONS

**\$20** per day can help a person with mental health conditions secure and sustain on job through training, job placement and support services.



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

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



## FAMILIES IN NEED

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

# THANK YOU FOR YOUR SUPPORT

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

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