

# GIVING SHELTER OF HOPE

ANNUAL REPORT 2016



## OUR VISION

Giving Shelter of HOPE to Displaced Individuals and Families

## OUR MISSION

Our Response to Homelessness is H.O.P.E

## OUR CORE VALUES

Respect for the dignity of our clients;  
Integrity in all aspects of our service;  
Compassion in our interactions;  
Excellence in service delivery



**new hope**  
community services

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Vision, Mission, Core Values

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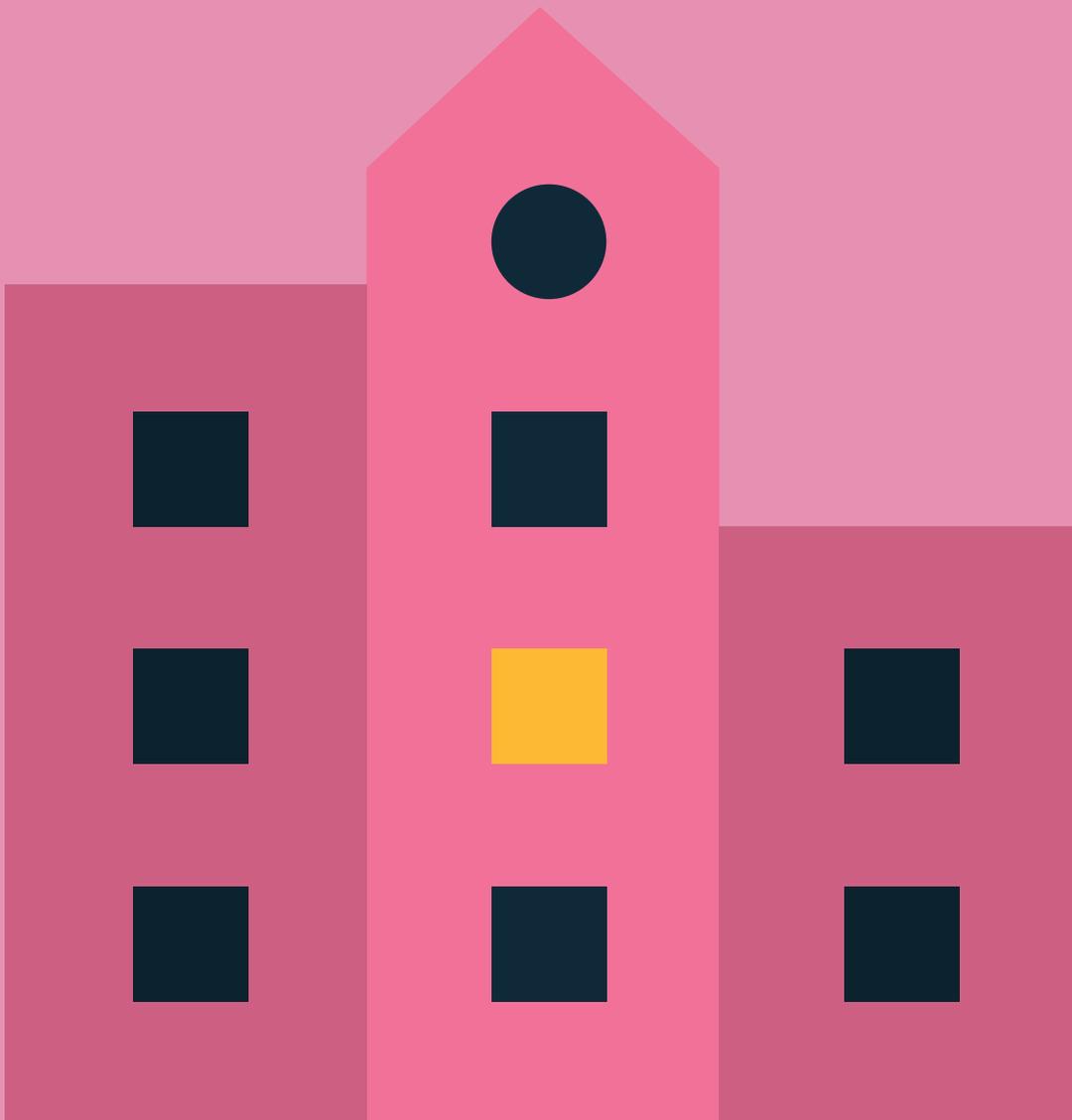
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Looking Forward & How You Can Help

# About Us





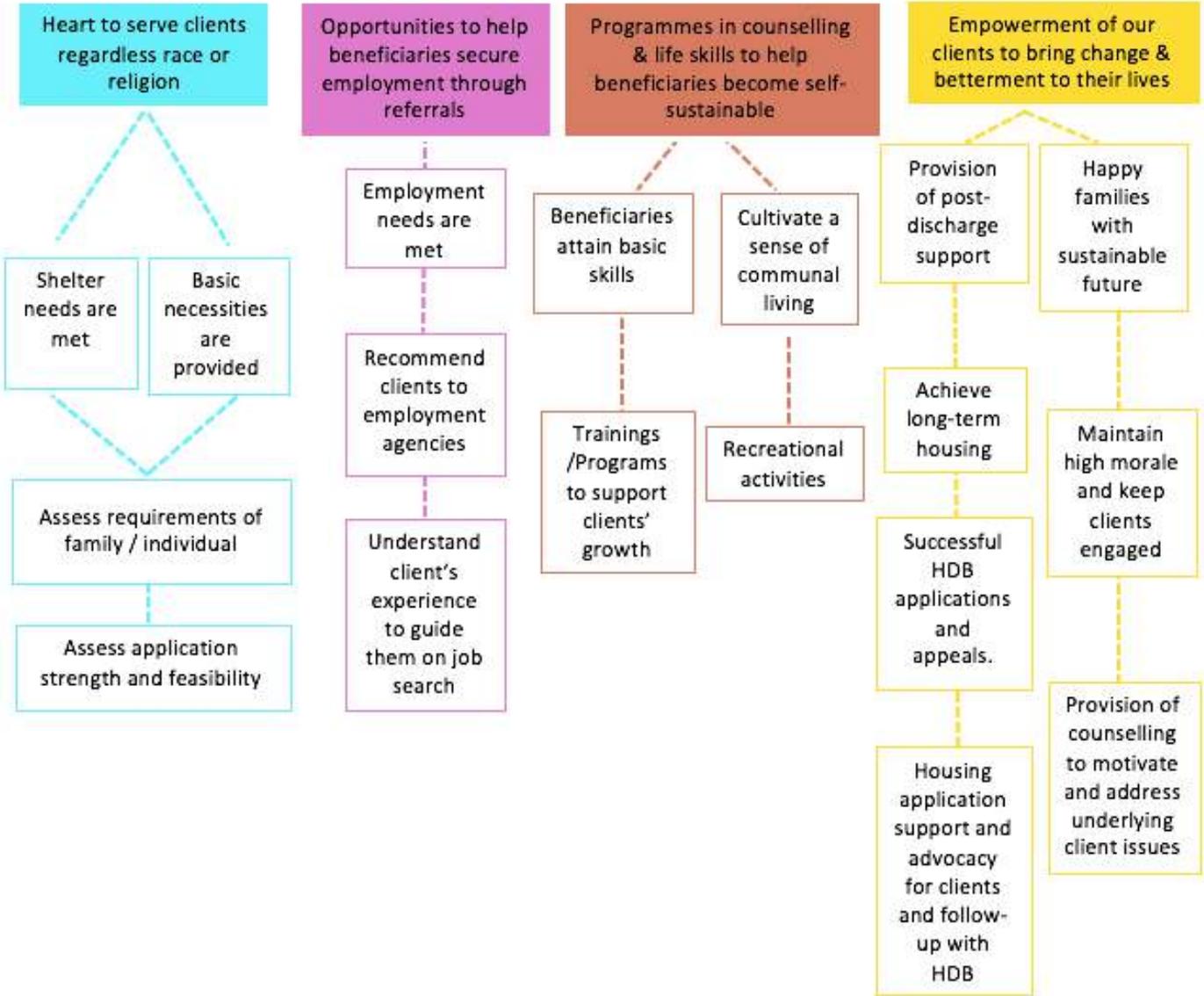
*Giving Shelter Of  
Hope To Displaced  
Individuals &  
Families*

# Our Response to Homelessness

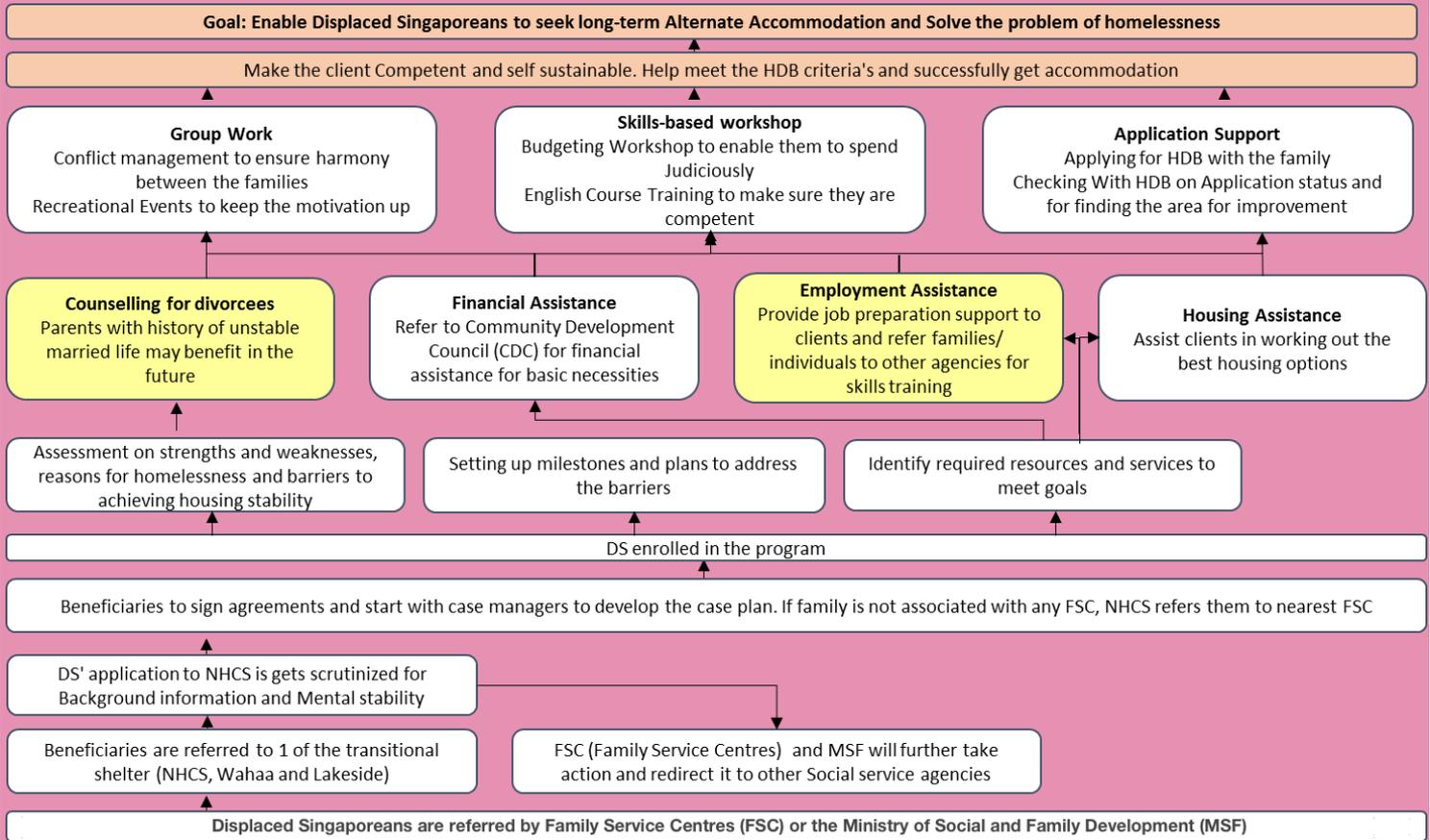


*Enable Displaced Singaporeans to seek long-term Alternate Accommodation and Solve the problem of homelessness*

## H O P E



# THEORY OF CHANGE



# CORE VALUES

**R I C E**  
RESPECT INTEGRITY COMPASSION EXCELLENCE

In our service to our clients, our organisation strictly adheres to the four core values that guide our work – respect for the dignity and worth of our clients, working with integrity in all aspects of our service, espousing compassion in our interaction with our clients, as well as striving for excellence in the delivery of our services.

# New Hope Community Services

The core service of NHCS is to provide transitional shelter to displaced Singaporeans.

NHCS provides 3 types of shelter:

Shelter for Displaced Families,  
Shelter for Displaced Individuals, and  
Shelter for Men-in-Crisis.

*"The best way to find yourself is to lose yourself in the service of others." -- Mahatma Gandhi*



## Shelter For Displaced Families

The Shelter for Displaced Families is a project initiated by then MCYS (now Ministry of Social and Family Development) in 2006. It began its operations in early 2007. Through this project, New Hope Community Services seeks to provide assistance to the families whom have been rendered homeless due to various reasons.

## Shelter For Displaced Individuals

The Shelter for Displaced Individuals was initiated by then MCYS (now Ministry of Social and Family Development) and it began operating in January 2010. The shelter serves both males and females who are homeless. The shelter's emphasis is on community living, thus the residents are encouraged to be independent by participating in their communities and taking ownership of their own decisions and financial resources.

## Shelter for Men-in-Crisis

The Shelter for Men-in-Crisis began operating in 2003 and provides temporary housing for men in crisis, especially ex-offenders. These ex-offenders might have been rejected by their families for various reasons or not have a conducive home environment for their return. At the shelter, we believe in giving them a second chance and assisting them to rebuild their lives, so that they can reintegrate back into the society.

# A Joint Message by the President of the Board & Executive Director

“It takes a village to raise a child; it takes a community to end homelessness.”





*"Homelessness is a devastating experience."*

Tackling homelessness and helping people on their journey to independence is at the forefront of our work. The problem of homelessness is becoming more complex and multidimensional as the world undergoes tremendous change.

We cannot do this alone, so our core principle is one of 'Partnership' - Vision 2020 – **Building New Hope Together**. Vision 2020 is our commitment to look for better ways to have a greater impact because it is not enough to make a difference, we want to make the best difference that impact displaced families and children, individual men and women, and ex-offenders.

In order to do the good work "well", the Board has identified four key strategic thrusts in our Vision 2020 Strategic Plan:

- Client-Centric,
- Corporate Governance,
- Continuous Improvement and
- Capacity Building.

### Client-Centric

We have increasingly recognized that more and more children who face homelessness have come to expect instability as a way of life and are associated with a sense of helplessness and lack of agency (Kirkman et al., 2009, 58).

Therefore, we have built a new Activity Centre and started a new "Music Mentorship Programme" to focus on the needs of these children.

### Corporate Governance

Integrity is what defines NHCS and determines how we work. In NHCS, good corporate governance extends far beyond the yearly 'Code of Governance' submission. Having a robust ethical foundation is at the heart of all our work to empower our clients to achieve independent living in the shortest time possible.

In recognition of our accountability and transparency, we are humbled that we have been awarded the inaugural '**Charity Transparency Award 2016**' by the Charity Council.

In addition, we have consciously considered Board diversity and renewal by adding 2 female professionals as board members. With their addition, we have more than 30% female leadership representation on our Board.

The Board has also adopted the Integrated Risk Management Framework by the Committee of Sponsoring Organizations of the Treadway Commission (COSO).

### Continuous Improvement

In the spirit of continuous improvement, we have completed a consultancy project carried out by Conjoint Consulting to review and evaluate our effectiveness.

### Capacity Building

Besides aligning our staff to the National Social Workers Competency Framework, we have also embarked on a three year “Growing with People” Human Resource Consultancy Project fully funded by the National Council of Social Services.

We will not be able to do our work well without the much-needed support of volunteers and corporate partners. Therefore, we have employed a full-time Volunteer Manager to build up our Volunteer Management system.

### 3 ‘P’s Partnership

We are grateful for the 3 ‘P’s partnership that have been cultivated – Public, Private and People. We are grateful for the various government agencies including the Ministry of Social and Family Development, the National Council of Social Services, SCORE, the President’s Challenge that have provided the required funding for our social programmes.

Various corporate partners and volunteers including Bank of America Merrill Lynch, CISCO Inc, LKY School of Public Policy, National University of Singapore and Bethany Church have generously donate their time, energy and expertise to make a meaningful difference and supporting us to deliver our vital programmes and services.

In addition, we are grateful for 2 additional professionals, (one with extensive experience in the health care and another an entrepreneur in financial health) who have come forward to volunteer to serve together with our team of 7 dedicated board members.

We are also deeply thankful to God for a team of passionate staff who put in great effort in ‘Giving a shelter of hope to displaced individuals and families’.

These organizations and individuals have demonstrated a willingness to give every Singaporean the chance to build better futures for themselves, their families and communities.

### Partner with us

We are setting up a Life Skills Training Centre to empower our clients towards self-reliance and self-sustainability.

Will you consider partnering with New Hope Community Services to help the homeless and vulnerable families, individual men, women, children and ex-offenders find “New Hope”?

**For more information, please  
email: [general@newhopecs.org.sg](mailto:general@newhopecs.org.sg)**



Pastor K  
Steven  
President



Pastor Andrew  
Khoo  
Executive  
Director &  
Founder

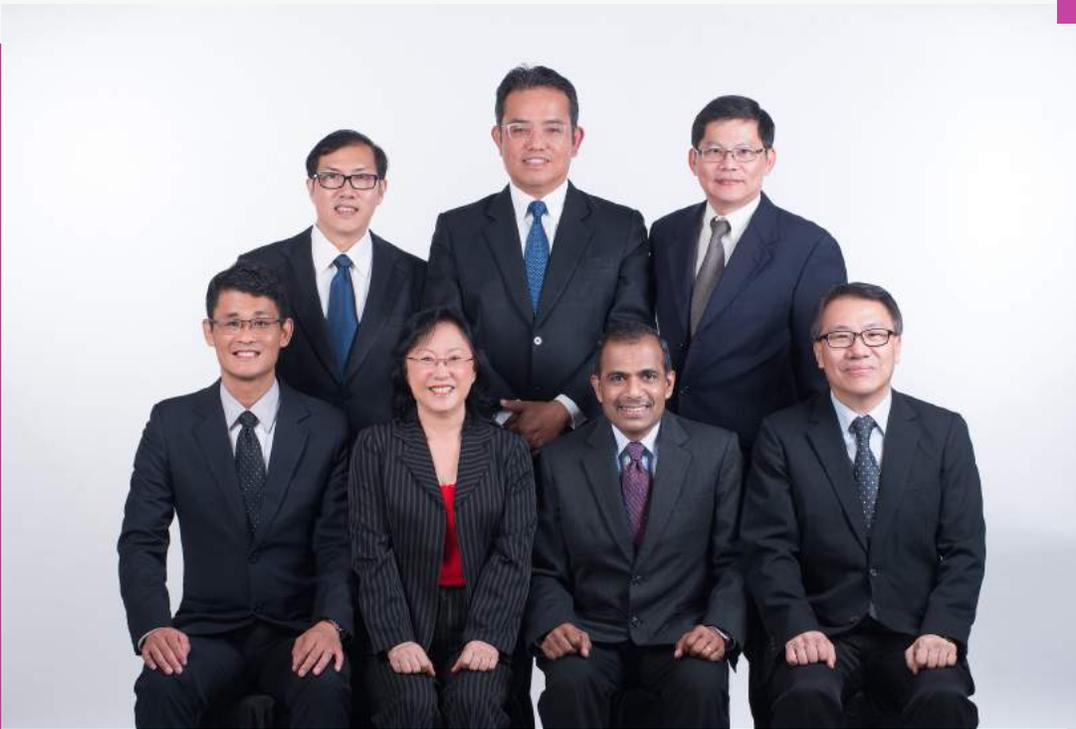
## PATRON



Our Patron

**Mr K Shanmugam**

Minister for Home Affairs & Minister for Law,  
Member of Parliament for Nee Soon GRC,  
Grassroots Adviser for Chong Pang Grassroots  
Organizations

BOARD  
MEMBERS

Board of New Hope Community Services

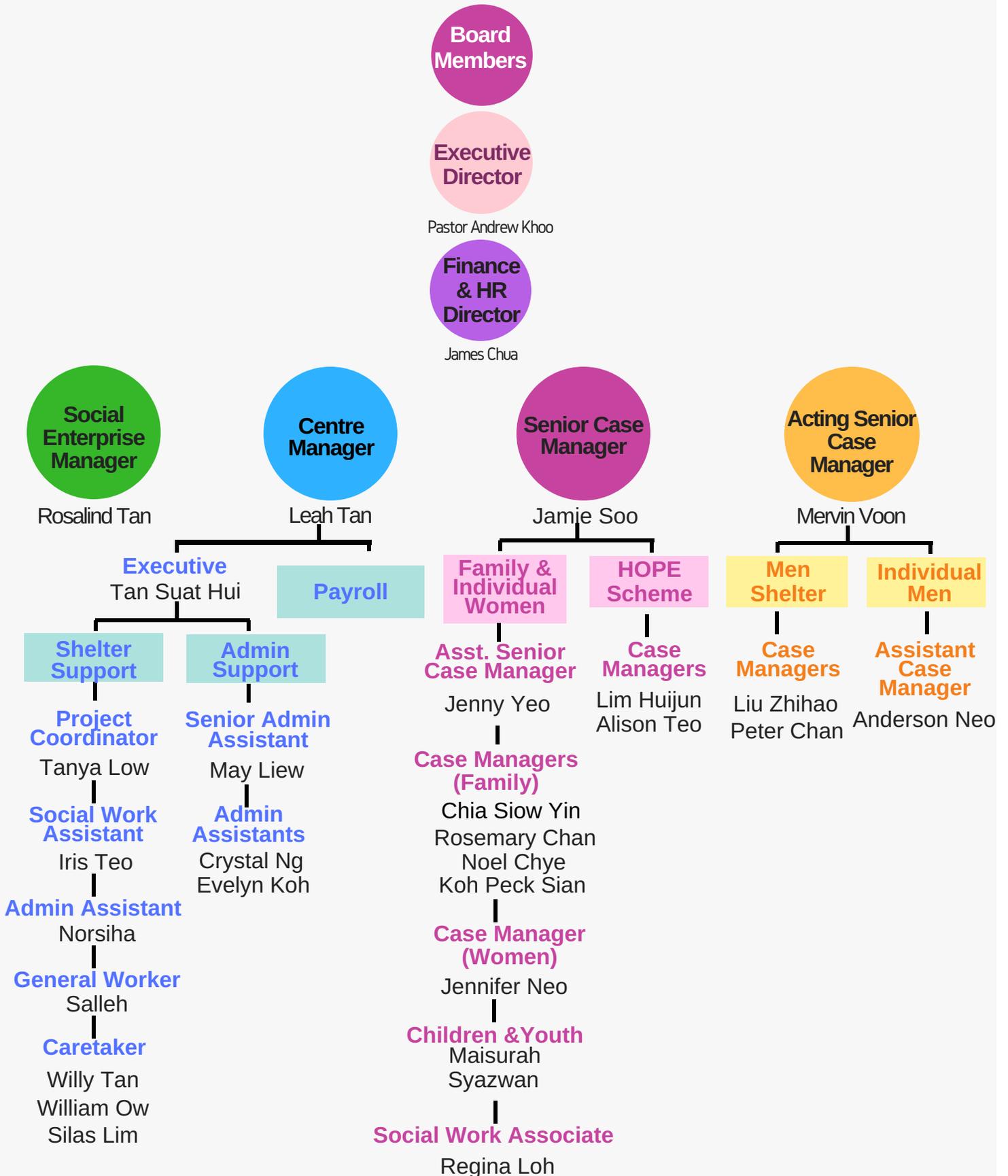
Back Row (L to R):

Mr William Chan Kwok Siew (Treasurer), Mr Derek Pak (Member), Dr Lee Khai Mun (Secretary)

Front Row (L to R):

Mr Lim Bak Chim (Vice President), Ms Hilda Tan (Member), Pastor K Steven (President),  
Mr Eddie Liew (Member)

# Organisational Structure



# Governance

The Board and the management of New Hope Community Services (NHCS) are committed to high standards of corporate governance.

NHCS has complied with 27 out of 27 applicable guidelines of the Code of Governance Evaluation Checklist for Institutions of a Public Character (IPCs). Full checklist is available at [www.charities.gov.sg](http://www.charities.gov.sg).

NHCS is governed by the Constitution of the Society.



## 1. BOARD GOVERNANCE

NHCS is governed by a Board of Directors whose members are elected according to the Society's constitution. Board members do not receive any remuneration for their involvement in any way at NHCS. None of the Board members held staff appointments.

Presently, the Board comprises the President, Vice President, Treasurer, Secretary and five other elected Board members. The Board of Directors charts the strategic directions of NHCS and ensures that the charity is run well and responsibly, so that the charity would continue to be effective, credible and sustainable.

The Board has established seven board committees, namely, the Audit & Risks Committee, the Appointment & Nomination Committee, Programmes and Services Committee, Human Resource & Compensation Committee, Investment & Finance Committee, Fundraising committee and Building Fund Committee.

The Board endeavours to ensure that there is an appropriate mix of core competencies and collective expertise to provide the necessary knowledge and objective judgment to meet its responsibilities. The Board benefits from the depth and breadth of expertise each Director possesses, collectively providing core competencies in finance, industry, business and management. The Board consciously considered Board renewal, succession and diversity by adding 2 female professionals as Board members. With these 2 additions, we have more than 30% female representative on our Board.

In accordance to our Board composition and policy manual, all Board members are required to submit themselves for renomination and re-appointment once every 2 years. The Board ensures that there is a maximum term limit of ten consecutive years for all the Board members. There is a maximum limit of two consecutive years for the position of Treasurer.

The Board engaged the Centre for Non-Profit Leadership (CNPL) to undertake a formal Board evaluation and Board succession using "Pulse Check". Board renewal is proactively planned and carried out using CNPL's Board Match.

## 2. STRATEGIC PLANNING

NHCS' strategic thrusts and priorities outlined in our strategic plan "Vision 2020" serves as guideposts in our pursuit of excellence.

The Board approves and reviews the vision, mission and values of NHCS to ensure it stays relevant to its changing environment and needs. These are documented and communicated to the members of the Society as well as members of the public through various platforms including the annual report and corporate website.

## 3. CONFLICTS OF INTEREST

NHCS has zero risk appetite for non-disclosure and entering into conflicting transactions. All employees, key executives and Board members of NHCS shall provide a disclosure of their interests in all other organizations in which they are directors or have control or have a substantial shareholding or monetary interest to the Board when they are newly employed or appointed and whenever there are updates.

In addition, all staff and Board members are required to declare on an annual basis that he or she does not have any personal or private business or associates that might be in a conflict to their functions or employment with NHCS. There is no known family relationship of the executive staff with any of the board members. There is also no known conflict of interest which arises.

## 4. PROGRAMME MANAGEMENT

The Board reviews and approves strategic plans and outcomes of NHCS to measure the effectiveness and efficiency of programmes and that their outcomes are in line with its mission and objectives.

## 5. HUMAN RESOURCE MANAGEMENT

The Board approves documented human resource policies for staff. NHCS recognizes that it is vital to have adequate trained and experienced people resources with the 'heart' and right attitude to achieve NHCS organizational objectives.

In this regard, NHCS has in place professional development, transparent performance appraisals and regular supervision and feedback systems. At the same time, the Human Resource & Remuneration Committee also reviews, monitors and makes recommendations to the Board on human resources strategy and policies.

## 6. FINANCIAL MANAGEMENT AND CONTROLS

The Board reviews and approves an annual budget. The Board also monitors regularly its budget income and expenditures to ensure NHCS operates efficiently and adheres strictly to financial governance policies. At the same time, the Audit & Risks Committee reviews, monitors and makes recommendations to the Board on Financial management policies and internal controls. The annual accounts are also audited by an external professional audit firm.

## 7. RESERVES POLICY

NHCS targets for at least three times of operating reserves so as to ensure the charity ability to serve its clients is not subjected to the vagaries of the economy.

## 8. FUNDRAISING PRACTICES

NHCS has established guidelines on fundraising. These guidelines are based on the best practices set out by the National Council of Social Services and the Charity Council.

## 9. DISCLOSURE AND TRANSPARENCY

No Board members receives any remuneration.

No staff is involved in setting his or her own remuneration.

Remuneration of Top 3 Executives salary band FY2016:

Salary band	Headcount
\$50 000 - \$100 000	1
\$100 001 - \$150 000	2

## 10. PUBLIC RELATIONS AND CORPORATE COMMUNICATIONS

The Board has established procedures relating to releasing information about the Charity and its activities to the media, its stakeholders and the public. The board designates the Executive Director as the spokesperson for the Charity.

## 11. MANAGING RISKS

The Board has established procedures and systems to identify, review and manage any major risks NHCS may be exposed.

## 12. CODE OF CONDUCT

The Board has approved documented Code of Conduct for Board members, staff, and volunteers.

## 13. WHISTLE BLOWING POLICY

The Board has set in place a whistle-blowing policy.



# Board Attendance 2016

<b>Board Member (Date of Appointment)</b>	<b>Designation</b>	<b>Attendance in Year 2016</b>
<b>Pastor Steven Thanigasalam S/O Kannan</b> (from 4 Jan 2016)	President	3 out of 4
<b>Mr. Lim Bak Chim</b> (from 19 Jun 2012)	Vice President	4 out of 4
<b>Dr. Lee Khai Mun</b> (from 19 Jun 2012)	Secretary	4 out of 4
<b>Mr. William Chan Kwok Siew</b> (from 19 Jun 2012)	Treasurer	4 out of 4
<b>Ms Tan Boon Kim Hilda</b> (from 19 Jun 2012)	Member	3 out of 4
<b>Mr. Derek Pak Gek Kwee</b> (from 19 Jun 2012)	Member	3 out of 4
<b>Mr. Liew Wai Leong (Eddie)</b> (from 19 Jun 2012)	Member	3 out of 4

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# Our Work



# Shelter for Displaced Families



# The year in figures

# 2016



# 130

Referrals Received

Admissions



# 52

# 58



Discharged



# 117

# Families Served

# PROGRAMMES & SERVICES

## Casework & Counselling

From the intake interview until the family's discharge from the shelter, our social workers work closely with the displaced families to assess their needs and strengths, and formulate a care plan to address the presenting and underlying problems faced by the family.

We primarily use Motivational Interviewing techniques to help clients achieve their goals and work towards self-reliance.

As part of a multi-systemic approach, our social workers work closely with FSCs, HDB, and MSF, to explore and advocate for long-term housing options on behalf of the clients, as well as with SSOs and other relevant agencies to broker additional support for the clients.

During the client's stay at the transitional shelter, New Hope will also provide life-skills training, basic counseling, mediation sessions, job placement assistance, and monthly food ration to the clients. Clients have access to our New Hope Activity Centre where computer terminals are available for them to apply for housing, or look for employment.



## Life Skills Training & Group Work

Our social workers conduct workshops on topics such as budgeting and housing in order to equip our clients with relevant skills and knowledge that they can use to attain and sustain their long-term housing. In addition, every family has to attend a "settling in" group work session with their co-tenants, facilitated by their social workers, in order to discuss and negotiate the shelter living arrangements for peaceful living.

We also work with external partners, such as volunteer lawyers, psychologists, and consultants to run additional workshops with topics ranging from parenting skills, the law, and interpersonal skills.

# WITHIN THE SHELTER

## A Renewed Hope

Alice\* and her family were admitted to New Hope Community Services' Transitional Family Shelter as they had sold their home to finance mounting debts. In addition to homelessness, Alice was also a victim of domestic abuse inflicted by her husband. He emotionally abused her by berating her and demeaning her, as well as blamed her for the children's shortcomings and negative emotions. Alice, who has 3 children - two teenaged boys and one young daughter, often felt guilty as a result of the abuse and was also often apologetic for what she perceived as not being able to adequately care for her children. The eldest son had even engaged in self-harm from the stress and emotional turmoil he was experiencing. Alice was also subjected to physical abuse by her husband, and on occasion would sport bruises on her body. Her children were often witness to the abuse, and the effect on their psychosocial well-being was apparent, as they often seemed down and withdrawn. The eldest son had also expressed regret and guilt at not being able to protect their mother.

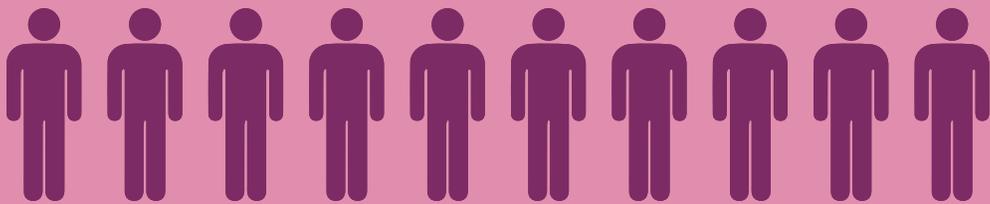
Despite the difficult circumstances, Alice did not give up hope and her strength to continue stemmed from her love for her children. She continued to look for work, and managed to secure employment to support the household expenses. Alice worked with her New Hope case worker on her spousal violence issue and was empowered to take measures to protect herself and her family. She applied for a Personal Protection Order against her husband, worked with her case worker on a safety plan, and was also able to process her feelings towards the situation with her case worker.

In addition, the case worker was able to build rapport with her children and establish a therapeutic relationship, such that they were willing to disclose to her about their feelings towards their family issues. They opened up to her more and were willing to disclose and process with the case worker about their negative emotions toward their circumstances. The case worker also engaged her children in the music programmes in New Hope Community Services, as well as in other activities. Over time, the case worker observed a gradual change to their demeanour as they seemed less withdrawn and were better able to cope with everything that was happening at home. The eldest son even managed to achieve a substantial bursary award for his performance in school, which he used to help his mother with the household expenses and to finance their HDB rental flat. While performing well in school, Alice's eldest son also worked part-time to help relieve some of the burden on his mother. The children proved to be incredibly resilient in the face of all the adversities they faced.

The family ultimately managed to pull through and secured a HDB rental flat with the help of their case worker. Even though the domestic abuse did not culminate in a divorce, Alice was better able to cope with her relationship with her husband and was also empowered to execute her safety plan in order to protect her children and herself. The family left New Hope's Transitional Shelter with the promise of a changed life.



# Shelter for Displaced Individuals



# The year in figures **2016**



**190 Men**  
**71 Women**

Referrals Received

Admissions

**55 Men**  
**15 Women**

**58** 

**13** 



Discharged

**103**

**Individuals Served**

# PROGRAMMES & SERVICES

## Casework & Counselling

The shelter for displaced individuals places much emphasis on community living, and as such, clients are encouraged to participate in the daily upkeep of the communal spaces as well as work together to live harmoniously in the shelter. This process is facilitated by our social workers during intake and over the course of the clients' stay at the shelter. In addition, our social workers also assist clients with liaising with HDB and other relevant agencies to secure alternative accommodation and other resources necessary to support them towards self-reliance.



## Life Skills Training & Group Work

Our social workers conduct bi-monthly support groups for the women, to create a sense of community and to reduce the sense of isolation and destitute among the displaced women. Through the regular support group sessions, we also hope to provide a conducive shelter environment to enable them to stabilize their employment and at the same time, work towards longer term housing.

To build the sense of community among clients, we also celebrate residents' birthdays and important Festivals, e.g Mooncake Festival and Deepavali, as a New Hope family. During one of the sessions, we invited a certified Traditional Chinese Medicine practitioner to share simple tips to improve their general health. The clients had a good time learning about acupuncture points and simple guasa to relieve stress and aches.



# Shelter for Men-In-Crisis

## The year in figures

63

Referrals

40

Admissions

29

Discharges

47

Men served

# PROGRAMMES & SERVICES

## Casework & Counselling

The New Hope Community Services Shelter for Men-in-Crisis provides transitional housing for ex-offenders who are at risk of homelessness upon completing their sentences. These ex-offenders might have been rejected by their families for various reasons or not have a conducive home environment for their return. NHCS believes in giving them a second chance and assisting them to rebuild their lives, so that they can reintegrate into the society.

Casework is a core service provided to the clients, as they require intensive support through a systemic approach in their 6 months of stay at the shelter. New Hope's case managers would endeavour to meet the clients at least once a week in their first month of stay, to ensure that the clients are well settled in the shelter and subsequently, work with with them towards achieving self-reliance and alternative accommodation. The case managers also work closely with social service agencies, such as the SCORE Employment Assistance Unit, to assist clients in gaining employment and other resources to help them get back on their feet.

## Life Skills Training & Group Work

Clients in the Shelter for Men-in-Crisis also attend classes such as Money Management Life Skills training to strengthen their financial capabilities and literacy. There are also support groups available to clients – one example is the Iscos Satellite Support Group programme where clients can share with their peers about their experiences journeying towards self-reliance after incarceration.



# HOPE Scheme



# THE YEAR IN FIGURES

# 591

families received mentoring and casework support from our HOPE Scheme mentors

New intakes into the programme

# 6

Graduates from HOPE Scheme

# 44

Cases transferred in **32**

**36** Cases transferred out

## PROGRAMMES & SERVICES

### Mentoring

Families under the HOPE Scheme undergo mentoring sessions facilitated by our case workers, with the aim of strengthening families so that they can work towards upgrading themselves and becoming self-reliant. Our case workers work closely with the Family Service Centres, Social Service Organisations, and other community agencies as part of a holistic support service to our clients.

### Support Groups

New Hope worked with the Chinese Development Assistance Council (CDAC) and NATC Institute to run support groups for HOPE participants in areas such as Training and Employability.





# Children & Youth

# MUSIC & MENTORSHIP

## Music Classes

As part of our effort to deliver client-centric services - in particular to address the needs of the children & youth in the shelter - New Hope worked with the Malay Youth Performing Arts (MYPART) to conduct weekly music lessons under the Music Mentorship Programme.

Through the programme, the children and youth had the opportunity to learn to play musical instruments such as guitar and cajon, learn to compose and write songs, as well as take vocal lessons under the tutelage of volunteers of MYPART.

The children were also given the opportunity to showcase their skills and perform in front of huge audiences, such as at the opening of New Hope Activity Centre, New Hope Annual Christmas Party, and at monthly community gigs in Khatib.



## KUKOH+ Mentoring

Kukoh+ is a weekly mentoring programme that was conceived to address the socioemotional and academic development needs of the children living in New Hope Community Services Transitional Family Shelter, as well as children staying in the wider Jalan Kukoh Community. The programme was run by student volunteers from the National University of Singapore College of Alice & Peter Tan (CAPT), with support from the social workers at NHCS as part of the Music Mentorship Programme.

The children had the opportunity to explore the world of science through experiments, engross themselves in role play and drama to learn about vocabulary and grammar, as well as solve mathematical problems through real-life application of concepts. In addition, the children were also given the opportunity to visit the campus of the National University of Singapore in order to pique their interest in continuing higher education.

# New Hope BounceFit



A Social Enterprise Initiative of New Hope Community Services



## BUILDING SINGAPORE ONE JUMP AT A TIME!

*One and half years from its launch, New Hope Bouncefit has made significant progress since its inception in July 2015.*

There have been considerable consumer curiosity and reception of our very fun and beneficial fitness workout conducted on the Jumping® Profi mini trampoline. Programs implemented in 2016 were certain progressive steps toward fulfilling our mission to support the social programs of New Hope Community Services and to build a healthier and more cohesive Singapore.

2016 has been a very eventful year for New Hope Bouncefit. We brought Jumping® Fitness to the workplace by conducting classes for corporate staff at the premises of several companies including Henkel Adhesive Technologies SEA and Abott Manufacturing.

Moreover, we partnered with ActiveSG in the Leap Fitness 2016 project to feature jumping® fitness in various ActiveSG Sports Centres. Since then, we run regular classes at Clementi and SengKang Dances Studios. New Hope BounceFit also partnered with People's Association for Chingay 2016. Additionally, we participated in the PA Community Sports Day in July by demonstrating and conducting trial jumping® fitness classes for members of various Community Clubs.

To promote our programs, products and services, New Hope BounceFit took part in many events in public venues including the 3M Collaboration Roadshows at KM Mall. Moreover, we also offer free weekly jumping® fitness classes to the residents of our shelters and their children to encourage them to pursue an active and healthy lifestyle.

With 15 active certified jumping® fitness instructors, New Hope Bouncefit is making inroads into the Singapore Health and Fitness arena. Throughout 2016, we conducted daily jumping® fitness classes at our Community and Sports Centre located at Chong Pang.

To expand our reach, we acquired 150 new trampolines in November and organised the Jumping® Basic instructor's course to equip and train new instructors. We are also raising funds to acquire a big truck to enhance our delivery service and to reduce transportation costs. With these resources, we anticipate a fruitful and prosperous 2017.

# Our Partners



# KEY VOLUNTEER EVENTS

Volunteers form one of the key driving force that gives life to an organisation's work. At New Hope Community Services, our valued volunteers from the public and private sectors give their time and effort to support our programmes, such as those under the Music Mentorship Programme, as well as initiate new ones to uplift our clients. In 2016, we had 41 regular volunteers and 130 ad-hoc volunteers who contributed a total of 985 hours to our events, programmes, and services.

Here's a look back at some of the key volunteer-initiated events in 2016:

## Hairstyles by Shunji Matsuo

In his desire to give back to the community, renowned celebrity hairstylist Shunji Matsuo and his team of 18 professional hairstylists offered complimentary haircuts to 43 residents residing in the transitional shelter of Community Services on 29 May 2016. There was an incredible turnout as our residents flocked to the activity centre to receive a brand new hairstyle from the professionals. Everyone left the event in good spirits and with great new looks!



## Celebrating Chinese New Year with CISCO Systems Pte Ltd

On 18 Feb 2016, volunteers from CISCO celebrated Chinese New Year with our residents. The celebration began with a LoHei YuSheng with the residents, followed by a sumptuous buffet dinner catered by Cisco. There was also a Balloon Sculpting activity that proved popular with the children as the balloonist entertained them with beautiful balloon sculptures. The celebration ended with a music performance by the volunteers. Residents were invited to join in the singing as well. Both the volunteers and residents had enjoyed themselves very much.

# KEY VOLUNTEER EVENTS

## **Cleaning Shelter Units and Lego Workshop by Bank of America Merrill Lynch**

On 19 January 2017, a team of staff volunteers from Bank of America Merrill Lynch gave their time and effort into clean the shelter units, blessing the residents with a comfortable unit to reside in. The staff also took the time to interact with the residents and get to know them. After the cleaning, the staff volunteers spent some time jumping on the trampoline and experiencing the product of our social enterprise, New Hope BounceFit. They ended the day with a fun and interactive Lego workshop for the children and also gifted the children with Lego sets. Their work and contributions at the shelter provided much joy and happiness to the adults and children residing in our shelter.

## **Block Party by New Horizon Church**

On 6 August 2016, a team of 21 volunteers from New Horizon Church organised a block party for our residents at the activity centre. The families had an afternoon of fun with games similar to the TV show “Minute to Win It”. There were about 8 booths for games and each resident was given a game card. Once the card was filled up after completing the games, they could exchange for prizes such as beverages, snacks and food items. Besides the games, there was also an art & craft corner for the children. Flower arrangement sessions were also conducted for the adults. The children were particularly hooked on the Bingo game conducted by one of the volunteers. The residents were also treated to live stations serving ice cream and popcorn. It was indeed an unforgettable day of fun at Jalan Kukoh.

## **Cooking Classes by Bethany Church**

A group of volunteers from Bethany Church shared their favourite Indonesian cuisines and culinary skills with the residents of New Hope Community Services through monthly cooking classes. The classes were well-received by both young and old in the shelter, and the residents enjoyed learning new recipes and improving their culinary skills with each monthly session.



# KEY VOLUNTEER EVENTS



## Holiday Baking by KUKOH+ mentors from NUS College of Alice and Peter Tan

The KUKOH+ mentors took a break from the regular programme to organise a special baking session for the children during their school holidays. The children learnt to mix ingredients, bake chocolate-chip cookies and cupcakes, and decorate their bakes with icing from their mentors. It was a day of fun and learning as the children explored the kitchen and baking tools, and took home their baked goods to share with their family and friends.

# WHY DO THEY VOLUNTEER?

*"My friends and I feel a great sense of satisfaction when we see improvements in the kids' academic performances and in their attitudes towards learning. The kids' smiles and excitement at our weekly sessions never fail to warm our hearts too. It is our hope to see all of their potentials realized. Though the lesson preparation and execution each week can be tiring, we know that the time and effort spent are definitely worth it."*

- Lim Jia Le Bryson, KUKOH+ Mentor and student volunteer from the National University of Singapore - College of Alice & Peter Tan

# ACKNOWLEDGEMENTS

We would like to give our heartfelt thanks to the following groups for contributing their time, effort, and resources to serve our clients. Our programmes and services would not have had such impact without their invaluable support in 2016.

Bank of America Merrill Lynch

CISCO Systems Pte Ltd

Shunji Matsuo

New Horizon Church

Bethany Church

Bukit Merah East NPC

Student volunteers from NUS - College of Alice & Peter Tan

Big Heroes

Mount Alvernia Hospital

PEKIK Community Initiatives

ReadAble

NTUC Fairprice Foundation

YMCA - FACES

and all our individual volunteers & donors

# Thank You!

# LOOKING FORWARD TO 2017

## Music Mentorship Programme & Community Outreach

In 2017, our children and youth can look forward to an increase in the scale and scope of the Music Mentorship Programme through the formulation of a brand new "New Hope Club". Through this club, we will be expanding our community outreach efforts to invite more children and youth from the Jalan Kukoh Community to join our programme.

## Promoting Volunteerism

With the arrival of a volunteer manager, we hope to involve more volunteers in our programmes and services, and grow our volunteer base in order to be more efficient in our service delivery. This would involve creating new avenues for volunteers to contribute to support our clients in achieving self-reliance and enriching the lives of the clients.

## Partnerships

As the saying goes, "It Takes a Village to Raise a Child", New Hope hopes to continue the momentum of forging strong relationships and partnerships with community agencies, and corporate entities, to add value to our programmes and services. As 2016 has shown, the valued partnerships that we have forged had made a great impact on the lives and goals of our clients in the shelters.

# HOW YOU CAN HELP

## Volunteer

We are always looking for more volunteers to help enrich the lives of our clients and address their needs. If you have the time and willingness, drop us an email or phone call for a chat!

## Donate

Our programmes and services require a constant stream of resources to operate, and so we are truly appreciative of our donors who contribute generously to keep our work going. Whether in-kind or in cash, every help counts towards the work we do for our clients. Contact us today if you wish to make a contribution!

## Fundraise

Do you have a great fundraising idea? Perhaps you wish to contribute in a unique way and put your marketing skills to good use. New Hope welcomes individuals or groups who wish to fundraise on behalf of the organisation, so that we can maximise the use of our limited manpower and resources towards service delivery for our clients. Drop us a line or email today to take your idea further!

## Job Placement

Some of our clients struggle with finding employment, which further perpetuates their homelessness and poverty. Suitable job openings may be hard to come by. If you are in a company who can offer job placements for our clients, do get in touch with us!

# Contact Us

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