

# Annual Report



Financial Year 2022  
April 2022 – March 2023

Published in September 2023 by O'Joy Limited

All rights reserved.

This publication may not be reproduced or transmitted in any form or by any means, whole or in part without prior permission.

The publication is made available on our website  
[www.ojoy.org](http://www.ojoy.org)

For enquiries, please contact us at email:  
[admin@ojoy.org](mailto:admin@ojoy.org)

# TABLE OF CONTENTS

---

**04** About Us

---

**05** Organisation  
Information

---

**06** President's  
Message

---

**07** Leadership

---

**10** Highlights of  
the Year

---

**17** Programmes &  
Activities

---

**66** The Year  
Ahead

---

**71** Governance

---

# ABOUT US

## OUR VALUES

- Compassion
- Holistic Vision
- Integrity

## MISSION

Be a leading organization in the field of psychosocial care to enhance the well-being of older persons and their families and/or caregivers.



## OBJECTIVES

- To help fulfill the psychological needs of older persons, their families and/or their caregivers through our counselling services.
- To enhance the availability and skills level of volunteer help in gerontological psychosocial services through our training and management of volunteers.
- To promote the professional development of gerontological practices through our training programmes.

# ORGANISATION INFORMATION

<b>CHARITY NAME:</b>	<b>O'JOY LIMITED</b>
<b>REGISTERED ADDRESS:</b>	<b>BLOCK 5 UPPER BOON KENG ROAD #02-10 SINGAPORE 380005</b>
<b>COMPANY LIMITED BY GUARANTEE REGISTRATION NO.:</b>	<b>201805560D</b>
<b>FULL MEMBERSHIP WITH THE NATIONAL COUNCIL OF SOCIAL SERVICE:</b>	<b>SINCE 1 APRIL 2005</b>
<b>CHARITY REGISTRATION NUMBER:</b>	<b>201805560D (WITH IPC STATUS)</b>
<b>IPC NO.:</b>	<b>201805560D</b>
<b>BANK:</b>	<b>MAYBANK 210 NEW UPPER CHANGI ROAD, #01-699 SINGAPORE 460210</b>
<b>UEN:</b>	<b>201805560D</b>
<b>AUDITOR:</b>	<b>CORPWERK PAC, CHARTERED ACCOUNTANTS</b>
<b>EXECUTIVE MANAGEMENT:</b>	<b>EXECUTIVE DIRECTOR CHOO JIN KIAT (SINCE 01 APRIL 2011)  CLINICAL DIRECTOR TEO PUAY LENG (SINCE 01 APRIL 2010)</b>

# PRESIDENT'S MESSAGE



O'Joy started out as a Gerontological Counselling outfit since 2004. In the earlier days counselling is often not understood by most older adults as an important form of treatment. Many older persons prefer to seek medical treatment for age related illnesses but may neglect their mental well-being. Hence O'Joy was established back then to fill this gap.

In the recent years, we see an increasing trend of younger persons seeking help for mental health challenges. O'Joy deeply believes counselling is important not just for the elderly, but people of any age group who could be in transitional life stages and facing issues of depression, anxiety, loneliness and isolation. Our well-trained counsellors provide professional counselling to assist them in managing these issues and taking care of their overall mental well-being, thus restoring their self-confidence and independence.

In this financial year, we have broadened the clientele's age range for our CREST programme, from 18 years and above instead of from 50 years and above. In the last quarter of the financial year, O'Joy started operating the second CREST programme, enabling O'Joy to reach out to serve more clients. This development is timely, as life in Singapore slowly returned to normalcy after the pandemic. This return allowed O'Joy to hold its inaugural onsite fundraising concert on 29 October 2022 at the Stamford Arts Centre. The active agers from our Health-Oriented Ageing program got to showcase their talents on stage before a public audience. We are also able to initiate the Bring O'joy Home Responders program to equip senior volunteers to help other home-bound seniors navigate the use of technology.

I would like to express my deep appreciation to fellow committee members for their dedication and wise counsel, which helped O' Joy to navigate the many challenges we faced since we began on this journey. In addition, I am also grateful to our O' Joy team for their ceaseless efforts in providing for our care recipients as O'Joy executes the next stage of transformation. Last but not least, I would like to thank all volunteers and donors for their selfless efforts and generosity. Your willingness to give your time and service is greatly appreciated. Your support allows us to continue to fulfil our mission and serve our community. We look forward to all your continuous involvement with O'Joy in the years ahead!

# LEADERSHIP



**Cheong Chong Khiam, Max**  
Chairman



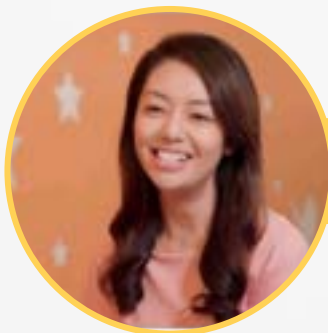
**Chee Teng Hsiu, Terrence**  
Treasurer



**Goh Jiang Wee, Alan**  
Secretary



**Chung Soon Bee**  
Member



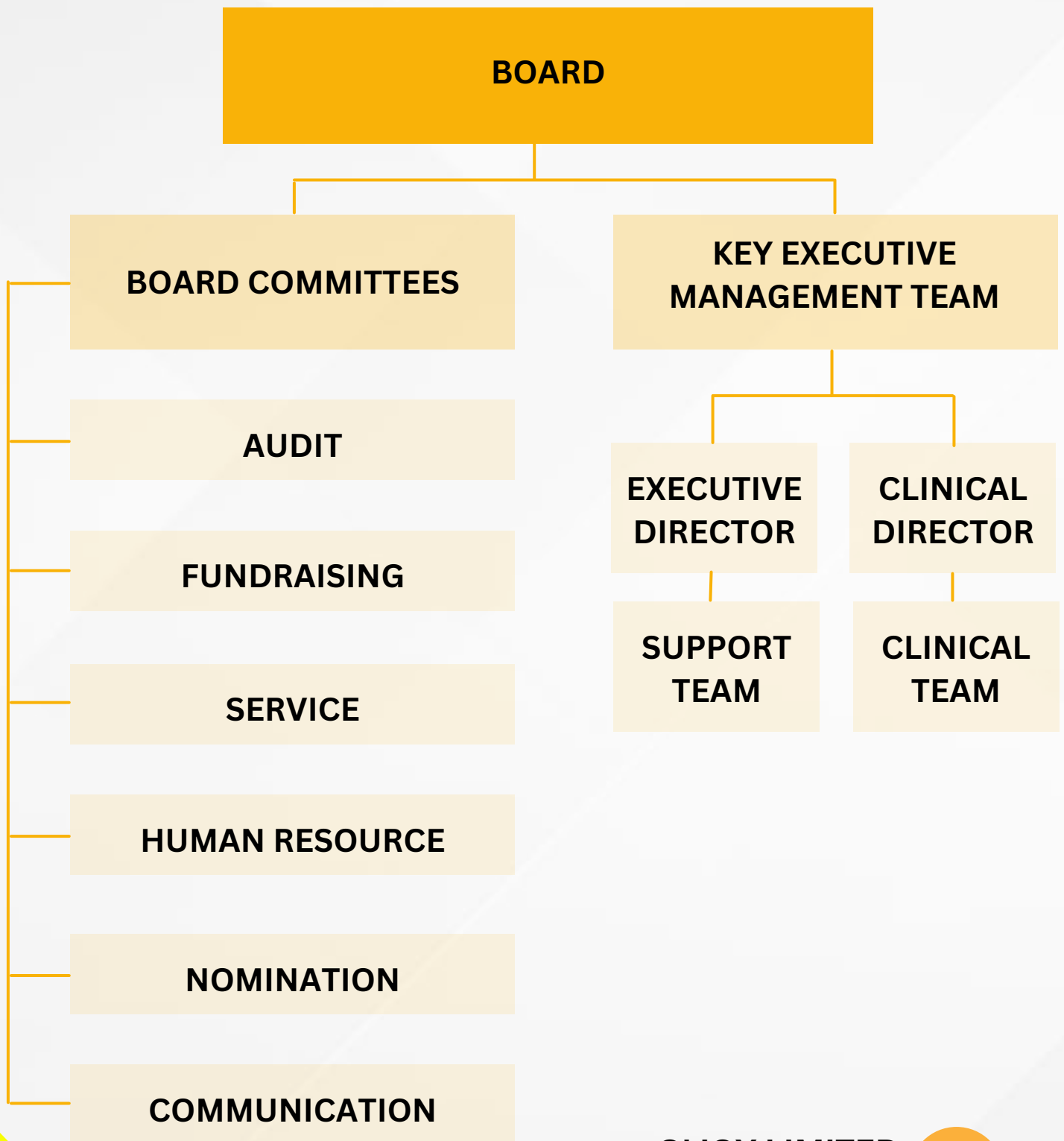
**Tan Shin Yi, Joanna**  
Member

# LEADERSHIP

NAME	CURRENT APPOINTMENT	PAST APPOINTMENTS	OCCUPATION	BOARD EXPERIENCES WITH OTHER CHARITIES/CORPORATES
CHEONG CHONG KHIAM, MAX	CHAIRMAN (21/08/2021)	MEMBER (TILL 20/08/21)	MANAGING DIRECTOR, PRIVATE SECTOR	NO
CHEE TENG HSIU, TERENCE	TREASURER (21/08/2021)	CHAIRMAN (TILL 20/08/21)	INDEPENDENT DIRECTOR, PRIVATE SECTOR	YES
GOH JIANG WEE, ALAN	SECRETARY (21/08/2021)	TREASURER (TILL 20/08/21)	EDUCATOR, PUBLIC SECTOR	NO
CHUNG SOON BEE	MEMBER (21/08/2021)	SECRETARY (TILL 20/08/21)	EDUCATOR, PUBLIC SECTOR	YES
TAN SHIN YI, JOANNA	MEMBER (04/12/2021)	NA	CHIEF EXECUTIVE OFFICER (PEOPLE SECTOR)	NO



# ORGANISATION STRUCTURE



# HIGHLIGHTS OF THE YEAR

## SUMMARY FINANCIAL PERFORMANCE

- Total income: \$1,838,521.
- Total expenditure: \$1,959,948.
- Total donations increased by \$69,530.
- Total expenditure increased by \$407,412 due to firstly, an increase in professional fees with reason as stated below; and secondly, depreciation.

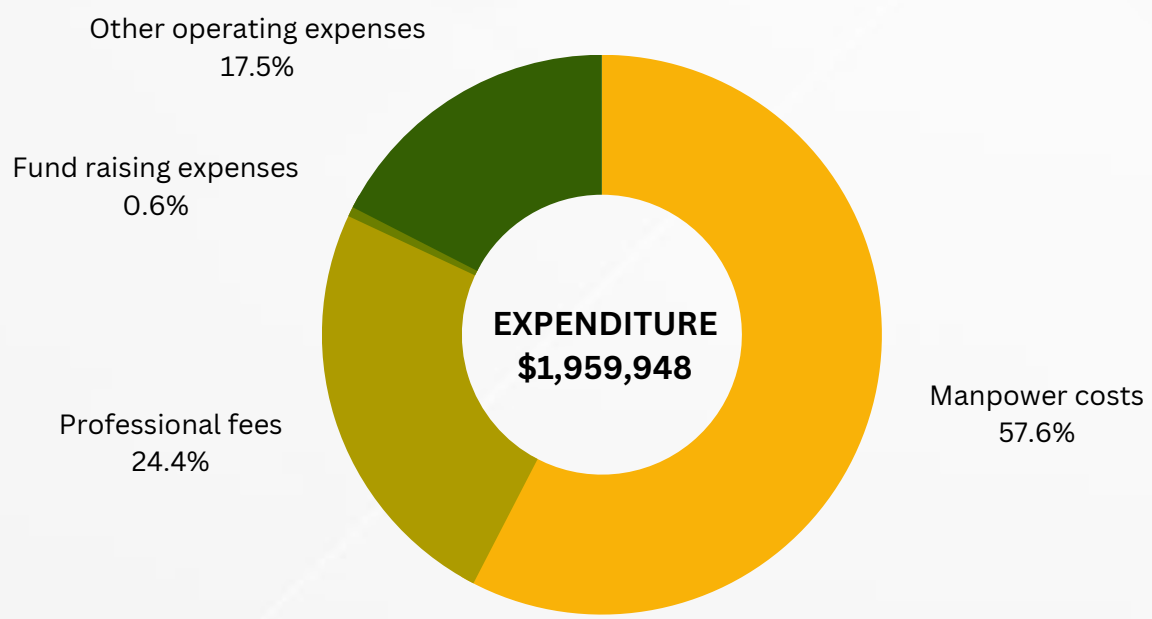
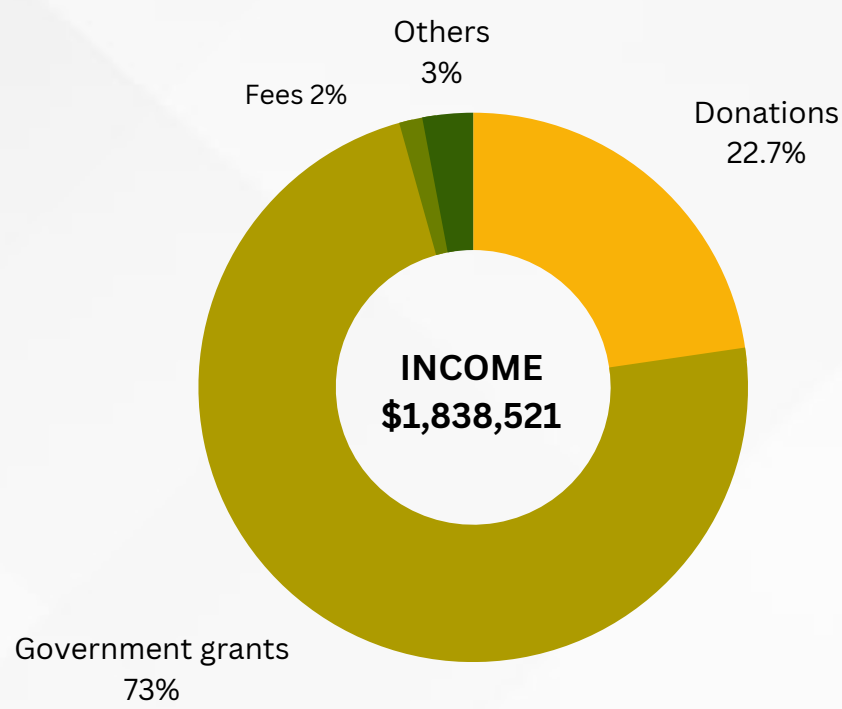
## MAJOR FINANCIAL TRANSACTIONS

- There is a 120% increase in Professional fees from previous FY. The Professional fees incurred for current FY is at \$407,412, for fees paid to external artist/therapist/trainer to conduct therapeutic art-based HOA online and onsite sessions, physical health assessment, mental health intervention, volunteer training and consultants to improve organisation effectiveness, including HR and operation.

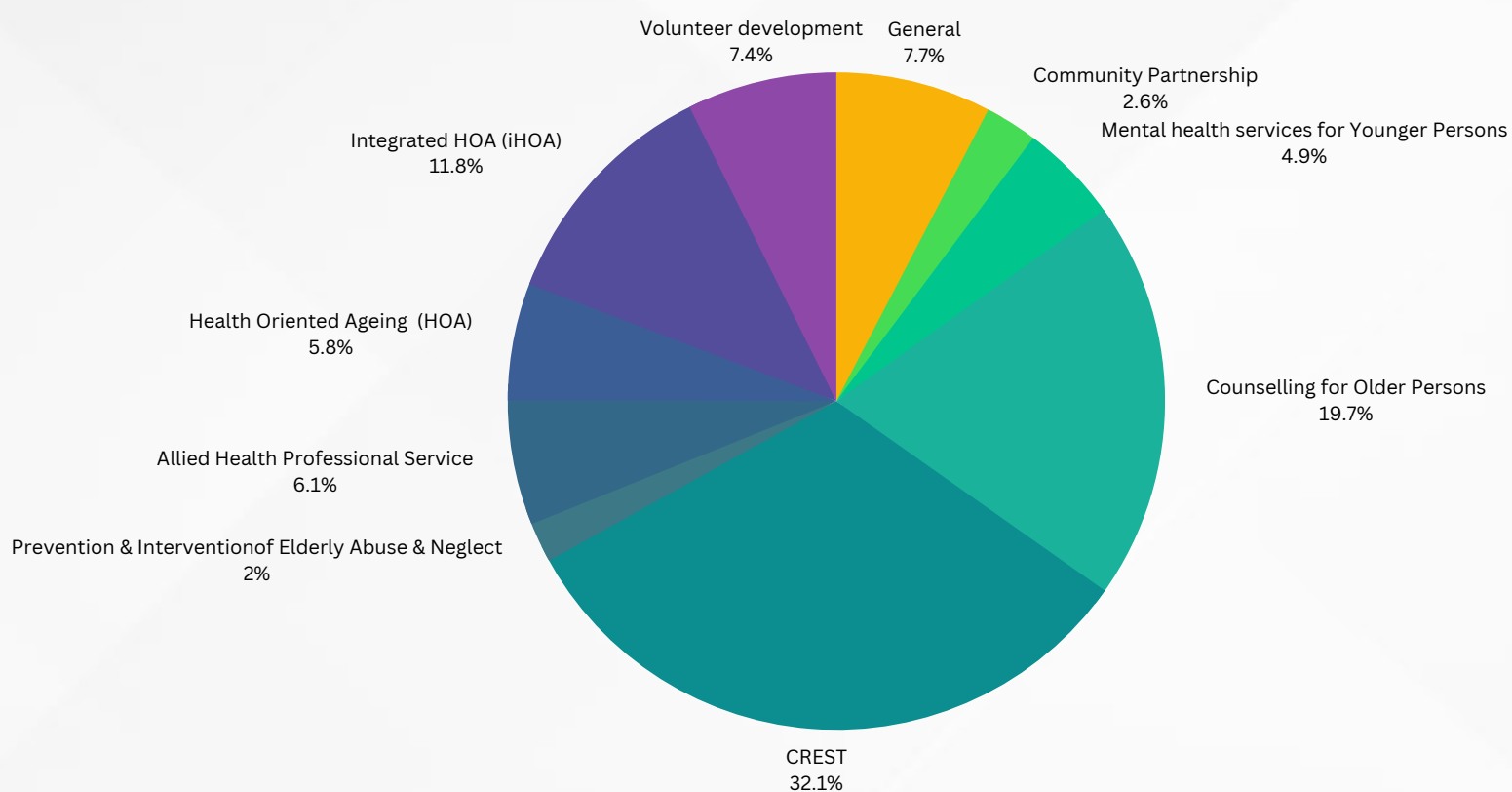
## PURPOSES OF CHARITABLE ASSETS HELD

- No charitable assets held

# INCOME & EXPENDITURE



# EXPENDITURE BY PROGRAMS



# THE YEAR IN REVIEW



**768** LIVES  
TRANSFORMED



**221** seniors supported through  
Gerontological Counselling



**89** adults with mental health  
issues supported through  
Beacon program



**321** seniors in active ageing  
programmes

# THE YEAR IN REVIEW



**3561**

persons educated with dementia/ mental health information via CREST outreach



**390**

persons followed up and provided with dementia/mental health information in CREST/ES program



**288**

clients served by volunteers



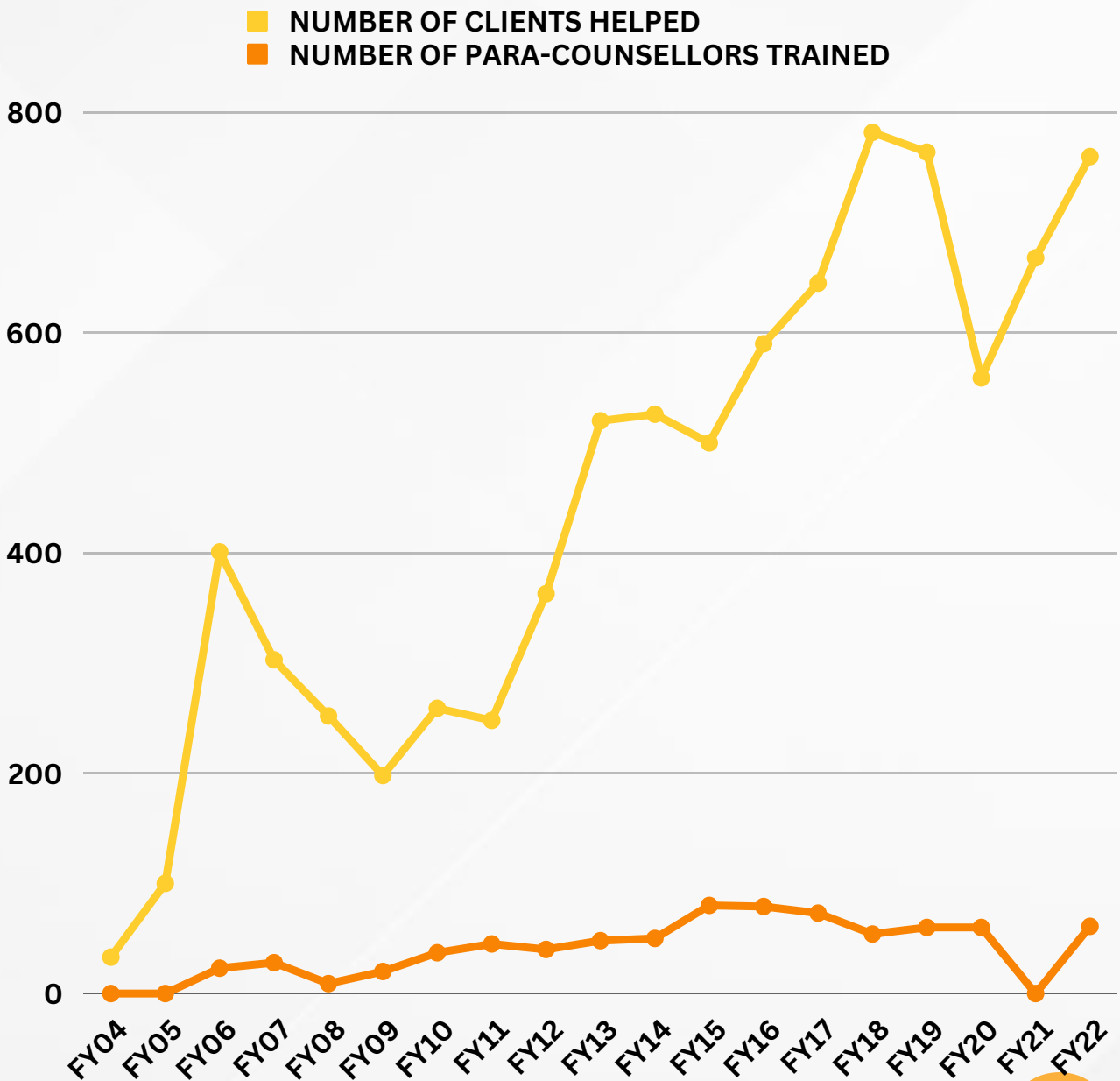
**93**

active volunteers

# IMPACT OF OUR WORK

# COUNSELLING & CASEWORK

**8558** CLIENTS SERVED  
SINCE 2004



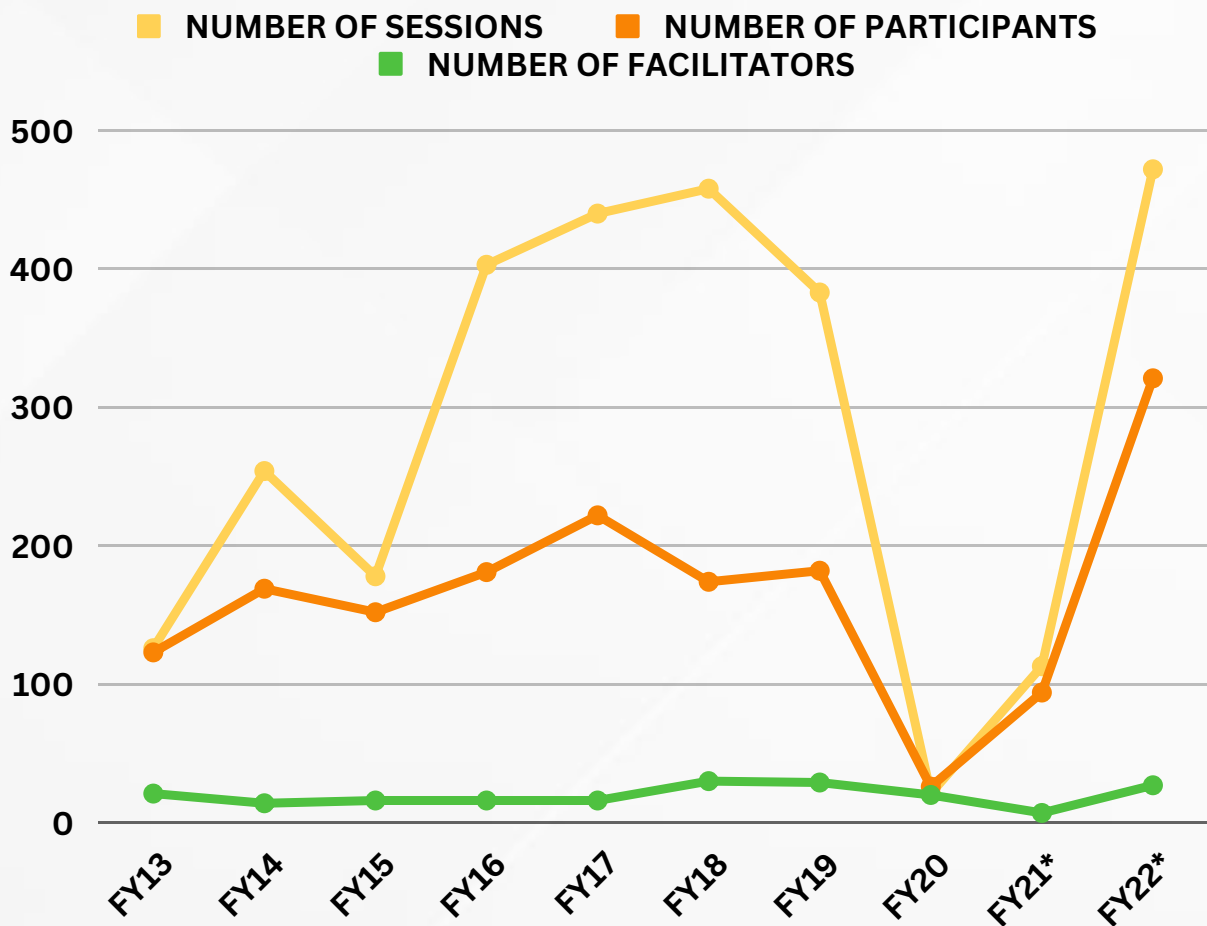
O'JOY LIMITED

Annual Report FY2022

# IMPACT OF OUR WORK

# ACTIVE AGEING FOR SENIORS

**1647** ACTIVE SENIORS  
SERVED SINCE 2013



\*Health-Oriented Ageing (HOA) + Bring O'Joy Home (BOH)



# PROGRAMMES & ACTIVITIES



**SERVICES FOR  
OLDER  
PERSONS**



**MENTAL  
HEALTH  
SERVICES FOR  
YOUNGER  
ADULTS**



**HEALTH-  
ORIENTED  
AGEING  
PROGRAM**



**BRING O'JOY  
HOME  
DIGITAL  
PROGRAM**



# MENTAL HEALTH SERVICES FOR YOUNGER ADULTS

The BEACON program commenced on 1 April 2020. This program provides counselling to adults experiencing mental health issues like depression or anxiety. We were providing this service previously under the umbrella of COMIT (funded by AIC).



# MENTAL HEALTH SERVICES FOR YOUNGER ADULTS STATISTICS

Breakdown of BEACON Cases	FY22	FY21
Total number of cases served	89	148
Total number of sessions	381	655
Number of cases brought forward from last FY	52	78
Number of new cases in this FY	37	70
Number of cases closed during this FY	56	99
Number of cases carried forward to next FY	33	49

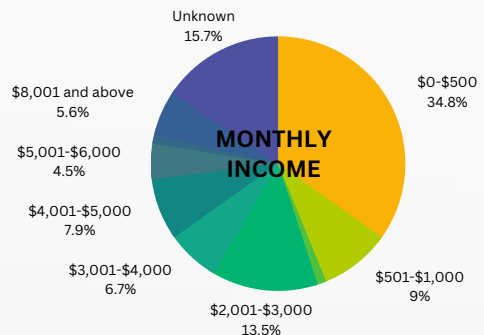
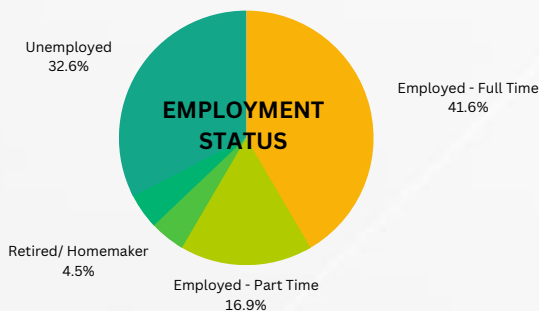
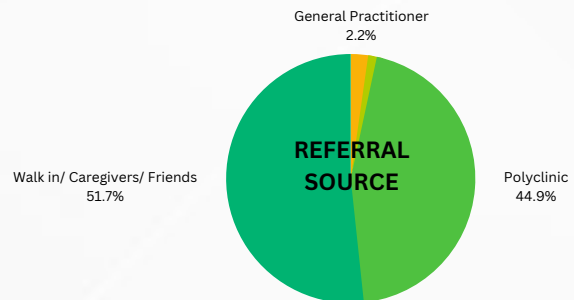
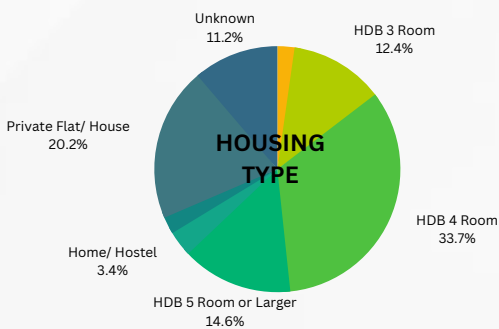
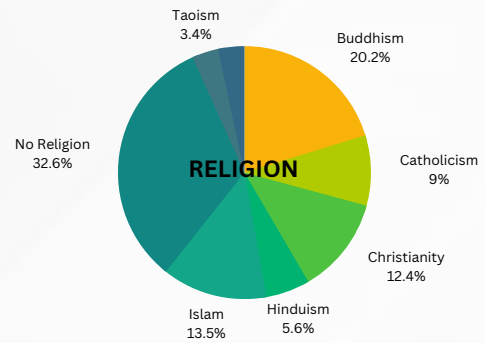
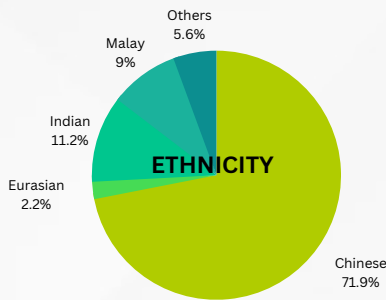
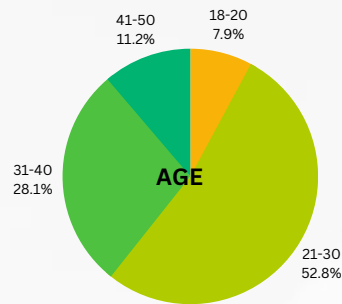
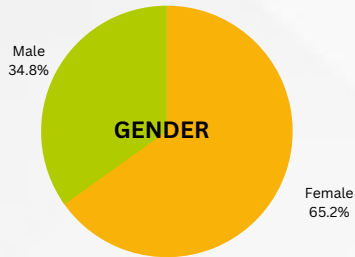
The BEACON program served a total of 89 cases in FY22. 52 cases were brought over into the Beacon program from the previous financial year. There was a total of 37 new cases and 33 cases carried over the next FY.

There were 35% males and 65% females. More than half of the clients (61%) were young adults of age 30 years old or less. About 45% of the clients earned a monthly income of \$2000 or less, even though 63% were employed full-time, part-time or self-employed. The most common referral sources are by self/caregivers/friends (52%), or from polyclinics (45%).

Depressive disorders (46%), Trauma/stress-related (42%), and Anxiety disorders (31%) issues were the most commonly presented psychological issues, while Family (38%), Interpersonal (37%), and Occupation (25%) issues were the most commonly presented social issues. It is not uncommon for a client to present with multiple issues.

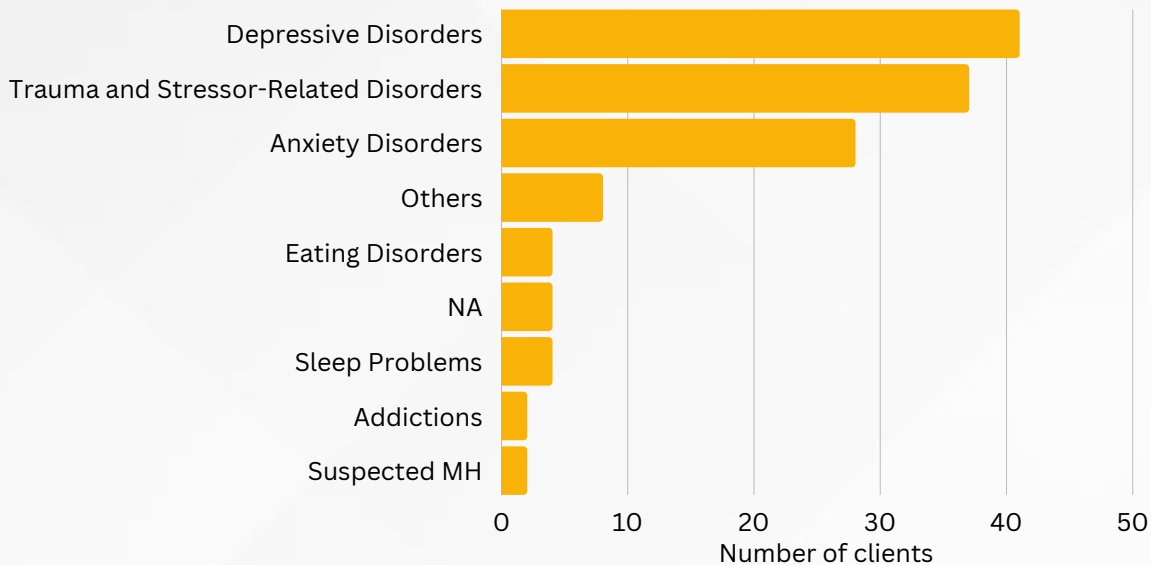
# MENTAL HEALTH SERVICES FOR YOUNGER ADULTS

## DEMOGRAPHICS

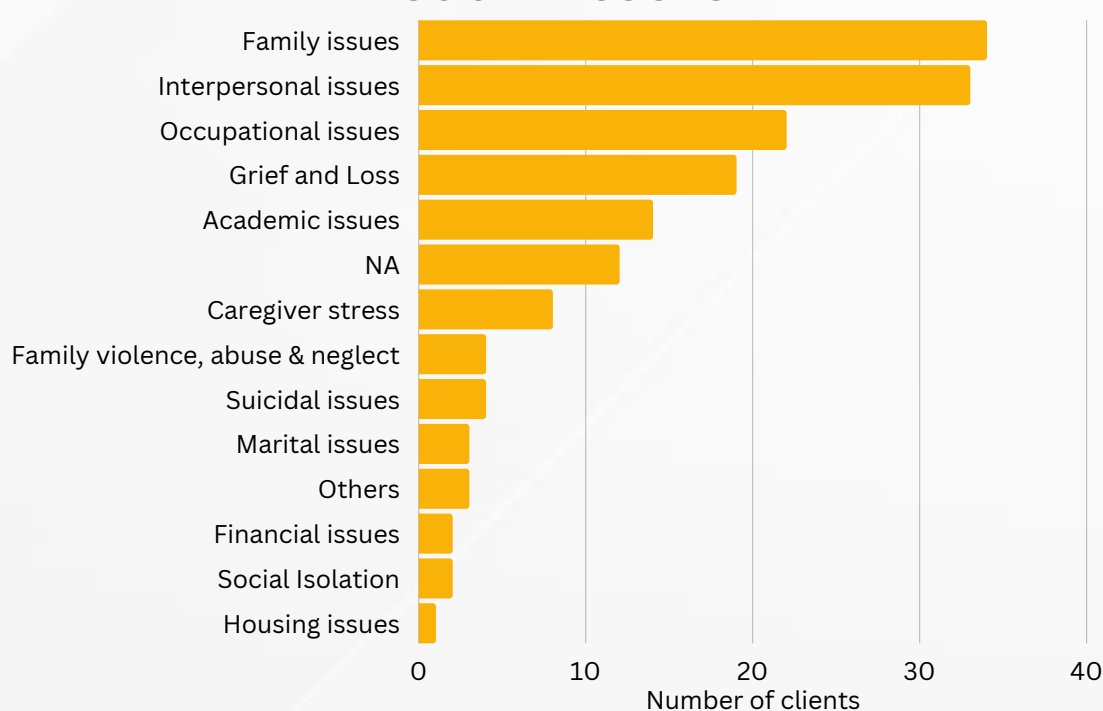


# MENTAL HEALTH SERVICES FOR YOUNGER ADULTS PRESENTING ISSUES

## PSYCHOLOGICAL ISSUES



## SOCIAL ISSUES



# SERVICES FOR OLDER PERSONS



**GERON-  
TOLOGICAL  
COUNSELLING  
(GC)**



**CREST/ELDER  
-SITTER  
(CREST/ES)**

**PREVENTION  
AND  
INTERVENTION  
OF ELDERLY  
ABUSE AND  
NEGLECT (PEAN)**



**ALLIED  
HEALTH  
PROFESSION-  
ALS (AHP)**



# GERONTOLOGICAL COUNSELLING

Counselling for the Older Persons is the cornerstone of O'Joy Limited. We offer individual, family and group counselling services in English, Mandarin and local dialects. O'Joy serves anyone aged 50 and above, or any individual who has issues related to an older person.

Beyond centre visits, we also make home visits and provide our services at daycare centres, senior activity centres and nursing homes.

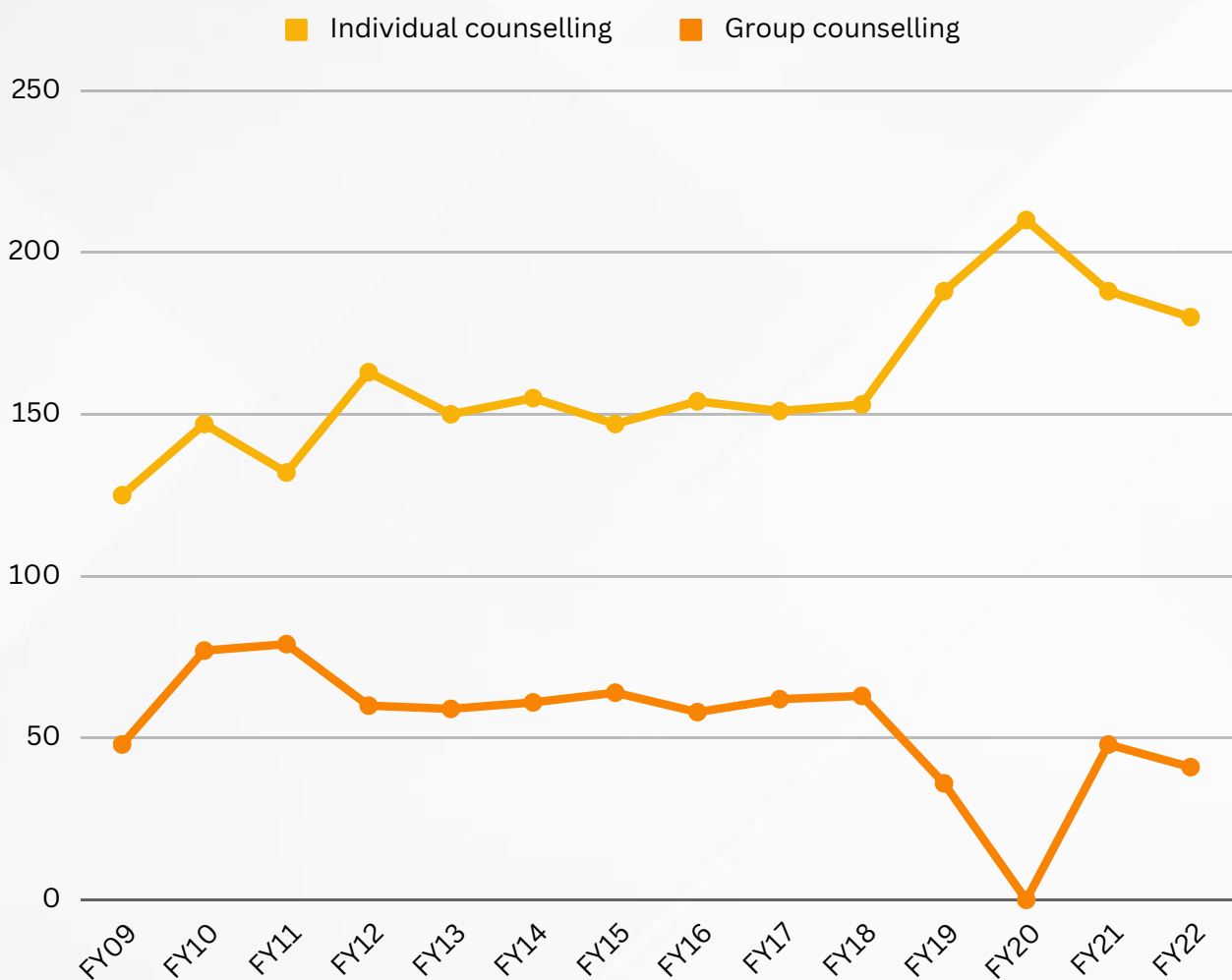
Counselling is given to an individual who may be:

- experiencing stress;
- feeling anxious, overwhelmed,
- feels hopeless or depressed;
- worrying about relationships or children;
- unable to sleep properly;
- not coping well with change or uncertainty;
- experiencing bereavement;
- unable to adjust to changes in health; and
- worrying about end-of-life concerns.



# GERONTOLOGICAL COUNSELLING STATISTICS

## NUMBER OF GERONTOLOGICAL COUNSELLING CASES



O'Joy Limited continues to provide first-rate gerontological counselling for our clients in FY2022 while holding a sizable number of clients served (221 clients) - 180 and 41 clients have been attended to, for the individual and group counselling programmes respectively.



# GERONTOLOGICAL COUNSELLING OUTCOMES

Counselling Outcomes	FY22	FY21
Individual Counselling		
Outcome 1	86%	84%
Outcome 2	83%	83%
Group Counselling		
Outcome 1	95%	94%
Outcome 2	95%	90%

With individual counselling, we hope to improve both functional capabilities and/or psychological functioning of our clients upon case closure. We aim to help our clients improve their physical functioning for daily activities and management of physical functioning; their living environment, and/or their financial condition through assistance applied by the programme (Outcome 1). We also help them better manage their emotional and/or psychological distress such as low moods, anxiety/depression and caregiver stress, and/or better cope with their difficult situations (Outcome 2)

With group counselling, we hope to improve the psychological well-being and social connectedness of our clients. We aim to help them express confidence/positivity in coping with issues at their life stage (Outcome 1) and to have made at least a new friend in the group, and/or get to know the group members better through the sessions (Outcome 2).

# GERONTOLOGICAL COUNSELLING OUTCOMES

Breakdown of GC Cases	FY22	FY21
Individual Counselling		
Total number of cases served	180	231
Total number of sessions	787	1220
Number of cases brought forward from last FY	70	124
Number of new cases in this FY	110	107
Number of cases closed during this FY	81	161
Number of cases brought forward to next FY	99	70
Group Counselling		
Total number of cases	41	48

# GERONTOLOGICAL COUNSELLING OUTCOMES

A total of 787 individual counselling sessions were conducted for 180 clients in FY2022. 70 cases were brought forward from FY2021, while 110 cases were new referrals. Out of these cases, 81 cases, were closed, with 99 cases carried over to the next financial year.

## INDIVIDUAL COUNSELLING

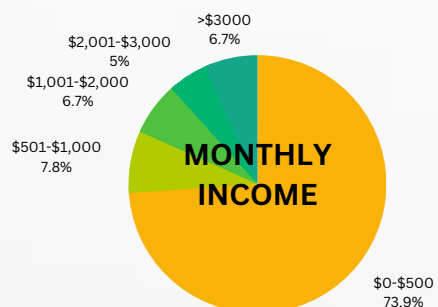
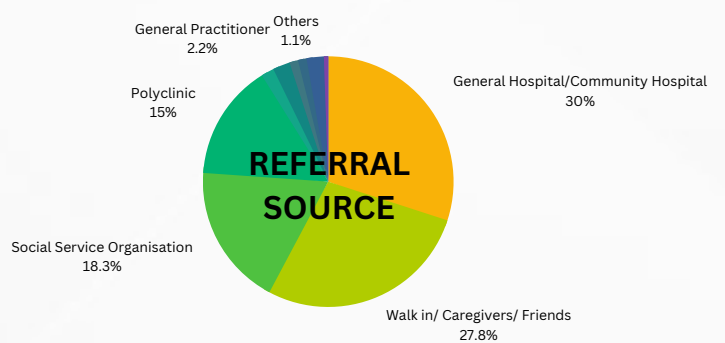
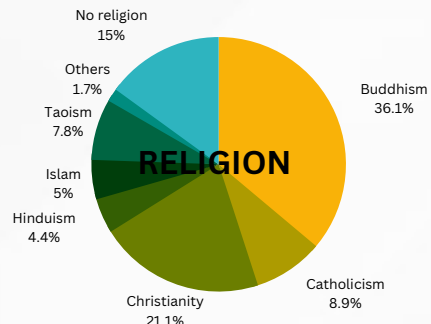
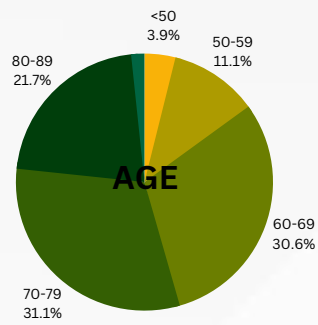
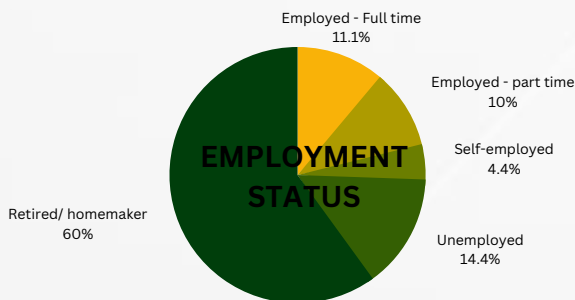
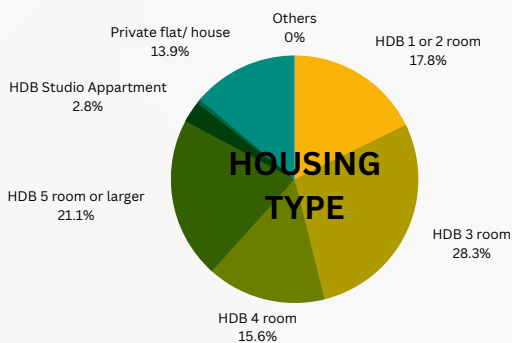
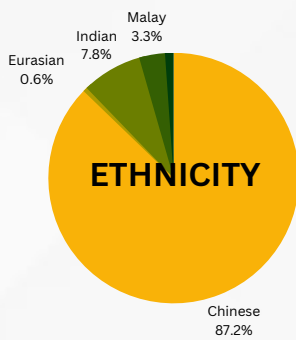
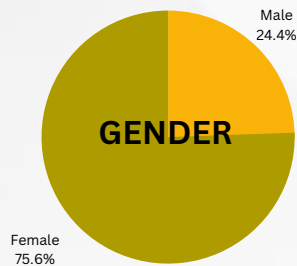
There were 24.4% males and 75.6% females, with the majority of them aged 70-79 years old (31.1%). A big percentage had no employment, being unemployed (14.4%) or retired/homemakers (60%). About 73.9% of the clients earned a monthly income of \$0-\$500. The most common referral sources are from hospital (30%), or self/caregivers/friends (27.8%).

Depression (36%), and trauma and stress related (21%) issues were the most commonly presented psychological issues, while grief/loss (31%) and family (16%) issues were the most commonly presented social issues. It is not uncommon for a client to present with multiple issues.

## GROUP COUNSELLING

A total of 41 cases were served.

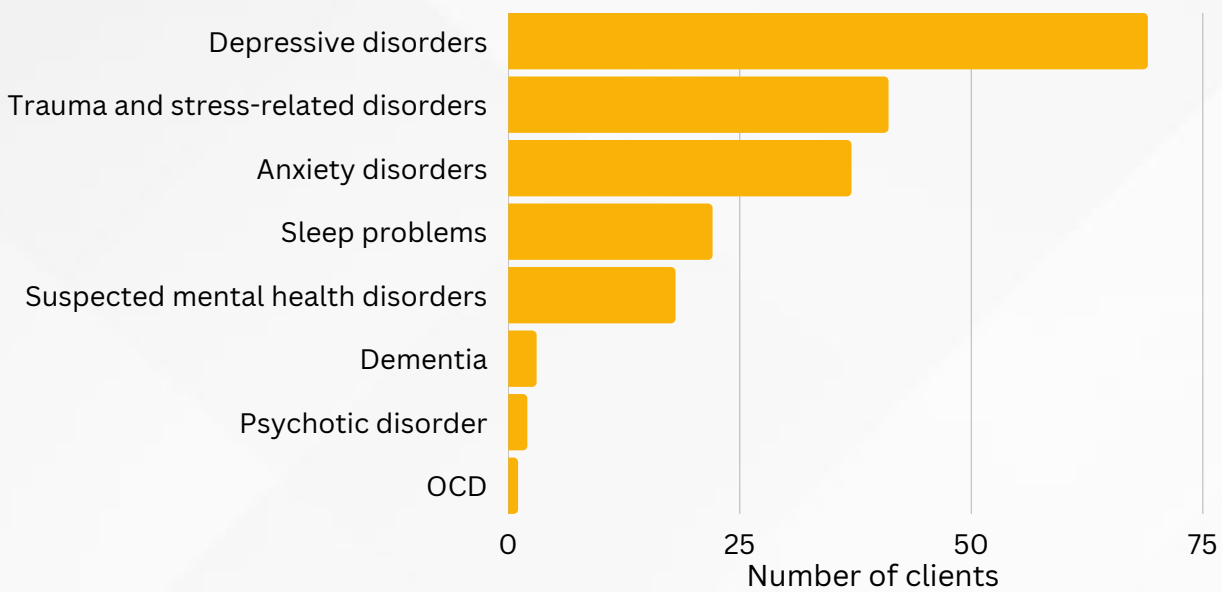
# GERONTOLOGICAL COUNSELLING INDIVIDUAL COUNSELLING



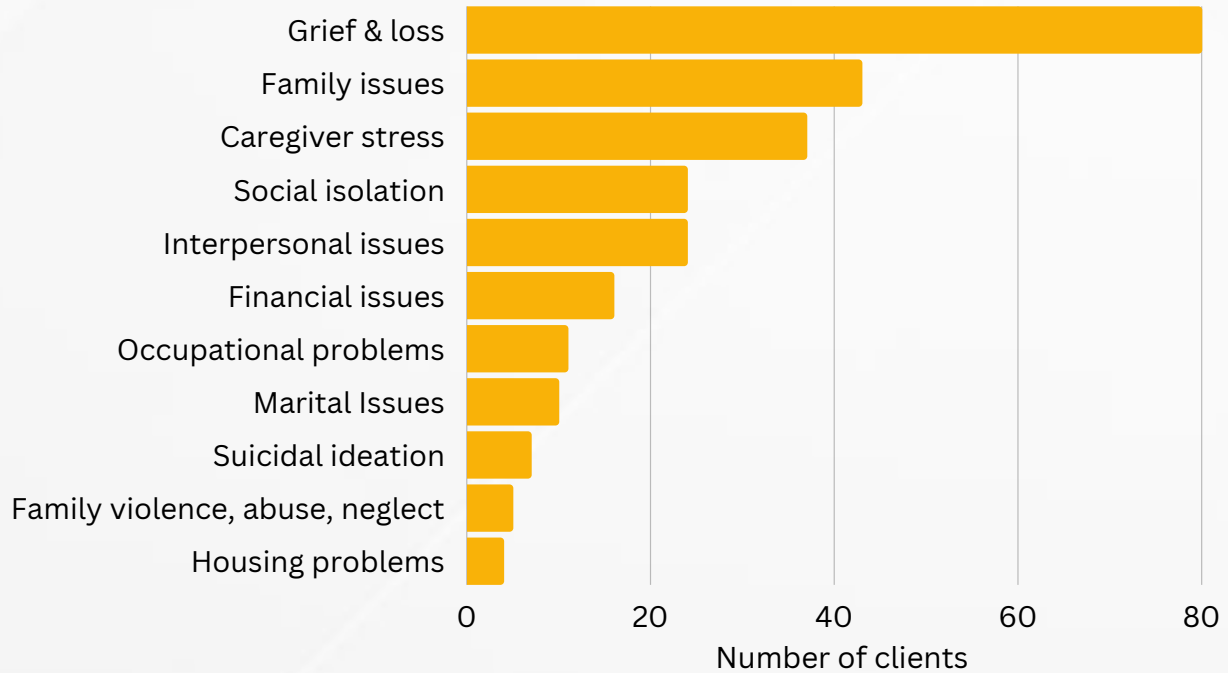
# GERONTOLOGICAL COUNSELLING

# INDIVIDUAL COUNSELLING

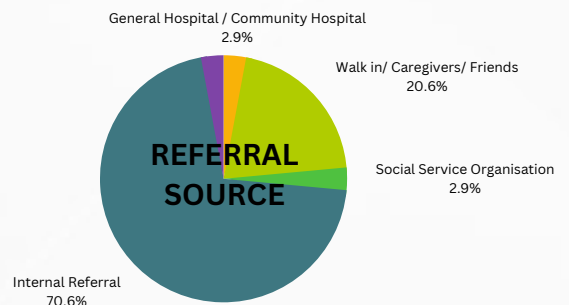
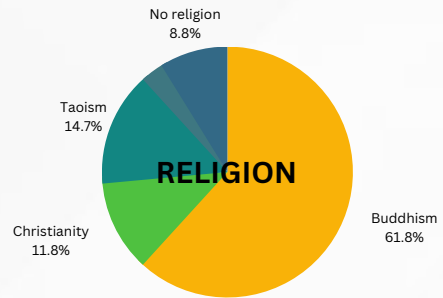
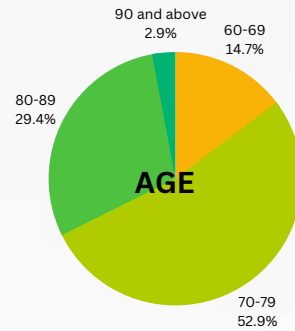
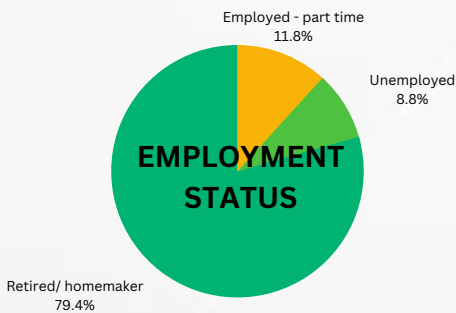
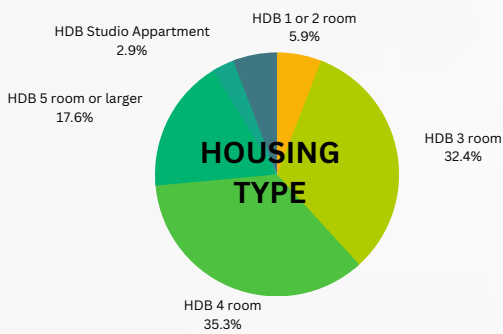
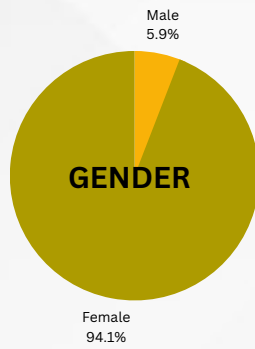
## PSYCHOLOGICAL ISSUES



## SOCIAL ISSUES



# GERONTOLOGICAL COUNSELLING GROUP COUNSELLING



# GERONTOLOGICAL COUNSELLING GROUP COUNSELLING

There were 5.9% males and 94.1% females, with the majority of age 70-89 years old (52.9%). A big percentage had no employment, being unemployed (8.8%) or retired/homemakers (79.4%). 91.2% of the clients earned a monthly income of \$0-\$500. The most common referral sources are from internal (70.6%), or self/caregivers/friends (20.6%).



# CREST/ELDER-SITTER

CREST Program, funded by AIC, started on 1st April 2020. The program objectives are as follows:

- Increase public awareness of dementia/mental health by organising outreach events to provide dementia/mental health information and education to residents and their caregivers.
- Promote the recognition of early signs and symptoms of dementia/mental conditions.
- Provide basic emotional support and dementia/mental health information, service linkage, and follow-up with clients and caregivers.
- Network, engage and coordinate dementia/mental health education for community partners.
- Engage the person with/at-risk of dementia/ mild cognitive impairment (MCI) in meaningful activities to maintain their cognitive functions.
- Provide respite care services to reduce caregiver stress.





# CREST/ELDER-SITTER STATISTICS

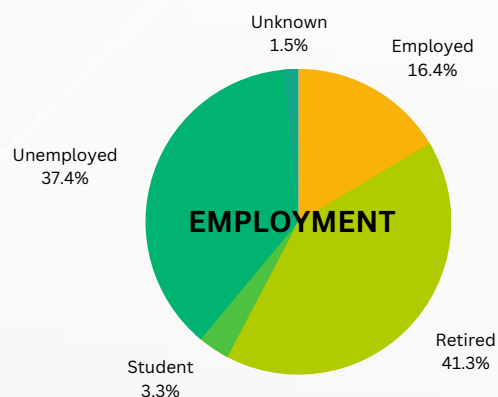
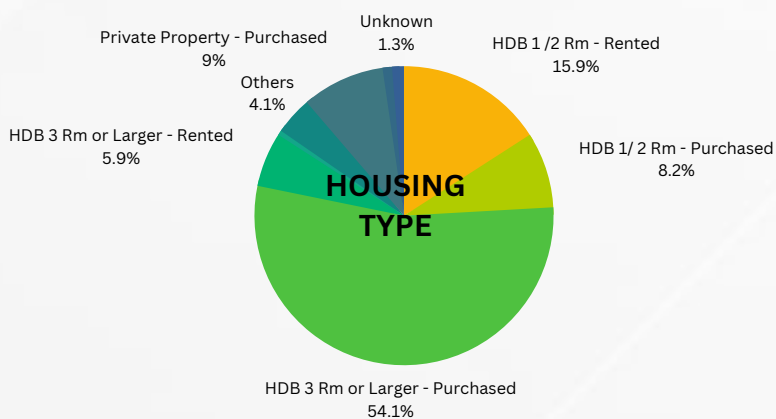
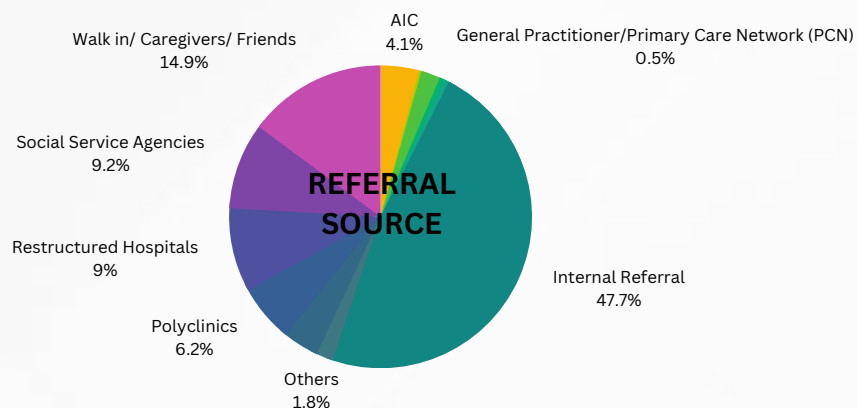
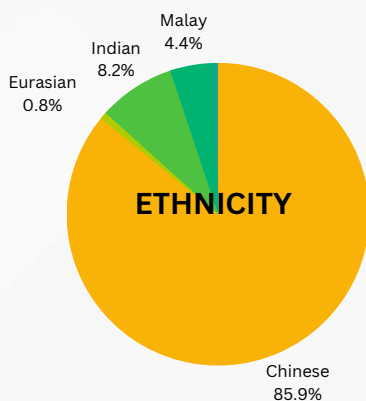
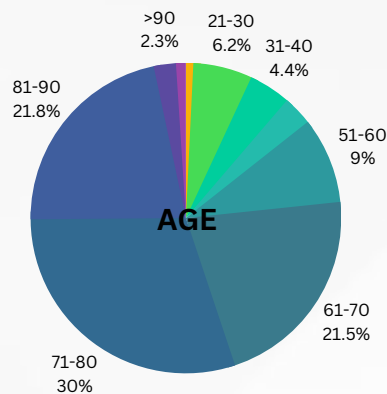
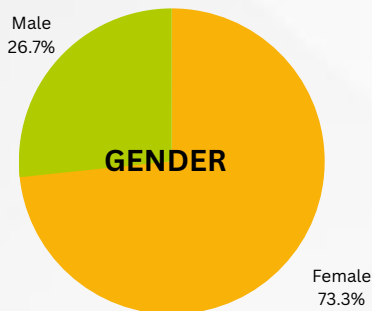
CREST/ES Reporting	FY22	FY21
Number of clients/caregivers followed up by the programme:	390	266
Number of caregivers provided with dementia/ mental health information	45	41
Number of dementia/ mental health outreach events/ activities organised for residents, caregivers and community partners	41	16
Number of participants reached out and provided with dementia/ mental health information (outreach)	3561	1055
Number of clients receiving meaningful activities engagement services	33	22
Number of home visits conducted by the programme	-	702
Number of sessions (including home visits, Zoom/phone/ES sessions)	2177	-

390 clients/caregivers were followed up in this programme, and 45 caregivers were provided with information about dementia and mental health. A total of 2177 sessions (includes home visits, centre-based sessions, Zoom sessions, phone sessions and ES sessions) were made.

41 outreach events were organised and reached out to 3561 participants with information about dementia and mental health.

33 clients with dementia were engaged with meaningful activities on a weekly basis to stimulate them cognitively and socially.

# CREST/ELDER-SITTER STATISTICS



# CREST OUTREACH

CREST Outreach	Date	Organiser/ Event Partner	Staff
Mental health challenges faced by seniors	5/5/2022	Regent Secondary School	Puay Leng
Mental health challenges faced by seniors	27/5/2022	National Junior College	Puay Leng
Impact of COVID-19 Pandemic on seniors	28/5/2022	O'Joy	Fiona
Coping with Grief & Loss	29/7/2022	National Library Board	Puay Leng
Sata functional assessment- Brisk walk group	18/9/2022	SATA-O'Joy	Geok Yun & Poh Yee
Sata functional assessment- BLK 19	1/10/2022	SATA-O'Joy	Geok Yun & Poh Yee
Communicating With My Loved One Who Has Dementia	14/10/2022	Abbott	Puay Leng
Abbott Corporate Social Responsibility (CSR) Day	20/10/2022	Abbott	Geok Yun, Jin Kiat, Kai Kit, Poh Yee & Puay Leng

# CREST OUTREACH

...CONTINUED

CREST Outreach	Date	Organiser/ Event Partner	Staff
Radio talk show with FB live "Seniors who live alone - How to keep themselves safe. "	26/10/2022	Mediacorp 98.5	Jin Kiat
O'Joy Charity Concert	29/10/2022	O'Joy and The A capella Society (TAS)	All staff
抑郁症 (Depression)	11/11/2022	GreenTops @ Sims Place	Geok Yun, Jon, Poh Yee & Wei Jie
Self-Care and Stress Management	12/11/2022	O'Joy	Yat Peng
如何与患有失智症的家人沟通	15/11/2022	NLB	Puay Leng
Understanding Depression in Older Adults	7/2/2023	NLB	Yat Peng
Radio talk show with FB live "How Seniors cope with rapidly rising living costs and increasing financial expenses. "	7/2/2023	Mediacorp 98.5	Jin Kiat
Sata functional assessment (22 screenings throughout FY22)	22 dates	SATA-O'Joy	Geok Yun & Poh Yee

# PREVENTION AND INTERVENTION OF ELDERLY ABUSE AND NEGLECT

The Prevention and Intervention of Elderly Abuse and Neglect (PEAN) take a multiple disciplinary team approach to support vulnerable elderly (age 62 and above) in the community. Support provided is typically longer-term, i.e. 20 sessions and more, including home-based clinical case management and counselling.

Since this programme started on 1st Apr 2017 till 31st Mar 2023, a total of 37 seniors were served. Going forward support of vulnerable seniors will be provided by CREST programme.



# ALLIED HEALTH SERVICES

Allied Health Professional Services (AHP Services) provides timely holistic assessments and intervention for senior clients living in central and eastern Singapore. Our early intervention prevents deterioration of client's health issues and reduce unnecessary suffering.

This three years programme, i.e., between 1st April 2020 to 31st March 2023, encountered significant difficulties due to COVID-19. Using Community Silver Trust (CST) funding, a total of 214 assessments were conducted, i.e., in early FY 2020/21 and late FY 2022/23. These assessments in done in either individual or group sessions.



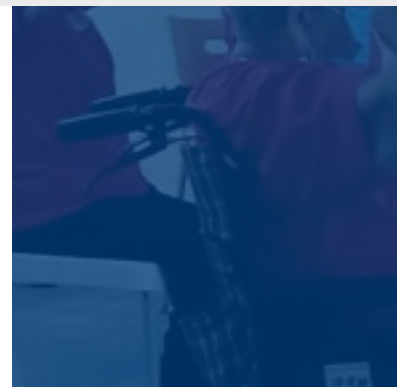
# ACTIVE AGEING FOR SENIORS



**BRING O'JOY HOME (BOH)**



**HEALTH-ORIENTED AGEING (HOA)**



# Health-Oriented Ageing & Bringing O'Joy Home





# HEALTH-ORIENTED AGEING (HOA)

Launched in July 2013, the Health-Oriented Ageing (HOA) programme reaches out to residents aged 50 and above, within the Upper Boon Keng area. Modelled after the Self-Mandala framework of the late Virginia Satir, this programme has been the axis of physical and psychosocial fitness for many of the older persons residing here.

Group physical exercises—Healthy Exercises and Lala Workout are conducted in the morning and are free of charge. Arts-related activities continue after a short break in the late morning for paid members (\$10 per month). These activities are selected based on the Self-Mandala framework, which includes Singing, Movement and Dance, Taiji, Ang Klung and Art.

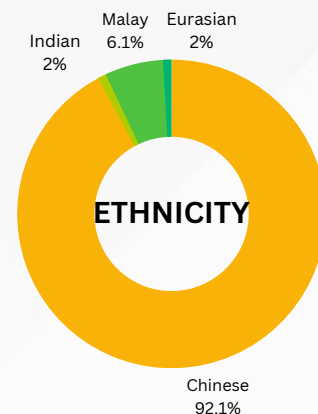
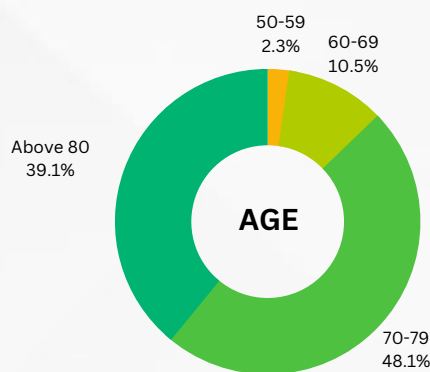
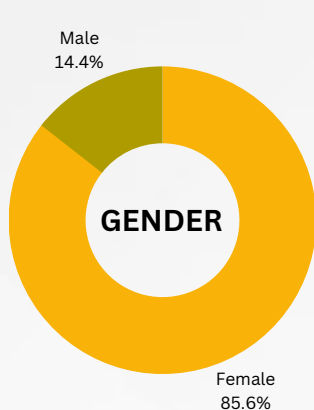
Besides, we have other activities that is catered for healthy ageing. Mass events such as excursions are frequently planned ranging from performances to workshops.

In FY2022, HOA activities were resumed on a regular weekly basis while observing safety measures. 372 sessions were conducted in this financial year.

iHOA (Integrated HOA) is O'Joy's initiative to integrate technology into our care continuum, thus enabling older residents living in Upper Boon Keng (UBK) area to age with dignity, grace and joy, despite being home bound due to disabilities or physical health conditions.



# HEALTH-ORIENTED AGEING STATISTICS



Activity	Total number of sessions	Total number of participants
Lala Exercises	186	8214
Resistance Band Exercises	80	2708
Arts & Craft	46	1092
Movement & Dance	15	765
Taiji	15	567
Singing	15	615
Angklung	15	499

# BRING O'JOY HOME

The digital programme “Bring O’Joy Home (BOH)” commenced in August 2021 out of need as on-site elderly activities were paused during the pandemic. The programme steadily grew from a single exercise activity on one afternoon per week, to four activities on four afternoons per week.

Now that the pandemic is behind us, BOH continues to provide active ageing activities to senior who are home-bound due to disability or illness. The objective is to prevent social isolation for such seniors.

## **BOH Responders**

We have initiated the BOH Responders program to equip responders to help seniors navigate the use of technology in relation to this programme.

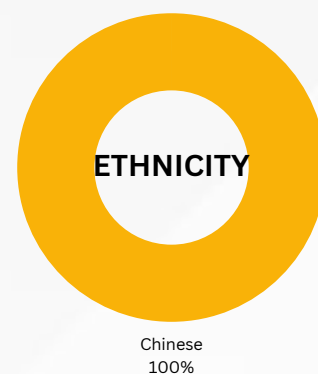
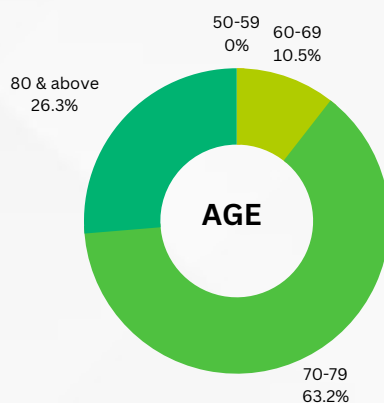
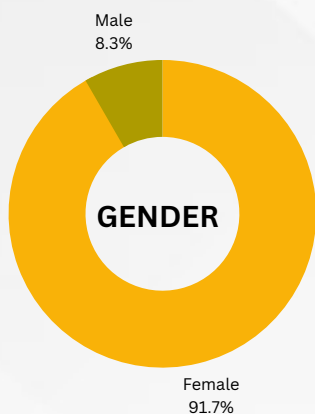
## **Digital Learning Workshop**

The on-site digital learning workshop on Saturday is organised in collaboration with Heartware Network and IMDA to provide one-to-one digital tuition for seniors for one hour every week.

This primary objective of the workshop is to teach the seniors to use zoom so that they can participate in our digital program. Other than zoom, seniors can choose what they wish to learn, at their own pace and repeat the same lesson as many times as they wish. The seniors are also educated on the awareness and precautions against scams when they attend the workshop.



# BRING O'JOY HOME STATISTICS



Activity	Total number of sessions	Total number of participants
Singing	17	202
Movement & Dance	16	287
Boomwhacker	5	57
Taiji	26	257
Digital Learning Workshop (on-site)	36	179

# MEET OUR PEOPLE

These are the little people behind the big mission, putting our hands together to serve those in need.



**STAFF**



**PARA-  
COUNSELLORS**

**HOA  
FACILITATORS**



# PARA-COUNSELLORS

Para-counsellors (PCs) are a group of trained volunteers complementing our staff in the Counselling for Older Persons programme. Our devoted and caring volunteers reach out to lonely and underprivileged elderly, closely supervised by our professional counsellors. Our PCs are continually trained through in-house workshops, talks, and support groups.

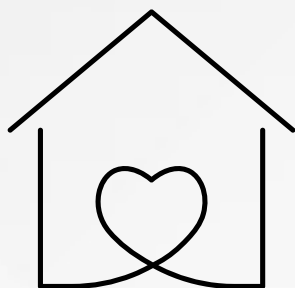
The number of active PCs has increased in the past year, with the number at 61 PCs this year.

With the restrictions due to the COVID-19 pandemic behind us, PCs were able to begin carrying out home visits and accompanying clients for medical checkups. Our PCs monitor their clients via a combination of phone calls and home visits.

A total of 386 phone/client visits were conducted over the financial year, averaging 6.5 phone/visits per client. 15 cases were new cases, and 7 cases were closed within the financial year.

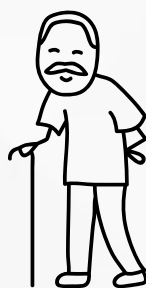


# PARA-COUNSELLORS STATISTICS



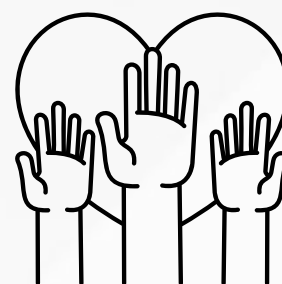
**386**

**PHONE/HOME  
VISITS BY PC**



**59**

**CLIENTS  
HELPED**



**61**

**ACTIVE PC**

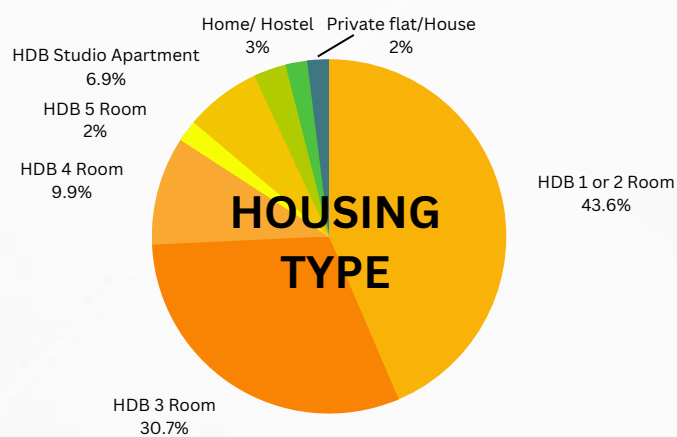
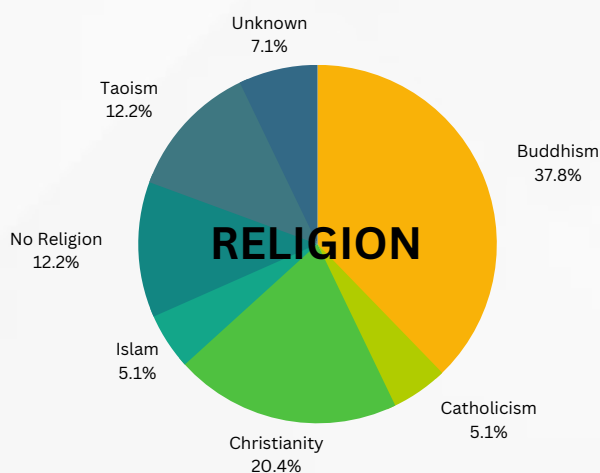
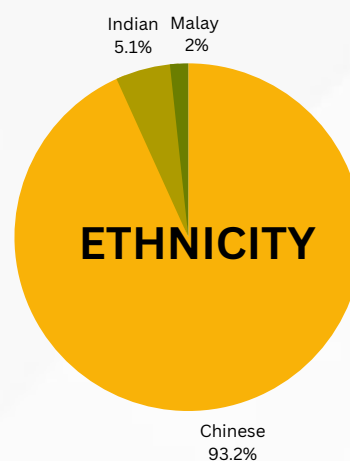
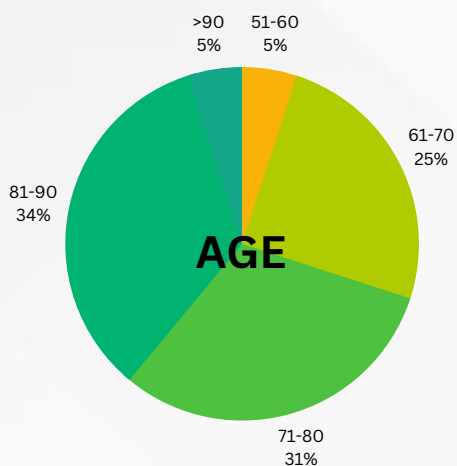
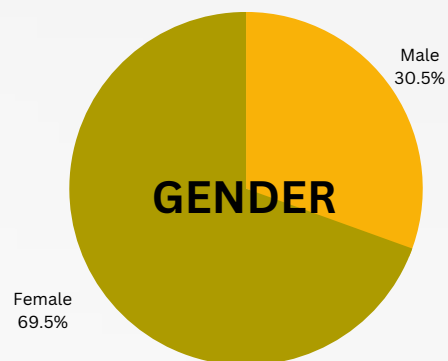
Breakdown of PC Cases	FY22	FY21
Total number of cases served	59	58
Number of cases brought forward from last FY	44	52
Number of new cases in this FY	15	6
Number of cases closed during this FY	7	14
Number of cases brought forward to next FY	52	44

# PARA-COUNSELLORS TRAINING & DEVELOPMENT

Training for Para-counsellors	Date	Attendees
Impact on Elderly during COVID-19 and how we can help	28 May 2022	14
Self-care: TCM perspective on nutrition	25 Jun 2022	14
Movie on 'Death and Dying'	20 Aug 2022	22
Self-care: Stress management	12 Nov 2022	9
《家庭与我》讲座	25 Mar 2023	19
PC Support Group (x4)	Whole FY (4 x 2 hours)	
Volunteer Recruitment Course		
English Volunteer Training Course (Module 1 – 4)	4, 11, 18 June and 24 September	5



# PARA-COUNSELLORS STATISTICS



The majority of PC clients in FY22 are Chinese (93.2%), between the ages 81-90 (34%) and staying in HDB 1- or 2-room flats. More female clients (66.5%) were served than males, with most clients being Buddhists (37.8%) or Christians (20.4%).

# HOA FACILITATORS

We have a band of 27 dedicated HOA facilitators (acknowledged in Annex 1) whom embodies the spirit of health-oriented ageing, and are indispensable for the programme's self-sufficiency and efficacy. These facilitators are the pillars for the HOA program. Working closely with our Programme Executive, they are dedicated towards creating an inclusive environment for seniors living in the community.

Apart from daily commitments of guiding participants, leading activities, handling logistics and making assessments of their wellbeing, facilitators are also committed to staff-led monthly facilitator meetings. During which they reflect, discuss, and evaluate the finer points of maintaining and promoting a welcoming and warm HOA community.

Our facilitators' valuable contributions have undoubtedly assisted in the structural evolution of HOA, and their commitment to the HOA community is admirable and heart-warming.

Our team of compassionate, unselfish, caring, patient, and loving facilitators is what distinguishes our HOA program from other programs.

With their kind actions, our facilitators have demonstrated the kind of community they want to build. Therefore, we will continue to provide a platform and support for the facilitators to build their ideal community.



# STAFF

<b>Executive Management</b>	
Executive Director:	Choo Jin Kiat
Clinical Director:	Teo Puay Leng
<b>Clinical Staff</b>	
Principal Counsellor/Social Worker:	Chew Yat Peng
Senior Counsellor/Social Worker:	Fiona Ong
Senior Social Worker:	Ng Poh Yee
Counsellors:	Jon Tan Tow Geok Yun Yee Ke Jing Magdalene Chua Tan Wei Jie Royston Lau (part-time)
<b>Support Staff</b>	
Senior Executive (Volunteer Management):	Ong Ying Ying
Executive (Program):	Lua Chee Hong
Executive (Digital Program):	Joan Choo
Executive (Administration):	Qui Siew Kee
Executive (Community Partnerships):	Kelsey Chong



# STAFF PROFILE

Staff Profile	
Full-time / Part-time	15 / 1
Below 50 years old	9
Graduate	15
Singaporean/PR	14 / 2
Average length of service	2.3 years

Our employees, in the clinical and support team, work with enthusiasm to keep the organization running over the years. Training programmes relevant to their line of work are constantly conducted for skill enhancement, ensuring high level of professionalism of our staff.

All the aforementioned services we provide are run by our dedicated team of 15 full time staff and 1 part time staff, of which 60% are below 50 years old. The majority are females (73%) and graduates (100%), whilst 93% of the staff are Singaporean citizens.

# STAFF TRAINING & DEVELOPMENT

Course	Date	Training Provider	Staff
Deepening IFS with Simon d'Orsogna	4 - 5 Apr 2022	Academy of Human Development	Yat Peng
IFS Small Group Learning (2) with Simon d'Orsogna (con't from FY21)	7 Apr - 5 May 2022	Mind Beyond Institute	Yat Peng
ACT for Beginners	10 May - 14 Jun 2022	Psychwire	Puay Leng
Insomnia and sleep hygiene	10 May 2022	Changi General Hospital	Ke Jing
Working with resistant clients	17 May 2022	NUHS	Ke Jing
Psychosis in Older Persons by Dr Wong Hon Khuan	22 May 2022	CGH-CPGP	Puay Leng, Yat Peng, Jon, Geok Yun, Wei Jie, Ke Jing
Inside the mind of a suicidal person: what we need to understand before we can help	27 May 2022	IMH	Ke Jing
Complex Trauma and IFS by Dr Frank Anderson	1 Jun 2022	PESI	Yat Peng
ACT for Beginners	28 Jun - 2 Aug 2022	Psychwire	Poh Yee, Geok Yun
IFS Online Circle - Foundations of the IFS Model by Toni Herbine-Blank, Pamela Krause and Richard Schwartz	1 Jul - 1 Dec 2022	IFS Institute	Yat Peng

# STAFF TRAINING & DEVELOPMENT

...CONTINUED

Course	Date	Training Provider	Staff
Internal Family Systems: A Step-by-Step Guide Through Clinical Applications of the IFS Model by Dr Frank Anderson and Richard Schwartz	1 Jul 2022	PESI	Yat Peng
Caring for Caregiver	7 Jul 2022	Duke NUS	Wei Jie
Motivating Traumatised Clients Webinar by Robert Rhoton	26 Jul 2022	EMCC	Yat Peng
Certified Clinical Trauma Specialist Individual(CCTS-I)-zoom	26 Jul 2022	Arizona Trauma Institute	Poh Yee
Motivating Traumatised Clients Webinar by Robert Rhoton	26 Jul 2022	EMCC	Jon, Magdalene, Geok Yun
Certified Clinical Trauma Specialist Training for Individuals (CCTS-I) by Robert Rhoton	27 - 29 Jul 2022	EMCC	Yat Peng, Poh Yee, Jon, Magdalene, Geok Yun
ACT for depression and Anxiety Disorders	16 Aug - 27 Sep 2022	Psychwire	Puay Leng
Certified Clinical Trauma Professional (CCTP): Two-Day Trauma Competency Conference with Eric Gentry	18 - 19 Aug 2022	PESI	Yat Peng

# STAFF TRAINING & DEVELOPMENT

...CONTINUED

Course	Date	Training Provider	Staff
How to run successful Facebook/Instagram ad campaigns to increase your sales revenue	12 - 14 Sep 2022	Firstcom Academy	Kai Kit
Mindful Self-Compassion Core Skills Training	14 Sep 2022 21 Sep 2022	Academy of Human Development	Magdalene
Managing caregivers' stress	7 Nov 2022	Changi General Hospital	Ke Jing
Building your brand with LinkedIn	21 - 23 Nov 2022	Firstcom Academy	Kai Kit
Trauma Focused ACT	17 Jan - 25 Feb 2023	Psychwire	Puay Leng
ACT for Beginners	17 Jan 2023	Psychwire	Magdalene
Use of Enactment in Marital and Family Work	31 Jan 2023	AMFTS	Yat Peng
Attachment in Clinical Practice	15 Feb - 15 Mar 2023	Academy of Human Development	Magdalene
How to use Gottman's Sound Relationship House to Secure Enduring Relationships	24 Feb 2023	PESI Australia	Yat Peng
MI Foundational-6 weeks	28 Feb - 3 Apr 2023	Psychwire	Poh Yee
Dick Schwartz's Internal Family Systems Master Class: Experience IFS in Action with Complex Trauma and PTSD	1 Mar 2023	Psychotherapy Networker	Yat Peng

# STAFF TRAINING & DEVELOPMENT

...CONTINUED

Course	Date	Training Provider	Staff
Introduction to Neurodiversity Affirming Therapy with Autism & ADHD Clients	7 Mar 2023	PESI Au	Yat Peng
ACT for Grief and loss	7 - 28 Mar 2023	Psychwire	Poh Yee, Magdalene
Using IFS and IFIO with Neurodivergent Couples	8 Mar 2023	IFS Institute	Yat Peng



O'Joy at Abbott CSR Day

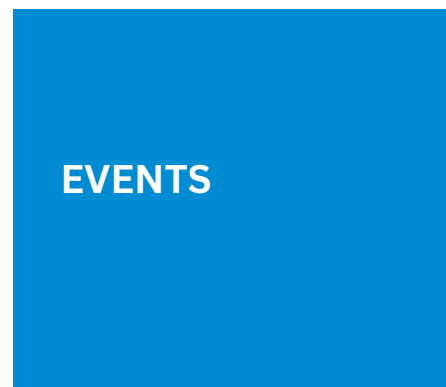


# COMMUNITY PARTNERSHIPS

COLLABORATIONS



EVENTS



MEDIA  
COVERAGE



FUNDRAISING



# COLLABORATIONS

We are always excited for collaborations and networking with external partners that may ignite new opportunities and experiences for our beneficiaries, as well as growth for the organisation.

Event	Date	External Partner
Abbott Corporate Social Responsibility (CSR) Day	20 Oct 2022	Abbott Singapore
O'Joy Concert	29 Oct 2022	The Acapella Society (TAS)
S-GOOD (Singapore-Governance for Outstanding Organisation Directors)	1 Nov 2022	Singapore Institute of Directors
Elderly Outing to River Wonders	18 Nov 2022	Abbott Singapore
Digital learning workshop	Apr - Aug 2022	IMDA / Singapore Digital Office
SATA functional assessment	22 screenings in FY2022	SATA
Photoshoot Sessions	Mar 2023	LASALLE



# The Majority Trust

MASTERCLASSES



# O'JOY SENIORS' CONCERT

O'Joy held its inaugural fundraising concert on 29 October 2022 at the Stamford Arts Centre. The active agers from our Health-Oriented Ageing program got to showcase their talents on stage before a public audience.

For many of our seniors, it was the first time in their lives participating in a stage performance. They put up a wonderful show and we are very proud of them.

We are glad to have the support from Urban Music Productions, The Acapella Society (TAS) and TAS Silver Stars (Teck Ghee). Very importantly, a big thank you to our committed professional artists - Angelina Choo, Lee Yong Wei, Teacher Ge and Tania Sng for the numerous practice sessions and journeying with our seniors.

We managed to raise \$91,500 for this concert.



# Elderly Outing to River Wonders

Thanks to Abbott Singapore for  
the memorable day



# MEDIA COVERAGE

Topic	Date	Media	Interviewee
本地乐龄活动中心推出了哪些康乐活动，让年长朋友恢复活跃社交生活？	3 May 2022	958 Capital FM	Jin Kiat
在本地原地养老的挑战？	21 Jun 2022	958 Capital FM	Jin Kiat
看护者的挑战	5 Aug 2022	958 Capital FM	Puay Leng
Elderly self-harm a growing concern; SOS sees slight increase in crisis calls over past year	8 Oct 2022	CNA	Fiona
Commentary: Conversations with a 69-year-old man showed me the despair among elderly who self-harm	10 Oct 2022	CNA	Fiona
你的邻居是独居者或小两口家庭吗？你有主动和邻居们互动吗？	26 Oct 2022	958 Capital FM	Jin Kiat

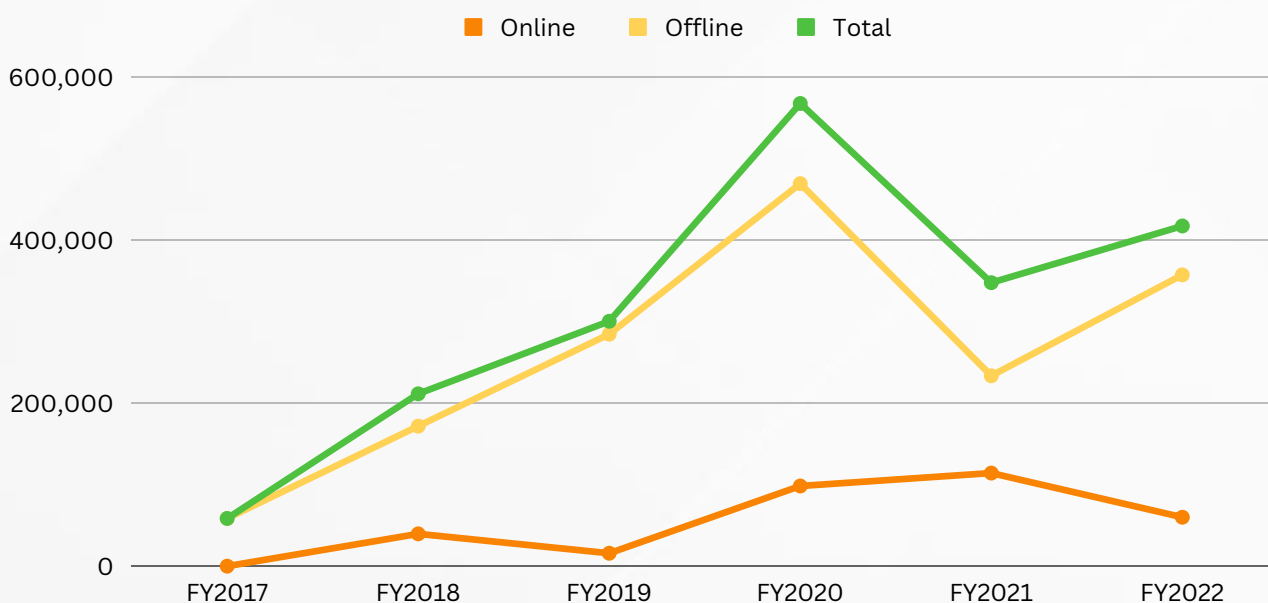
# FUNDRAISING

FY22 was a difficult year for fundraising.

Overall fundraising showed a 20% increase, thanks to the support of a few major donors. While offline donations increased by 53%, online donations decreased by 47%, resulting in an offline:online ratio of 86%:14%.

Our fundraising efforts had been mostly conservative, with the mass mailing of 4 batches of appeal letters and 6 online campaigns launched on Giving.SG. In October 2022, O'Joy held our inaugural fundraising concert featuring our seniors. The event raised \$91,150.

## DONATIONS RECEIVED



# FUNDRAISING OFFLINE EFFORTS

Fundraising event	Period	Beneficiaries	Funds raised	Fundraising expenses	Commercial fundraiser
Offline					
Appeal letter: May Concert Sponsorship	May 2022	Persons with Mental Health Challenges	\$14,200	\$325.60	Nil
Appeal letter: Seniors' Concert	Oct 2022	Seniors	\$91,150	\$ 9,959.00	Nil
Appeal letter: Joy Of Ageing	Dec 2022	Seniors	\$114,328	\$1,317.75	Nil
Appeal letter: Restore Dignity To Seniors	Mar 2023	Seniors	\$4,600		Nil



# FUNDRAISING ONLINE EFFORTS

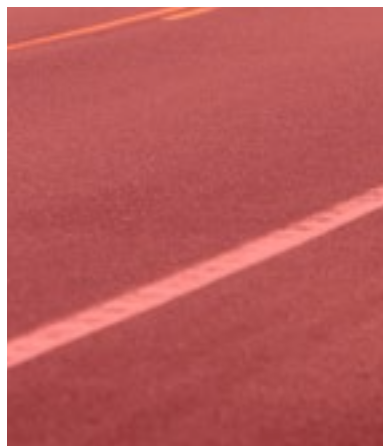
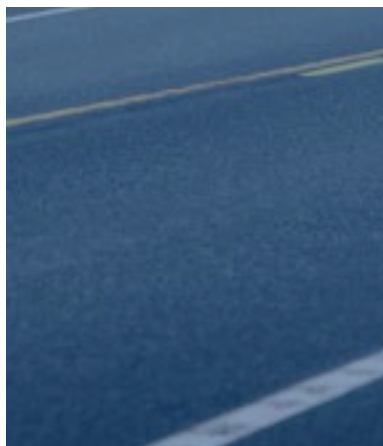
Fundraising event	Period	Beneficiaries	Funds raised	Fundraising expenses	Commercial fundraiser
Online					
Giving.SG: Relieve Depression For Elderly	1 Apr 2021 - 30 Sep 2021	Seniors	\$11,570	\$225	Nil
Giving.SG campaign: Concert - Healing Mental Health with Arts and Music	1 May 2022 - 30 Nov 2022	Persons with Mental Health Challenges	\$1,250	\$24	Nil
Giving.SG: Give Our Elderly the Joy Of Ageing	1 Sep 2022 - 30 Mar 2023	Seniors	\$4,395	\$12	Nil
Giving.SG: Support Our Seniors' Concert	1 Oct 2022 - 30 Nov 2022	Seniors	\$7,950	\$155	Nil
Giving.SG: Help Our Elderly cope with Grief & Loss	1 Dec 2022 - 30 Jun 2023	Seniors	\$10,003	\$194	
Giving.SG: Restore Dignity to Our Seniors	25 Jan 2023 - 30 Jun 2023	Seniors	\$3,018	\$59	Nil

# THE YEAR AHEAD

**EXECUTIVE  
DIRECTOR'S  
MESSAGE**



**MILESTONES**



# FROM THE EXECUTIVE DIRECTOR



Choo Jin Kiat

In financial year 2022/2023, with Singapore's strong vaccination rate, safe management measures that were in place for over past 2 years were finally relaxed, gradually. Life in Singapore slowly returned to a pre-COVID-19 pandemic situation.

During this year, O'Joy gradually increased our pace of outreach to new clientele and partners within the Upper Boon Keng community, as we continue to build our long-term capability to meet the twin challenge of seniors living longer with disabilities and younger persons suffering from mental health illness.

In September 2022, with the support of the management committee of Geylang West Community Centre, we resumed our Health-Oriented Ageing (HOA) activities at their multi-purpose hall.

With the completion of Change Management/LEAN training, and the review of Enterprise Resource Management Digitalisation Plan and the review of Staff Performance/Career Management, we started our digitalisation journey.

In the coming financial year, we will complete our digitalisation journey and ready both our capability and capacity to meet increasing complex needs of our clients in coming years.

# MILESTONES

## ● 2005

Jan: Collaborated with Tan Tock Seng Hospital in Geriatric Inpatient Volunteering Environment (GIVE)

Apr: Granted full membership status in NCSS

Dec: Piloted two-year project Care Coordinator Service programme appointed by MCYS

## ● 2006

Mar: Granted the Volunteer Capacity Fund: Pilot Project Grant for programme Counselling Therapy for older persons

Jun: O'Joy's first Flag Day held jointly with Metta Welfare Association

## ● 2007

Mar: Attained IPC status from the Commissioner of Charities and IRAS

Dec: Relocated to current premises at Upper Boon Keng Road

## ● 2008

Jun: 2009 O'Joy Care Services Carnival

Jul: O'Joy Care Services commenced full functioning in Upper Boon Keng premise

## ● 2009

Mar: Launched Community Drumming supported by National Arts Council

Apr: Appointed by NCSS as one of the 3 centres for Counselling Therapy for older persons

## ● 2010

Sep: Launched Connect UBK@19, a befriending project with Upper Boon Keng RC & Central Singap

# MILESTONES

## ● 2011

Jan: Appointed to conduct Social Investigation on Destitute Persons by MCYS

## ● 2012

Jan: Appointed by AIC for two-year pilot project COMIT @ North.

Jun: Appointed by AIC for two-year pilot project COMIT @ Central.

## ● 2013

Jul: O'Joy Care Services started the Health-Oriented Ageing (HOA) programme for older persons in Upper Boon Keng area

## ● 2014

Apr: Former President SR Nathan was appointed patron of O'Joy Care Services.

COMIT @North and COMIT @Central combined as COMIT@OJoy.

## ● 2015

Jan: Official launch of HOA @UBK.

Mar: Formed O'Joy's Clinical Advisory Board

Sep: HOA @UBK operates from Geylang West Community Club

## ● 2016

Jun: Expert Panelist at LeapForGood Expert Panel First Public Workshop - Singapore Centre for Social Enterprise (raiSE). Speaker at The 8th International Conference on Social Work in Health and Mental Health (ICSW 2016) - SASW.

Sep: Speaker at Singapore Health & Biomedical Congress 2016 - National Healthcare Group (NHG)

# MILESTONES

## ● 2017

Apr: O'Joy Care Services started the Prevention and Intervention of Elderly Abuse and Neglect (PEAN) programme to enable older persons with long term mental and social care to continue living in the community.

Jul: O'Joy Care Services incorporated "Jolly Companion Limited", as an social enterprise to serve older persons across the entire social economic status.

## ● 2018

Feb: O'Joy Limited is incorporated.

## ● 2019

Jan: O'Joy Limited obtained Charity Status

Jun: O'Joy Limited obtained IPC status

Jul: Novation from O'Joy Care Services to O'Joy Limited begins

Dec: O'Joy Care Services awarded Charity Transparency Award and Charity Governance Special Recommendation for Operational Efficiency

## ● 2020

Apr: O'Joy Limited successfully novated from O'Joy Care Services

Launch of BEACON - Mental Health Services for younger adults

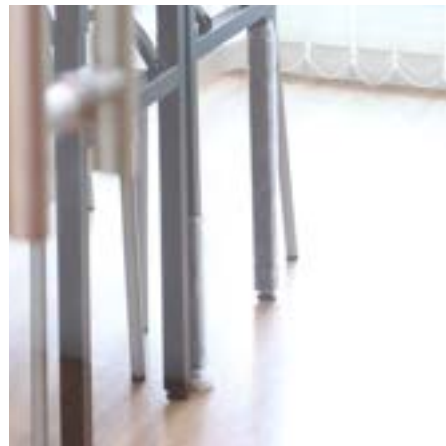
## ● 2021

Apr: Launch of Bring O'Joy Home (BOH) – Online activities for elderly

## ● 2022

Jan: Appointed by AIC to run second CREST

# GOVERNANCE



# GOVERNANCE

## Timeliness of Submissions

### ANNUAL SUBMISSIONS

O'Joy Limited has submitted its Annual Submissions within 6 months (or allowable extension by COC) from the end of our financial year.

## Board Governance and Executive Management

### NAMES & APPOINTMENTS OF BOARD MEMBERS

The names, appointments and dates of appointment of board members are listed in section "Leadership" of this annual report.

### BOARD MEETINGS AND ATTENDANCE

A total of four Board meetings and one AGM were held during the financial year. During these quarterly Board meetings, the various programmes' strategic objectives, KPIs, such as output and outcomes achieved quarterly were presented and discussed. The organisation's quarterly income and expenses measured against annual budget were also monitored and discussed. In addition, ad-hoc activities held during the quarter, their benefits, outcomes achieved, data collected and analysed were also communicated. The following sets out the individual Board member's attendance at the meetings:



Name of Board Member	% Attendance
Cheong Chong Khiam, Max	100
Chee Teng Hsiu, Terrence	75
Goh Jiang Wee, Alan	75
Chung Soon Bee	100
Joanna Tan	100

Board meetings were conducted on 2 July 2022, 17 September 2022, 7 January 2023 and 8 April 2023.

## **BOARD SELECTION, RECRUITMENT, NOMINATION AND RE-APPOINTMENT OF BOARD MEMBERS**

Our Nomination Board Committee, together with the Board, identifies new potential candidates who have the qualities, competencies, or relevant experience needed for the Board's performance. Formal benchmarking may be conducted and documented to establish performance indicators for the Board and the Charity.

## **PROFILE OF BOARD MEMBERS**

The brief profiles of board members are listed in section "Leadership" of this annual report.

## **TRAINING AND EVALUATION OF BOARD'S PERFORMANCE AND EFFECTIVENESS**

We will tap on SID training and NVPC's tools to improve and monitor our board performance and effectiveness.

## **TERM LIMIT OF THE BOARD**

The Board has a term limit of ten years. In particular, the Treasurer and Audit Board Committee Chairman (or equivalent) has a term limit of two years.

## **DISCLOSURE OF REASONS FOR BOARD MEMBER'S SERVICE FOR MORE THAN 10 CONSECUTIVE YEARS**

Not applicable, as O'Joy Limited novation effective from 1 Apr 2020.

## **REPORTING OF O'JOY LIMITED BOARD RETREAT**

There is no Board retreat in FY2022.

## **TERMS OF REFERENCE FOR THE BOARD**

The main responsibility of Board to direct the affairs of the Organisation, ensuring it is well managed, and delivering the objectives for which it has been set up. The Board is also to ensure compliance with legal and fiscal requirements and adherence to ethical standards. The various office bearers are to comply with their individual responsibilities as in the Constitution, and the rules of regulations governing their specific office bearer post. Finally, all members are expected to exercise independent judgement and act in the base interests of the Organisation to ensure objectivity in decision-making.

## **TERMS OF REFERENCE FOR EACH BOARD COMMITTEE**

There are 6 board committees.

Board Committee	Chairman	Members	Staff	Terms of reference
Audit	Alan Goh Jiang Wee	Choo Jin Kiat	Executive Director	Its main responsibility is to ensure compliance with current financial regulations –a role which has become even more crucial given the implementation of the “Code of Governance for Non-Profit Organisations”.
Communications	Joanna Tan Shin Yi	Choo Jin Kiat	Executive Director	This is a sub-committee whose role is to coordinate O’Joy Limited’s communications with external stakeholders.
Fundraising	Max Cheong Chong Khiam	Choo Jin Kiat	Executive Director	Its main role is to ensure that all fundraising activities comply with legal and other regulatory requirements.
Human Resource	Alan Goh Jiang Wee	Choo Jin Kiat	Executive Director	Its function is to ensure that human resource policies are carefully considered whilst addressing the needs of paid employees and volunteers.

Board Committee	Chairman	Members	Staff	Terms of reference
Nomination	Chung Soon Bee	Choo Jin Kiat	Executive Director	The Nomination Board Committee oversees Board succession planning and steady renewal in the spirit of sustainability of the charity, including Board member recruitment, selection, nomination, appointment, training, and tenure.
Service	Terrence Chee Teng Hsiu	Teo Puay Leng	Clinical Director	Its main role is to shape the programmes and activities of O'Joy, to ensure that current social and health needs of the population are met, while at the same time aligning the services with O'Joy's own mission and values. Members are also involved in the identification of staff training and development needs, clarifying professional issues, as well as evaluating the quality of services provided by O'Joy.

# Executive Management

## EXECUTIVE MANAGEMENT TEAM

### Executive Director

Mr Choo Jin Kiat was appointed as O'Joy Limited's Executive Director on 1 April 2020. He was Executive Director of O'Joy Care Services between 1 April 2011 to 31 March 2020. He has 16 years of experience in the charity sector.

### Clinical Director

Ms Teo Puay Leng was appointed as O'Joy Limited's Clinical Director on 1 April 2020. She was the founding member of the O'Joy Care Services, Executive Director between 1 December 2003 to 31 March 2010, and Clinical Director between 1 April 2010 to 31 March 2020. She has 30 years of experience in the charity sector.

## ORGANISATION STRUCTURE OF EXECUTIVE MANAGEMENT

The organisation structure of executive management is illustrated in the section "Organisation Structure" of this annual report.

## PAST JOB EXPERIENCES OF EXECUTIVE HEADS

The Executive Director, Mr Choo Jin Kiat, is trained as an engineer and obtained his Bachelor of Electrical and Electronic Engineering degree NUS/NTI and joined O'Joy Care Services in 2005, i.e. after his 15 years-journey in factory automation/semiconductor equipment manufacturing industry.

The Clinical Director, Ms Teo Puay Leng, is a trained counsellor with a Bachelor of Arts degree, a Specialist Diploma in Counselling & Guidance, and a Post-Graduate Diploma in the Satir Systemic Brief Therapy. She has more than 15 years of field experience, which includes counselling training and volunteer management.

# Conflict of Interest

## **DISCLOSURE OF REMUNERATION AND BENEFITS RECEIVED BY BOARD MEMBERS**

No Board members, or people connected to them, receive remuneration, or other benefits, from O'Joy Limited.

## **PROCESS OF SETTING OF REMUNERATION OF KEY STAFF**

No staff is involved in setting their own remuneration.

## **CONFLICT OF INTEREST POLICY**

The Board and executive management team members are also required to report actual or potential conflicts of interest to the management committee at the earliest opportunity, and subsequently, deal with the source of such problems.

# Strategic Planning

## **VISION / MISSION / OBJECTIVES AND STRATEGY FOR NEXT 2 YEARS**

Over the coming years, we will be guided by our Intended Impact Statement, Theory of Change, Objectives and Values to achieve our vision and mission.

# Programme Management

## **KEY PROGRAMMES / ACTIVITIES / SERVICES**

The key services, programmes, and activities of O'Joy Limited, and their outcomes are updated regularly on our website, facebook page and in the annual reports.

# Human Resource Management

## DISCLOSURE OF REMUNERATION OF THREE HIGHEST PAID STAFF WHOSE REMUNERATION EXCEED \$100,000

Two of the staff at O'Joy draws an annual salary exceeding \$100,000, none of which serve in the Board.

## DISCLOSURE OF THE NUMBER/NAME OF PAID STAFF WHO ARE CLOSE MEMBERS OF THE FAMILY OF THE EXECUTIVE DIRECTOR OR BOARD MEMBERS, WHO EACH RECEIVES REMUNERATION EXCEEDING \$50,000 DURING THE YEAR, IN BANDS OF \$100,000

Remuneration band	Number of staff	Name of Executive Head or Board member with whom the staff is a close family member
Between \$50,000 to \$150,000	1	Choo Jin Kiat

## VOLUNTEER MANAGEMENT

Our charity has in place, a volunteer management system including recruitment, selection, training, supervision, support, recognition and alumni.

## WHISTLE-BLOWING POLICY

Our charity has in place, a formal whistle-blowing policy to address concerns about possible wrongdoing or improprieties in financial or other matters within the charity

## FEEDBACK POLICY

Our charity has in place, formal feedback escalation procedures to handle staff feedback.

# Financial Management and Internal Controls

## **INTERNAL FINANCIAL CONTROL POLICY**

Our charity has in place, an internal financial control guide which documented procedures on all financial matters.

## **RESERVES POLICY AND RESERVES RATIO**

Our reserve policy is a maximum of two years of annual total expenditure. The reserves ratio for this financial year is 1:0.7.

## **DISCLOSURE OF LEVEL AND PURPOSE OF RESERVES, DESIGNATED FUNDS, RESTRICTED FUNDS AND ENDOWMENT FUNDS**

The level and purpose of reserves, designated funds, restricted funds and endowment funds are reported in the financial statements.

## **DISCLOSURE OF PLANNED TIMING FOR USE OF RESTRICTED/ENDOWMENT FUNDS**

Our plan is for all newly accumulated restricted funds to be used within the next 2 financial years.



# Fund-raising Practices

## **DISCLOSURE OF NATURE, PURPOSE AND AMOUNT OF FUNDS RECEIVED**

The nature, purpose and amount of funds received in  
(i) donations in cash (solicited/unsolicited);  
(ii) sponsorships;  
(iii) grants; and  
(iv) others  
are reported in the financial statements.

## **DISCLOSURE OF FUND-RAISING EVENTS**

Information on the fund-raising events of the year are reported in the section "Fundraising" of this annual report.

## **FUNDRAISING EFFICIENCY RATIO POLICY**

Our fundraising efficiency ratio policy is a maximum of 30% of total fund raised within the financial year. Fundraising efficiency ratio for this financial year is 2.65%.

# Auditor's / Independent Examiner's Report

## **DISCLOSURE OF AUDITOR'S / INDEPENDENT EXAMINER'S OPINION ON THE FINANCIAL STATEMENTS**

The auditor's / independent examiner's opinion on whether the financial statements are properly drawn up in accordance with the relevant provisions is reported in the financial statements.

# Risk Management

As an organisation that is strongly dependent on public funding, it is necessary to closely abide by the Standard Operating Procedures (SOPs) for key areas such as financial control, fundraising, incident/accident reporting, etc.

In effect, both the Board and staff play a crucial role in the further development of O'Joy Limited as an organisation. The professional experience and skill set of the Board have proven valuable in terms of the strategic progress of the agency as a whole.

Similarly, our staff whose roles are to provide direct counselling, referral services, training and volunteer management, all have several years of field experience and formal education in their respective domains. Regular supervision, group and individual are implemented. In addition, staff and volunteers are encouraged to regularly upgrade their skills and knowledge, professional standards are constantly refined through the use of expert guidance as well as the Service Board Committee.

Key Performance Indicators (KPI) are closely tracked so as to ensure that any programmes and services that are publicly funded are duly noted. We target to meet or even surpass our set expectations.

In addition, all accounting procedures are heavily scrutinised, with internal controls put in place so as to prevent any risk of abuse. Thus, standard official financial requirements are met through yearly reviews by external auditors.

In compliance with Health and Safety Regulations, active measures are taken into consideration for staff, volunteers, clients and visitors to the centre.

As a result of these measures with regard to procedural guidelines and continuous performance appraisal, O'Joy Limited remains confident with our adherence to the standard of delivery stated in the guidelines for a local charity.

# Thank you!

We wish to express our heartfelt thanks to all our volunteers and donors for your unwavering support in the past years.

With you behind us, we can continue to serve vulnerable seniors and adults who need help.

With you beside us, we can extend our care and reach out to more who need a helping hand.

# Volunteers

## PARA-COUNSELLORS

Ang Cheng Soon	Lim Eng Khoon	Tan Ching Ching
Cheo Carol	Lim Gek Huang	Tan Chong Woon
Chew Shi Jun Melissa	Lim Hua Li Lindsay	Tan Gooi Eng
Chong Lian Fong	Lim Lay Hoon Lucinda	Tan Kang Rui Darren
Chong Ming Lee	Lim Pei Yee Erin	Tan Lay Har
Chua Kim Long	Loh Siew Mei Serene	Tan Liew Beng
Chua Koon Hua (Yan)	Loke Gabriel Prieziano Xian Xun	Tan Tian Khoon Simon
Chue Luen Song	Lum Kwai Heon Allison	Tan Yi Lin Eileen
Ei Siew Guek	Mak Yoke Giu Joy	Tay Edward
Fan Yi Ru (Jac)	Ng Chee Keong	Teo Chor Leng
Goh Kin Buay @ Kim Buay	Ng Chiew Sim Annie	Teo Wei Ting
Goh Sok Cheng Angeline	Ng Kim Hoy	Teoh Ai Peng
Ho Serlina	Ng Ngeng Chuang Janice	Toh Tiong Han
Ho Soo Boi Betty	Ong Huey Lih @ Wendy Ong	Yap Lay Hwa
Koh Ah Luan Maria	Ong Mee Leng	Chong Mei Yean
Lai Sock Har	Ong York Chin	Hu Jeanne
Lam Hoi Shan	Pak Chee Meng	Jiang Ying Claire
Lee Kah Tin Esther	Phua Soo Fan	Lim Seow Yuin
Lee Qing Ping	Tan Bee Lian Elaine	Yeo Pei Shan
Liao Zhi Qing	Tan Buck Lee	
Liaw Ah Kian Esther	Tan Chee Yin	

## HOA FACILITATORS

Chue Luen Song	Lian Sioek Tien	Ong Poh Eng
Fong Siew Moi	Lim Sok Tiang	Ong York Chin
Fung Siu Hiang	Nancy Tan	Pang Ah Kau
Goh Cheng Kiow Connie	Ng Chiat Leong	Phang Ah Keow
Helen Lee Sook Kit	Ng Chiew Sim, Annie	Poo Hee Pock Peter
Kay Siew Choon	Ng Geok Wah	Siak Choy Eng
Koh Ah Hoi	Ng Lay Cheoh	Tan Cheow Hong
Kon Lan Yin	Ong Khng Tee	Tan Lee Kheng
Lew Siew Choo	Ong Mui Lan	Yu Xiaoting Rita

## ANNEX 2

# Donors

## ORGANISATIONS

A-Flick Pte Ltd  
Alco Sunshade Pte Ltd  
Alco Sunshade Pte. Ltd  
Allalloy Dynaweld Pte Ltd  
AM Global Pte Ltd  
Angles World Pte Ltd  
BP Coach Training Pte Ltd  
Chuan Leong Metalimpex Co (Pte) Ltd  
Dou Yee Enterprises (S) Pte Ltd  
Evergreen Buddhist Culture Service Pte Ltd  
Flexi-Tec Electrical Pte Ltd  
Gennal Industries Pte Ltd  
Global Financial Management Pte Ltd  
Hock Seng Heng Transport & Trading Pte Ltd  
Hua Seah Investment Holding Pte Ltd  
Infinite Communications (S) Pte Ltd  
Jolly Companion Ltd  
Kah Lam Hardware Engineering Pte Ltd  
Knight Auto Precision Engineering Pte Ltd  
Kong Meng San Phor Kark See Monastery

Kram Industries Pte Ltd  
Lasofi Investments Pte Ltd  
Lauer & Sons Investment Pte Ltd  
Memiontec Pte Ltd  
Octopus 8 Pte Ltd  
People's Buddhism Study Society  
PT-G Builders Pte Ltd  
Ray Scientific Pte Ltd  
SBS Transit Ltd  
South East Asia Hotel Pte Ltd  
Soyee Singapore Pte Ltd  
Tampines Chinese Temple  
The Rightway Corporation Pte Ltd  
Thiam Building Construction Pte Ltd  
Touch Community Services Ltd  
Vimalakirti Buddhist Centre  
Wing Ship Marine Services Pte Ltd  
Ziroad Pte Ltd  
Zu-Lin Temple Association

## FOUNDATIONS

Charities Trust (For Baclays)  
Chew How Teck Foundation  
Lee Foundation  
Lee Kim Tah Foundation  
Nanyang Hakka Federation  
Singapore Press Holdings Foundation Ltd  
Sky Foundation (The Community Foundation of Singapore)  
The Community Foundation of Singapore  
The Shaw Foundation Pte

# Donors

## INDIVIDUALS

Adam Wong  
Adrian Tan Oei Loong  
Agrawal Shaili bharatbhusan  
Ally Ng  
Amanda Tai Yun Ya  
Amane Chu Yi Min  
Amelia Teo  
Andrew Yam Kean Tuck  
Ang Guan Hoon  
Ang Kok Ser  
Ang Pick Chin  
Ang Seoh Teng  
Ang Siok Kheng  
Annie Ng Chiew Sim  
Anonymous Donors  
Anonymous Donors-Hong Wen School  
Anonymous Donors-Korea Students  
Anonymous Donors-Volunteers(old fren gp)  
Au Mun Jie  
Austyn Yong Xinkang  
Aw Sock Kwan  
Bajaj Simarpreet Singh  
Bhanu Murali Krishna Gattupalli  
Catherine Ignacio Geronimo  
Chan Siew Yee  
Chang Meow Ling  
Chapman Andrew Rupert  
Cheah Yee Keng  
Chee Teng Hsiu  
Chen Kim Yew  
Cheong Chong Khiam  
Chew Hong  
Chew Kay Thiam Dennis  
Chia Yue Choy  
Chin Pin Yee  
Chin Yui Sin  
Choh Thiang Kee Evelyn  
Chong Eng Neo  
Chong Kim Neo  
Chong Ma  
Chong Meng Kiang  
Choong San  
Chow Joo Ming  
Chua Hwee Kwan  
Chua Kim Long  
Chua Mei Yoke  
Chung Sau Cheong  
Cindy Chong  
Constance Ng Jia Ling  
Daniele Dinacci  
Darren Oh Cheng Keong  
Davinia Filza Binte Abdul Aziz  
Delia Ng  
Ee Hui Ling Elise  
Emma-Lynn Lam  
Esther Chnioh Teng Hong  
Fabian Lee Zheng Da  
Foo See Hong  
Foo Zuolin, Jocelyn  
Foong Hui Wen  
Gandhi Vinay Nalin  
Gary Teo  
Genevieve Ding Zung  
Goh Hui Jun Dorothy  
Goh Jiang Wee  
Goh Sheng Wei Milton  
Goh Woei Yeh  
Goh Yan Qing  
Heng Mok Kwee Derrick  
Hia Mui Tian  
Ho Siew Peng  
Ho Yi  
How Qi En  
Hua Chun Miao  
Hua Chunmiao  
Hwee Bee Jasmine Chan  
Javern Sim Jun Yan (Shen Junyan)  
Jia Jia

# Donors

## INDIVIDUALS

Joanna Tan Shin Yi  
Joanne  
Judy Yeo Swee Hai  
Kaliyappan Rajkumar  
Kee Boon Lan  
Kee Siang Chin and Nancy Ng  
Kelvin Tan Jian Liang  
Khairul Dzakin Bin Rusli  
Khatijah Binte Ahmad  
Kimberly  
KitYee Choo  
Koesmarihati  
Koh Poh Ping  
Koh Poo Kwee  
Kor Yun Zhi Joyce  
Kristopher Haryadi  
Lai Chai Yin  
Lai Foong Ming  
Lai Li Shuen, Candice  
Lai Sock Har  
Lata D/O M R Menon  
Lau Yi Xian  
Lee Own Nam  
Lee Pei Ling Marilyn  
Lee Song Jian Jimmy  
Lee Wen Ying  
Lee Yan Shan @ Lee Pin Zhen  
Lee Yuen Na  
Lee Zheng Yi  
Leong Pei Wang  
Liew Lih Shin  
Lim Boon Yeow Adrian  
Lim Choon Huat  
Lim Eng Juay  
Lim Eng Khoon  
Lim Eng soon  
Lim Gek Huang

Lim Hock Kee Frankie  
Lim Hui Xian, Jeanette  
Lim Kah hui  
Lim Kee Long  
Lim Lay Hoon  
Lim Lay Hoon , Lucinda  
Lim Lian See Juniper  
Lim Pei Pei Serena  
Lim Pei Yee  
Lim Si Hui Maria  
Lim Siew Siew  
Lim Soo Luan  
Lim Tai Ni  
Lim Teck Chai, Danny  
Lim Tow Chiau  
Lim Wah Teck  
Lim Wan Rong  
Lim Wei Han  
Lim Wen Si  
Lim Xin Ying  
Lim Ying Hwee Caryn  
Lim Zhen Thubten Tashi  
Lim Zheng Jie  
Liu Haoran  
Liu Xin  
Loh Chee Shyong  
Long Sin Fun  
Loo Ya Lee  
Louise Neo  
Low Ah Muay  
Low Choy Kwan  
Low Poh Jen Edeline  
Low Soo Noi  
Low Tze Pin  
Lum Kwai Heon Allison  
Ma Oi Lin Eileen  
Mak Yoke Kwai

# Donors

## INDIVIDUALS

Malairajan Thillagasvaran  
Margarita Santayana KILAYKO  
Maria Chizuko Salva Salonga  
Mei Wei Jenny Koh  
Melinda Biscocho Ilagan  
Merylyn Toh Xin Ning  
Mohana Rani Suppiah  
Mok Chee Keong  
Muhammad Firdaus Bin Zainal  
Murugaiyan Ramesh  
Nadiah Hana Binte Abdul Rahman  
Nah Swee Chye  
Nancy Tan  
National University of Singapore  
(Arts Mode'22 Donation)  
Neneng Kornia Kartikayati  
Neo Huey Wen  
Neville Gregory Fernandez  
Ng Chay Nee  
Ng Chee Keong  
Ng Choong San  
Ng Chuin Song  
Ng Lee Meng  
Ng Sai Kiow  
Ng Sam Kwee Christina  
Ng Sy Jang  
Ng Wee Teck  
Ng Woo Hong  
Ngoh Heng Yee  
Nicolich Ann Melissa  
Niew She En  
Nur Faiqah  
Nur Farisah Binte Ishak  
Oh Hui Ting  
Ong Hwee Yen  
Ong Jeannie  
Ong Kwee Beng  
Ong Lay Choo

Ong Soon Kheng  
Ong Teck Kuan  
Ong Zhi Hao  
Pattiselanno Lenard Raymond  
Pei Ling Marilyn Lee (BP)  
Phan Khai Boot  
Phang Ah Keow  
Png Ching Eng  
Poh Bi Ying  
Poh Hwee Keng  
Poh Pei Jun Brianna  
Pok Hong Ling  
Poon Chye Yuen Clare  
Prem Anand  
Quek Geok Tin  
Ramesh s/o Kumar  
Rebecca Chan Hui Si  
Sandy Chen Siqi  
Sarkar Ankit  
Saw Li Teng  
Seng Lay Yian, Christina  
Seow Yong Meng  
Shanmugaraj Sudharson  
Shannie Lim Wei Shan  
Sim Beng Wen  
Sim Leong Hng  
Sim Wei Shan  
Siok Kheng  
Siti Radiah Binte Safie  
Sng Fook Chong  
Sng Peck Choo  
Song Ying  
Soon Sye Ken Christina  
Stella Elisa Tan Shun Qin  
Sum Tuck Meng  
Suriya Prakash S/o Kalyselvan  
Swee Ling See  
Tan Ah Pa@ Tan Geok Lan



# Donors

## INDIVIDUALS

Tan Ai Ber  
Tan Ai Mey  
Tan Chin Loong  
Tan Ching Ching  
Tan Ching Ching  
Tan Ee Joo  
Tan Eng Choon  
Tan Gooi Eng  
Tan Hak Heng  
Tan Jin San  
Tan Mang Lie  
Tan Poh Chin Laurence  
Tan Puay Sin  
Tan Sing Ying  
Tan Siok Siew Susie  
Tan Su Fen, Sabrina Jacintha  
Tan Thong Howe  
Tan Weng Jun  
Tan Yew Seng  
Tan Zhi Wei  
Tay Seow Hoon  
Tay Yek Liang  
Teh Kian Keong  
Teo Hui Kuan  
Teo Hwee Hong  
Teo Jin Cheng  
Teo Kah Huat  
Teo King Hwee  
Tiong Shu  
Toh Seong Wah  
Toh Sin Huey  
Toi Mui Luan  
Tsai Ming-Hong  
Vany Hartono  
Vincent Low  
Vishaal Raj  
Wang Xinbin  
Wee Gui Zhen Jennifer  
Wee Hang San  
(on behalf of Mr Wee Hock Eng, Tweety and Ocean)  
Wee Wei Celine  
Wong Allan Chi Lun  
Wong Chee Huey  
Wong Hui Ling, Melissa  
Wong Kar Mun Helena  
Wong Sen Yang  
Wong Wei Han Melvin  
Wu Bangwen  
Xiaoqing Lee  
Yap Hoy Lin  
Yap Pui Ling  
Yeo Kee Siong Alex  
Yeo Marcus  
Yeow Pei Yu, Juliana  
Yong Zi Qi  
Yoon Wei Tao  
Yoong Keng Chi

We thank you for your support during the past year.

With your help, we could

Enhance the psychosocial wellbeing of vulnerable  
seniors,

Enable active ageing for our seniors,

Give hope to persons with mental health challenges.

***Together, we bring oceans of joy to  
those we served.***