



O'JOY LIMITED

ANNUAL REPORT

FY2021
APRIL 2021 ~ MARCH 2022



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For enquiries, please contact us at email:
admin@ojoy.org



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ABOUT US

OUR MISSION

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

OUR 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.

OUR VALUES

- Compassion
- Holistic Vision
- Integrity

CHARITY NAME: O'Joy Limited

REGISTERED ADDRESS: Block 5 Upper Boon Keng Road #02-10
Singapore 380005

COMPANY LIMITED BY GUARANTEE
REGISTRATION NO.: 201805560D

FULL MEMBERSHIP WITH THE NATIONAL
COUNCIL OF SOCIAL SERVICE: since 1 April 2005

CHARITY REGISTRATION NUMBER: 201805560D (with IPC status)

IPC NO.: 201805560D

BANK: Maybank
210 New Upper Changi Road, #01-699
Singapore 460210

UEN: 201805560D

AUDITOR: CORPWERK PAC, Chartered Accountants

EXECUTIVE MANAGEMENT: Executive Director
Choo Jin Kiat (since 01 April 2011)

Clinical Director
Teo Puay Leng (since 01 April 2010)



PRESIDENT'S MESSAGE

For the financial year 2021 / 2022, O'Joy ran 9 distinct programmes which benefitted 741 unique individuals. Notably, we commenced our new digital program "Bring O'Joy Home" to help seniors embrace digitalisation. The program also allows seniors who are home-bound due to reasons such as disability or pandemic, to keep active and maintain connections with the community.

Our clinical team could resume home visits to elderly clients to provide counselling in their homes. Some younger clients still choose the option of tele-counselling.

We did not do as well this year for fundraising, compared to the previous financial year. Although offline donations increased by a slight 16%, however online donations reduced by 50%, thus bringing down the total donations for the year significantly by 39%. The fall in donations may be attributed to donor as well as pandemic fatigue, as individuals and companies scale back on their donations amidst the coronavirus-induced economic uncertainty. We appeal to the general public and corporate for their generosity so that O'Joy can continue our work for the vulnerable seniors and persons with mental health challenges.

O'Joy would not have been able to serve the community without the strong support and passionate commitment of our donors, volunteers, MOH, MSF, MCCY, NCSS, AIC, C3A, PA, NVPC, vendors, well-wishers, board and committee members and staff in creating positive impact and bringing 'Oceans of Joy' to those we serve. A grateful and heartfelt thanks to all.

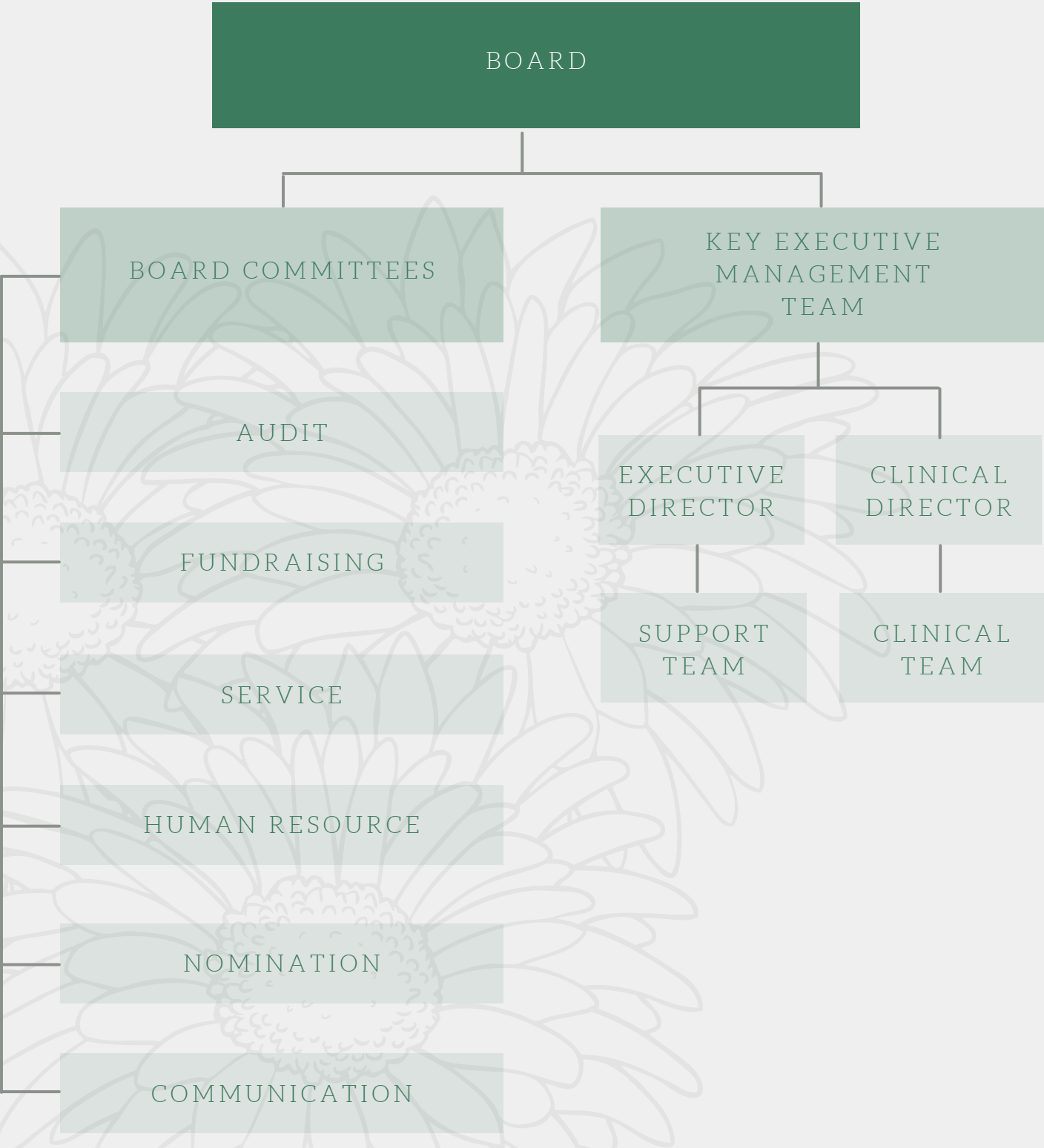
Moving forward, O'Joy is establishing its Enterprise Resource Management system to further streamline and improve its internal processes.

We continue to seek your gracious support in our shared journey of care as O'Joy builds on its strengths and looks ahead to expanding our range of services and to serve an even greater number of individuals.

Max Cheong
President



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, Terrence	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



SUMMARY FINANCIAL PERFORMANCE

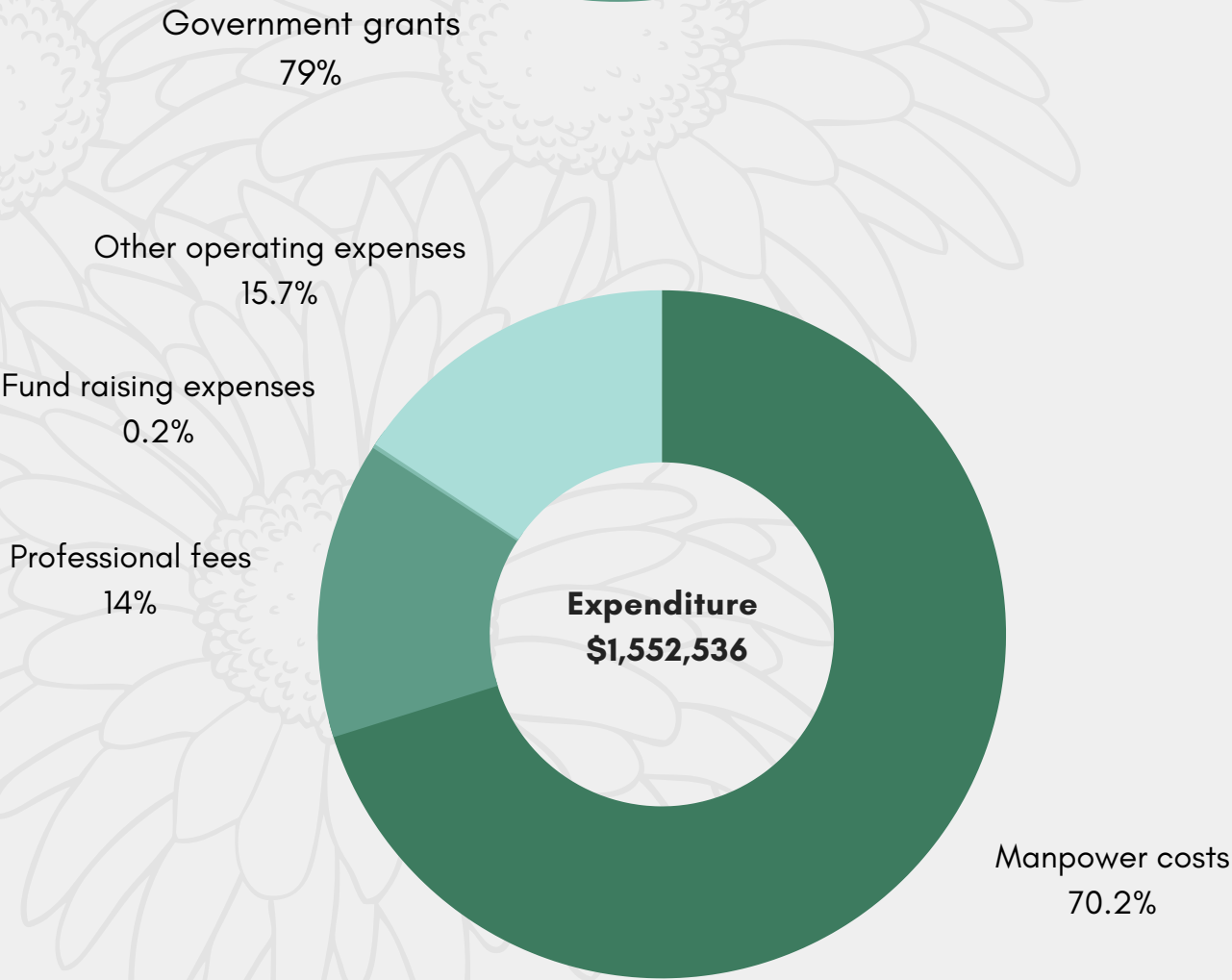
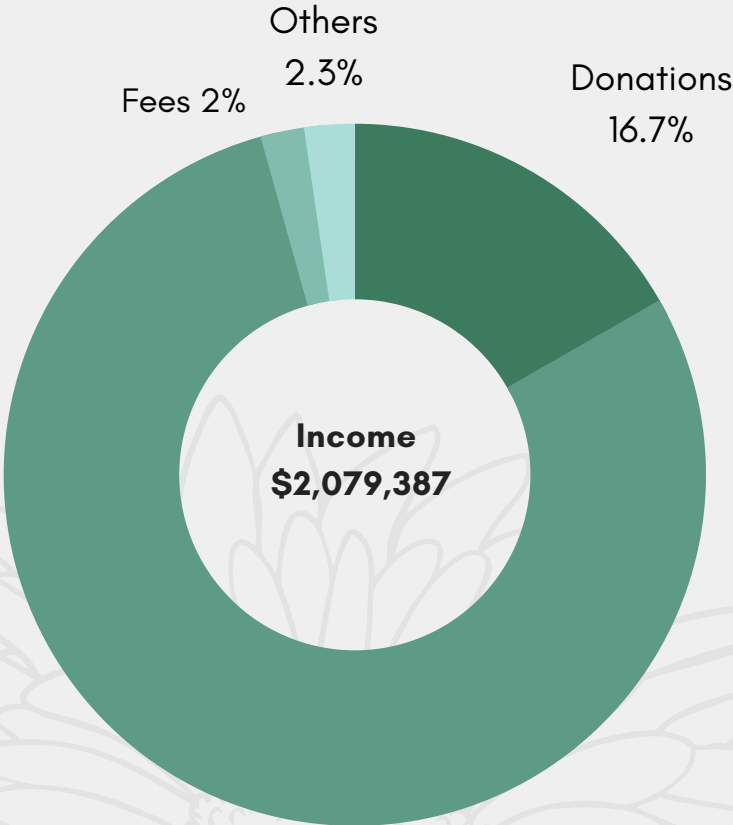
- Total income: \$2,079,387.
- Total expenditure: \$1,552,536.
- Total donations decreased by \$219,708.
- Total expenditure increased by \$94,834 due mainly to increase in professional fees (93% from previous FY to current FY). Reason as stated below.

MAJOR FINANCIAL TRANSACTIONS

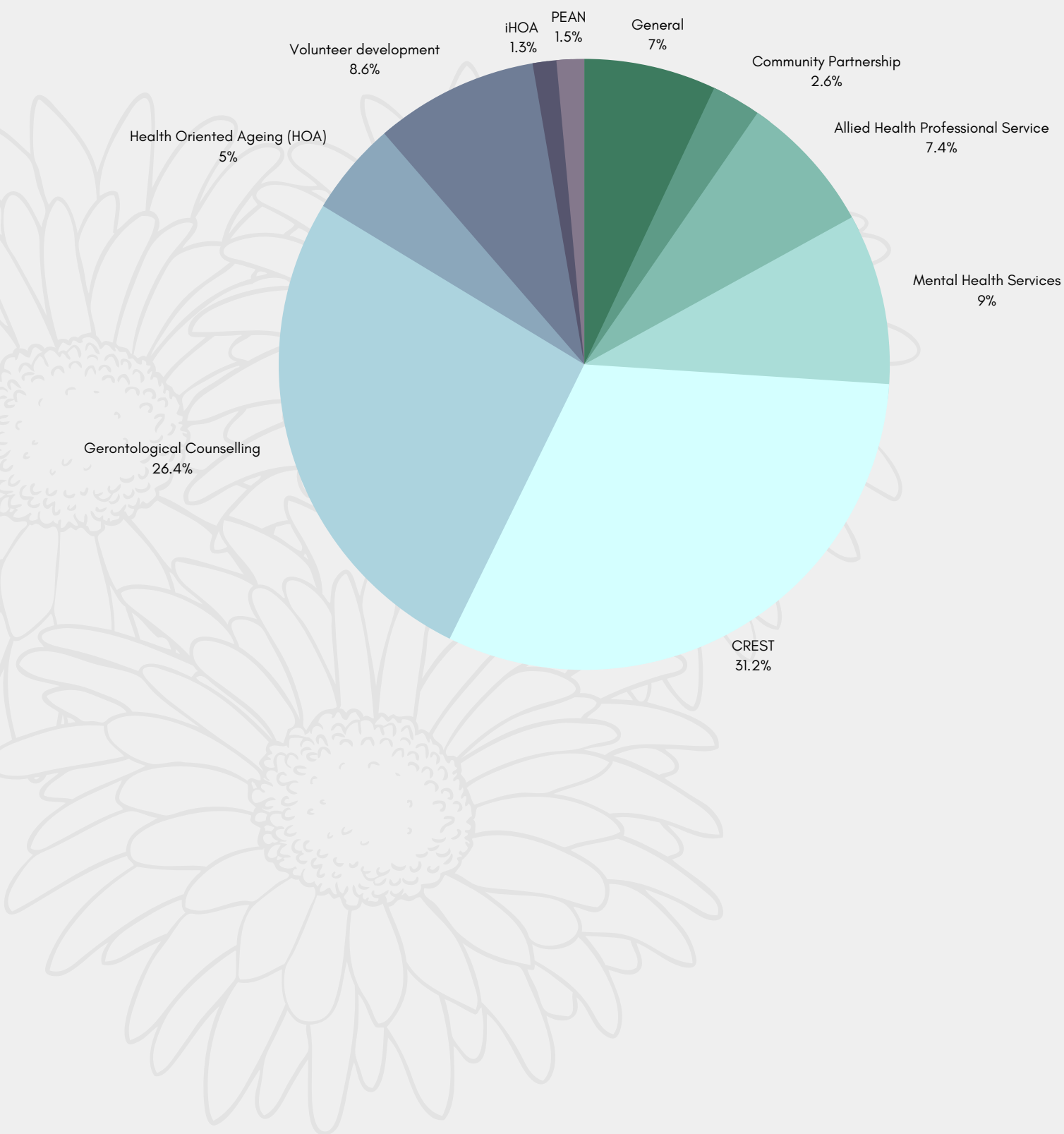
- Office system maintenance at \$49,073, for investments on cloud based PBX, iSHINE secure work environment and upgrading of cabling system to enable staff to work both away and from office more effectively.
- Transport at \$12,743, as staff, specially counsellors, are encouraged under Human Resource (HR) policy to take taxi or private hire to save time and attain better productivity, in view of counselling being delivered at client's home.
- Professional fees at \$216,665, for fees paid to external artist/therapist/trainer to conduct therapeutic art-based HOA sessions, physical health assessment, mental health intervention and volunteer training.

PURPOSES OF CHARITABLE ASSETS HELD

- No charitable assets held



Distribution of Expenditure by Programs





741
LIVES TRANSFORMED



279

seniors supported through
Gerontological Counselling



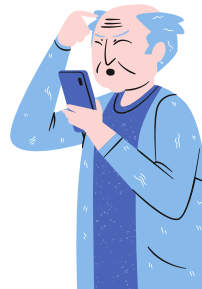
149

adults with mental
health issues
supported through
Beacon program

94



seniors in active ageing programmes



266

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



0

seniors supported by
Allied Health
Professionals

**service could not be carried out
due to pandemic restrictions.*

1055



persons educated with dementia/ mental
health information via CREST outreach

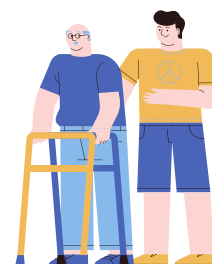
70

active volunteers

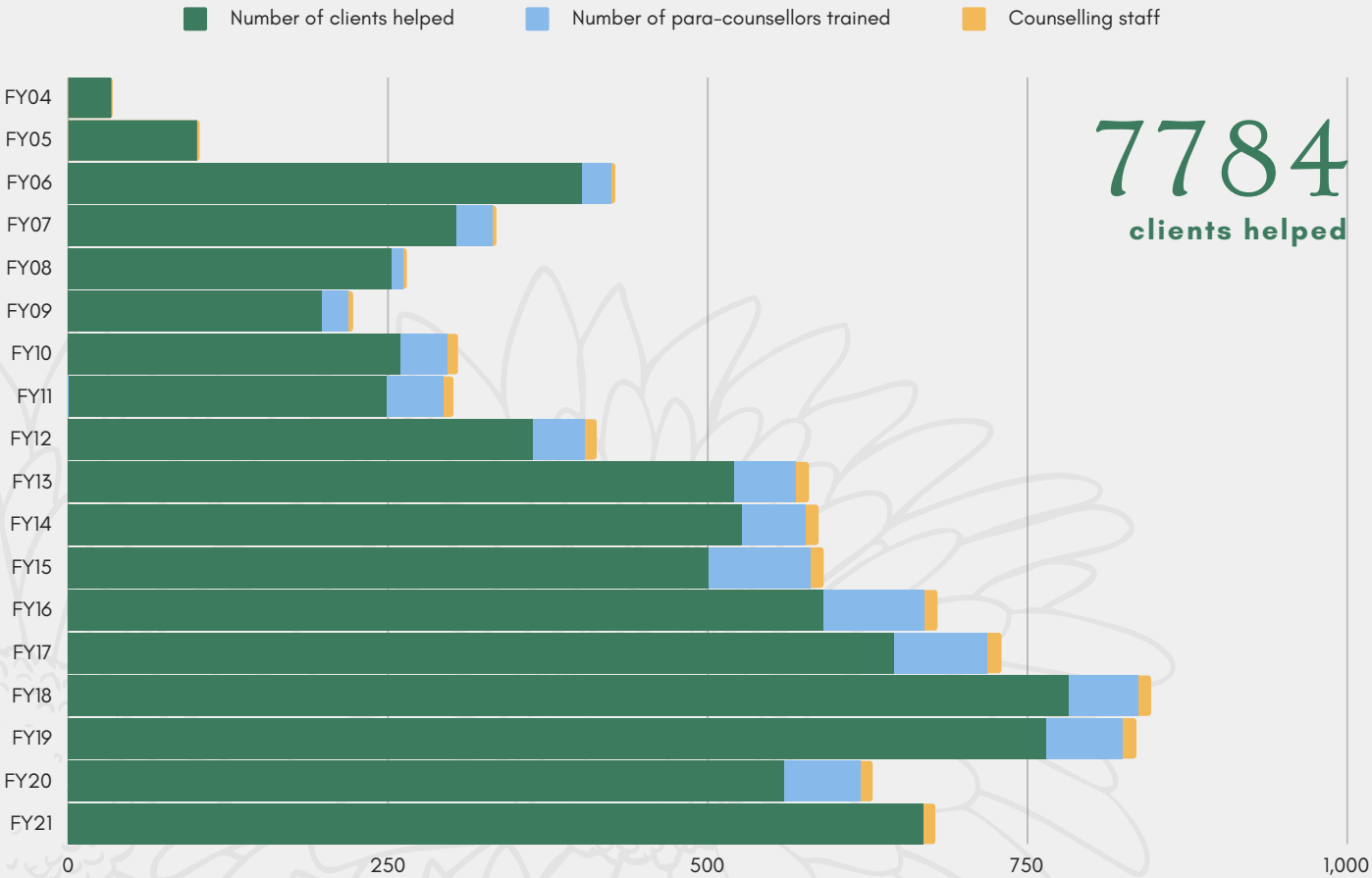


108

clients served
by volunteers

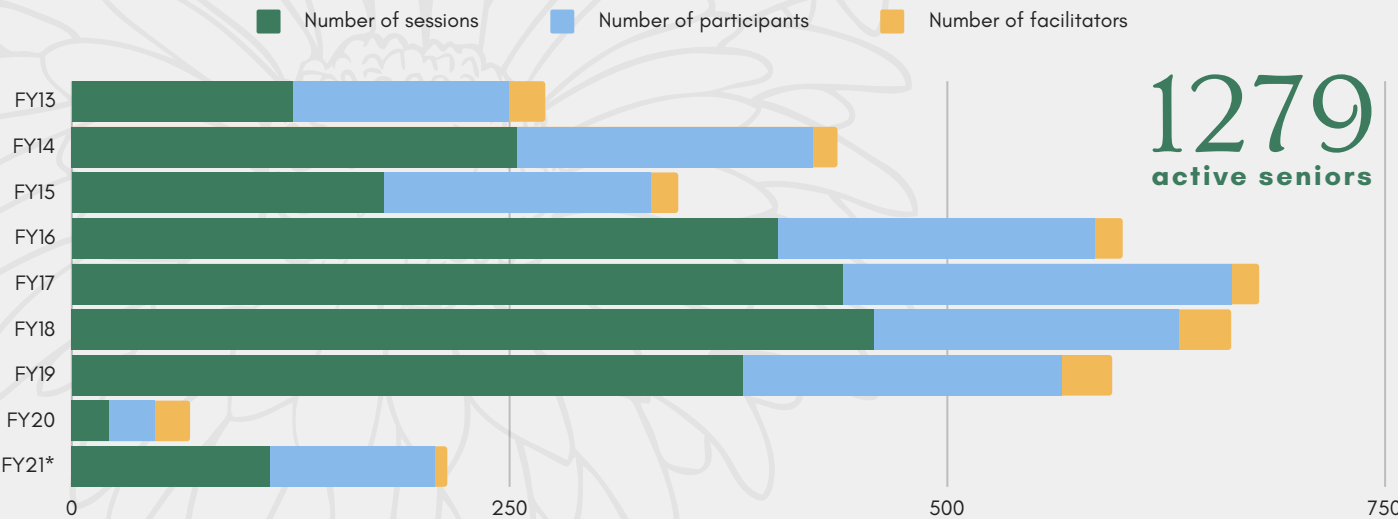


Counselling and Casework



Active Ageing for Seniors

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





OUR WORK: SERVICES & PROGRAMMES

Services for Older Persons

Mental Health Services (BEACON)

Health-Oriented Ageing (HOA)

Bring O'Joy Home (BOH)





MENTAL HEALTH SERVICES (BEACON)

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). When AIC stopped funding COMIT on 31st March 2020, O'Joy decided to carry on with this program for the following reasons:

- To ensure continuity of services for our existing clients.
- O'Joy has built up in-depth knowledge and expertise in counselling for psychological and mental health issues over the past seven years while running the COMIT program.
- We have established a strong network with healthcare providers who had been referring their clients to us.
- We see a service gap in the community for such services. Clients who want to seek psychological counselling in a healthcare setting often need to wait a long period of time before they get their first appointment. O'Joy is able to meet their needs by providing them with timely services.

Currently, this program is not funded and is dependent on fundraising and fees collection for its sustainability.

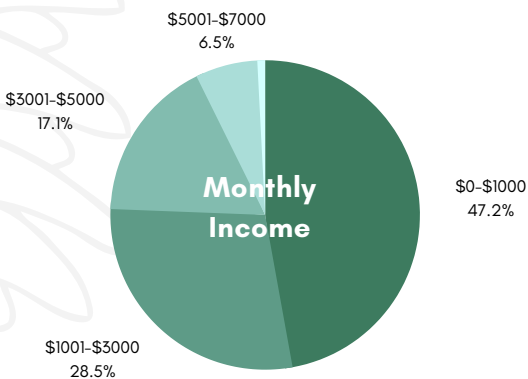
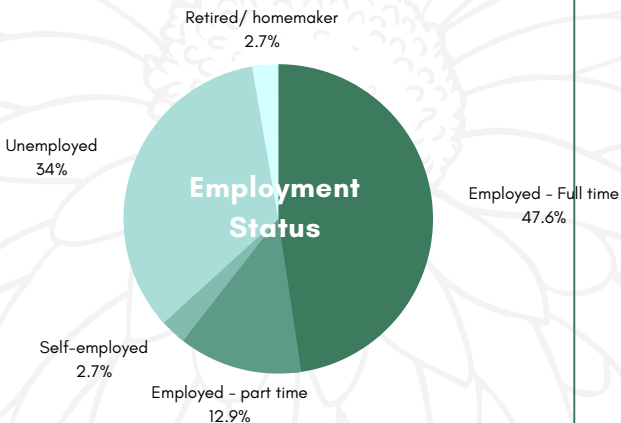
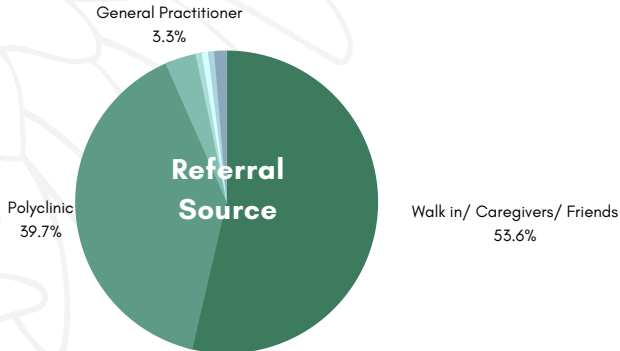
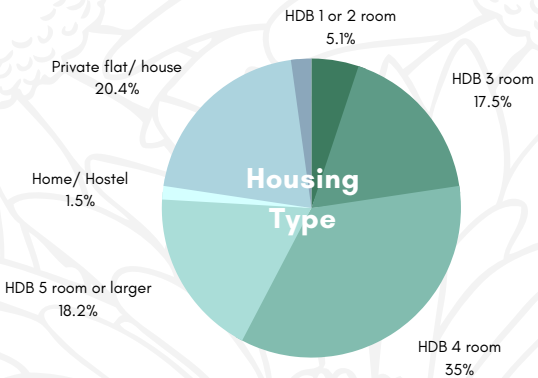
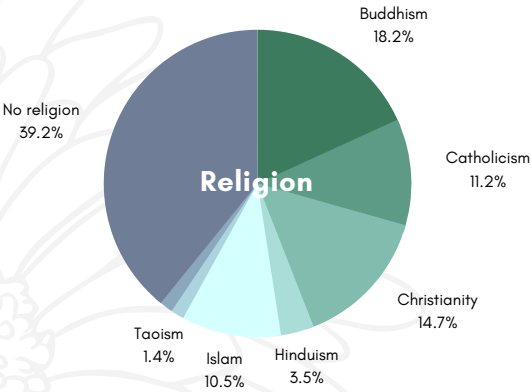
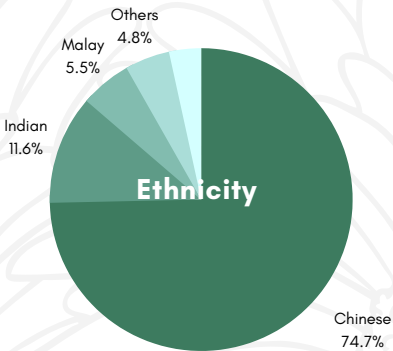
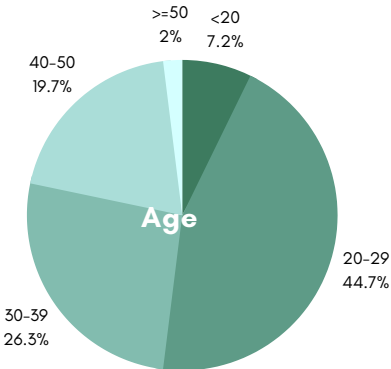
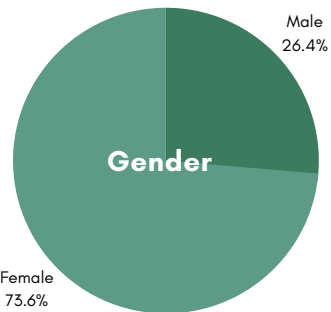


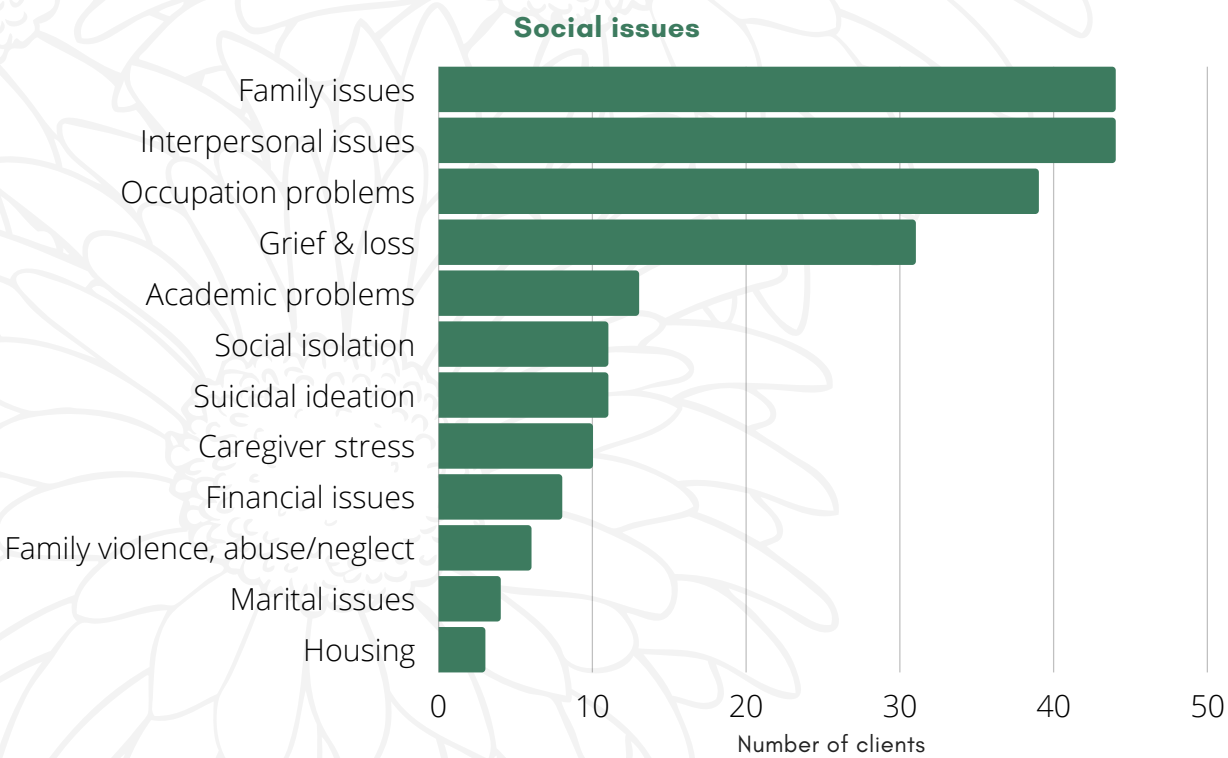
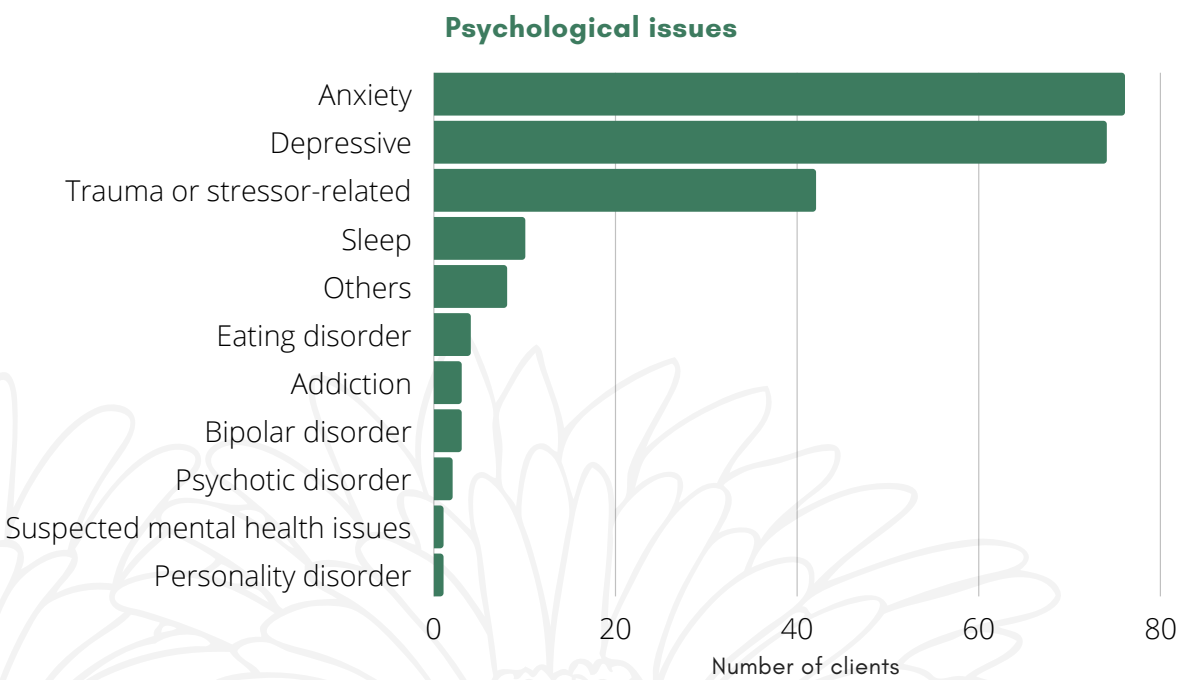
Breakdown of BEACON Cases	FY21	FY20
Total number of sessions	655	888
Number of cases brought forward from last FY	78	45
Number of new cases in this FY	70	158
Number of cases closed during this FY	99	124
Number of cases carried forward to next FY	49	79

The BEACON program served a total of 149 cases in FY21. 78 cases were brought over into the Beacon program from the previous financial year. There was a total of 70 new cases and 49 cases carried over the next FY.

There were 26.4% males and 74.6% females. More than half of the clients (53%) were young adults of age 29 years old or less. About 51.2% of the clients earned a monthly income of \$2000 or less, even though 63.3% were employed full-time, part-time or self-employed. The most common referral sources are by self/caregivers/friends (54.4%), or from polyclinics (40.3%).

Anxiety (55.1%), Depression (53.6%), and Trauma/stress-related (30.4%) issues were the most commonly presented psychological issues, while Family (38.3%), Interpersonal (38.3%), and Occupation (33.9%) issues were the most commonly presented social issues. It is not uncommon for a client to present with multiple issues.







SERVICES FOR OLDER PERSONS

The Services for Older Persons comprises of the following programs:

- Gerontological Counselling (GC)
- CREST/Elder-sitter (CREST/ES)
- Prevention and Intervention of Elderly Abuse and Neglect (PEAN)
- Allied Health Professionals (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.

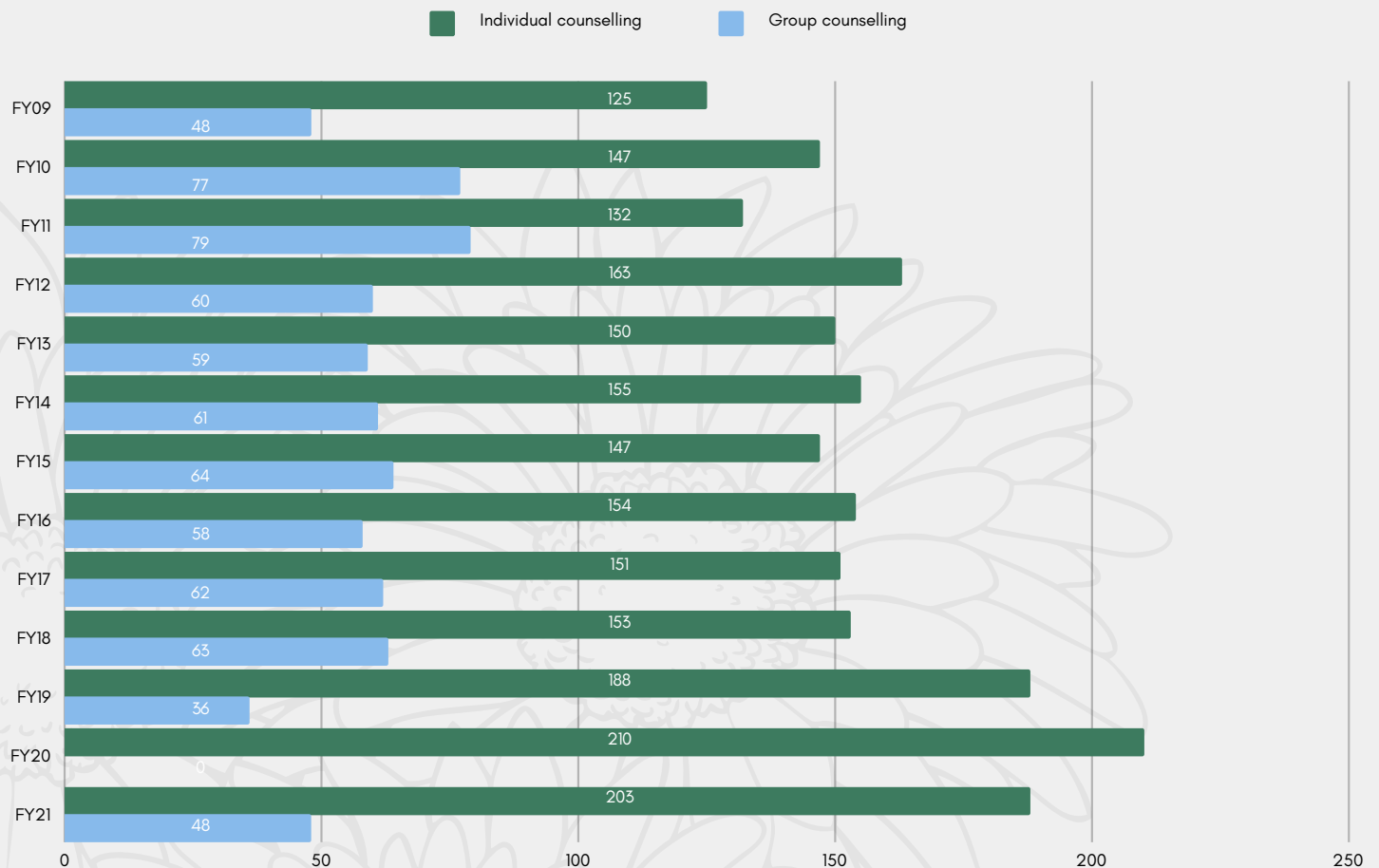
Beyond centre visits, we also make home visits and provide our services at daycare centres, senior activity centres and nursing homes.

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.



Number of Gerontological Counselling cases



O'Joy Limited continues to provide first-rate gerontological counselling to our clients in FY2021 while holding the sizable number of clients served (319 clients) - 231 and 48 clients have been attended to, for the individual and group counselling programmes respectively.

Counselling Outcomes	FY21	FY20
Individual Counselling		
Outcome 1	84%	93%
Outcome 2	83%	77%
Group Counselling		
Outcome 1	94%	0%
Outcome 2	90%	0%

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).

Breakdown of GC Cases	FY21	FY20
Individual Counselling		
Total number of sessions	1220	1045
Number of cases brought forward from last FY	124	97
Number of new cases in this FY	107	120
Number of cases closed during this FY	161	93
Number of cases brought forward to next FY	70	124
Group Counselling		
Total number of cases	48	0

A total of 1220 individual counselling sessions were conducted for 231 clients in FY2021. 124 cases were brought forward from FY2020, while 107 cases were new referrals. Out of these cases, 161 cases, were closed, with 70 cases carried over to the next financial year.

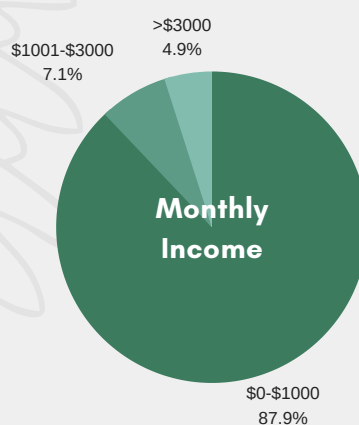
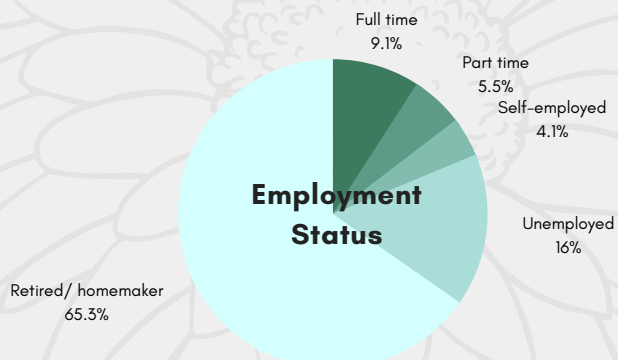
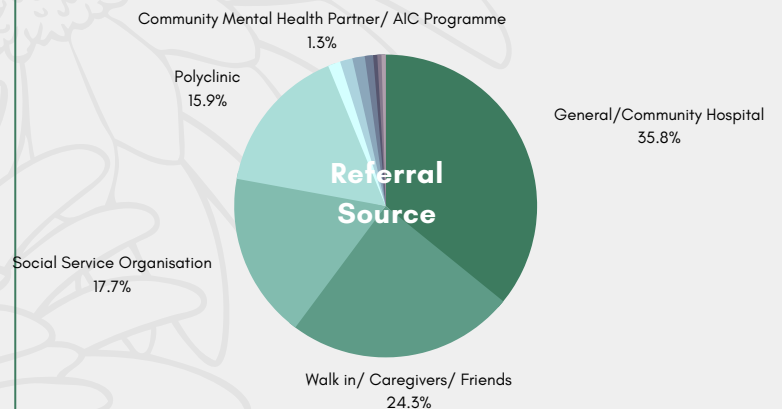
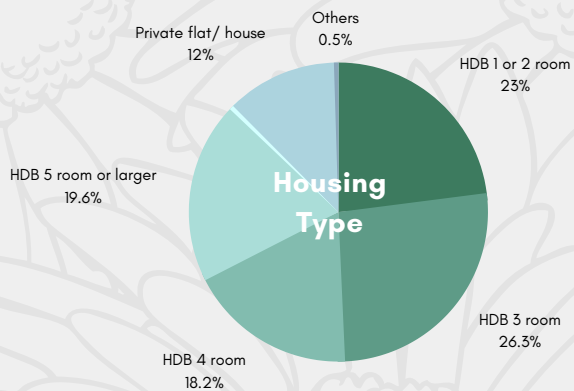
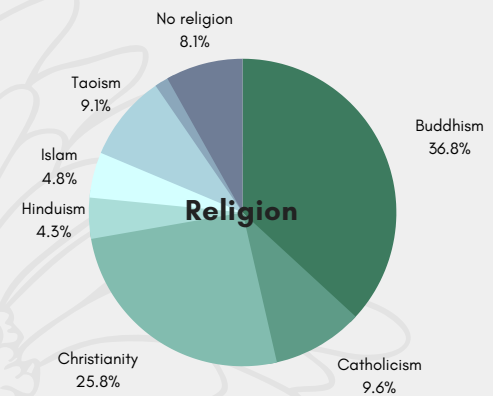
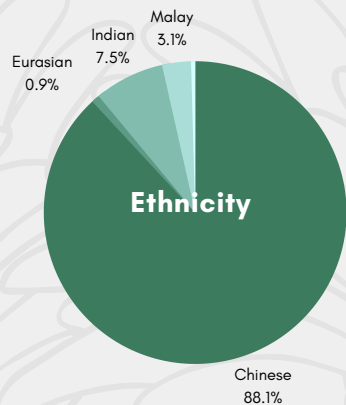
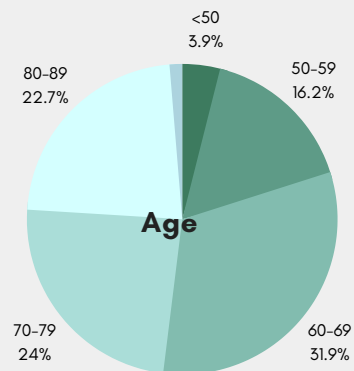
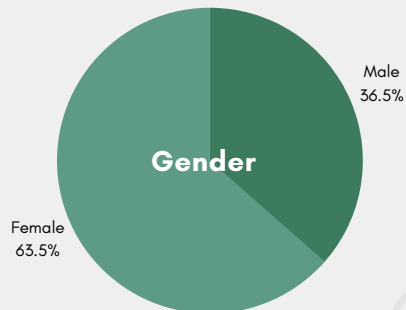
Group counselling programmes was resumed during FY2021 and a total of 48 cases were seen.

Individual counselling

There were 36.5% males and 63.5% females, with the majority of age 60-69 years old (31.9%). A big percentage had no employment, being unemployed (16%) or retired/homemakers (65.3%). About 85.2% of the clients earned a monthly income of \$0-\$500. The most common referral sources are from hospital (35.8%), or self/caregivers/friends (24.3%).

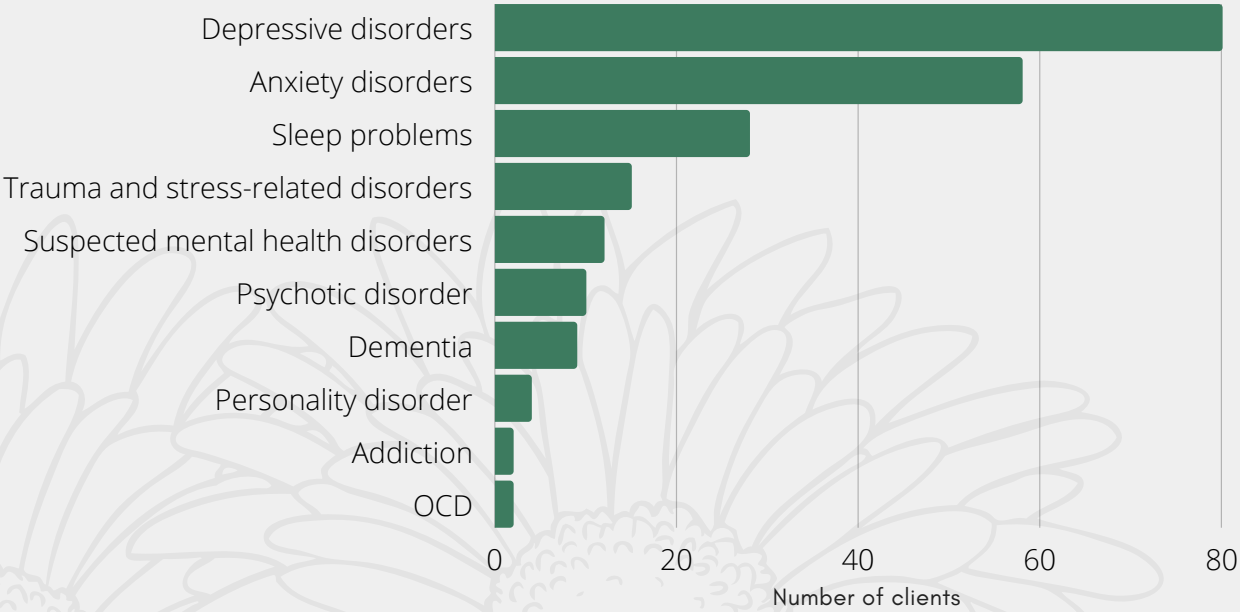
Depression (36.4%) and anxiety (26.4%) issues were the most commonly presented psychological issues, while grief/loss (24%) and family (18%) issues were the most commonly presented social issues. It is not uncommon for a client to present with multiple issues.

INDIVIDUAL COUNSELLING

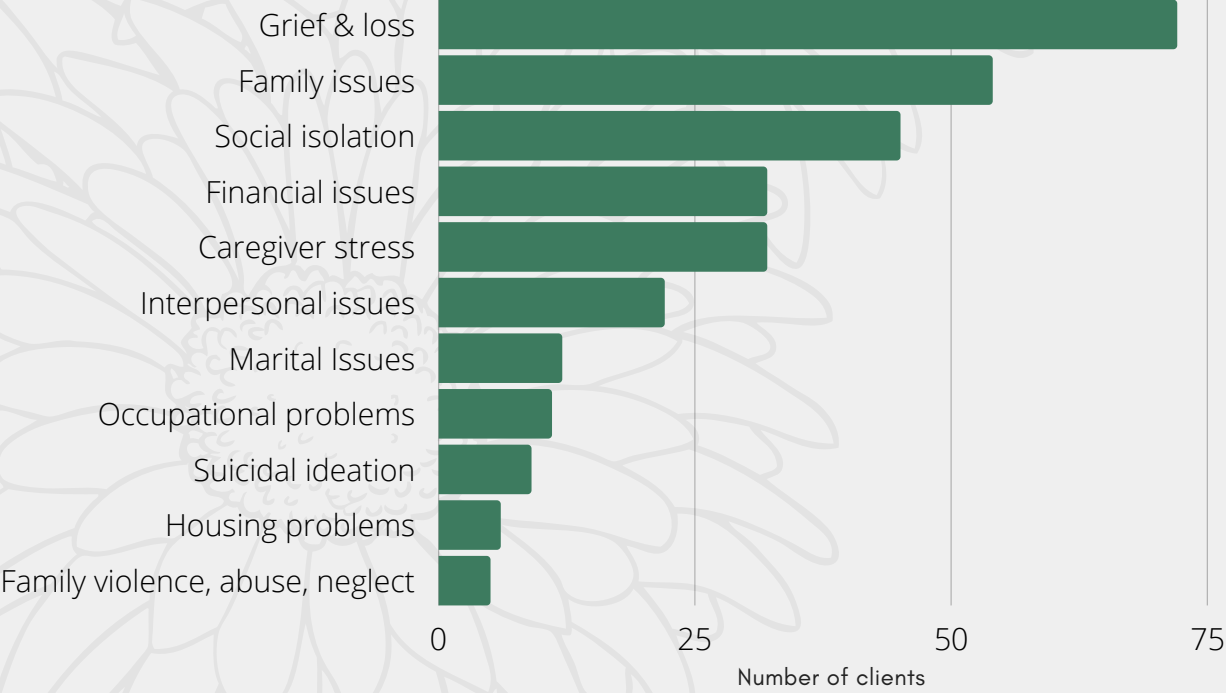


INDIVIDUAL COUNSELLING

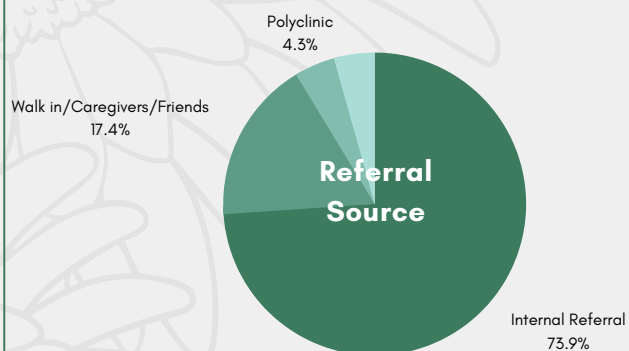
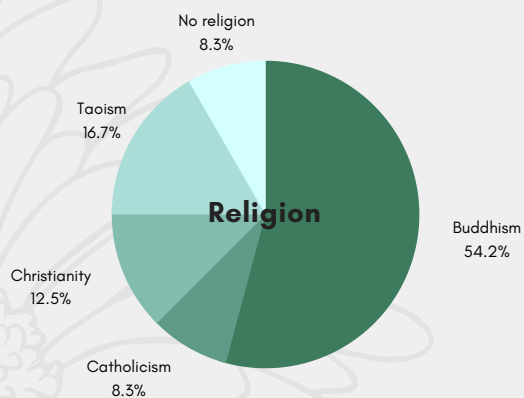
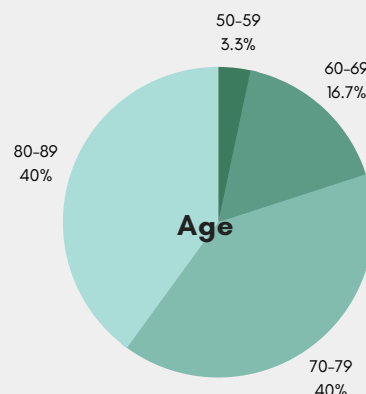
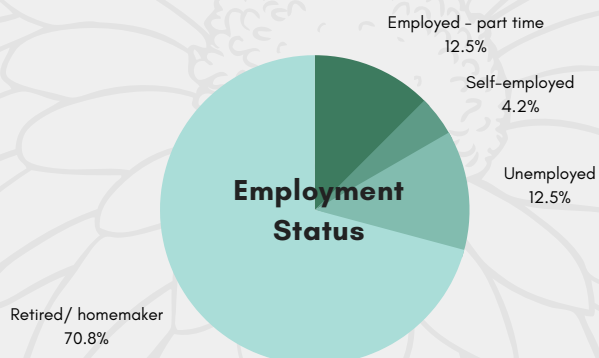
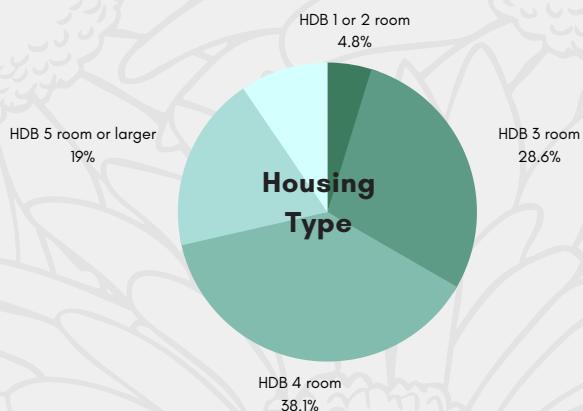
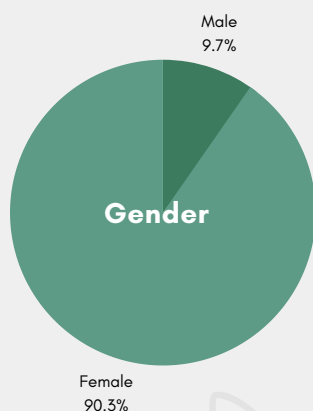
Psychological issues



Social issues



GROUP COUNSELLING



There were 9.7% males and 90.3% females, with the majority of age 70-89 years old (80%). A big percentage had no employment, being unemployed (12.5%) or retired/homemakers (70.8%). 95.5% of the clients earned a monthly income of \$0-\$500. The most common referral sources are from internal (73.9%), or self/caregivers/friends (17.4%).



CREST/ELDER-SITTER

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

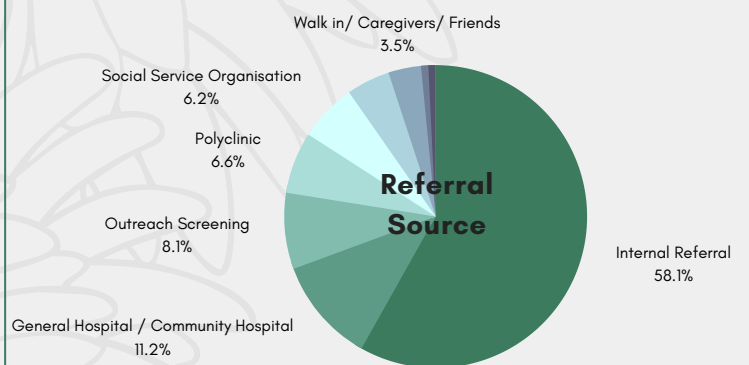
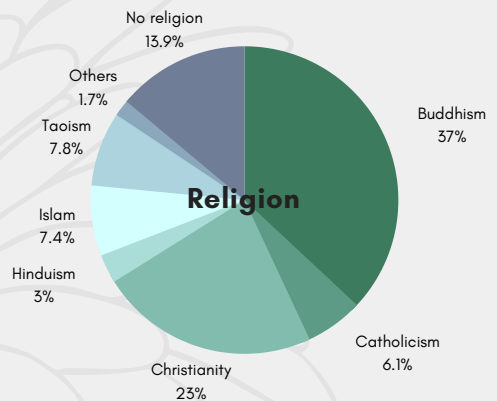
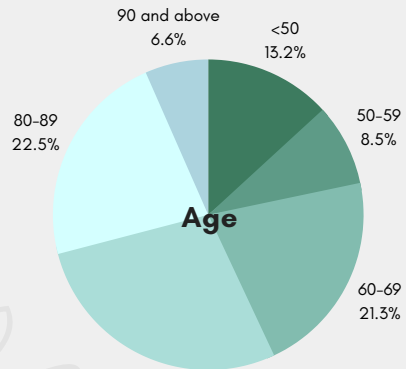
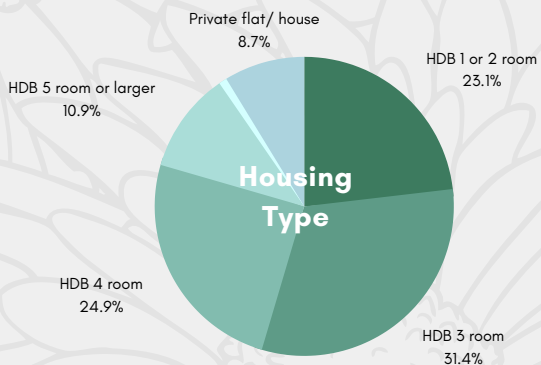
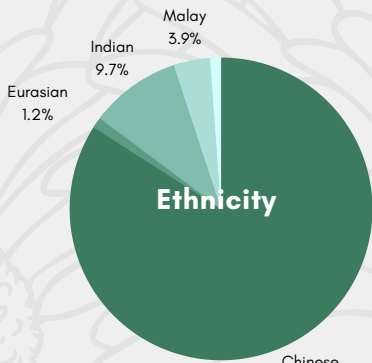
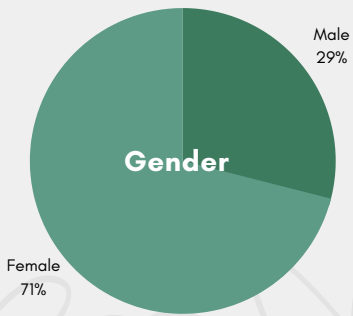
- Increase public awareness of dementia/mental health by organising outreach events to provide dementia/mental health information and education to residents and their caregivers.
- Promote the recognition of early signs and symptoms of dementia/mental conditions.
- Provide basic emotional support and 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/ES Reporting	FY21	FY20
Number of clients/caregivers followed up by the programme:	266	69
Number of caregivers provided with dementia/ mental health information	41	14
Number of dementia/ mental health outreach events/ activities organised for residents, caregivers and community partners	16	15
Number of participants reached out and provided with dementia/ mental health information (outreach)	1055	460
Number of clients receiving meaningful activities engagement services	22	6
Number of home visits conducted by the programme	702	228

266 clients/caregivers were followed up in this programme, and 41 caregivers were provided with information about dementia and mental health. A total of 702 home visits were made.

16 outreach events were organised and reached out to 1055 participants with information about dementia and mental health.

22 clients with dementia were engaged with meaningful activities to stimulate them cognitively and socially.



CREST Outreach	Date	Organiser/ Event Partner	Staff
Depression in Seniors Anxiety in Seniors	23 March 2021 30 March 2021	The Golden Concepts	Yat Peng
Community Resources for Seniors (English)	8 May 2021	O'Joy Limited	
Talk on Mental Wellbeing: Befriending Your Emotions II (English & Chinese)	5 June 2021	O'Joy Limited	
Building Psychological Resilience	8 July 2021	Centre for Seniors	Melissa
Recognising Signs & Symptoms of Depression	22 July 2021	CGH (CPGP)	
Recognising Signs & Symptoms of Dementia	29 July 2021	CGH (CPGP)	
Making It Work From Home: Managing Anxiety & Stress	3 September 2021	NTUC Club	Melissa
Managing clients with Psychosis in the Community	18 September 2021	IMH	
Sharing of O'Joy's Services with Geylang East Polyclinic	24 November 2021	Geylang East Polyclinic	
Making It Work From Home	26 November 2021	Monetary Authority of Singapore	Melissa
Door-to-door outreach to Upper Boon Keng	July, December 2021 January 2022	O'Joy Limited	All counsellors & social workers
Public outreach: distribution of brochures at markets	March 2022	O'Joy Limited	All counsellors & social workers



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 elderlies (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.

In FY2020, the PEAN programme served a total of 3 seniors, with an average age of 70.7 years old. They are one male and two females, all Chinese, between the ages 66 to 70. One of them stays in a HDB 1 or 2 room flat, and two of them stay in HDB 3 room flats. They were visited for at least 20 sessions.





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.

In compliance with COVID-19 advisories, we could not provide any AHP services in this financial year. However, we have plans to serve a larger pool of seniors in the next financial year.





ACTIVE AGEING FOR SENIORS

HEALTH-ORIENTED AGEING (HOA)

On-site program for seniors

BRING O'JOY HOME (BOH)

Digital program for seniors





LALA EXERCISE



ARTS & CRAFTS



RESISTANCE BAND EXERCISE



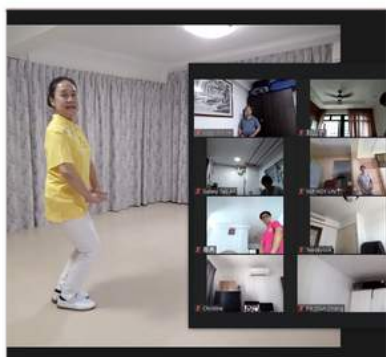
ARTS & CRAFTS



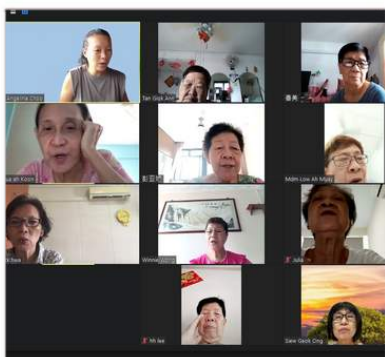
LALA EXERCISE



ARTS & CRAFTS



TAICHI OVER ZOOM



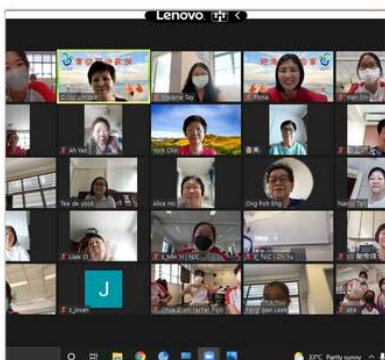
SINGING OVER ZOOM



TABLETS FOR SENIORS



MOVEMENT



ONLINE GAMES WITH NJC STUDENTS



DIGITAL LEARNING WORKSHOP



HEALTH-ORIENTED AGEING (HOA)

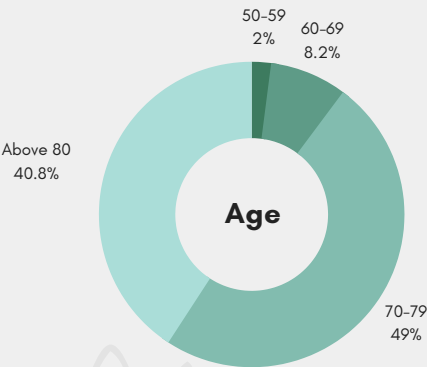
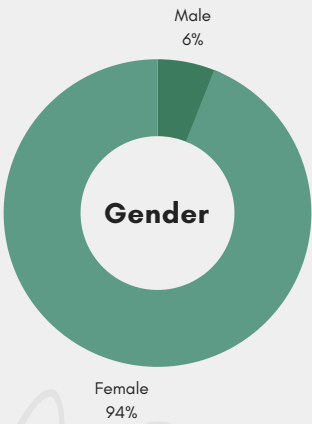
Launched in July 2013, the Health-Oriented Ageing (HOA) programme reaches out to residents aged 50 and above, within the Upper Boon Keng area. Modelled after the Self-Mandala framework of the late Virginia Satir, this programme has been the axis of physical and psychosocial fitness for many of the older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

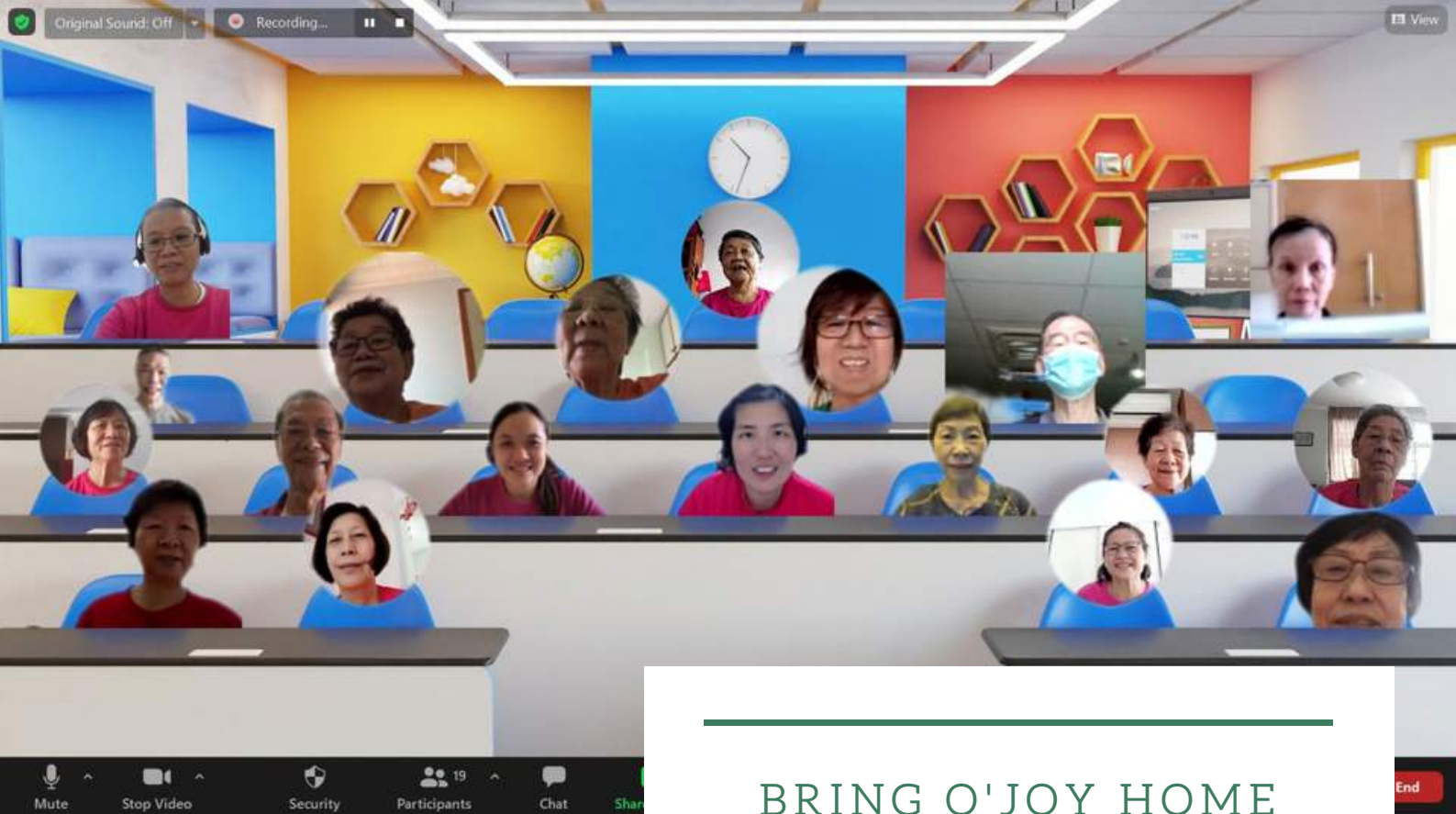
Besides, we have other activities that is catered for healthy ageing. Mass events such as excursions are frequently planned ranging from performances to workshops.

In FY2021, HOA activities were gradually resumed on a small scale while observing safety measures. 61 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 their disability or pandemic situation.



Day/Time	Activity	Total number of sessions	Total number of participants
Monday 9.30am-10.30am	Arts & Crafts	31	527
Tuesday 9.30am-10.30am	Lala & Resistance Band Exercises	30	549



BRING O'JOY HOME

Our digital programme “Bring O’Joy Home (BOH)” commenced in August 2021. The programme steadily grew from a single exercise activity on a single afternoon per week, to 4 activities on 4 afternoons per week.

The objectives of the digital programme is to prevent social isolation and to enable active ageing for seniors who are home-bounded during the pandemic.

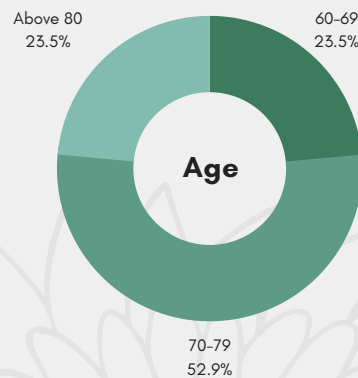
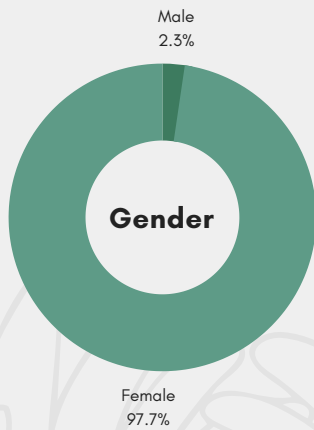
The digital activities on Monday to Wednesday are conducted by professional artists/facilitators.

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 scam when they attend the workshop.





Dates	Day/Time	Activity	Total number of sessions	Total number of participants
10/8/2021-29/12/2021	Tuesday 2pm-3pm	Aerobic Exercise	20	236
3/1/2022-28/3/2022	Monday 2pm-3pm	Singing	12	116
4/1/2022-29/3/2022	Tuesday 2pm-3pm	Lala Exercise	12	138
9/2/2022-30/3/2022	Wednesday 2pm-3pm	Taichi	8	56
11/12/2021-26/3/2022	Saturday 11am-12pm 1pm-2pm	Digital Learning Workshop (on-site)	19	71



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 reduced in the past year, with the number at 59 PCs this year. However, due to the restrictions imposed during the COVID-19 pandemic, PCs were unable to carry out home visits as usual. Consequently, our PCs monitored their clients via a combination of phone calls and home visits.

A total of 282 phone/client visits were conducted over the financial year, averaging 4.86 phone/visits per client. 6 cases were new cases, and 14 cases were closed within the financial year.





282

phone/home visits by PC



58

clients helped



59

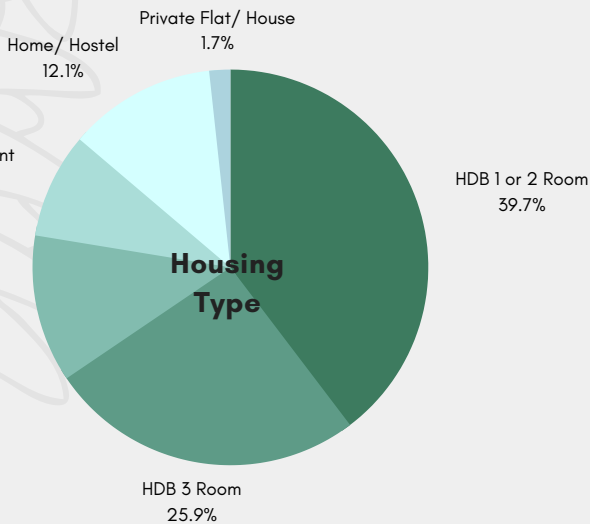
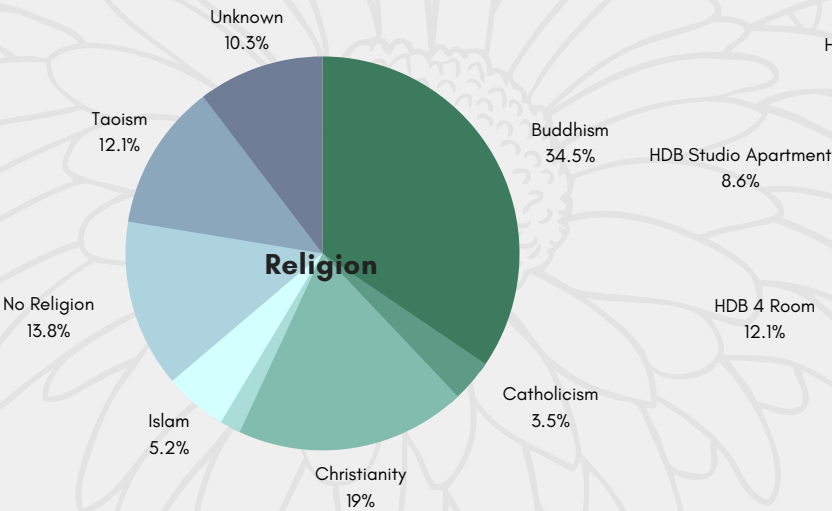
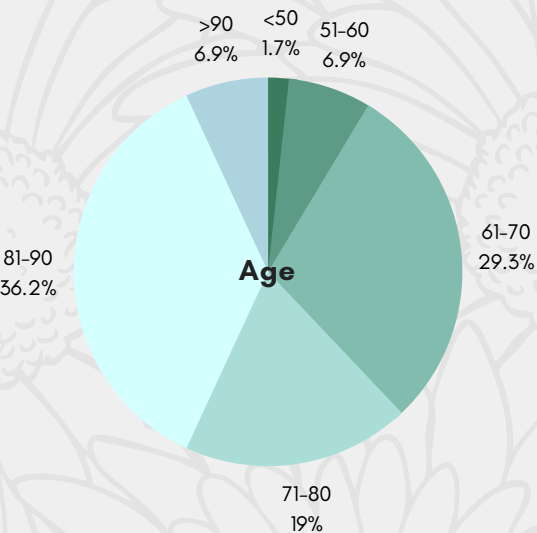
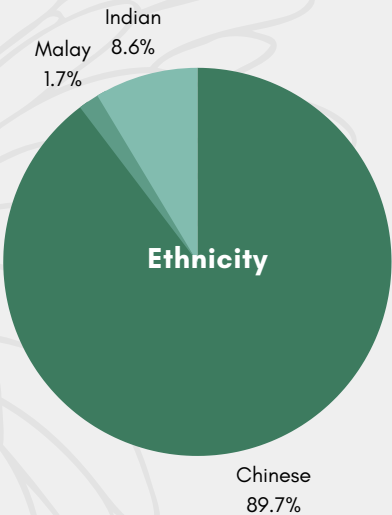
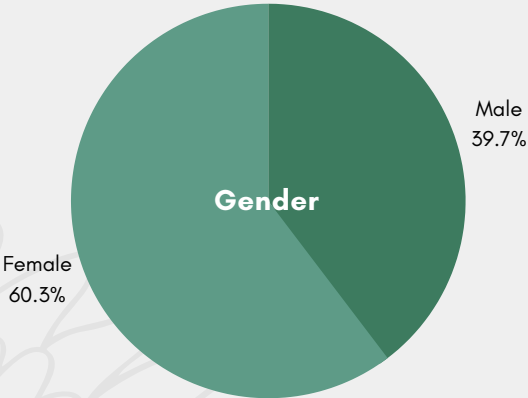
active PC

Breakdown of PC Cases	FY21	FY20
Total number of cases served	58	64
Number of cases brought forward from last FY	52	49
Number of new cases in this FY	6	15
Number of cases closed during this FY	14	12
Number of cases brought forward to next FY	44	52

Training for Para-counsellors	Date	Attendees
Talk on Community Resources in English (ZOOM)	8 May 2021	13
Talk on Managing Emotions in both English and Chinese (ZOOM)	5 June 2021	24
Nagomi Art By ART Peace	28 August 2021	14
Managing clients with Psychosis in the community (ZOOM) By IMH	18 September 2021	24
PC Support Group (x4)	Whole FY (4 x 2 hours)	
Volunteer Recruitment Course		
English Volunteer Training Course (Module 1 – 4)	3, 10, 17 July and 13 November	12

DEMOGRAPHICS OF PC CLIENTS

The majority of PC clients in FY21 are Chinese (89.66%), between the ages 81-90 (36.21%) and staying in HDB flats. More female clients (60.34%) were served than males, with most clients being Buddhists (34.48%) or Christians (18.97%).





HOA FACILITATORS

We have a band of 7 dedicated HOA facilitators (acknowledged in Annex 2) 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 elderly living in the community.

Aside 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.

Our facilitators have shown through their actions the kind of community they want to build, and we will continue to provide a platform and support for the facilitators to build their ideal community.





STAFF

Executive Management

Executive Director:	Choo Jin Kiat
Clinical Director:	Teo Puay Leng

Clinical Staff

Principal Counsellor/Social Worker:	Chew Yat Peng	
Senior Counsellor/Social Worker:	Fiona Ong	
Senior Social Worker:	Ng Poh Yee	
Counsellors:	Jon Tan	Magdalene Chua
	Tow Geok Yun	Tan Wei Jie
	Yee Ke Jing	Royston Lau (part-time)

Support Staff

Senior Executive (Volunteer Management):	Ong Ying Ying
Executive (Program):	Lua Chee Hong
Executive (Digital Program):	Joseph Yeo
Executive (Administration):	Qui Siew Kee
Manager (Community Partnerships):	Wong Kai Kit

Staff Profile	
Full-time / Part-time	15 / 1
Below 50 years old	8
Graduate	14
Singaporean/PR/EP	13 / 3
Average length of service	6.2 years

Our employees, be it our counsellors or caseworkers, work with enthusiastic zest to keep the cogs of the organization running at full force. Training programmes pertinent to their line of work are constantly conducted for skill enhancement, ensuring the maximal 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 50% are below 50 years old. The majority are females (63%) and graduates (88%), whilst 77% of the staff are Singaporean citizens.

Course	Date	Training Provider	Staff
NCSS Proposal writing workshop (Zoom)	15/4/2021	NCSS	Kai Kit
Working with Individuals & Families impacted by Trauma by Ms Robyn Elliott & Ms Colleen Cousins	16/4/2021 - 23/4/2021	Academy of Human Development	Yat Peng
Competency-based Clinical Supervision Skills Training	19/4/2021 - 20/4/2021	Clinical Supervision Services Australia	Melissa
The Stories We Tell the World (LCSI summer masterclass) (Zoom)	23/6/2021	SMU Lien Centre/Adrian Low	Kai Kit
Mastering Online Fundraising in a Pandemic World (Zoom)	1/7/2021 - 2/7/2021	Integrative Learning Corporation/Bantu	Kai Kit
Clay Therapy Workshop (Zoom)	22/7/2021 - 23/7/2021	Aksarth Solutions Pte Ltd	Fiona
EMDR Part 3 by Dr Laurel Parnell (Zoom)	23/7/2021 - 27/7/2021	Parnell Institute	Yat Peng
Introduction to Internal Family Systems	23/8/2021 - 31/8/2021	Academy of Human Development	Yat Peng Germaine
Singapore Mental Health Conference 2021 (Zoom)	24/8/2021 - 25/8/2021	Institute of Mental Health	Chee Hong Poh Yee Kai Kit
Therapeutic Story telling including crisis and trauma	27/8/2021 - 31/8/2021	Neuro-dramatic Play Ltd	Fiona
The Age Well Everyday E-Learning webinar	28/8/2021 2/9/2021 9/9/2021	Mind Science Centre (MSC): National University Health System Centre of Excellence and National University of Singapore, Yong Loo Lin School of Medicine, Department of Psychological Medicine	Poh Yee Chee Hong
Data-driven social media marketing (Zoom)	31/8/2021	Integrative Learning Corporation/Bantu	Kai Kit
Certificate in Foundational Systemic Thinking + Applications in Social Work and Clinical Practice	1/9/2021 - 4/10/2021	Counselling and Care Centre	Magdalene
Live online Diploma in Neuro-Dramatic Play	4/9/2021 - 19/12/2021	Neuro-dramatic Play Ltd	Fiona
Suicide Prevention Webinar	6/9/2021	Institute of Mental Health	Puay Leng Fiona Poh Yee
Attachment in Clinical Practice	8/9/2021 - 6/10/2021	Academy of Human Development	Jon
SOS Symposium (Zoom)	9/9/2021 - 10/9/2021	Samaritians of Singapore	Fiona Yat Peng
Psychodrama	10/9/2021 - 15/10/2021	Promises Healthcare	Puay Leng
Internal Family Systems Applied Demos Workshop	22/9/2021 - 13/10/2021	Mind Beyond Institute	Yat Peng
Caring for Family Caregivers	29/9/2021	Institute of Mental Health	Fiona

Course	Date	Training Provider	Staff
Self Compassion	30/9/2021 - 4/11/2021	Mindful Path Trading	Puay Leng
Treating Complex Trauma with Internal Family Systems (IFS): An Intensive Online Course by Dr. Frank Andeson	1/10/2021 - 30/11/2021	PESI, Inc	Germaine
Certificate in Foundational Systemic Models in Social Work & Clinical Practice	12/10/2021 - 16/11/2021	Counselling and Care Centre	Magdalene
Attachment-based Psychotherapy	20/10/2021 - 10/11/2021	Academy of Human Development	Jon
The Art of Storytelling	1/11/2021 - 1/2/2022	What Are You Doing?	Kai Kit
Sand Play and Stories	13/11/2021 - 14/11/2021	Neuro-dramatic Play Ltd	Fiona
IFS Small Group Learning (1) with Simon d'Orsogna	18/11/2021 - 16/12/2021	Mind Beyond Institute	Yat Peng
Mapping of Care Services for the Dying, Their Caregivers and the Bereaved	18/11/2021	Singapore Hospice Council (SHC) and the Singapore Association of Social Workers (SASW)	Fiona
Psychosis, Bipolar Disorders, Schizoaffective	24/11/2021	ASCAT@KTPH	Wei Jie
Developing Safer Trauma Informed Practice	26/11/2021 - 6/12/2021	Academy of Human development	Puay Leng
Suicide Prevention & Management for Adults by Dr Daniel Kwek	9/12/2021	ASCAT	Wei Jie
Cognitive Behavioural Therapy (Intermediate)	4/1/2022	Changi General Hospital	Wei Jie Ke Jing
Managing Schizophrenia and Psychosis	5/1/2022	National University Hospital	Ke Jing
Anxiety, panic disorder and OCD	18/1/2022	Ng Teng Fong General Hospital	Ke Jing
Managing Schizophrenia and Psychosis	19/1/2022	ASCAT	Fiona
Trauma Informed Care	21/1/2022	Agency for Integrated Care	Fiona
IFS Small Group Learning (2) with Simon d'Orsogna	22/1/2022 - 24/3/2022	Mind Beyond Institute	Yat Peng
Compassion Focused Therapy Level 1	8/2/2022 - 14/3/2022	Mindful Path Trading	Puay Leng
Personality Disorders (Cluster A, B and C)	16/2/2022 - 16/2/2022	Khoo Teck Phat Hospital	Ke Jing
Motivational Interviewing (Basic)	18/2/2022	Changi General Hospital	Wei Jie Ke Jing
Dr. Paolo Bertrando's Together Alone: Systemic Therapy for Individual Clients Workshop.	1/3/2022 - 3/3/2022	Counselling and Care Centre	Puay Leng
Motivational Interviewing (Intermediate)	8/3/2022	Changi General Hospital	Wei Jie
Gottman Couple Therapy		Gottman Institue	Puay Leng

COLLABORATIONS

Most collaborations this year turned digital as the COVID-19 pandemic persisted. However our collaborations with established partners such as Singapore Management University and Abbott Singapore still continued.

Event	Date	External Organiser
SMU LCSi-SAIL Internship Programme	May-July 2021	Singapore Management University
Value In Action - fundraising	june 2021	St Nicholas Girls School - Value In Action
Corporate Social Responsibility - sponsorship of dumbbells and resistance bands for HOA	November 2021	Eastspring Investments Pte Ltd
Sale of 周公讲鬼 T-shirts	December 2021	FM97.2 周公讲鬼
Care Packs for Geylang West Care Team	December 2021	Abbott Singapore
Value In Action (Online crafts lesson, CNY song-dance video, Online talk on Scam awareness and Prevention for Seniors)	January 2022	National Junior College
Digital learning workshop	December 2021 - March 2022	Heartware Network

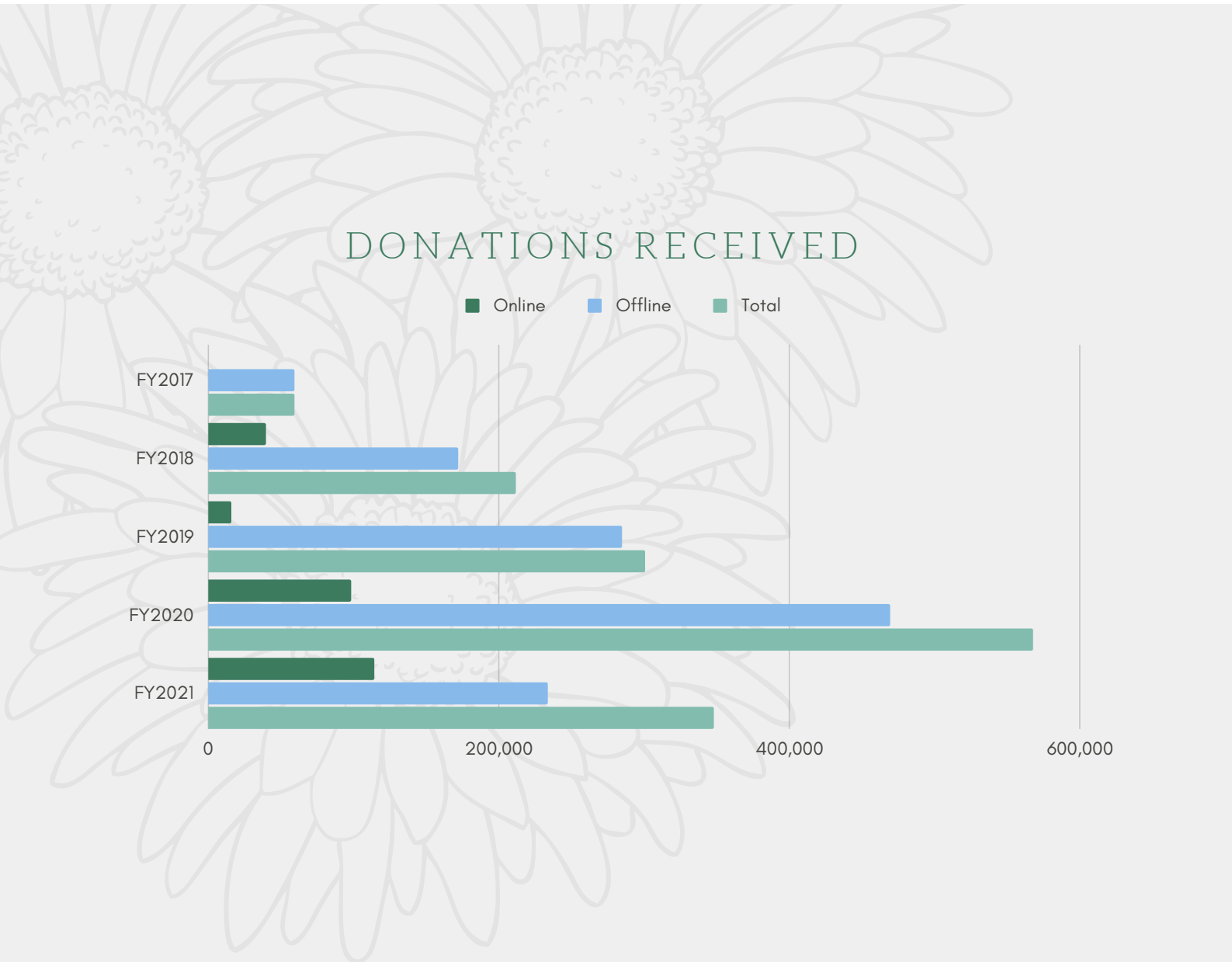
MEDIA COVERAGE

Topic	Date	Media	Interviewee
Singapore seniors finding it hard to stay home in order to stay safe from COVID-19	11 October 2021	Straits Times	Yat Peng
不识字与社会接轨有多难?	5 December 2021	Lianhe Zaobao	Yat Peng

FUNDRAISING

We did not do as well this year for fundraising, compared to the previous financial year. Although offline donations increased by a slight 16%, however online donations reduced by 50%, thus bringing down the total donations for the year significantly by 39%.

The fall in donations may be attributed to donor as well as pandemic fatigue, as individuals and companies scale back on their donations amidst the coronavirus-induced economic uncertainty.



Fundraising event	Period	Beneficiaries	Funds raised	Fundraising expenses	Commercial fundraiser
Offline					
Appeal letter: Room Sponsorship	Jul 2021	Counselling clients	\$78,200	\$954.22	Nil
Appeal letter: Prevent Social Isolation for Seniors	Nov 2021	Seniors	\$34,000	\$1,243.20	Nil
Appeal letter: Don't forget Mental Health	Mar 2022	Persons with Mental Health Challenges	\$53,100	\$750.50	Nil
Online					
Giving.SG campaign: Reduce social isolation in elderly	1 Apr 2021 - 31 Jul 2021	Seniors	\$16,536	\$0	Nil
Giving.SG: Give me hope to live	1 Apr 2021 - 31 Jul 2021	Persons with Mental Health Challenges	\$3,923	\$0	Nil
Giving.SG: Don't forget mental health during COVID-19	20 May 2021 - 31 Jul 2021	Persons with Mental Health Challenges	\$2,724	\$0	Nil
Giving.SG: Help elderly cope with grief & loss	1 - 31 Jul 2021	Seniors	\$2,340	\$0	Nil
Giving.SG: Lonely & ageing, without meaning in life	1 Aug 2021 - 31 Mar 2022	Seniors	\$12,670	\$0	Nil
Giving.SG: Don't forget mental health during COVID #SGUNITED	1 Aug 2021 - 31 March 2022	Persons with Mental Health Challenges	\$21,750	\$0	Nil
Giving.SG: Don't forget isolated seniors x #GreatSingaporeGive #GivingWeekSG	11 Nov 2021 - 31 Dec 2021	Seniors	\$3,651	\$0	Nil



THE YEAR AHEAD

In financial year 2021/2022, Covid-19 global pandemic enters its second year. Fortunately, safe management measures together with vaccination, testing, contact tracing and treatments, Singapore was able to manage this pandemic situation. Singaporeans continue to adopt to slower pace of work and play in a COVID-19 new 'normal'.

In compliance with advisories, O'Joy's pace of outreach to new clientele within the Upper Boon Keng community has correspondingly slow down. Also, as we continue to work in split team arrangement, the integration of technology into all our work processes was similarly slow down. Yet, with these advisories, our counsellors are able to resume home visits to lower-risk elderly clients and to provide tele-counselling for younger clients.

During this year, we focused on building our long-term capability to meet the long challenge of seniors living longer yet with more years in disability. Firstly, we commenced our new digital program "Bring O'Joy Home" as a cyber-interactive platform to engage seniors from their homes. Secondly, our appointed Change Management/LEAN consultant started working with our staff members in preparation for our digitalisation effort. Thirdly, our appointed consultant also provided long term perspectives to future proof our enterprise resource management digitalisation effort. Finally, together with our appointed consultant, we reviewed our staff performance management and career management. Even our volunteer management will be strengthened.

In the coming financial year, as Singapore's ability to co-exist with Covid-19 virus further improve, there will be further relaxation of safe management measures. With this development, and our improved internal capability, we will be able to expand our organisation's capacity to meet the needs of our clients in financial year 2022/2023.

Choo Jin Kiat
Executive Director

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 Singapore CDC

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)

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 a 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

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	100
Goh Jiang Wee, Alan	75
Chung Soon Bee	100
Joanna Tan	100 (based on appointment date)

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

This retreat was a follow up to O'Joy Limited's Board Evaluation done in FY20/21 and had the following objectives:

- Present the Board mapping report, the findings, areas identified as well as discuss recommendations based on Code of Governance practices, Board's wisdom and the consultants' insights.
- Review the organisational priorities and chart the way forward.
- Set goals and action steps for implementation based on the Board Retreat output.

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	Wong Kai Kit	Community Partnership Manager	This is a sub-committee whose role is to coordinate O’Joy Limited’s communications with external stakeholders.
Fundraising	Max Cheong Chong Khiam	Wong Kai Kit	Community Partnership Manager	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.
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

One 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

There is one paid staff (Teo Puay Leng) who is a close family member of the Executive Director, who receive total remuneration between \$100,000 to \$200,000 during the year. There is no paid staff who is a close family member of any board members.

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 0.5 .
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 0% .

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.
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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.

OUR HEARTFELT THANKS TO OUR VOLUNTEERS & DONORS

The support from volunteers and donors is crucial to the continuation of our work at O'Joy. We thank them for their selfless commitment and support.

VOLUNTEERS

PARA-COUNSELLORS

Ang Cheng Soon
Cheo Carol
Chew Shi Jun (Melissa)
Chong Lian Fong
Chong Ming Lee
Chua Kim Long
Chua Koon Hua (Yan)
Chue Luen Song
Ei Siew Guek
Goh Kin Buay @ Kim Buay
Goh Sok Cheng Angeline
Ho Soo Boi Betty
Koh Ah Luan, Maria
Lai Sock Har
Lee Kah Tin Esther
Lee Qing Ping
Liao Zhi Qing
Liaw Ah Kian, Esther
Lim Lay Hoon, Lucinda
Lim Eng Khoon
Lim Gek Huang
Lim Hua Li Lindsay
Lim Gim Mooi Karyn
Loke Gabriel Prieziliano Xian Xun
Low Boon Hua (Michael)
Lum Kwai Heon Allison
Mak Yoke Giu Joy
Ng Kim Hoy
Ng Chiew Sim, Annie
Ng Chee Keong

Ong York Chin
Pak Chee Meng
Tan Buck Lee
Tan Chee Yin
Tan Bee Lian Elaine
Tan Gooi Eng
Tan Ching Ching
Tan Lay Har
Tan Tian Khoon Simon
Tan Chong Woon
Tan Liew Beng
Tan Yi Lin (Eileen)
Tay Edward
Teo Chor Leng
Teo Wei Ting
Teoh Ai Peng
Wong Ee Sheng Edmund
Yap Lay Hwa
Fan Yi Ru (Jac)
Lam Hoi Shan
Lim Pei Yee (Erin)
Loh Siew Mei (Serene)
Low Choy Kwan
Ng Ngeng Chuang (Janice)
Ong Mee Leng
Ong Huey Lih @ Wendy Ong
Phua Soo Fan
Tan Kang Rui, Darren
Toh Tiong Han

HOA FACILITATORS

Goh Cheng Kiow Connie
Kay Siew Choon
Lian Sioek Tien
Ng Geok Wah
Ong Khng Tee
Ong Poh Eng
Ong York Chin

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 Chye Seng Paints & Hardware Co
 Dot Connections Growth Centre Ltd
 Dou Yee Enterprises (S) Pte Ltd
 Eastspring Investments (Singapore) Limited
 Equation Technology & Cabling Pte Ltd
 Evergreen Buddhist Culture Service Pte Ltd
 Flexi-Tec Electrical Pte Ltd
 Gencorp Management Pte Ltd
 Gennal Industries Pte Ltd
 Golden Pagoda Buddhist Temple
 Hss Enviro Pte. Ltd.
 Joe Li Electrical Industries Pte Ltd
 Jolly Companion Ltd
 Kong Meng San Phor Kark See Monastery
 Kram Industries Pte Ltd
 Lu Shang Pte Ltd
 Mangala Vihara (Buddhist Temple)
 Mellford Pte Ltd
 People'S Buddism Study Society
 PT-G Builders Pte Ltd
 Singapore Buddhist Mission
 Soye Singapore Pte Ltd
 Tang'S Engineering Pte Ltd
 TF IPC Ltd
 The Rightway Corporation Pte Ltd
 Tibetan Buddhist Centre
 Vimalakirti Buddhist Centre
 Wesley Methodist Church
 Wing Ship Marine Services Pte Ltd
 Ziroad Pte Ltd

FOUNDATIONS

Binjai Tree
 Chew How Teck Foundation
 Lee Foundation
 Lee Kim Tah Foundation
 Nanyang Hakka Federation
 Neo Group Foundation(The Community Fdn Of Sg)
 Pei Hwa Foundation Ltd
 Shaw Foundation Pte
 Sky Foundation(The Community Foundation Of Singapore)
 The Community Foundation Of Singapore
 The Hokkien Foundation
 Trailblazer Foundation Ltd
 UK Online Giving Foundation

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 Adilahwati Binte Saadon
 Adrian Tan Oei Loong
 Agrawal Shaili Bharatbhushan
 Aileen Low
 Akhil Thundathil Lellulal
 Alhay Hazarmavet Aguirre Avila
 Amanda Tai Yun Ya
 Amane Chu Yi Min
 Amy Kyans
 Anastasia Amanda Beh Gaik Sim
 Andriani
 Ang Chee Owee
 Ang Ching Ching
 Ang Choh Kuan Jovis
 Ang Kian Seng
 Ang Kok Ser
 Ang Siew Leng
 Ang Siew Tee
 Ang Teck Joo
 Ang Tin
 Ang Wei Shuen
 Ang Yick Ling
 Angelene Emilia Hermann
 Anonymous
 Anonymous Donors-Hong Wen School
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 Asit Basak
 Au Guat Lim
 Au Mun Jie
 Audrey
 Audrey Koh
 Audrey Ng Kuen Siew
 Aye Chan Myint
 Aziz Parvez
 Bajaj Simarpreet Singh
 Baraga April Marie Labuan
 Bee
 Bee Yan
 Brandon Yeo
 Cai Baolun
 Callista Fu Jingting
 Cao Yan
 Catherine Geronimo
 Cattleya Ann Malapitan Hilado
 Chan Kar Yan, Dawn
 Chan Keat San
 Chan Kin Khay
 Chan Ling Ying Nickie
 Chan Lut Yee Louise
 Chan Ming Ming Miranda
 Chan Poh Yue
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 Ong Chin Kiong
 Ong Han Cheong
 Ong Hui Hui
 Ong Hui Ling Clara
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 Tan Seoh Kiong
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Teo Hui Qi	Yeo Kai Wei
Teo Hwee Hong	Yeo Phay Hoon
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Teo Keng Pheng	Yeo Soon Hwa
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Teo Miao Tian	Yeoh Soon Hwa
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Terri Forward	Yip Chew Yuen
Tew Eng Hong	Yong Voon Fee
Thien Chong Meng	Zhang Qi Hui
Thum Lai Ian	Zhang Xincheng
Tim Mao Sheng, Kelvin	Zhang Zhengling
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Toh Chooi Ern, Jasmine	Zheng Shufen
Toh Seong Wah	Zheng Wanshi
Toh Sin Huey	Zhou Jingying Diana
Toh Yew Tiong	Zoe Ezra Tan
Toi Mui Luan	



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 brought oceans of joy to those we served.