



2024-2025

ANNUAL REPORT



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ABOUT TRANS FAMILY SERVICES

The work of TRANS Family Services (TFS) first took root in the 1970s. TFS was registered as a society on 11 June 1988 and a charity under the Charities Act (Chapter 37) since 17 April 1991. It has been accorded IPC (Institution of a Public Character) status from 1 May 2024 to 30 June 2026, with a Constitution as its governing instrument. Currently, our professional team comprises more than 100 staff across 6 Centres.

Our Mission and Vision

 **Strengthening Families Today;
Resilient Generations Tomorrow.**

Our Core Values

 **Professionalism**

 **Compassion**

 **Respect**

 **Passion**

 **Belief in the worth
of every individual**

Family Service Centres (FSCs):

- TRANS FSC (Bedok)
- TRANS FSC (Bedok Reservoir)
- TRANS FSC (Bukit Timah)

The three FSCs are located in the heart of Bedok, Bedok Reservoir and Bukit Timah communities. They strive to support individuals and families from different levels of the community as the latter navigate life's uncertainties and challenges. The centres adopt a family-centred approach to meet the needs and build the resilience of the clientele to weather challenges.

Protection Specialist Centre:

TRANS SAFE Centre

TRANS SAFE Centre aims to promote safe relationships in families and the community. The staff provides assistance to those who are affected by issues related to domestic violence and sexual abuse.

Strengthening Families Programme @ FSC

FAM@FSC (TRANS-Bedok)

On 1 December 2022, The Strengthening Families Programme@FSC (TRANS-Bedok) also known as FAM@FSC (TRANS-Bedok) was formally launched. It provides counselling and other interventions to families experiencing difficulties and stress. Through upstream intervention work, FAM@FSC (TRANS-Bedok) aims to mitigate issues relating to conflicts and marital breakups.

Elder Wellness Centre:

TRANS FOCUS
Active Ageing Centre

TRANS FOCUS Active Ageing Centre (AAC) creates opportunities for seniors to age in place and lead healthy, active and fulfilling lives.



Chairman's Message



It is with great pride and gratitude that I reflect on the remarkable strides that TRANS Family Services has made over the past year. Together, we have embraced change, reimagined possibilities, and reaffirmed our commitment to serving the community with compassion and excellence.

In June 2024, we took a bold step forward by establishing the Social Media Committee. This marked the beginning of our journey into the social media space—a journey driven by the recognition that a strong digital presence is essential to engage the public and our stakeholders meaningfully. Thanks to the dedication of the committee, we proudly launched our refreshed website and social media platforms—Facebook, Instagram, and LinkedIn—in April 2025. These platforms now serve as vibrant channels for storytelling, advocacy, and community engagement.

Volunteers are the heartbeat of our organisation. In September 2024, after a comprehensive review, we established the Volunteer Management Committee to consolidate key functions within Corporate Services. This strategic move has enabled us to maintain better oversight and foster a more cohesive and supportive volunteer management system. It is a testament to our commitment to nurturing the spirit of volunteerism and ensuring that every volunteer feels valued and empowered.

We have also reimagined our physical spaces to better serve our clients and staff. In July 2024, we added a new counselling room and six workstations at TRANS FSC (Bukit Timah) to meet growing demands. In January 2025, we expanded TRANS SAFE Centre with four new workstations to support our continued growth.

The transformation of TRANS FOCUS Centre from September 2024 to March 2025 marked a major milestone. With a budget exceeding \$400,000, the renovation was guided by feedback from our seniors and meticulous planning by the Renovation Committee.

The result is a brighter, airier and multi-functional space that enhances both service delivery and staff well-being. On 5 April 2025, we welcomed over 100 seniors back to the newly renovated centre with great joy and celebration. During the renovation period, the Residents Network at Toh Yi generously provided premises for our activities, ensuring uninterrupted access to our services.

“It is a testament to our commitment to nurturing the spirit of volunteerism and ensuring that every volunteer feels valued and empowered.”

Mr Christopher Yeow, a pioneer volunteer and former Chairman, passed away in May 2025. Mr Yeow was instrumental in laying the foundation of our work during its formative years. His dedication and compassion continue to resonate in the lives he touched and the legacy he leaves behind. We are forever grateful for his contributions.

As we look ahead, let us remain committed to the spirit of innovation, collaboration, and care that has defined our journey thus far. Together, we will continue to build a stronger, more inclusive, and resilient community.

Chan Wing Cheong
Chairman

CEO's Message



As we reflect on the past year, I am happy to share the continued growth and impact of our organisation in serving the community. This annual report not only highlights the services we delivered and the lives we touched, but also the values that guide how we work—care, professionalism and a deep commitment to collaboration.

At the core of it are the people who carry it forward every day: our dedicated staff and volunteers. We believe that taking care of them is essential to taking care of our community.

At TRANS Family Services, we prioritise staff development and support—through training, wellness assistance, and a workplace culture that values both care and professionalism. In November 2024, two of our leaders attended the 10th International Conference on Social Work in Health and Mental Health in Melbourne, Australia. 9 staff were sponsored for post-graduate training to support their professional growth. In addition, 9 were promoted to the next grade, in recognition of their potential to contribute more.

We recognise that meaningful change does not happen in isolation. In collaborating, we build a stronger community and create better outcomes for the people we serve.

“We recognise that meaningful change does not happen in isolation. In collaborating, we build a stronger community and create better outcomes for the people we serve.”

On 4 April 2025, we were happy to host and organise the inaugural networking session for agencies providing family and youth services in the eastern part of Singapore. The event, well received by the 40 professionals or so that attended it, fuelled reflection on the essence of integrated social work practice.

During the year, our FSC teams collaborated with schools in the neighbourhoods to run programmes to benefit children. In FAM@FSC (TRANS-Bedok), a close partnership with neighbouring FAM@FSC led to the birth of a groupwork for children experiencing divorce.

Our partnership with the NUS Social Work Department has been instrumental in helping to shape the learning of the next generation of social workers. We delivered a session on conducting groupwork with seniors besides providing an opportunity for the undergraduates to engage in hands-on learning through community asset mapping together with our social workers.

Enriching cross-cultural learnings also took place with meaningful exchanges between our staff at FAM@FSC (TRANS-Bedok) and counsellors from Cambodia, and between TRANS SAFE Centre team and researchers from Japan focusing on issues of family violence.

We deeply appreciate the community partners, volunteers and supporters for journeying with us. The road ahead will still be long and arduous, but with continued support, we are confident that we can weather the challenges and build a better tomorrow.

Yee-Chow Choy Yin
Chief Executive Officer

BOARD



Chan Wing Cheong
Chairman



Dennis Tan Eng Soon
Vice Chairman



Long Tien Ian
Honorary Treasurer



Edwin Chow Kong-In
Honorary Secretary



Kwan Hoi Leong
Assistant
Honorary Treasurer



Goh Seok Wan
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Doreen Agnes
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Board Member



Ruby Lee Yen Kee
Board Member



Lilian Mark
Fong Eng
Board Member



Lim Kok Lee
Board Member



Karen Ng
Board Member

MANAGEMENT TEAM



Yee-Chow Choy Yin
Chief Executive Officer
TRANS Family Services



Cherylene
Aw Shui Mien
Senior Director
TRANS Family Services



Jermaine
Quek Jia-Lyn
Senior Director
TRANS Family Services



Shaikh Mohamed Reza
Bin Mohamed Bamasri
Centre Director
TRANS FSC (Bedok)



Gary Soh
Kwong Heng
Centre Manager
TRANS FOCUS
Active Ageing Centre



Suriana Bte
Mohd Shah
Centre Director
TRANS SAFE Centre



Lin Yi Fen
Centre Director
TRANS FSC
(Bedok Reservoir)

CASEWORK AND COUNSELLING

Number of cases at TRANS FSCs, TRANS SAFE CENTRE and FAM@FSC (TRANS-Bedok) **2,856** Cases

859 Cases

TRANS SAFE Centre
Top 3 Issues:
Spousal Abuse, Elder Abuse and Child Abuse

794 Cases

TRANS FSC (Bedok)
Top 3 Issues:
Emotional and Accommodation Issues and Family Violence

451 Cases

TRANS FSC (Bukit Timah)
Top 3 Issues:
Emotional Issues, Family Violence and Family Issues/
Parenting & Child Management

438 Cases

TRANS FSC (Bedok Reservoir)
Top 3 Issues:
Emotional, Marital and Financial Issues

314 Cases

FAM@FSC (TRANS-Bedok)
Top 3 Issues:
Marital Issues, Divorce (Parenting/Child management) and Divorce (Co-parenting)



Number of Enquiries **2,306**

TRANS FSC (Bedok)

773

TRANS SAFE Centre

718

FAM@FSC (TRANS-Bedok)

317

TRANS FSC (Bedok Reservoir)

287

TRANS FSC (Bukit Timah)

211

From Hurting to Healing

Mr Arjun's Story

The Darkness

Mr Arjun was referred to TRANS SAFE Centre by Child Protection Service (CPS) in 2022 following concerns about his children witnessing violence. At 47, his world was far from stable. Mr Arjun, his wife Mdm Tina and their three young school-going children did not have a place of their own. They were crammed into a three-room flat with Mr Arjun's two older single siblings. As the sole breadwinner, Mr Arjun worked tirelessly, often putting in long hours as a private-hire driver to provide for his family. Mdm Tina, a housewife, took on the huge task of managing their children.

Even though it was a necessary set up, it was not sustainable. The relentless effort left Mr Arjun and Mdm Tina emotionally exhausted. A lack of support and communication caused a wedge between them. As a result, arguments broke out, and Mr Arjun's frustration sometimes made him act aggressively at home.

Building Trust and Connection

Initially, Mr Arjun complied with the request to attend counselling, showing up for every session as required. However, it was the consistent efforts and empathy of the social worker that truly began to change things. Through active listening and non-judgemental support, the social worker patiently built a foundation of trust and connection with Mr Arjun. This was not immediate; it was a gradual process where Mr Arjun felt increasingly safe and understood.

As the sessions progressed, Mr Arjun began to understand himself and gain new perspectives on his actions and how they impact others. Though initially unsure, he gradually started to examine his own behaviours, realising how much the intense pressure had shaped the person he had become. This deep personal reflection was possible because of the secure and collaborative relationship cultivated by the social worker, empowering Mr Arjun to confront his challenges and work towards change.

Empowerment and Growth

Mr Arjun did not suddenly have a big breakthrough. Instead, he experienced a gradual process in which he understood things through reflection and growth. He started to think a lot about who he was, not just as a man working hard for money, but as a father. He pictured the kind of father he really wanted his children to have—a very different person from the angry one he had sometimes become.

Reflection and Hope

While Mr Arjun still has a long way to go, he faces the future with newfound hope. He has now realised that his family is his most valuable possession and prioritising his own well-being is essential to care for them holistically.



Note: Pseudonym has been used.

SERVICES SUPPORTING CASEWORK AND COUNSELLING

Personal Protection Order (PPO) Application

30 Applications at the Centre

Victims of family violence can apply for a Personal Protection Order (PPO) through video conferencing at TRANS SAFE Centre. This service simplifies the application process and increases accessibility. In addition to the PPO, applicants also receive counselling and other professional support. Priority of service is given to clients with high-risk situations and/or high needs and vulnerabilities.

Community Legal Clinic

10 Vulnerable adults, elderly, and families supported

Since 28 April 2016, the Community Legal Clinic by TRANS SAFE Centre has provided specialised legal consultation and support to prevent or alleviate abuse situations for vulnerable adults and families. In 2021, the clinic expanded its scope of beneficiaries by reaching out to abused older adults who may be hesitant or apprehensive in seeking legal assistance. The clinic remains adaptable in its approach to effectively meet the needs of its clients, including individuals who require additional support using technology.

Online Counselling by FAM@FSC (TRANS-Bedok)

400 Enquiries answered
65 Cases received ongoing counselling support

Supplementing traditional portals for help-seeking, online counselling is a confidential service offered that is facilitated through live chat, audio calls, or emails via the Online Counselling on Family Assist (OCFA) platform. The programme is open to Singaporeans, Permanent Residents, and non-residents, aged 18 and above who are residing in Singapore.

Psychological Services

26 Clients received direct psychological services

TRANS SAFE Centre provided assessment and intervention services. Both survivors and persons causing harm (PCH) were supported using evidence-based approaches, such as Cognitive Behavioural Therapy (CBT), Dialectical Behaviour Therapy (DBT), Motivational Interviewing (MI), Schema Therapy (ST), and Cognitive Processing Therapy (CPT). The main presenting concerns among clients included depression, anxiety, post-traumatic stress symptoms, substance use issues, and features suggestive of personality disorder.

Art Therapy

An interdisciplinary approach to mental well-being is art therapy. Clients who experience difficulty in verbalising their thoughts and feelings often connect better with this non-intrusive approach, which foregrounds non-verbal communication within a safe environment.

An art therapy group work was conducted for a group of 4 children between the ages of 11 to 13 years old in November 2024. Inspired by book nooks—miniature dioramas placed between books on a shelf—the children created their own 'safe nooks', combining the charm of tiny scenes with their idea of a cozy, personal space for reading and relaxation.

Mandatory Co-Parenting Programme (CPP)

Supporting Collaborative Divorce and Child-Centred Decisions

The Mandatory Co-Parenting Programme (CPP) is a programme run by FAM@FSCs, designed to help parents make informed, child-focused decisions when undergoing divorce. All parents with children under 21 years old are required to attend the CPP before they can file for divorce or submit a counterclaim. To meet growing demand, the FAM@FSC (TRANS-Bedok) team expanded CPP capacity from 8 to 13 sessions per week, resulting in 315 clients attending and benefitting from the programme in FY24/25. While the higher volume has brought logistical and staffing challenges, it also affirms the programme's continued relevance and value.

Another significant development was the rollout of Divorce by Mutual Agreement (DMA)—a new legal ground that allows couples to file for divorce based on mutual understanding rather than fault. Aimed at reducing acrimony and promoting a more collaborative process, DMA has contributed to increased uptake of the CPP.

More than 92.2% of parents who attended the CPP reported increased awareness of the impact of divorce on their children—particularly with regards to financial, housing, and practical needs.

The children were encouraged to reflect on textures, colours, and objects that had brought them comfort over the past year. Using materials like clay, wood, and paint, they recreated miniature versions of these meaningful elements.

Throughout the process, participants supported one another by sharing ideas and helping each other when they felt stuck or needed inspiration. Each child took home a small, symbolic space to remind them of their solaces and strengths.

"I didn't know what to expect, but the session helped me see things from my child's point of view. It reminded me that we're co-parents of our children."

- Anonymous participant

Parents consistently said that CPP sessions offered the much-needed clarity, guidance, and emotional grounding during a difficult transition. Additionally, 94.2% of attendees reported gaining a better understanding of how to be more supportive parents and stronger sources of stability for their children following the programme.

As we continue supporting families navigating their divorce, the CPP remains a cornerstone of our efforts to protect children's well-being through education, empathy, and shared responsibility.

GROWING TOGETHER

Group Work is a methodology of social work where individual clients, often with similar concerns, are brought together for a series of sessions in a group setting. With group dynamics in play, it provides a different experience from individual casework. Participants may co-create or develop solutions together, learn from one another's past experiences and coping methods, as well as provide and receive support from others facing similar challenges.

Total number of beneficiaries for Group Work

80



Discover Your G.E.M. (Good Enough Me)

Group Work with Young Adults

Through our work with clients and the community, the TRANS FSC (Bukit Timah) team discovered a growing number of young persons struggling with self-confidence and carrying the weight of needing to be "good enough". Many of them have strong critical voices which contribute to a negative sense of self.

From March to April 2024, the FSC conducted a 6-session group work for participants aged between 17 and 35 years old, helping them recognise and manage their inner critical voices. Each session had 7 participants on average.



Through discussions, reflections, mutual learning and experiential activities within a safe space, participants were given the opportunity to connect not only with their own compassionate voices but also with those of others. This helped participants to realise that they were not alone in their struggles. Participants also learned the importance of creating a healthier balance between their critical and compassionate voices.

By the end of the 6 sessions, many participants were able to have a more balanced appreciation of their strengths and weaknesses to start their journeys of discovering and accepting their 'good enough me'.



Empowering the Self!

Group Work with Children

Between 14 April to 24 May 2024, TRANS FSC (Bedok Reservoir) conducted Empowering the Self!, a groupwork programme for selected Primary 4 to Primary 6 students from Damai Primary School. This marked the third collaboration with the school since 2023.

The 7-week programme aimed to nurture self-confidence and self-awareness. Students engaged in hands-on activities and group discussions focused on emotional regulation, positive self-affirmations, perspective-taking, and learning from mistakes.

The programme concluded with a joyous celebration, during which students invited their teachers to showcase their learning—complete with food, smiles, and a photo booth.

In total, 8 students completed the programme, gaining valuable insights and enjoying the process. The partnership with Damai Primary School continues to be a meaningful one, with more opportunities ahead to support young learners in their personal growth.



Children-In-Between

Group Work with Parents and Children



Through guided activities and peer sharing, children learn to debunk common myths about divorce, better understand their emotions, and express their needs with greater confidence.

The group setting fosters a sense of connection and reassurance by showing the children that they are not alone. In FY24/25, CiB (Children) was conducted twice during the school holidays, benefitting 6 participants.

CiB (Parent) provides a safe, non-judgemental space for reflection and learning. Parents explore co-parenting strategies, effective communication, and their children's emotional needs. The programme also addresses how parental behaviour shapes a child's sense of stability. Many participants report gaining better insight into how to reduce their children's exposure to conflict and support their resilience. In FY24/25, 3 runs of CiB (Parent) were conducted, reaching 11 parents.

CiB (Children) and CiB (Parent) work together to guide families navigate divorce with empathy, skill, and a focus on healthier family dynamics.

Divorce can bring emotional and psychological challenges for both parents and children. FAM@FSC (TRANS-Bedok) offers Children-in-Between (CiB), a group programme designed to support families through this transition, with separate tracks for children (aged 6 to 15) and parents.

CiB (Children) helps young participants process difficult emotions such as confusion, fear, anger, or guilt feelings that are especially common in high-conflict divorces.

CIRCLE: Whee! Explorers

Group Work with Children

Held during the June 2024 school holidays, the CIRCLE: Whee! Explorers group work programme was run by TRANS FSC (Bedok) in collaboration with WheelCanopus Student Care at Fengshan Primary School.

Designed as a targeted intervention, the programme comprised 4 structured sessions of 2 hours each and aimed to enhance emotional literacy and self-awareness among children.

6 children aged 8 to 10 participated, all from families known to TRANS FSC (Bedok). Many came from multi-stressed households, with issues such as divorce, family conflict, harsh parenting, or past exposure to family violence—factors that research has shown can deeply affect a child's emotional and social development.

Each session focused on key themes:

1. Identifying emotions
2. Communicating feelings
3. Managing anger
4. Setting boundaries

The children learned simple yet powerful strategies such as breathing exercises and “I” statements. They practised these skills through interactive games and group sharing. Facilitators also observed that they actively helped and encouraged each other in the group activities.

Rediscovering Me!

Group Work with Seniors

Rediscovering Me! was a group work that ran for seniors between 60 to 80 years old at TRANS FSC (Bedok Reservoir). It was held over 7 weeks between July and August 2024. This group work was adapted from James Birren's Telling the Stories of Life through Guided Autobiography Groups and developed in consultation with colleagues from TRANS FSC (Bukit Timah). The programme offered a supportive space for seniors to share their life stories, review and reframe past life events with renewed meaning, and draw strength and resources from one another.

Every Friday morning, 10 seniors gathered to share laughter, shed tears, and reminisce about the rich and varied experiences they had lived through. Facilitators guided them through various hands-on activities and discussions that prompted reflection about family, their major life roles, the impact of money, health, spirituality, and mortality.



While differences in socio-economic status and family backgrounds had to be managed with sensitivity, the group bonded over the shared joys and challenges of growing old. Participants appreciated the opportunity to connect with others in a similar life stage and found comfort in speaking openly about topics often left unspoken.

Given the group's enthusiasm and positive feedback received, the FSC would continue another group work with the participants, focusing in-depth on the theme of relationships with family.

Support Group for Women Undergoing Divorce

A support group was held from 17 August to 21 September 2024 at FAM@FSC (TRANS-Bedok), bringing together 9 women who were at various stages of the divorce process. Some were just beginning to navigate the complexities of divorce, others were amid custody disputes, while a few had already finalised their separations but were still processing the emotional impact. The group provided a safe and supportive space for sharing, reflection, and connection.

Each of the 6 sessions focused on a different aspect of the divorce journey. Participants explored how to speak about their marital situation in ways that felt authentic and appropriate for different listeners—from friends and relatives to their children.

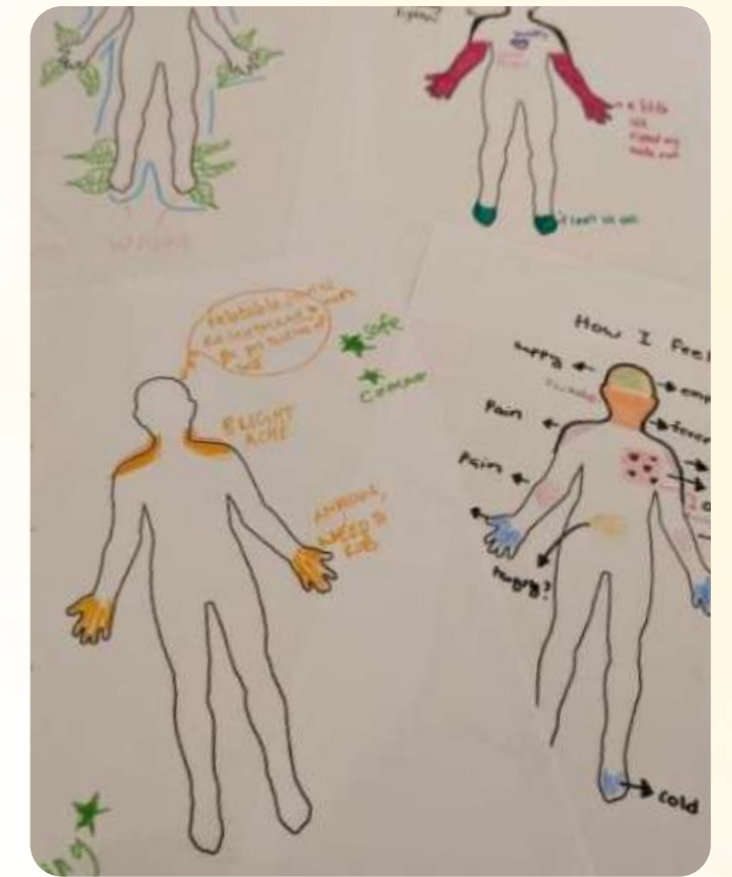
“Life is a journey, and divorce is just one stage of it. There are women struggling to come to terms with divorce, and I am not alone.”

- Anonymous participant

Emotional regulation emerged as another key theme. Conversations centred on managing anger, fear, and loneliness, empowering participants to feel more in control and less isolated. A guest lawyer joined one of the sessions to clarify some legal misconceptions and offer an uplifting perspective on the legal process.

During the programme, the participants shared that they gained deeper understanding into how separation and divorce were shaping their sense of self, and became more aware of emotional triggers that stirred feelings of anger, fear, or worry. The group closed with a strong sense of solidarity and renewed strength.

Group Work with Women Survivors of Sexual Violence



From 19 October to 30 November 2024, TRANS SAFE Centre conducted a 7-session movement-based group work for 4 female survivors of sexual violence. Co-facilitated by a social worker and a dance/movement therapist, each weekly session combined therapeutic movement, art-making and psychosocial support for a holistic healing experience.

The group aimed to help participants reconnect with their bodies and foster trust, safety and peer support. Participants were observed to benefit from the increased body awareness and sense of safety within the group. Many highlighted the psychoeducation segment on trauma responses as particularly helpful, helping them better understand their experiences and reactions. Art-making also offered a welcome outlet for the participants to express their thoughts and emotions through an alternative medium.

Overall, participants expressed satisfaction with the sessions, highlighting the relevance of the topics covered and the value of being in a supportive space.

Children of Divorce Intervention Programme (CODIP)

From 18 November to 4 December 2024, the Children Of Divorce Intervention Programme (CODIP) was successfully conducted in collaboration with FAM@FSC (Care Corner-Eunos) and FAM@FSC (Methodist Welfare Services). Held over 6 days, the programme supported 7 children aged 7 to 12 who were experiencing the effects of parental separation.

CODIP is designed to equip children from divorced or divorcing families with the skills and tools to cope with the emotional and social changes that come with divorce. While many children may not display outward signs of distress, the programme recognises the importance of providing a safe and supportive environment where they can process their experiences.

The group-based format fosters peer support and helps children feel less alone in their journey. The facilitators observed many heart-warming moments throughout the sessions, especially the natural ways in which older children guided and supported their younger peers. These interactions provided opportunities for shared learning, emotional validation, and a growing sense of empowerment among participants.


CODIP continues to play a vital role in supporting children's emotional well-being, helping them navigate the complex changes that divorce can bring to their lives.

I AM _____

I can learn to cope better with problems and anger.


Our Coping Strategies

Action




I can cheer myself up by playing games and eating snacks. I can behave.

Feel



I relax and calm myself down, do breathing exercises. Count down to 10.

Think



I tell myself that my life will be better.

Our Social Problem Solving

Problem	Solutions
Will I be able to see my siblings (sister/brother) again? When will I see the other parent (mummy/daddy) again? Why do mummy and daddy not listen to me?	I can talk to my parents on what is happening and my feelings. I can talk to my friends or counsellor.
What if my parent gets a new partner?	I can talk to my parents about my thoughts.
I am living in two homes. What if I forget to bring my items?	I can create a checklist and remind myself.
My parent yelled at me.	I can listen to them.
My parents are annoying.	I can think positively, they are annoying SOMETIMES (not always).

Anger triggers	Strategies	Practice I statement
I got blame for nothing.	I ignore.	I am irritated/angry when you scold me, because it was not my fault, I would like you to listen to me first.
I got bullied.	I tell my teachers.	I am annoyed, when you bully me, because it hurts me, I would like you to be nice.
Mum and dad asked me to choose who I wish to spend time with.	I keep quiet.	I am confused and in-between when you asked me to choose, because I don't know how to answer, I would like you to stop asking.

BRANCHING OUT INTO THE COMMUNITY

Total number of beneficiaries for Community Work & Outreach

929



Living Well Community Work with Seniors

Golden Cassia, a studio apartment block located at Block 609A Bedok Reservoir Road, is home to many senior residents—some of whom live alone or face social isolation. To better understand their needs and hopes, TRANS FSC (Bedok Reservoir) conducted 2 outreach events: an outing to Gardens by the Bay on 8 March 2024, and a kopi talk held at the void deck on 17 May 2024.

Each event attracted approximately 20 residents in attendance. The sessions revealed that the residents enjoy getting to know their neighbours. Several senior residents were concerned about the issue of seniors living alone and expressed a desire to do more to support their community.

With that, the Living Well group was formed at the end of 2024, bringing together passionate residents who want to age meaningfully. TRANS FSC (Bedok Reservoir) will be exploring future outreach and programmes with the Living Well group in the year ahead.

Focused Group Discussions about Mental Health

Between May and August 2024, TRANS FSC (Bukit Timah) conducted 4 rounds of Focused Group Discussions (FGD) with clients who are receiving mental health services. The discussions aimed to gain a better understanding of clients' experiences with using mental health services, the support they require, and ultimately, identify gaps in the mental health support system to guide future programmes. The team had used a systemic approach to guide the discussion, specifically drawing on Bronfenbrenner's ecological theory.

Altogether, 8 individuals who are receiving mental health services and 3 caregivers participated in the FGDs. Apart from sharing their challenges, participants also shared many enriching experiences which promote their mental health recovery, and suggestions on how to improve the current mental health services and outreach efforts.

Encouragingly, some participants also expressed interest in being involved in the FSC's future programme development to better serve the users of mental health services. A share-back session is thus being planned for the later half of 2025.



Men in the Mirror

Reflecting on Masculinity and Mental Well-Being

On 26 October 2024, TRANS FSC (Bukit Timah) organised Men in the Mirror, an awareness talk designed to engage men in open conversations about navigating the impact of societal expectations and gender norms. A total of 11 men took part in the session, which aimed to support them in navigating their multiple roles and identities.

The event began with a presentation of research findings on how societal expectations affect men's mental well-being and family relationships. This was followed by a dialogue with an intergenerational panel, where speakers shared personal stories about how these norms had shaped their lives.

Participants gained deeper insight into the pressures that men face across the domains of family, work, and society as a result of gender norms.

The event concluded with an invitation to take action. Several participants expressed keen interest in forming a community group to continue exploring these themes, reflecting a strong desire for ongoing connection and dialogue. This community group now meets regularly, providing mutual support and a safe space to reflect on their experiences as men.

Family Day at Downtown East



On 23 November 2024, TRANS FSC (Bedok Reservoir) organised a vibrant Family Day at NTUC Downtown East, bringing together 15 families, staff and volunteers for a day of fun and connection!

With a whimsical Pokémon-inspired setting, families bonded through games and activities. Carnival-style booth games sparked parent-child connections, with both children and adults enthusiastically joining in. A highlight of the day was a creative craft session, where families worked together to create their family portraits using rocks and dried flowers.

Families expressed their appreciation for the opportunity to enjoy quality time together amidst the demands of daily life. An event like this highlights the importance of shared experiences in nurturing stronger, more resilient families.



Happy Healthy Hour (H3)

Building Connections, Promoting Wellness

Happy Healthy Hour (H3) is a community programme for seniors aged 60 years old and above living near TRANS FSC (Bedok). The programme aims to enhance the well-being of seniors by connecting them to community resources, keeping them actively involved in their neighbourhoods, and supporting their understanding of health and well-being as they age. Held on the first and second Thursday mornings of each month, each session was attended by an average of 31 seniors in FY24/25.

6 sessions were conducted on topics such as healthy ageing, vaccinations, muscle maintenance in later years, stress management, and vascular dementia awareness. The sessions were designed to be easy to understand and applicable to seniors' daily routines.



Feedback for H3 has been overwhelmingly positive. Participants valued being able to connect and interact with one another, and shared hopes for H3 to continue benefitting seniors in the community.

The programme adopts a holistic approach to wellness to foster ego integrity and enhance overall quality of life. Activities, ranging from exercise sessions and art workshops, to sharing of personal life experiences and indulging in interactive games, have supported the physical and mental well-being of the seniors. More than being enjoyable, these sessions also play an important role in promoting active ageing and enriching daily life. In 2024, H3 boosted its health education efforts via a partnership with the Health Promotion Board (HPB).

Community Farming

Cultivating Wellness, Growing Together

TRANS FSC (Bedok)'s community farming programme aims to provide a therapeutic space for members to increase their emotional resilience through their interaction with nature. It has been well-researched that gardening activities help to reduce stress and improve wellness.

Through community-focused initiatives, such as contributing harvests to the less privileged and collaborations with other stakeholders, the programme also aims to enhance members' sense of social connectedness and promote community engagement. This programme is currently being fronted by 36 members including volunteers, residents and staff, with support from City Sprouts, an urban farming social enterprise.



Celebrating the Chinese New Year

On 11 February 2025, TRANS FSC (Bedok Reservoir) had an exuberant Chinese New Year celebration for 20 clients and their families. Supported by 6 cheerful volunteers, the event was filled with delightful moments that encouraged family bonding during the festive season.

The event offered a lively mix of activities, from a buffet dinner and interactive games to a spirited sing-along session. Highlights of the evening included the special appearance of the God of Wealth, the traditional lohei and a lucky draw. The evening ended on a high note with each family taking home a bag full of festive goodies!

The participants appreciated the event and were excited about attending similar celebrations in the future.



Beyond the Rat Race (5Cs)

A Parenting Talk at Toh Yi

On 29 March 2025, the Toh Yi community hosted a parenting talk titled Beyond the Rat Race (Beyond 5Cs): Embracing a More Meaningful Definition of Success for 14 parents and 20 children, inviting families to rethink what success truly means.

The session offered a much-needed pause for parents to reflect on the pressures of modern parenting and the influence of the traditional "5Cs" (Cash, Car, Credit Card, Condominium, Country Club).



Through meaningful conversations, parents were encouraged to look beyond material benchmarks and embrace definitions of success that prioritise their children's emotional resilience, well-being, and sense of connection.

While the parents participated in the talk, the children had a blast with balloon sculpting and beading. The session concluded with a meaningful activity, where parents and children came together to create a family jar filled with appreciation notes, cherished memories, and a list of fun family activities to do together—planting seeds for deeper bonds and joyful moments ahead.

CELEBRATING SEASONS OF GROWTH

A Journey of Resilience Celebrating Our Transformation

Since 2014, TRANS FOCUS Active Ageing Centre has been a warm and welcoming hub for seniors in the Toh Yi community to connect, learn, and thrive together. As membership grew steadily over the years, so have the needs of our seniors. With the last renovation completed over 10 years ago, our facilities began to show their age—there were too few toilets to meet demand, furnishings were worn, and the overall space no longer supported the vibrancy of our senior activities. It was necessary to modernise and refresh the centre for the next chapter of community engagement.

Thus, FOCUS's renovation journey began on 5 April 2024! Even as the centre underwent much-needed upgrades, the spirit of our community remained strong. Determined to keep activities alive, the team tapped on nearby community spaces, making use of void decks and the Residential Network (RN) to continue serving our seniors.



Programmes like our Drum Fun Exercise shifted to the outdoor pavilion, where seniors gathered undeterred by the change in setting. They rallied together to pack and distribute food for communal meals even without a serving station and also brought hot water for beverages. Their adaptability and cheerful spirit transformed challenges into opportunities for deeper connections.

Throughout the transition, our staff demonstrated remarkable resilience, managing daily logistical demands and ensuring no disruption to services. Community partners also played an integral role, offering spaces, storage and resources that allowed us to continue providing care and companionship to our elderly.



Rather than dampening spirits, the months of renovation strengthened our bonds. Seniors remained positive, enthusiastic, and supportive, showing up for every gathering with smiles and encouragement.

Now, with the centre newly refurbished, we look back proudly at the journey that brought us here; a shining testament to the strength, adaptability, and heart of our community.

Stepping Into the Light

Mdm Meng Wah's Journey

In the Quiet Dark

At 83 years old, Mdm Meng Wah—as she is affectionately known—is a cherished presence at our TRANS FOCUS AAC. Her warm smile, generous spirit, and constant encouragement make her a source of comfort and joy to many. Yet behind her lively spirit is a remarkable story of resilience, recovery, and transformation.

15 years ago, Mdm Meng Wah suffered a severe fall at home that changed her life. She had been alone when she fell and lost consciousness, lying helpless for hours until her son returned from work and found her. She was rushed to the hospital, where she remained for a year. Once a proud and independent food stall operator, she suddenly found herself bedridden, dependent, and uncertain about her future. Her mobility was greatly reduced, and she lost 2 inches in height due to spinal compression. Her recovery was not swift—it took 4 years of gradual, determined effort.

That early, high-touch support helped her regain not only physical strength, but also the confidence to face life again.

Extending the Glow

She transitioned seamlessly from being a recipient of support to becoming an active contributor, volunteering weekly with communal meals and encouraging other seniors to join in. Today, she's at TRANS FOCUS AAC almost every day, playing a key role in bonding the community together.

Mdm Meng Wah's story inspires other seniors to overcome personal setbacks and stay active. Some, moved by her example, have even become volunteers themselves! Beyond being an inspiration to other seniors, she also brings joy to our staff. Every day, she checks in on the staff with genuine warmth and care—remembering our names, asking about our well-being, and treating us like family. Her kindness is a daily reminder of the meaning behind our work.

Mdm Meng Wah's journey reflects the power of progressive, person-centred care. She went from needing help in a crisis to now helping others. Where she once needed the light, today, she passes it to others. Her life reminds us that healing and hope are possible at any age and staying connected to community is not just beneficial but essential to the human experience.

Her warm smile, generous spirit, and constant encouragement make her a source of comfort and joy to many.

Rays of Support

During this dark period, intensive support came from TRANS FSC (Bukit Timah). Their social workers and caseworkers made regular home visits, offering emotional encouragement, practical aid, and simply being present. That early, high-touch support helped Mdm Meng Wah regain not only physical strength, but also the confidence to face life again.

As her condition improved, the nature of support evolved from physical and emotional care to social engagement. When our elderly programmes started, Mdm Meng Wah was one of the first to join.

Where she once needed the light, today, she passes it to others.

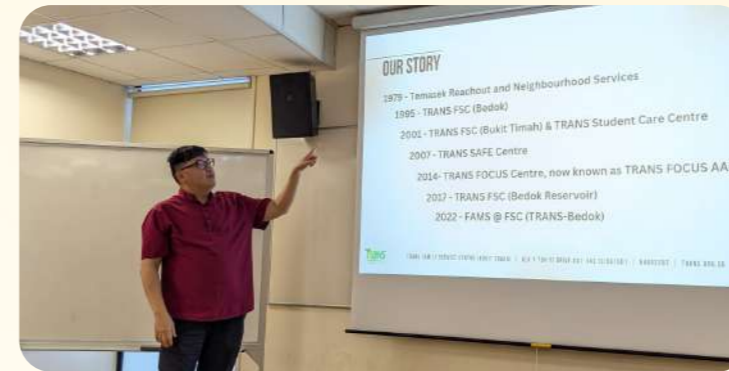
BUILDING CAPABILITIES

Collaboration with NUS Social Work Students

TRANS FSC (Bukit Timah) partnered with NUS Social Work students for a collaborative learning experience as part of a Community Work Module. Staff members guided the students on a community walk through Empress and Queen's Road, with a focus on asset mapping.



The collaboration gave students the opportunity to apply their knowledge in real-world settings, engaging directly with residents and local economies. This deepened their understanding of the community's resources and challenges.



Students later presented their research findings to classmates, lecturers and staff. Their findings offered valuable insights on the community's assets and sparked discussions on potential opportunities for growth and community organisation. TRANS FSC (Bukit Timah) hopes to build upon this groundwork to explore new possibilities and avenues for community development.

NUS Sharing of i.C.A.N Groupwork

TRANS FSC (Bukit Timah) was invited to deliver a guest lecture for a module on Groupwork Practice at NUS. The session was attended by undergraduate social work majors curious to learn about challenges, dynamics and success stories. It was also an opportunity for the students to see how the theories they had learnt in class could be applied in an actual community setting.

During the lecture, the staff shared how the i.C.A.N. groupwork started; the nuts and bolts of how it was run, and all the thrills and spills. The students posed insightful questions. Overall, they gained further insights into the use of groupwork with seniors.



Cross-Agency Practice Circle on Domestic Violence

In line with the Ministry of Social and Family Development (MSF)'s commitment to strengthen cross-agency learning and build practitioner capacity in the field of family violence, a Domestic Violence Practice Circle initiative was piloted in FY23/24.

The Practice Circle aims to bring together senior practitioners from different social service agencies to engage in reflective discussion on practice issues and surface systemic challenges encountered on the ground, with quarterly sessions running across 5 clusters in Singapore.

In FY24/25, 2 sessions were conducted on 18 September 2024 and 14 January 2025. These sessions were facilitated jointly by a lead social worker from TRANS SAFE Centre and a representative from Adult Protective Service.

14 participants from the eastern region attended the sessions, including representatives from Family Service Centres (FSCs) and social services agencies such as AMP.

Key topics discussed included:

1. Complexities in casework and practices beyond traditional case management
2. Systemic barriers faced by practitioners and creative strategies for navigating them
3. Approaches to staff supervision and capacity building

Feedback has been positive, with participants calling the Practice Circle a refreshing space for cross-learning among peers in the social service sector. Many valued its open, curious environment which encouraged honest conversations and mutual learning.

Sharing with Overseas Researchers

On 27 February 2025, TRANS SAFE Centre welcomed a delegation of 4 researchers from Japan who were keen to better understand Singapore's service and policy landscape in the management of family violence.

The exchange offered an opportunity to discuss how legislative changes and evolving service models affect client outcomes in Singapore. The researchers also shared challenges encountered in their own country, fostering a meaningful dialogue on cross-cultural approaches to family violence intervention.



VOLUNTEER DEVELOPMENT

Sea of Colours Volunteers' Get-Together



On 27 July 2024, staff and volunteers gathered beneath the Singapore Flyer for a morning of fun and stories. The turnout saw volunteers who had newly joined us 6 months ago, as well as volunteers who had been with TRANS Family Services for over 30 years! It was a precious opportunity to appreciate our volunteers, better understand their strengths and visions for giving back, and engage with them collaboratively in our journey of making a difference to our clients and community.



Formation of Volunteer Management Sub-Committee

Volunteers are a vital resource in supporting our strategic direction of “Strengthening Families Today; Resilient Generations Tomorrow.” TRANS Family Services’ vision is to engage volunteers meaningfully by aligning their strengths and interests with our organisational mission, offering clear progression pathways, and sustaining long-term involvement.

To better align with this vision, a subcommittee under the Board was formed to guide the strategic direction of volunteer management at the beginning of 2025. Corporate Services also took over volunteer management-related functions from our centres’ long-serving volunteer coordinators. This move will enable us to streamline efforts better, drive new initiatives, and respond to gaps in a more intentional and coordinated way.

Befrienders’ Training



What if a simple conversation could brighten someone’s day, spark a lasting friendship, and build their self-esteem? For the past one and a half years, a team of staff and volunteers has been working hard to make that vision come to life. TRANS Family Services’ new befriending programme is an evolution of our previous casework mentoring programme, and provides greater clarity on the roles of befrienders in partnership with caseworkers. Our first batch of 8 volunteer befrienders rose to the occasion and attended a full day of in-depth, in-house training on 17 January 2025. Most of them have since started their befriending journeys, and are getting ready to share their insights with the next batch of befrienders soon to come!



From Shy Helper to Confident Leader

Mdm Bee Lian’s Story

A Chance Encounter

It all began with an unexpected encounter outside TRANS FSC (Bedok).

On a sunny afternoon, 2 of our volunteers, Emma and Cloe, were handing out cups of ice cream as part of an outreach project. Among the curious passers-by was Mdm Bee Lian, a housewife who stopped to chat. That friendly conversation sparked something in her and soon after, she signed up to volunteer with TRANS Family Services.

Her first role was helping at our weekly Happy Healthy Hour (H3) programme. In those early days, Mdm Bee Lian kept in the background, preparing food, washing up, and staying out of the spotlight. She doubted her abilities, thinking she had little to contribute since she was not confident in English, did not consider herself creative, and had never volunteered before.

What she did have, however, were familiar faces in the neighbourhood. Many of the seniors at H3 were her neighbours, and that sense of familiarity helped her feel at ease. Gradually, with encouragement from fellow volunteer Bee Leng and our staff, she began to step forward. Small tasks led to bigger responsibilities—buying Bingo prizes, helping to run activities, and even offering thoughtful feedback during debriefs.

Finding Her Voice

Before long, the once-quiet volunteer had found her voice—quite literally. On boisterous days when the seniors grew a little too chatty, Mdm Bee Lian would confidently call for attention, her charming smile ensuring no one took offence. Her cheerful presence became a steadying force in the group, diffusing tension and lifting spirits.

Over the months, the affirmation she received from her teammates and the joy of seeing seniors engaged and happy began to transform her. She stopped doubting herself and started recognising her own worth. The change did not go unnoticed. Her family began to see her not just as a devoted housewife, but as a confident, capable volunteer making an impactful difference in the community.

She stopped doubting herself and started recognising her own worth.

Leading with Warmth

Today, Mdm Bee Lian is proud of the role she plays at TFS, and we are just as proud to have her on our team. Her journey is a heartwarming reminder that every person has something worthwhile to contribute—and sometimes, all it takes is a cup of ice cream to open the door.



GROWING RESILIENCE - VOICES OF TFS

Witnessing hope and positive change in my clients' lives inspires me deeply. The genuine, heartwarming connections we build remind me of the strength in human resilience and the power of relationships. Their stories continue to enlighten and teach me about life. I am fortunate to be a social worker!

- Rebecca

Within the work setting,
who and what helps you
to see the light in your
moments of loss and doubt?

In moments of loss and doubt, it's my team and colleagues who help me see the light. Their support, shared understanding, and presence offer a sense of solidarity that grounds me. Even brief check-ins or shared laughter remind me I'm not alone, and their encouragement helps me regain perspective and carry on.

- Pei Pei

My supportive colleagues and supervisor really help me in moments when I'm feeling lost or doubting myself. They provide me with perspective and a lot of encouragement!

- Amirah

During difficult times, the support and perspectives of my colleagues help me find clarity. Their care gives me the strength to keep moving, reminding me I'm not alone.

- Wendy

In my darkest moments, it was my supervisor Jaslyn who reminded me of my worth. Her calm presence, patient listening, and quiet faith in my capacity helped me find clarity. When I doubted myself, she didn't just reassure me, she held space for me to regroup and rise. I'm deeply grateful for her steady support. Alongside her, my SAFE team's constant encouragement and presence reminded me that I was never alone in this work.

- Nithiya

The nature of the work is tough—I often face situations that require me to hold difficult conversations, sit with painful emotions, and navigate my own internal conflicts, limitations, and exhaustion. In the midst of all this, it is the camaraderie of my fellow team members that helps me see the light. Their presence, their willingness to witness and hold space for these challenges, makes a profound difference.

I'm also deeply grateful for the management committee and organizational leaders who care genuinely for the staff, remain accountable to the clients and community we serve, and show courage and flexibility in exploring new ideas. Their leadership offers both grounding and inspiration. What keeps me going is a core belief that there is always light at the end of the tunnel—as long as we stay true to our purpose and continue to draw strength from both our internal resources and the support around us.

- Shannon

In times of loss and doubt, I've found solace in the presence of work comrades who believe in and hold space for me. I am blessed to have people (supervisor, team members and peers alike) who nourish and anchor my sense of purpose through engaging in life-giving, meaning-making conversations. Their empathy, understanding, and willingness to listen without judgment has allowed me to process my emotions, gain clarity, and see possibilities for the way forward.

- Cherylene

It's the small things that help me see the light again—a client's quiet progress, a colleague checking in, a shared laugh in the middle of a tough day. When I feel lost or unsure, it's the people around me who remind me why I started, and that I don't have to do this alone.

- Eleanor

Supportive and non-judgemental supervisors and peers for me to ventilate and gain clarity. Essential oils, tiger balm and teh C for me to get through the day and distress. Prayers to God for guidance and to ease my journey at work.

- Hilliyah

STAFF TEAMS

Corporate Services

Yee-Chow Choy Yin (CEO), Chan Ler Sin, Kwek Eng Ai Aileen, Lee You, Ngui Li Yeh, Tan Chuey Ngor Jasmine, Thong En Yu Gloria



TRANS FSC (Bedok)

Shaikh Mohamed Reza Bin Mohamed Bamasri (Centre Director), Tan Shu Wenn Belle, Ainina Hajir Adha Binte Abdul Manaf, Artika Bte Dahlan, Halimatus Sa'adiyah Binte Jasmi, Lee Yin Yin, Lim Yi Pei, Sandra, Xiu Lin De Souza Melissa, Muhammad Hamizan Danial Bin Abdul Amid, Ng Seok Wah, Norashikin Bte Mohd Yusoff, Nur Ashikin, Binte Razali, Nur Iriani Binte Saiman, Nurul Faizzah Binte Mohd Azmi, Oei Ying Hsia Eleanor, Pang Rou Wei, Sim Yen Ling Clarissa, Tan Li Xin Madeline, Tan Pei Pei, Tee Yu Ting Evelyn, Ting Wa Ying, Yeo Huishi Jessica, Yeo Su Yin Eunice



TRANS FSC (Bedok Reservoir)

Lin Yifen (Centre Director), Ahmad Zaki Bin Mohamed Khalid, Chan Ka Yan Emily, Chan Wan Jing, Chow Kyet Moi Genevieve, Chua Chong Rui Benjamin, Thng Glorienne, Koh Eleen, Leong Jiaqi, Nur Syahirah Binti Idris, Nurhayati Binte Salam, Quan Yuan Li, Quek Joo Ee Corine, Sim Hui Fen Pauline, Soh Pei Shan, Soh Yuyan Tammy, Syaza Umairah Binte Ismail



Practice & Service Development

Quek Pearl Ning (Head), Sim Hui Fen Pauline, Sim Yen Ling Clarissa



TRANS FSC (Bukit Timah)

Quek Jia-Lyn Jermaine (Centre Director), Chua He Rong Cyrus, Goh Guat Tiang, Goh Hui Qi, Kulapattra Margaret Tay Chongwen, Kwek Shu Yi, Victoire, Lam Jian Ming Kevin, Ng Toh Poon Dorothy, Ng Zhi Xin Geraldine, Pereira Chriselda Rose, Phan Kiah Gek Fif, Puthumalar D/O Ganesan, Tan Jui Bang Jason, Wong Tung Hou Kevin, Yeo Poh Choo Wendy

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TRANS SAFE Centre

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PUBLIC DISCLOSURE

Details of the Board members, including attendance at Board meetings for FY24/25 are as follows:

Name and Occupation	Current Position	Date Joined Board	Attendance in FY24/25
Chan Wing Cheong <i>Professor, Singapore Management University</i>	Chairman <i>(Appointed 28/8/19)</i>	2/9/14	6/6
Dennis Tan <i>Retired</i>	Vice-Chairman <i>(Appointed 20/9/23)</i>	20/9/23	6/6
Edwin Chow Kong-In <i>Vice President for Industrials & New Ventures, Accuron Technologies</i>	Honorary Secretary <i>(Appointed 20/9/23)</i>	27/8/09	1/6
Goh Seok Wan <i>Adjunct Lecturer, National Institute of Early Childhood Education</i>	Assistant Honorary Secretary <i>(Appointed 15/9/21)</i>	28/8/19	6/6
Long Tien Ian <i>Investment Officer, Pavilion Capital International Pte Ltd</i>	Honorary Treasurer <i>(Appointed 27/3/24)</i>	20/9/23	4/6
Kwan Hoi Leong <i>Year Head Lower Primary, Wellington Primary School</i>	Assistant Honorary Treasurer <i>(Appointed 20/9/23)</i>	24/6/97	4/6
Doreen Tan <i>Senior Vice President of APAC HR Group, Allied World Assurance</i>	Board Member	15/9/21	2/6
Ruby Lee Yen Kee <i>Co-Director of SMU Pro Bono Centre, Singapore Management University</i>	Board Member	24/11/21	4/6
Lim Kok Lee <i>Educational Technologist, Anglo-Chinese School (Independent)</i>	Board Member	20/9/23	4/6
Karen Ng <i>Executive Assistant, Visy Singapore Headquarters Pte Ltd</i>	Board Member	20/9/23	3/6
Lilian Mark Fong Eng <i>Senior Principal Medical Social Worker, Institute of Mental Health</i>	Board Member	20/9/23	4/6

HR Subcommittee	Services Subcommittee	Volunteer Management Subcommittee
Goh Seok Wan	Lilian Mark	Kwan Hoi Leong
Doreen Tan	Chan Wing Cheong	Karen Ng
Soh Hwee Yan	Ruby Lee	
	Jenny Bong	
	Oh Wai Ching	

A total of 6 Board meetings were held in FY24/25 on the following dates: 12/6/24, 31/7/24, 28/8/24, 18/9/24, 27/11/24 and 26/2/25. The AGM was held on 18/9/24.

Some members of the Board have served for more than 10 consecutive years. Finding committed volunteers with the right motivations, values and skill sets to serve on the Board has been a constant challenge. Nonetheless, recruitment and renewal of Board members will continue to be one of the areas of focus for the Organisation.

The Conflict of Interest Policy of TRANS Family Services helps to identify and manage potential areas of conflict.

All Board members and employees undertake annually to comply with the Organisation's Conflict of Interest Policy which stipulates that they must act in the best interest of the Organisation when performing their duties on behalf of the Organisation.

TRANS Family Services employees generally shall not accept any employment, directorship or external appointments without the written consent of the Chief Executive Officer (CEO). A process is in place for employees to clarify with their Supervisor or Centre Director when in doubt. Any potential areas of conflict of interest must be declared in writing when seeking the approval of the CEO. The CEO was appointed on 10/11/16.

No paid staff, who is a close family member of the Executive Head or a governing board member of the Organisation, has received remuneration exceeding \$50,000 during the financial year.

ACKNOWLEDGEMENTS

We wish to thank the following for supporting us in helping families in need:

AWARE Singapore	Maybank
Bedok Community Centre	National Heritage Board (HeritageCares)
Bedok Neighbourhood Police Centre	National Parks Board
Boys' Town Sanctuary Care	North East Community Development Council
Bukit Timah Constituency Office-Toh Yi Residents Network	National University Hospital (NUH)
Cake Avenue Pte Ltd	National University of Singapore (Social Work Department)
City Sprouts	Ngee Ann Polytechnic
Community Psychology Hub (CPH)	Pro Bono SG
Cornerstone Community Services	Rolypoly Family
Damai Primary School	Roxy Foundation
Etiqua Insurance	Sherwood Towers MCST
East Coast Town Council	Siglap Community Centre
Filos Community Services	Singapore Police Force (Bukit Timah NPC)
Gateway View Residents' Network	Singapore Police Force (Bukit Panjang NPC)
Happy Tutors Learning Centre	Singapore Police Force (Clementi NPC)
HDB (Care & Fund Team)	Singapore Red Cross
Helping Joy Limited	Smiles Salam SG
Heng Foh Tong Medical Hall	Social Service Office @ Bedok
Hoover Park Neighbourhood Network	Social Service Office @ Queenstown (ComLink & Regional Services)
Islamic Religious Council of Singapore (Muis)	South East Community Development Council
Kampong Chai Chee Community Centre	Study Pals
Kampong Chai Chee Rainbow Ville Residents' Network	Toh Yi Residents' Network

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