



Media Kit

NEW HOPE COMMUNITY SERVICES

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About Us:

New Hope Community Services (New Hope CS) is a social service agency in Singapore working to bring change into the lives of the displaced and disadvantaged in the community. We serve all, regardless of race or religion.

Founded in 2004, our mission is to restore hope in our beneficiaries — we want to empower and inspire them to better their own lives. We provide a range of services and programmes such as temporary shelters for homeless individuals and families, casework, counselling, job-matching, skills-training, and support with sustaining long-term housing and employment. We work together with our 3P Partners (Public, Private and People) — like-minded donors, volunteers, corporate partners and government agencies to serve our beneficiaries.

New Hope CS is a full member of the National Council of Social Service since 2005 and has been granted Institutions of a Public Character (IPC) status until 2026.

Our Vision:

To be a Beacon of New Hope to the Displaced and Disadvantaged in the Community.

Our Mission:

To endeavour to build **HOPE** through

- **Holistic Care.**
*We provide person-centred support that enhances physical, mental, and emotional well-being.
Our goal is to help individuals achieve stability and dignity through integrated care.*
- **Outreach and Connection.**
*We address social isolation by fostering meaningful relationships and community belonging.
Through retreats and life-skills programmes, we build connection and inclusion.*
- **Partnerships.**
*We collaborate across public, private, and people sectors to build a strong ecosystem of care.
Together, we journey with clients towards renewed stability and purpose.*
- **Empowerment & Employment for all.**
*We equip individuals with life skills, employment opportunities, and confidence to thrive.
Everyone - clients, staff, and partners plays a part in building hope and self determination.*



THE HEART BEHIND NEW HOPE

Pastor Andrew Khoo spent 13 years as a maritime engineering technician in the Republic of Singapore Navy before becoming a full-time pastor of a local church in 1989. Even then, Pastor Andrew was certain that serving the underprivileged in the community would be the best way he could express his faith. He had a vision — that he would meet an unmet need in Singapore. But it was only a chance encounter in 2003 with four homeless strangers that would turn his vision into a calling.

Those four men were all ex-offenders and recently released from a halfway house. But they had no home to return to, and somehow, Pastor Andrew's name came up even though he did not know those men. All they asked for was a place to stay while they worked to rebuild their lives. Deeply moved by their needs, Pastor Andrew threw open the doors of his church and offered them a place to stay within.

Soon, news of Pastor Andrew's compassion spread, and more and more homeless people came to him seeking shelter. Realising that there was a gap in existing social services for the homeless in Singapore, Pastor Andrew gathered a few volunteers and established the "Shelter for Men-In-Crisis", the first homeless shelter in Singapore. The shelter became a haven for homeless men, particularly for ex-offenders. A year on, in 2004, New Hope Community Services was founded.

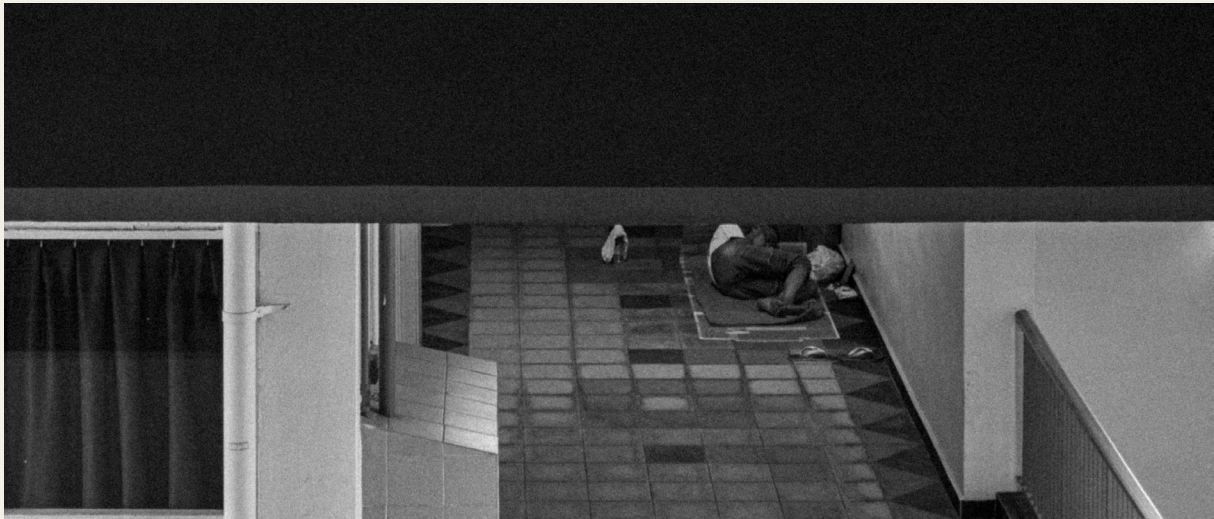
Since then, New Hope CS has made remarkable progress in addressing the needs of the displaced and disadvantaged. Our mission goes beyond providing shelter, encompassing social work intervention, job coaching, life-skills training and transformative retreats. We have impacted over 10,000 lives since we started, and we remain steadfast in our commitment to help those in need of shelter and support.



GOT HOMELESS IN SINGAPORE?

Yes. The Lee Kuan Yew School of Public Policy has done two nationwide street counts, most recently in 2021 (Ng, 2019 & Ng & Sekhon Atac, 2022). There are around 1,000 homeless people — about 600* of which were rough sleeping, while the rest were found in temporary shelters. However, these numbers show only the extent of “street” or visible homelessness in Singapore. There are those who may be “housed”, but they lack elements of a home — a sense of security, stability, privacy, safety and the ability to control their living space. These less-visible forms of homelessness are much more difficult to quantify.

**MSF's latest street count in 2025 found around 500 rough sleepers. However, differences in methodology means that it's not directly comparable with the LKYSPP street counts.*



Homelessness is commonly defined as living in inadequate housing situations. Rough sleeping is the most visible form of homelessness. It's characterised by the act of sleeping in a public space not intended for human habitation.

Living in adequate housing goes beyond having four walls and a roof. It also means:

- **Security** from forced evictions and other threats
- **Assessability** for the disadvantaged and marginalised
- **Livability** with basic services, adequate space and protection from the elements
- **Affordability** that does not take away the ability to enjoy other human rights



Homelessness is one of the harshest forms of social exclusion.

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key causes of
homelessness:

- **Economic Struggles**
Eg. Low wages, unemployment
- **Systemic Barriers**
Eg. Scarce and inaccessible housing, services
- **Individual Circumstances**
Eg. Health crises, addiction, fractured family relationships, abuse

Homelessness may be understood as an intricate interplay of these factors. Consider the scenario of a man who is estranged from his wife and family. He stays in a rented flat, but he had to recently quit his job due to health issues. Yet, he can't easily access shelter services as he is still legally married, even though he cannot return due to fractured family relationships. Without any source of income, he likely cannot continue staying in his rental. This example highlights the potential complexity of homelessness, where circumstances meet to create critical situations often beyond an individual's control.



Impact in 2025:

2,856

individuals/families served directly

260

individuals/families stayed in our shelters

1,075

tenants staying in JSS-OR and SRSF

3,174

volunteers engaged

\$0.9m

funds raised

HOW WE WORK

Almost two decades of supporting people experiencing homelessness has shaped the way we approach our work. We understand that building thriving and resilient individuals and families require more than just putting a roof over their heads. With the right kind of help and intervention, we know that we can help people leave homelessness behind for good.

Transit Point @ Jalan Kukoh (TP@JK)

A Transitional Shelter providing temporary accommodation and social work intervention to displaced families and individuals who have exhausted all other means of accommodation. Residents work with our social work professionals to address their needs and develop intervention plans towards achieving long-term and stable housing.

Transit Point @ Margaret Drive (TP@MD)

A low-barrier-to-entry, community-based interim shelter primarily for rough sleepers with complex housing needs. The TP@MD team works with residents to facilitate their long-term housing goals, empower them with essential skills for self-reliance and connect them to relevant social resources to meet their holistic needs.

Transit Point @ Yio Chu Kang (TP@YCK)

A Transitional Shelter providing temporary accommodation and social work intervention to displaced individuals who have exhausted all other means of accommodation. Residents work with our social work professionals to address their needs and develop intervention plans towards achieving long-term and stable housing.

Job Support and Retention Programme

A programme in partnership with the Singapore Business Federation Foundation, beneficiaries work with our career coaches to address their employment needs. Our career coaches provide vocational counselling, job-matching and skills-training advisory services, and act as a bridge between our beneficiaries and employers to ensure job fit and placement success.



Joint Singles Scheme Operator Run (JSS-OR)

A subsidised public rental flat scheme under HDB for lower-income singles who have no family support or other housing options. Under the JSS-OR, eligible singles can apply individually for a public rental flat, unlike the existing JSS where individuals have to find a flatmate before applying. The operator for the JSS-OR will instead assign compatible flatmates based on various considerations, and also step in to mediate any disagreements between flatmates. The JSS-OR comprise a mix of 1- and 2-room flats, partitioned to house two or three persons per flat respectively.

New Hope CS is the managing agent for:

- JSS-OR Bukit Batok West
- JSS-OR Sengkang West
- JSS-OR Woodleigh Link

Kampung Siglap Lifeskills Training and Retreat Centre (KS)

Kampung Siglap is a community space to inspire hope and change in the social service sector. A specially converted site with residential and community facilities, KS collaborates with social service agencies, community organisations and like-minded partners to meet the needs of beneficiaries and organisations.

Single Room Shared Facilities (SRSF)

A subsidised public rental flat scheme under HDB for lower-income singles who have no family support or other housing options. Under the SRSF, eligible singles will have their own bedroom for greater privacy, and have access to shared facilities such as toilets, kitchens, laundry and activity rooms. The operator for the SRSF manages tenancy matters and provides social support to tenants.

Social Investigation (SI)

Provided for persons referred under the Destitute Persons Act. The purpose of this service is to conduct thorough assessments and case evaluations, determining whether admission to a welfare home is necessary or if the individual can be safely reintegrated into the community with appropriate follow-up and support from relevant services.

SG Cares Volunteer Centre @ Kreta Ayer

The SG Cares Volunteer Centre (VC) are operated by community-based organisations that are responsible for building volunteer capacity, developing volunteer management capabilities, and fostering community partnerships to strengthen the town's effectiveness in meeting community needs. With a deep understanding of their towns and with the help of community partners and volunteers, the SG Cares VC are able to effectively identify areas of need and channel resources to address them and plug the gaps.



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