

We're honoured to be awarded the
Charity Governance Award 2017!



“ BUILDING NEW HOPE TOGETHER ”



New Hope Community Services
ANNUAL REPORT

• Year 2017 •

Table Of

CONTENTS

Pages	Content
2	About Us <ul style="list-style-type: none">· <i>Vision</i>· <i>Mission</i>· <i>Vision 2020</i>· <i>Theory of change</i>
8	Patron's message
9	President's/CEO's message
11	Board members
15	Organisational structure
16	Governance
20	What We Do
26	2017 at a glance <ul style="list-style-type: none">· <i>Stats for TS, HOPE, MIC, MMP, Job club, Jumping Singapore</i>
28	Our Growth
29	Governance and transparency award
30	Pioneering with a mission (10 la selle)
31	Sustainability (<i>corporate partnership, business model i.e. fundraising and social enterprise, and volunteers</i>)
32	Great Place to Work
33	Our Programmes <ul style="list-style-type: none">· <i>Shelter for displaced families</i>· <i>Shelter for displaced individuals</i>· <i>Shelter for Men-in-crisis</i>· <i>HOPE Scheme</i>· <i>Children and youth</i>· <i>Jumping Singapore</i>
45	Key Events Looking
48	Forward
49	How Can You Help?
50	Contact Us

About Us

New Hope Community Services

Vision

Building New Hope Together

Mission

Restoring HOPE To Displaced Individuals and Families



Since 2003

THE FOUNDATION

Of New Hope Community Services

VISION

Building
New Hope Together



MISSION

Restoring **HOPE** To
Displaced Individuals
and Families



VALUES

Respect:
Value every voice

Integrity:
Do the right thing

Compassion:
Have a heart

Excellence:
Be your best



STRATEGIC THRUST

**Client-centric,
Co-ordinated**
(Integrated service)

Corporate
(Governance)

Capacity & Capability
(Building)

Continuous
(Improvement)



About Us

Vision 2020

Strategic Thrust 1

Client-centric,
Co-ordinated
(Integrated service)

PA1

Housing stability

PA2

Sustainable employment

PA3

Improved wellbeing

PA4

Empowering service users

PA5

Children

PA6

Strengthening families

Strategic Thrust 2

Corporate Governance

PA1

Strong ethos of corporate governance

PA2

Rigorous performance measurement

STRATEGIC THRUST

Client-centric,
Co-ordinated
(Integrated service)

Corporate
(Governance)

Capacity & Capability
(Building)

Continuous
(Improvement)



Strategic Thrust 3

Capacity and Capability Building

PA1

A great place to work

PA2

Building a sustainable organization

Strategic Thrust 4

Continuous Improvement

PA1

Research for innovation and effectiveness

PA2

Evidence based practice

Our Journey

- New Hope Community Services (NHCS) was found
- Shelter for Men-In-Crisis

2003

- Shelter for Displaced Individuals

2007

- Shelter for Displaced Families

2010

- Home Ownership Plus Education (HOPE) Scheme

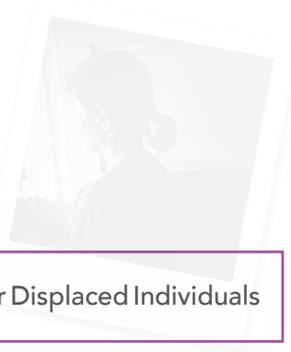
2012

- Charity Transparency Award
- 10 La Salle lease & MSF letters of support
- MSF TS tender selection
- Employment Services

2016

- Charity Governance Award
- Charity Transparency Award
- Music Mentorship Programme

2017



Theory Of Change



GOAL:

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

Make the client Competent and self sustainable.
Help meet the HDB criteria's and successfully get accommodation

Group Work

Conflict management to ensure harmony between the families
Recreational Events to keep the motivation up

Skills-based workshop

Budgeting Workshop to enable them to spend judiciously.

Application Support

Applying for HDB with the family
Checking with HDB on Application status and for finding the area for improvement

Counselling for divorcees

Parents with history of unstable married life may benefit in the future

Financial Assistance

Refer to Community Development Council (CDC) for financial assistance for basic necessities

Employment Assistance

Provide job preparation support to clients and refer families/ individuals to other agencies for skills training

Housing Assistance

Assist clients in working out the best housing options

Assessment on strengths and weaknesses, reasons for homelessness and barriers to achieving housing stability

Setting up milestones and plans to address the barriers

Identify required resources and services to meet goals

DS enrolled in the program

Beneficiaries to sign agreements and start with case managers to develop the case plan.
If family is not associated with any FSC, NHCS refers them to the nearest FSC

DS' application to NHCS is gets scrutinized for Background information and Mental stability

Beneficiaries are referred to our transitional shelter

FSC (Family Service Centres) and MSF will further take action and redirect it to other Social service agencies

Displaced Singaporeans are referred by Family Service Centres (FSC) or the Ministry of Social and Family Development (MSF)

Message from Our Patron

2017 was a fruitful year for New Hope Community Services (NHCS).

Since its inception, NHCS has kept faith with its vision to provide a shelter of hope for families and individuals.

It has consistently worked to make a difference in the lives of the underprivileged and the displaced. From a single shelter in 2003, NHCS now operates three shelters for displaced families, individuals, and men-in-crisis, particularly ex-offenders.

NHCS has also rolled out new initiatives to improve service delivery. Employment is key in helping families and individuals get back on their feet. NHCS recognises that fact – it introduced the “Job Club” in December 2017 to encourage its members to seek employment, and stay employed by rewarding them with a savings matching scheme.

It has also introduced the idea of a Lifeskills Training & Retreat Centre to better engage disadvantaged families through informal settings such as retreats and camps –rather than planned workshops, which saw low attendance.

This year, NHCS received the Charity Transparency Award – its second since the introduction of the awards in 2016.

NHCS also received the Charity Governance Award 2017 – one of only two charities to do so. Their commitment to accountability and transparency is a good role model for others to emulate.

I would like to express my appreciation to all partners and volunteers of NHCS.

Together, we will build a better future for Singaporeans in need, and their children.



K. Shanmugam
(Patron)

Message from

President & CEO's Message

Building New Hope together has always been our vision. Enabling the homeless to attain self reliance is not an easy task as modern living becomes more complex, requiring multi-faceted problem solving in a rapidly changing world.

In 2016, the Board had identified four key strategic thrusts in our Vision 2020 Strategic Plan: - Client-Centric, - Corporate Governance, - Continuous Improvement and - Capacity Building.

We are now in the second year of embarking on Vision 2020 – Building New Hope Together. In order to become a transformative organisation that will not only eradicate homelessness, but provide HOPE to all families in crisis, many challenges await us. But, with your help and partnership, we shall overcome them - together.

Our Achievements

In recognition of our accountability and transparency, we are humbled that we have once again been awarded the inaugural 'Charity Transparency Award 2017' by the Charity Council. But greater still, we also clinched the "Charity Governance Award 2017", being the only charity in the medium sized category to receive this award. This award recognises charities which practice the highest standards of governance.

After a successful tender exercise, we were also once again selected as the service provider to operate the Transition Shelter programme under the Ministry of Social and Family Development (MSF) at Jalan Kukoh. We are also privileged to continue working with the Singapore Corporation of Rehabilitative Enterprises (SCORE) to run the temporary shelter service for individual men who have been recently released from the prison.

We are also honoured to work with the Singapore Business Federation Foundation (SBFF) to run its first ever employment support program. This is done in recognition of the needs of low income and vulnerable families to help them attain and sustain their jobs in order to break out of the poverty cycle.

Last but not least, we have been given the incredible opportunity to obtain a lease for an old school compound at 10 La Salle Street. Our dream to run a "Life Skills & Retreat Centre" for the low income and vulnerable families was materialised when we successfully obtained the letter of support from MSF to run the Life Skills and Retreat Centre on 10 La Salle Street. Having described this centre as a "valuable social service", we are thrilled and endeavoured to take on this project with utmost commitment.



1 Pastor K Steven (*President*)

2 Pastor Andrew Khoo
(*Chief Executive Officer, CEO*)

Message from President & CEO's Message

Integrated Services

"Research on families that moved from low income into either stable working class or professions shows that these low income families develop social capital that enables them to have access to new opportunities" (Schneider, 2001).

To enable social capital development to take place quickly for low income families, we have recognised the need to integrate our services in one seamless piece so that the basic needs of every family can be met in the shortest amount of time. In addition, we are streamlining volunteer involvement to become a key component in our integrated services.

Partnership

We are also grateful for corporate donors such as Lee Kuan Yew School Of Public Policy, Bethesda (Frankel Estate) Church Ltd, Bank of America Merrill Lynch, Tabernacle of Christ and CISCO Systems Pte Ltd who have generously donate their time, resources and expertise to make a meaningful difference in our beneficiaries' lives and supporting us to deliver our vital programmes and services.

Because of these generous organisations and individuals, our beneficiaries have the chance to build better futures for themselves, their families and communities.

Partner with us

As we embark on yet another year of setting up the Life Skills and Retreat Centre to build social capital for the low income and vulnerable families, will you consider partnering with New Hope Community Services to help these families, individual men, women, children and ex-offenders to find "New Hope"?

For more information, please email: general@newhopecs.org.sg

Our Team

Board Members



1 Steven Thanigasalam s/o Kannan (*President*)
Executive Director,
Christian Outreach to the Handicapped

2 Lee Khai Mun (*Vice-president*)
Consultant Radiation,
Oncologist Farrer Park Hospital

3 Tan Boon Kim Hilda (*Treasurer*)
Retired

4 Tan Cheng Jee Pauline (*Secretary*)
Chief Executive Officer,
Yishun Community Hospital

5 Leong Lai Yee, Edna (*Assistant Treasurer*)
Chief Executive Officer,
Financial Planning Association of Singapore

6 Derek Pak Gek Kwee (*Member*)
Regional Lead for AP Customer Fraud
Management, MasterCard Asia Pacific

7 Liew Wai Leong, Eddie (*Member*)
Chief Executive Officer,
GS1 Singapore Limited

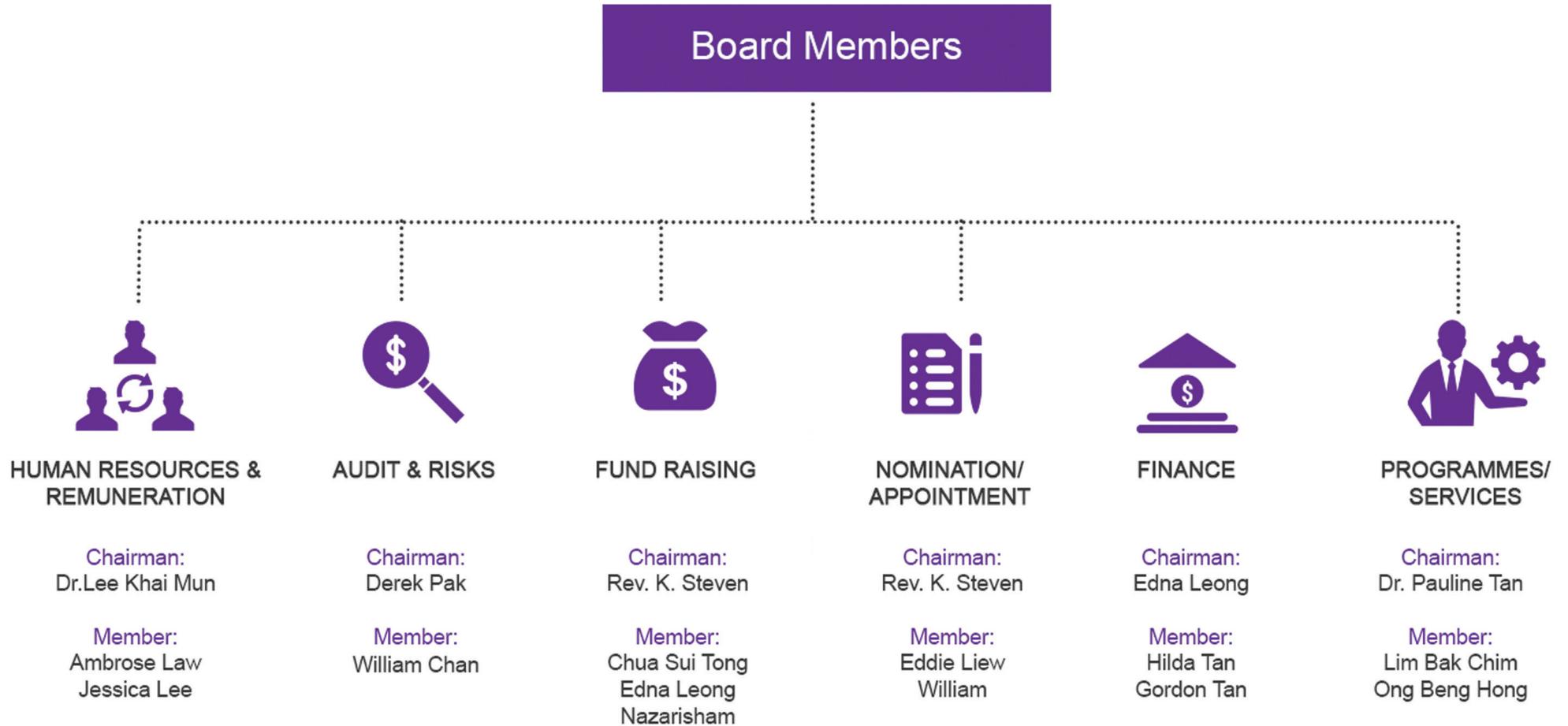
8 Chua Sui Tong (*Member*)
Managing Director, Rev Law LLC

Our Team

Board Members

Board Member (Date of Appointment/ Resignation)	No of Meetings	Attended
Pastor Steven Thanigasalam s/o Kannan	6	6
Mr. Lim Bak Chim (Outgoing wef 25 May 2017)	3	3
Dr. Lee Khai Mun	6	6
Mr William Chan Kwok Siew (Outgoing wef 25 May 2017)	3	3
Ms Tan Boon Kim Hilda	6	6
Mr Derek Pak Gek Kwee	6	5
Mr Liew Wai Leong Eddie	6	4
Ms Pauline Tan Cheng Jee (Ingoing wef 28 March 2017)	5	4
Ms Edna Leong Lai Yee (Ingoing wef 28 March 2017)	5	2
Mr Chua Sui Tong (Ingoing wef 25 May 2017)	3	2

Sub Committees



Sub Committees

Audit & Risk Committee

The Audit & Risks Committee shall assist the Board of Director (the "Board") of New Hope Community Services ("NHCS") in fulfilling its responsibility to provide oversight of management regarding: (1) the Organization's system of internal controls and risk management; (2) the integrity of the Organization's financial statements; (3) the Organization's compliance with legal and regulatory requirements and ethical standards; (4) the engagement, independence and performance of the Organization's independent auditors; and (5) Identify, assess, record, review and provide strategy on actual and potential risk and the impact on NHCS.

Appointment & Nomination Committee

The Audit & Risks Committee shall assist the Board of Director (the "Board") of New Hope Community Services ("NHCS") in fulfilling its responsibility to provide oversight of management regarding: (1) the Organization's system of internal controls and risk management; (2) the integrity of the Organization's financial statements; (3) the Organization's compliance with legal and regulatory requirements and ethical standards; (4) the engagement, independence and performance of the Organization's independent auditors; and (5) Identify, assess, record, review and provide strategy on actual and potential risk and the impact on NHCS.

Programmes & Services Committee

The Programmes and Services Committee shall assist the Board of Director (the "Board") of New Hope Community Services ("NHCS") to develop programmes and services and monitor performance against the Organization's mission and strategic plan.

Human Resource & Remuneration Committee

The Human Resources and Remuneration Committee shall assist the Board of Director (the "Board") of New Hope Community Services ("NHCS") in overseeing the Organization's management remuneration policies and practices, including

- making recommendations to the independent directors with respect to the remuneration of the Organization's Chief Executive Officer ("CEO");
- reviewing management incentive remuneration policies and programs
- reviewing bonus compensation policies for employees;
- reviewing 'Career Development and Advancement' plan so as to attract and retain talents; and
- reviewing NHCS remuneration plans to align to NCSS annual salaries guidelines.

Investment & Finance Committee

The Investment & Finance Committee shall assist the Board of Director (the "Board") of New Hope Community Services ("NHCS") in fulfilling its oversight responsibilities relating to fiscal management by:

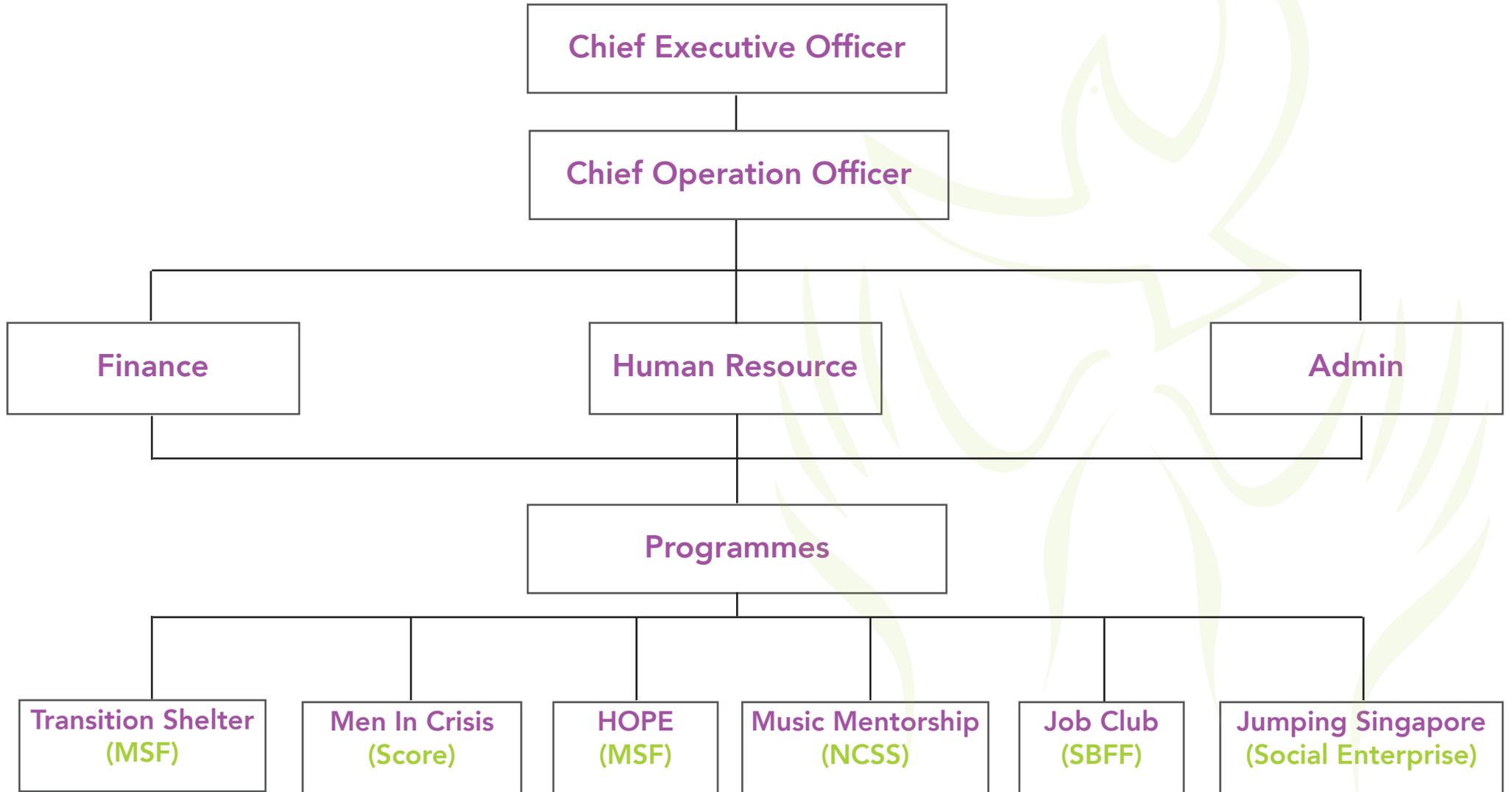
- overseeing the management of organization-wide financial assets;
- reviewing investment policies and strategies; and
- ensuring the maintenance of a sustainable donation and income structure.

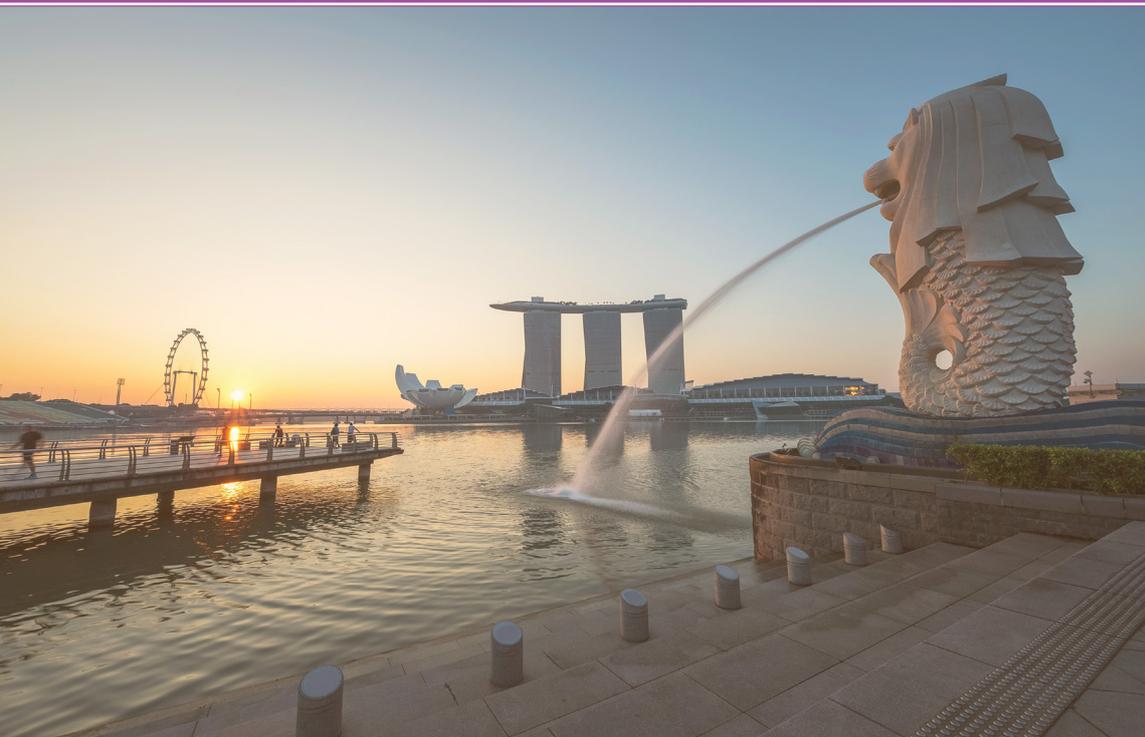
Fund Raising Committee

The Fund Raising Committee shall assist the Board of Director (the "Board") of New Hope Community Services ("NHCS") to raise fund to support the operating expenses, new programmes and expansion; and develop and implement fund raising plans so as to enable the organization achieve the Reserve policy target established by the Board.

Our Team

Organization Structure





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

Good corporate governance should be weaved, as a premise, through every aspect of NHCS, our people, culture, and our public face. Integrity is what defines NHCS and determine how we work. Therefore, in NHCS good corporate governance extends far beyond the yearly 'Code of Governance' submission and it's not an added bonus. Having a robust ethical foundation is at the heart of what makes us successful.

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). The full checklist is available at www.charities.gov.sg NHCS is governed by the Constitution of the Society.

Governance

Policy

1. Governance Policy

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, Assistant Treasurer, Secretary and three 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, Programs and Services Committee, Human Resource & Remuneration Committee, Investment & Finance Committee and Fundraising 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. Board members are recruited using 'Centre for Non-Profit Leadership' Board Match. Recruited board members are selected according to the "Board Members Selection Criteria".

1a. Board Members Election Process

In accordance to the 'Board Policy Manual', Board composition is regularly reviewed and discussed whenever there are changes. In addition, all Board members are required to submit themselves for re-nomination and re-appointment at the end of the 2 years term in accordance to the constitution Article 8.2 & Article 8.3. There is no automatic renewal of term for all board members. In accordance to the constitution, there is a maximum limit of two consecutive years for the position of Treasurer.

1b. Board Evaluation, Renewal and Succession

The Board undertakes formal board evaluation regularly, at least once a year. Board renewal and board succession are pro-actively planned and carried out by the Board. When recruiting new Board members, the Board utilized CNPL Board Match. The Board consciously considered board renewal, succession and diversity.

There is a maximum term limit of ten years for all Board members. In addition, there must be a lapse of at least two consecutive years before re-nomination and re-appointment to the Board. There is no automatic renewal of term for all board members at the end of each 2 years term. Before re-appointment and re-appointment to the Board, every board members will be evaluated by the 'Appointment and Nomination committee' and getting the input of the senior management as NHCS Board-Management relationship is a partnership.

NHCS has more than 30% female representation on our Board and no Board members has served for more than 10 consecutive years.

2. Strategic Planning

NHCS strategic thrusts and priorities outlined in our strategic plan "Vision 2020" serve 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. On an annual basis, the Board set aside time to review and update the strategic plan "Vision 2020" so as to stay relevant to any 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.

Governance

Policy

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 arises.

4. Programme Management

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

The Board engaged 'Conjunct Consulting' to review the effectiveness and efficiency of the programs.

5. Human Resource Management

The Board approves documented human resource policies for staff. NHCS recognizes that it is vital to have adequately trained and experienced people resources with the 'heart' and the 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, monitor and make 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 adhere strictly to financial governance policies. At the same time, the Audit & Risks Committee reviews, monitors and make recommendations to the Board on Financial management policies and internal controls. The annual accounts are also audited by an independent professional audit firm.

The Board has established an internal audit team and a procurement committee audit team.

7. Reserves Policy

NHCS targets for at least three times of operating reserves so as to ensure the charity ability to serve its clients are 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. NHCS does not engage any third party fundraisers.

9. Disclosure and Transparency

No Board members receive any remuneration.

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

Remuneration of Top 3 Executives Salary Band FY2017:	Headcounts
\$50,000 to \$100,000	1
\$100,001 to \$150,000	2

Governance

Policy

10. Public Relations & Corporate Communications

The Board 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. NHCS does not engage any third party fundraisers.

11. Managing Risks

The Board has established procedures and systems to identify, regularly monitor, review and manage any major risks NHCS may be exposed. The Board adopts the Integrated Risk Management Framework by COSO.

12. Code Of Conduct & Ethics

The Board has approved documented code of conduct & ethics for all Board members, staff and volunteers.

13. Whistle Blowing Policy

The Board has set in place a whistle-blowing policy and disclose in the website.

14. Loans

The Society do not made any loans to any employees, management, Board members, any related parties or third party.

15. Sponsorship To Other Charities

The Society does not receive or provide any sponsorship from or to any charities.

NHCS Does

Multi-pronged approach to build new hope together and restoring HOPE to displaced families and individuals

1. Prevention

- Upgrading potential of low-income families [Home Ownership Plus Education (HOPE) Scheme]
- Encouraging Financial Stability [Employment Services]
- Changing next generation's mindset [Music Mentorship Programme (MMP)]

2. Intervention

- Providing shelters for families
- Providing shelters for individuals
- Providing shelters for men-in-crisis
- Providing food rations
- Case management
- Post discharge case

3. Resource development

- Recruiting, training & retaining staff
- Promoting volunteerism
- Fund raising
- Social enterprise

GOAL:
Every displaced families and individuals attain self-reliance and stability

What

NHCS Does

Our Vision : Building New Hope Together

Our Mission : Restoring HOPE To Displaced Individuals and Families

H **heart**

Client Centric Services

O **pportunities**

Training and Upgrading

P **rogrammes**

E **mpowerment**



HEART - Client Centric Services

All NHCS services are integrated together to support families and individuals who are facing difficulty. This means that our beneficiaries are "at the heart" of all that we do: to improve their lives by enabling them to access resources and make good life choices to create a better future for themselves and their children. This means that the well being of all our beneficiaries are at the "center" of our program design.

NHCS utilises social work intervention for families and individuals who have been rendered homeless. Through case management, we work with our beneficiaries and their environment through resource linking, family counselling, and psycho-education to achieve employment and long-term housing. Individualised Care Plans are crafted with timelines to help beneficiaries achieve their life outcomes.

What NHCS Does

Opportunities - Training and Upgrading

1. Encouraging financial stability - [Employment Services]

NHCS recognises employment as a crucial factor in improving the lives of our beneficiaries, as it is a step towards self-reliance and stability. However, due to various socio-economic barriers, many have difficulty in finding or securing appropriate employment. The situation is exacerbated when the sole breadwinner of the family has been unemployed for a considerable period of time, directly affecting the lives of the children and families. This may result in a long-term effect of limited intergenerational social mobility, causing their children to be stuck in the cycle of poverty.

Financial stability is a key component of long-term self-reliance. To assist these families and individuals in finding employment, NHCS has hired full time career coaches dedicated to assisting them in job placement and support.

NHCS not only provides individualised job placements but works with beneficiaries on achieving sustained employment.. Through incentive schemes such as the New Hope 1:2 Dollar Matching savings scheme and individualised career coaching, our beneficiaries will be able to develop positive work attitudes and saving habits to achieve better financial stability in the long run.

2. Changing next generation's mindset - New Hope Club - Music Mentorship Programme (MMP)

Apart from assisting parents and adults, NHCS strongly believes in assisting our children and youth in any way we can, as they are the next generation of hope who may break out of poverty cycle and create better lives for their family's future generations.

NHCS launched its Music Mentorship Programme (MMP) in 2017 in our shelters as well as from low-income families to engage and reach out to these children and youths in a meaningful way. We aim to inspire them with self-esteem, hope, creativity, and resilience to face any challenge life throws at them. Along the way, they can also build a useful skill set and support network.

Through music, MMP aims that children and youths will:

- Be inspired with hope, confidence, self-esteem and creativity
- Discover their talents and passions in life
- Succeed in school and in life
- Increase civic-mindedness and contribution to community

Members of New Hope Club get to participate in fun music lessons such as ukulele and beatboxing, as well as be part of mentoring sessions with dedicated mentors who impart valuable lessons to develop positive character in the children.

What NHCS Does

Programmes

Transition Shelter Programmes

The pioneering work of NHCS began as a service to homeless families and individuals. By providing a temporary shelter for beneficiaries, NHCS is able to utilise social work intervention for both families and individuals through Intensive Case Management comprising of the following;

- Resource coordination and linkage
- Lifeskills training
- Counselling
- Mediation sessions
- Employment assistance - Career Coaching, Job matching and placement
- Referrals to financial assistance and relevant community agencies
- Befriending and mentoring by volunteers
- Support Group

Men-in-Crisis: Providing shelter for ex-offenders

Since 2003, NHCS started out by providing shelter for single men who are ex-offenders facing homelessness upon their release from prisons. These men may have been estranged by their families or not been able to return to a conducive environment for their wellbeing. NHCS advocates for the "second chance" to help these men rebuild their lives and reintegrate into society.

NHCS is currently funded by the Singapore Corporation of Rehabilitative Enterprises (SCORE) to continue in this good work.

Providing shelter for families and Individuals

In 2006, the Ministry of Social and Family Development (MSF) initiated The Shelter for Displaced Families project. NHCS expanded to providing shelter for displaced families in 2007 to give families a safe place to stay while assisting them with case management to rebuild their lives.

In 2010, MSF then initiated The Shelter for Displaced Individuals, enabling NHCS to serve both individual males and females who are homeless. With an emphasis on community living, they are encouraged to participate in communities and take ownership of their decisions and financial resources.

Upgrading of low-income families [Home Ownership Plus Education (HOPE) scheme]

NHCS is a service provider of the HOPE scheme which is initiated by Ministry of Social and Family Development (MSF). The HOPE Scheme is a long term incentive scheme that offers financial benefits and other forms of support (such as mentoring) to young low-income families so as to help them break out of the poverty cycle. Our HOPE Mentors work closely with these beneficiaries to upgrade themselves through employment and training support.

The key mentoring objectives are to:

- Enhance financial resilience
- Enhance motivation to undergo training and skills upgrading
- Enhance motivation to seek employment or better employment
- Build a supportive and caring community of HOPE Families

What NHCS Does

Empowerment

1. Forging Communities - Integrated Services

Support groups are a platform for all our beneficiaries and their children across all programs to access NHCS services at one sitting. Besides being able to discuss about their challenges in a safe environment facilitated by social workers, Life skills trainings, motivational talks are also held in conjunction during these support groups. Mentoring for children are also conducted during such support groups so that the family is engaged as a whole unit. In addition, our career services also provide linkages to job placements during these support groups. These platforms also create a sense of community amongst all the families and individuals in the shelter so that none feels "alone" in their journey towards better wellbeing.

Resource development

NHCS continually develops our resources in order to be able to serve the community well.

Recruiting, training, and retaining staff

NHCS recruits relevant staff with social service backgrounds to implement our services and meet the needs of clients. Regular trainings are also held for staff both in-house as well as externally so as to equip staff with appropriate knowledge or skills in order to improve quality of service. NHCS is also increasing efforts in making the workplace a Great Place to Work, ensuring staff's wellbeing are well taken care of.

2. Social Capital

Over the years, NHCS has had many volunteers dedicating their time to befriend our clients, support our programs and build a positive community with our beneficiaries. Through our in house volunteer manager, volunteers are given new avenues and opportunities to offer support to our organisation and the people we serve. Our beneficiaries are able to experience a sense of belonging in a nested environment of peer encouragement and bonding to pursue life's outcomes. Ex-residents of our shelter are invited to join our communities and contribute as volunteers as well.

Fundraising

NHCS continually puts in effort to fundraise through events organised or outreach in order to further support the services and programmes for our clients.

3. Health and Wellness

NHCS' social enterprise arm, Jumping Singapore, promotes health and wellness through a certified trampoline exercise. Our beneficiaries are invited to participate in classes and even gain certification as instructors.

Social Enterprise

NHCS aims to be sustainable in the near future through our social enterprise, where proceeds garnered through the enterprise goes directly towards helping the homeless and low-income families that we serve.

2017 At A Glance



Referrals Admission Discharged Served



Transitional Shelters For Families

106
Families

29
Families

57
Families

90
Families



Transitional Shelters For Individuals Man

206
Individuals

37
Individuals

44
Individuals

66
Individuals



Transitional Shelters For Individuals Woman

52
Individuals

21
Individuals

21
Individuals

33
Individuals



Transitional Shelters For Men-In-Crisis

31
Individuals
Served

26
Individuals
Discharged



HOPE Scheme

632

Hope Scheme clients

681

Hope Session scheduled

*** In the period from 10/2016 to 09/2017



Employment Services

190

Clients

*** In the period from 06/2017 to 02/2018



New Hope Club - Music & Mentoring Programme

118

Children

*** In the period of 2017

Our Growth

New Hope Community Services



—• Building New Hope Together

Governance and Transparency

Charity Transparency Awards and Charity Governance Awards

The Charity Transparency Awards (CTA) and Charity Governance Awards (CGA) are initiatives of Charity Council, with the objective of promoting transparency and good governance amongst all charities.

The Charity Council acknowledges charities which practice good disclosure, in line with the Charity Transparency Framework (CTF) and the Code of Governance for Charities and Institutions of a Public Character (IPCs). Charity Governance Awards is also awarded to charities which practice highest standards of governance. After meeting the eligibility criteria for Charity Transparency Awards, an independent assessing body will then assess the charities for Charity Governance Awards, where there will be only one winner for each category - Small, Medium, and Large Charity.



In the first year when The Charity Council launched the Charity Transparency Awards, New Hope Community Services was able to clinch the award - amongst 34 other winners out of over 2000 registered charities in Singapore.

In 2017, New Hope Community Services was honoured to be awarded Charity Transparency Award for the second year running, while also winning the Charity Governance Award for the medium-sized charity category - being the only winner in that category.

NHCS is committed to continuously adhere to the proper disclosure and governance guidelines to ensure best practices and accountability to all our stakeholders.

“ Good governance and transparency cannot be treated as just an annual exercise. It has to be intentional, a daily discipline, and a no-choice item for every charity organisation. A good place to start the journey of good governance is to practise good stewardship, to see ourselves as stewards and not owners.

”

Pastor Andrew Khoo
Founder and Chief Executive Officer,
New Hope Community Services

Pioneering with a mission

Upcoming initiative: Kampong Siglap Lifeskills Training & Retreat Centre



In our continued efforts to eradicate poverty, New Hope Community Services' Lifeskills Training & Retreat Centre is a new initiative to a problem that many Social Service Organisations currently face: lack of sustained engagement and poor attendance to planned programmes.

NHCS has observed over the years that more clients turn up for organised events only when incentives such as financial assistance are given out during such events. However, there is significantly smaller attendance for programmes meant to address their issues and coping skills - such as support groups, workshops and seminars. This problem - "lack of sustained engagement", is faced not only by NHCS but also by other social service agencies.

Many of these programmes are well planned with trained staff. Hence, NHCS believes the problem of low attendance lies not in the programme design but in the setting of the programme. A typical workshop styled setting does not appeal to lower-income families. Instead, more impactful engagement was observed through informal settings such as family retreats and camps.

Hence, to address "sustained engagement" with beneficiaries in our community, NHCS is pioneering



a first of its kind Life Skills & Retreat Centre as the solution. Through the retreat setting provided in this community at 10 La Salle Street, NHCS aim to utilise volunteers in the neighboring community to organise retreats and family camps for our beneficiaries. A retreat setting would mean that beneficiaries and their families can take their mind away from their stressful routines and plant themselves in a resource rich community where volunteers can build positive mindsets and share useful resources with families in hardship (Putnam, 2002).

Families that take part in these retreats utilising fun and structured activities creates a variety for sustained engagement in a retreat setting, thereby creating a more captive and receptive audience for a shift of mindsets needed for these disadvantaged families to break out of their poverty cycle.

Towards a sustainable future

Corporate partnership

NHCS continues to partner with several corporate organisations to enhance our programmes and services as well as enrich the lives of our beneficiaries. Our corporate partners contribute to us by organising or supporting events for the clients as well as donations.

Fundraising

In 2017, NHCS organised a major fundraising event, Singapore Jump Festival, to raise funds for our social programmes. Other generous contributors have also organised events and raised funds for NHCS, notably Lee Kuan Yew School Of Public Policy, Bethesda (Frankel Estate) Church Ltd, Bank of America Merrill Lynch, Tabernacle of Christ and CISCO Systems Pte Ltd. NHCS aims to continue fundraising efforts through more events along with other fundraising avenues such as donation appeals and events organised by our partners.



\$1.9million raised

Social enterprise

NHCS's social enterprise, Jumping Singapore is an important step towards sustainability of our organisation. Jumping Singapore is run as a business but with the clear social goal of helping the homeless and needy. 100% of its proceeds goes towards funding services and programmes for NHCS's beneficiaries. Since its inception in 2015, Jumping Singapore has achieved significant growth. We have expanded from 1 to 2 locations in Singapore - our first studio in Chong Pang City and a new studio at a strategic location, Peninsula Shopping Centre. This allowed us to increase the number of weekly classes from 3 to 22 classes each week in both locations.



2 Studios:
Chong-Pang City
& Peninsula
Shopping Centre



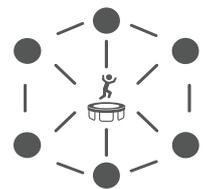
No of Instructors:
12



Classes per week:
22



Clients served:
1468



**Conducted
Jumping@Fitness
workouts in
community, corporate,
& school events:**
52

Towards a sustainable future

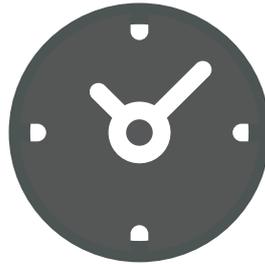
Volunteers

Volunteers have always played a big role in NHCS in contributing their time, knowledge and skills towards helping our clients. They facilitate our programmes and events by giving valuable manpower as well as bringing in a different and positive energy when interacting with our clients. Moving forward, we will not only continue recruiting and involving volunteers, but to provide training and coaching for volunteers to develop mentoring and befriender skills to effectively engage our beneficiaries so that they will develop positive life skills.



Number of Events

18



Number of Hours

117



Number of Volunteers

388

A Great Place to Work

A Great Place to Work is an ongoing effort by NHCS to make the workplace a conducive environment for staff to work. In 2018, a committee comprising of non-management staff has been formed to create positive work environments and adequate employee welfare for NHCS staff.

Activities will be organised with the purpose of allowing greater interaction between staff and also to make sure staff's social, physical and emotional needs are well taken care of.

Staff Development

NHCS believes in investing in the future of our staff team by equipping them with the necessary skills and knowledge. Through in-house and external training, staff will have greater capacity and capability to provide quality services to our clients and the community. All full time staff are entitled to 50 hours of training per year.

Besides in-house and external trainings conducted for staff, there are also regular internal supervision structures to promote best practices in client centric work.

NHCS recognises that its intensive work with our beneficiaries must be evaluated constantly through a process of reflection and rejuvenation. Hence, our staff retreat is held twice a year to enable staff to internalise our vision, mission and shared goals of working together to enable our beneficiaries to overcome obstacles faced by them.



Programme Highlights

New Hope Community Services



—• Building New Hope Together

Shelter for displaced Families & Individuals

Programme

Residents' Dialogues

This is held monthly for our shelter residents to assist them in adapting to communal living in the shelter where there are other co-tenants staying with them. Residents are encouraged to work with other co-tenants in household chores, and help to uphold hygiene and cleanliness in the shelter.



Jake

Transitional Shelter resident

Prior to admission to NHCS's shelter, Jake and his family did not have proper accommodation. They stayed under the void deck until they were referred to New Hope for help. Upon admission of the family into the shelter, NHCS's social worker had to work with the family on several issues, mainly employment, financial, medical and housing issues. The most pressing issue was securing employment for Jake. NHCS Social Worker had to help Jake find suitable employment before they could work on getting a rental flat from HDB. Working closely with the Family Service Centre (FSC) social worker, joint efforts were put in to assist Jake in securing employment for at least a 3 month period. This proved fruitful as the case manager could then assist Jake in applying for a rental flat and was successful.

Ras

Transitional Shelter resident

I am thankful to New Hope to provide me a place to stay. I feel a sense of pride to be good role model to my fellow residents in holding a full-time job as a cleaner

A NEWFOUND HOPE

Programmes Highlights

Shelter for displaced Families & Individuals

Events

Breakingfast

During the month of Ramadhan, NHCS organised a Breaking Fast buffet dinner for our Muslim residents as well as other clients at Jalan Kukoh. 70 residents gathered to enjoy the scrumptious spread. Through the cultural event, it was a great opportunity for the community to bond while promoting cultural awareness and understanding.



Baking Class

Volunteers from Bank of America and our shelter residents joined together for fun baking sessions at our Jalan Kukoh activity centre on 10th and 17th of June. Together, they produced yummy baked goodies such as cookies, muffins and cakes!



CISCO Back-to-school – Food Distribution

On 19th December 2017, CISCO came down to our shelter at Jalan Kukoh to donate and distribute food for the residents in our shelter. Besides giving out food, CISCO also presented the children in our shelter with back-to-school gifts to assist the family's preparation for the children's return to school after the December holidays.



Koh

Transitional Shelter resident

Koh and family were evicted from their flat and had approached the MP, FSC and HDB for housing assistance. They were subsequently admitted to New Hope transitional shelter. During their stay in the shelter, Koh and family were motivated and determined in improving their situation. He managed to secure a full-time managerial job with a higher regular income of \$3000 per month. Koh demonstrated his ability to stay resilience and committed to move the family from homeless to home ownership within a short period of 6 months. The Koh family initiated a discharge from the shelter and moved in to their new flat after 6-months stay in the shelter.



Shelter for Men-In-Crisis & HOPE Scheme

Programme

Interactive Theatre Forum Workshop

Men-in-crisis and men from our shelter participated in the Interactive Theatre Forum Workshop conducted at Jalan Kukoh Activity Centre.

DOT's Confidence Curriculum

The aim of this workshop was to inspire and motivate housewives to better their lives through seeking employment. They were empowered through learning modules such as basic make-up and care, personal strengths discovery, success and motivation, goal setting, resume writing and interview skills.



A NEWFOUND HOPE

Thri

Hope Scheme beneficiary

Thri married and started a family in Singapore after completing Secondary school in India. After being a mother, she managed to get back to work after more than 10 years away from the job market. She is thankful to have gotten help updating her resume and gaining a permanent admin assistant position near her home.

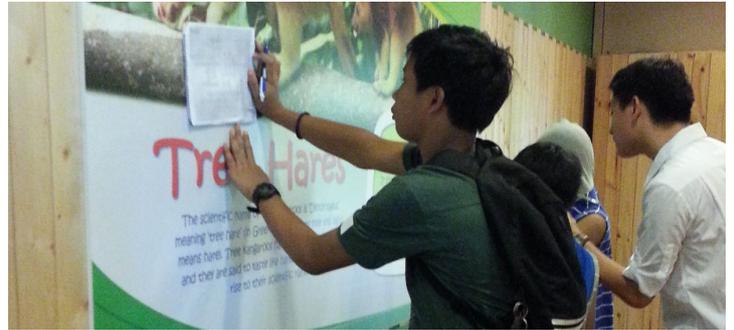
Programmes Highlights

Shelter for Men-In-Crisis & HOPE Scheme

Events

HOPE Scheme to the Zoo

On 12th August 2017, our volunteers from Top Pave and NHCS organised a trip to the zoo for clients under HOPE scheme. 45 beneficiaries were treated to a day of fun with their families and volunteers at the Singapore Zoo.



Family Day in Collaboration with Building Construction & Timber Industries Employees' Union (BATU)

On 4th March, volunteers from Building Construction and Timber Industries Employees' Union (BATU) came together to organise a cool leisure outing for our families under the HOPE scheme. They went to Gardens by the Bay where they enjoyed a beautiful floral display of cherry blossoms.



Rose

Hope Scheme beneficiary

The family was appreciative of the help our (HOPE) mentor has provided, both in terms of tangible help – such as the food rations – and also informational and counselling support which came in timely when they needed the assistance.

Our Programmes

Employment Services

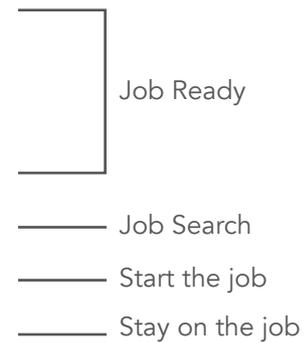
In December 2017, NHCS's career coaches launched a brand new 'Job Club' to streamline employment services to all families and individuals under our care. Besides referrals of clients from case managers, Job Club was also set up to motivate clients to join the club on their own accord. We work with employers and employment agencies to assist our clients in landing employment.

SBFF Stages



Job Club Activity

1. Intro to Job Club, Contemplation to Action (Positive mindset change)
2. Job assessment (Indiv.) and Job market information
3. Develop an Individual Action Plan - Workshop
4. Develop Employability Skills incl. Basic Computer, Resume writing
5. Job search and interview skills
6. Employment rights & Develop good work habits
7. Job upgrading & upskilling



How are clients helped through Job Club?

Job Club rolled out attractive benefits to its members to motivate them to be committed to their job in the long-term as well as become more financially prudent.

1. Sustained Employment Award

Rewards members who work continuously in the same job for a period of 3 months and 6 months.

2. Matching Savings Plan

To encourage savings, NHCS matches the member's savings for the month by 2 times, leaving the member with 3 times his savings each month. This matching plan is carried out for the first 6 months.

Cheong New Job Club Member

With her newfound computer skills, Irene was very enthusiastic with her job search. She participated in the Job Club workshop and was interviewed for a position by Japan Food Holdings. She was selected and hired as an F&B staff.

Our Programmes

Children & Youth

Events

CISCO Excursion & Craft Workshop

On 14th December 2017, volunteers from CISCO organised an excursion and craft workshop for our children. The children had a wonderful time taking a tour of CISCO's offices, playing games as well as doing crafts with the staff's help. They were given the tools to make decorative Christmas cards which the children were able to bring home. The excursion was a great way to inspire the children's future career goals as they were able to immerse themselves in an office environment.



Christmas-in-a-shoebox by Daimler

On 14th December, our volunteers from Daimler organised an outing for our children and youths to KidZania. In the spirit of Christmas, our volunteers graciously donated gifts to each child who participated. The children also had a rolling time playing in KidZania's indoor theme park.



Camp Tribe

Camp TRIBE was a 2D1N, 24-hours adventure camp organised by NHCS which took place on 28 and 29 July 2017. The camp aimed to instil self-confidence, courage, discipline as well as a sense of community amongst the children and youth. 41 campers participated and took part

in two challenging sports during the camp. They had to complete a 26 kilometre route over the course of 5 hours in the night – 12:00am to 6:00am and also had the opportunity to kayak. Many had great fears and doubts of being unable to complete the course. However, with great perseverance and courage to move out of their comfort zone, all of them managed to complete the course, leaving them with a great sense of accomplishment. Through successfully overcoming these physical and mental obstacles, we hope they will leave with increased self-confidence in overcoming their life challenges.



Credit Suisse - Big Heroes Children & Youths Programmes

Credit Suisse, partnering with Big Heroes, organised fun events for our children and youths of HOPE scheme and shelters to enjoy.

Amazing Races

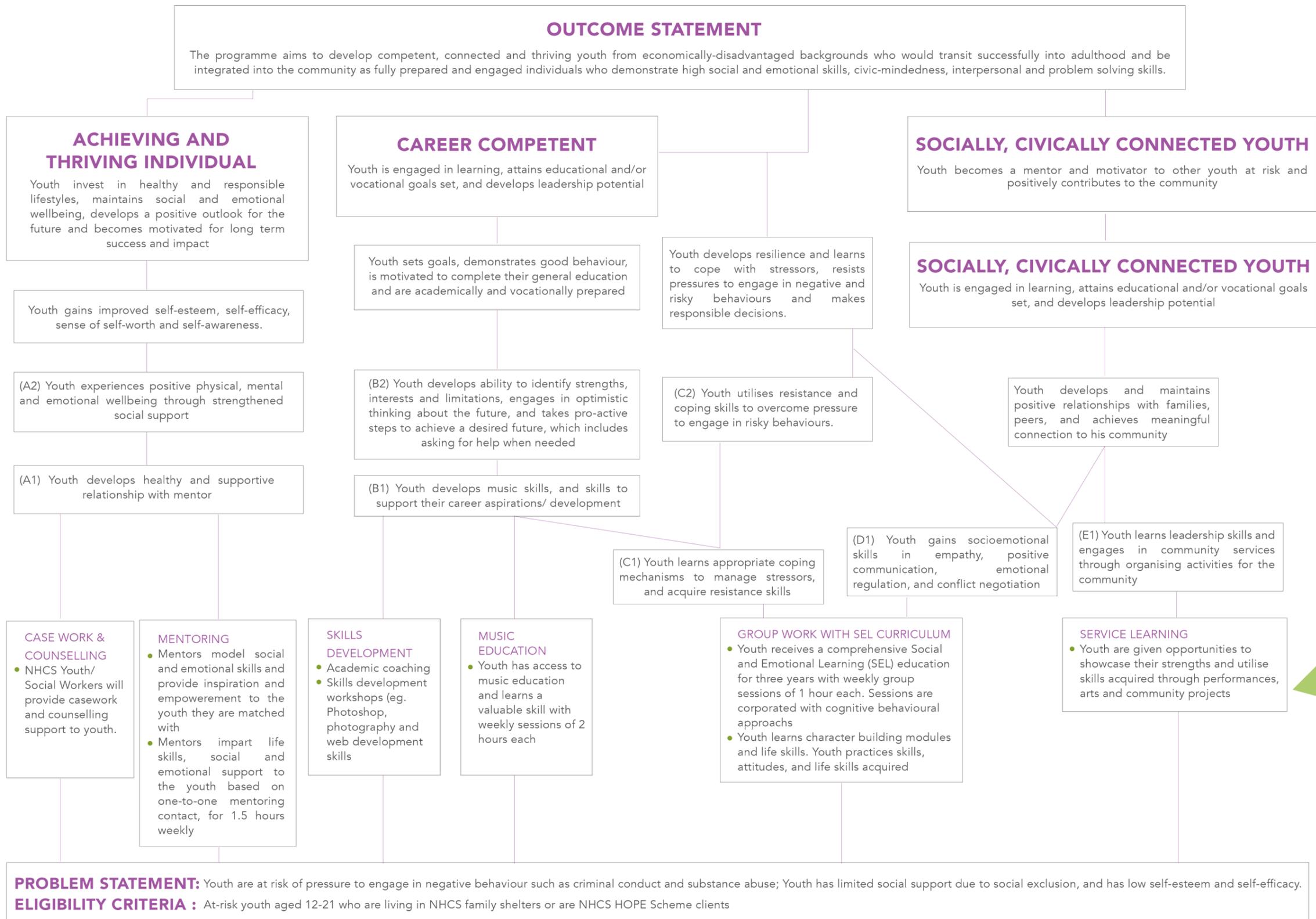
In Amazing Races, our children and youths had the chance to whiz all around Singapore, discovering unique places and playing fun games with friends and our volunteers.

Dream Chocolate Factory

The children and youths got to whip up delicious sweet chocolate treats, design and wrap them. Cooking together was a good way to forge positive bonds and relationships.

Our Programmes

Children & Youth



David
Transitional Shelter youth resident

David was observed to be a child who had trouble regulating his extreme emotions - in particular, his anger. He would often get into physical fist fights and provoke his peers. It was revealed that he had been a victim of bullying. He eventually confided to his ailing father about the bullying, who then encouraged him to fight back against the bullies with violence. Due to this positive affirmation from his father, this became David's unhealthy coping mechanism. With the help of the volunteers in MMP who modelled positive coping behaviour for stressful situations, New Hope social worker guided David in regulating his emotional responses, and formulating strategies to cool off in situations where his emotions are at a high. A gradual change was observed in David and he was better able to cope with his emotions by the time his family was discharged from the shelter.

Our Programmes

Jumping® Singapore

A Social Enterprise Initiative of New Hope Community Services since 2015.

Jumping Singapore's second year of operation was marked by significant milestones which potentially positioned us for greater expansion. A brainchild of CEO Pastor Andrew Khoo, Jumping Singapore was set up to promote national wellness through a superior fitness program, Jumping®Fitness, as well as to generate funds for the social programmes by New Hope Community Services.

In early 2017, we focused on setting up the support infrastructure for the business. Our search-engine optimised, e-commerce website, jumpingsingapore.com, with blogging, shopping, payment and donation functionalities was implemented in February 2017. The fully manual class-scheduling system was replaced by a customised app - JumpingSG - available for both IOS and Android users. We also interact effectively with more than 1200 followers on our Facebook and Instagram pages through high quality content and promotions.

A jumping studio in town

It was our dream to have a studio that is strategically located for business in the business district. Jumping Singapore collaborated with fitness studio, Rasa Fitness & Dance Academy in Peninsula Shopping Centre, but finally acquired our own unit in the same building 3 months later. On 4th September 2017, our second studio, Jumping@Peninsula opens its doors to our clients.

From 3 weekly jumping fitness classes at our first studio at Chong Pang, Jumping Singapore has opened 22 classes each week in both locations by the end of the year. With a pool of 12 jumping fitness studio instructors, Jumping Singapore served 1468 clients that year.

Fitness events

In 2017, Jumping Singapore was invited to serve at several Community Sports Days, School Sports Carnivals, Corporate Fitness Events as well as Health & Fitness Expos. We conducted Jumping® Fitness workouts at 52 such events. While most of these events are small to medium scale, more than 1000 Singaporeans and friends jumped with us at the Jumplah Singapore event on 6th August 2017, in celebration of the nation's 52nd birthday. This event was the result of a successful application for the ActiveSG National Day Enabler Grant.

It is also noteworthy that 960 students at Qihua Primary School were engaged in mass jumping fitness workouts during their school sports carnival on 7th April 2017.



Dr Tim Errington
Owner and founder of Total Health Chiropractic

I could literally go on and on talking about the benefits of jumping. I've chosen ten, but I could easily have mentioned improving muscle tone, increasing metabolism and burning more calories and more still.

Our Programmes

Jumping[®] Singapore

Singapore Jump Fest

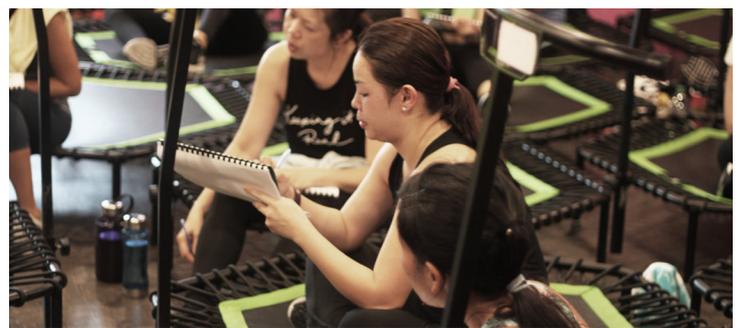
Jumping Singapore held our first annual Singapore Jump Fest, at the Singapore EXPO on 21st October 2017, to raise funds and to expand our reach in the community. Donors had a chance to be part of an epic, 400-trampoline, Jumping Big Party packed with activities such as an energetic 4 hours jumping fitness workout, a jumping fitness competition and presentations by international teams. The funds raised at this charity event were specifically for the setting up of the Kampong Siglap Life Skills Training & Retreat Centre.

During the event, Jumping Singapore was also gifted with a 14 footer truck by MTN Consultants & Building Management Pte. Ltd. The truck would be pivotal for our Jumping On Wheels Initiative which would bring jumping fitness into the communities for a younger, healthier and more cohesive Singapore. This initiative will be launched early 2018.



Jumping Basic Diploma

14 Jumping Fitness instructors were certified after the Basic Jumping Diploma Course on 25th-26th March 2017 conducted in Singapore. This is the 4th Instructor's Certification course by Jumping Singapore in collaboration with the founding company in Czech Republic.



Our Programmes

Jumping® Singapore

Looking Forward to 2018

Our dream of making Jumping Singapore a household name seems highly probable. With a strong online presence, competent instructors, our own big truck and good business relationships established in 2017, we are about to embark on an outreach to bring our premium fitness product into the communities, integrating national wellness with community empowerment, and live up to our purpose as a business for good.

What is The Original Jumping® Fitness?

Jumping® fitness is the original aerobics rebounding system founded by TOMÁŠ BURIÁNEK and JANA SVOBODOVÁ of Czech Republic. It is conducted on specially developed Jumping® PROFI trampolines which are TUV SUD worldwide certified for safety, reliability & quality assurance.



Evidence Based Health Benefits

Extensive NASA verified research has shown that regular rebounding on the mini trampoline, has tremendous health benefits. It is the only exercise that strengthens every cell and muscle in the body. It is also effective in boosting the immune system, increasing bone density, improving posture, balance & coordination and improving lymphatic circulation. High in intensity and low in impact, Jumping® Fitness builds the cardiovascular system rapidly without impacting weight bearing joints. This is due to the high-quality trampoline mat and bungee cords which absorb the impact of landing effectively.

- Jumping exercises and strengthens every cell and muscle
- Jumping helps to increase bone density and prevent osteoporosis
- Jumping enhances lymphatic circulation for effective detoxification
- Jumping boosts the immune function to enhance healing and prevent diseases
- Jumping improves posture, balance and coordination
- Jumping increases lung capacity and oxygen intake
- Jumping aids in weight loss
- Jumping improves learning capacity & promotes mental health

KEY EVENTS

New Hope Community Services



Building New Hope Together

Key Events 2017



The Placeholders

16TH-17TH DECEMBER 2017

By: Bethesda Frankel Estate Church

Placeholders carnival was an arts festival. The name placeholders was derived from the premise to get the community to reflect on what it means to be 'place holders' amongst displaced families and individuals. The carnival boasted an array of art such as installations, jewellery, themed prints and crafts. Other exciting activities include live music, Escape Room and food stalls from The Fish Shnack, Springleaf Prata, Meat & Melt and more. Proceeds of the event went towards Kampong Siglap Lifeskills Training & Retreat Centre, an initiative by NHCS.



Christmas Charity Carnival

9TH DECEMBER 2017

By: Tabernacle of Christ

Tabernacle of Christ church held their Christmas Charity Carnival where they raised funds for NHCS to help displaced individuals and families in the community. The carnival boasted an array of activities such as carnival games, photo booth, face painting, a dog adoption drive and even jumping classes conducted by NHCS's very own social enterprise: Jumping Singapore. The carnival raised a total of \$81,000 for NHCS.



LKYPP Community Outreach & Block Party

3RD MARCH 2017

Lee Kuan Yew School of Public Policy Community

On 3rd March, our amazing team of volunteers from Lee Kuan Yew School of Public Policy and Malay Youth Performing Art (MyPart) joined together with NHCS to reach out to the community through our outreach programme and block party. 58 clients turned up for the event to enjoy an evening filled with live music performances, game booths and food.

Light of Hope- Annual Christmas

15TH DECEMBER 2017

By: New Hope Community Services

On 15th December 2017 at Chong Pang Community Club, we held our annual Christmas Party where our clients were treated to an evening filled with good food, performances and most importantly, gifts! Gifts were graciously donated by our partners for the clients and their children. We had volunteers, members from Malay Youth Performing Art (MYPART), children from our New Hope Club and even our very own staff putting up their best performances for everyone. The party was a good opportunity for us to engage and interact with the clients, allowing the families to bond, as well as spreading the holiday joy and cheer to all.



New Hope Family Day (Carnival)

8TH JULY 2017

By: Bank of America

New Hope had our Family Day Carnival at Jalan Kukoh on 8th July, which was graciously supported by the volunteers from Bank of America Merrill Lynch. It was organised for all of NHCS's clients as well as the wider Jalan Kukoh community. Our volunteers also dedicated their time to bake for the carnival. More than 600 of our clients registered and many came down to enjoy the exciting activities at the carnival including Jumping classes, game booths, performances and food.



2017

Looking Forward

Post-discharge

NHCS is working towards an enhanced post discharge care plan for clients who have been successfully discharged from the shelters. As many of these families and individuals are alone, there is a need for more social support for them. Moving forward, we will engage and train volunteers to be befrienders for these discharged clients so as to provide them with stable social and emotional support during the transition period of moving from shelter to their own long-term housing.

Library @ Activity Centre in Jalan Kukoh

In 2018, NHCS has set up a library in our Jalan Kukoh activity centre, with books kindly donated by Lee Kuan Yew School of Public Policy. They comprise of books targeted for children and youths. Malay language books will also be donated by National Library Board. Through the set up of this new library, we hope to be able to bring the library closer to our homeless children and youths clients as well as the wider Jalan Kukoh community. By providing easy and convenient access to books, we also aim to spark their thirst for knowledge and allow them to engage in a meaningful pastime activity.

Job Club

Moving forward in 2018, Job Club will be conducting more activities for our clients. Monthly workshops for employability skills such as basic computer literacy, resume writing, interview skills, career upgrading and employment rights will be organised. On top of these, NHCS career coaches will also work together with supportive employers, to conduct on-site interviews at our NHCS office. Through these efforts, we hope to increase clients' employability and help them secure a sustainable career.

Kampong Siglap Lifeskills Training & Retreat Centre

It is timely for NHCS to implement the Lifeskills Training & Retreat Centre. We believe that the new initiative will play an important role in the success of our social programmes designed to help our client, to help them live productive, meaningful, contributing and successful lives.



How Can You Help?



VOLUNTEER

We are always open to more volunteers to help make a difference in our clients' lives. If you are passionate towards our cause and have the time, feel free to contact us for volunteering opportunities.



DONATE

Our programmes and services require constant stream of resources to operate, hence every donation goes a long way. We appreciate all our donors who contribute to keep our work going. Whether in cash or in-kind, we welcome any contributions you wish to make. Contact us today if you wish to help!



FUNDRAISE

Have a fresh fundraising idea? Perhaps you would like to put your ideas and marketing skills to good use. Whether as an individual or organisation, New Hope welcomes any fundraising efforts on our behalf. Feel free to share your ideas with us! Perhaps you



JOB PLACEMENT

If you are an employer who has employment opportunities for our clients, feel free to contact us! Your help goes a long way in helping our clients get back on their feet and achieve financial independence.



SUPPORT JUMPING® SINGAPORE

Why not join our Jumping®Fitness classes? Suitable for all ages and levels, you can jump your way to health while helping the homeless and needy community at the same time! Proceeds go towards funding our programmes and services. Head over to our website jumpingsingapore.com to book a class today!

Contact Us

New Hope Community Services

Blk 148 Yishun Street 11
#01-123
Singapore 760148

Tel: 6305 9620
Fax: 6755 3684

Email: general@newhopecs.org.sg
Website: www.newhopecs.org.sg
