Aligning to Empower

Fuller Lives

Condensed Annual Report FY2023/24

METHODIST WELFARE SERVICES



Vision

To be Christ-centred, in enabling the disadvantaged and distressed to have life to the full.

Mission

To enrich the quality of life for the disadvantaged and distressed, through integrated and holistic services in partnership with Methodist churches and the community.

Values

- **T**rust
- **R**espect Worth & Dignity of People
- **U**ncompromising Integrity
- **S**ervice before Self
- **T**eamwork
- **S**ound Governance

Methodist Welfare Services (MWS) is all about empowering people to have life to the full.

Our story began out of Christian love in 1981 with a simple desire to help those in need. From a humble starter project of a small nursing home for 24 sick elderly, we have grown to 22 centres and programmes island-wide, serving over 16,700 families and individuals who may experience poverty in different ways, across age groups, ethnicities and religions.

Our work is based on the perspective that poverty extends beyond financial hardship to include impoverishment in our well-being. We recognise that while everyone has strengths, some of us may need more support to overcome different forms of poverty which include poor health, fractured relationships, broken dignity, and financial distress.

To address the complexity of poverty, MWS takes a holistic, person-centred approach that considers one's total well-being while respecting their experiences, hopes, and strengths. In all we do, we aim to uphold dignity.

The MWS network of services enables cross-referrals and multi-disciplinary interventions. Our Family Services support a wide spectrum of social needs, working with healthy families and those experiencing distress, including children and youth. Meanwhile, our Healthcare Services cater to seniors' care needs at various stages of frailty.

As society's needs evolve, MWS has grown beyond being a provider of remedial services. We also aim to:
- Empower communities to lead fuller lives;
- Advocate for those who have fallen through the cracks;
- Partner with collaborators to ignite change; and
- Nurture talent for effective impact.

Working closely with our church partners and the community, we look to the day when all who call Singapore home will truly be able to have life to the full.

As part of our efforts to reduce our carbon footprint, MWS no longer prints the full Annual Report. To view the full report in English, please visit https://mws.sg/annual-governance-reports or scan the QR code.

MWS is governed by its Constitution and is a registered charity and an Institution of Public Character.

MWS is a member of the National Council of Social Service.
IPC Registration No.: IPC000360
Charity Registration No.: 00166
UEN: S81SS0088H
Bank: The Development Bank of Singapore Limited
Auditor: Baker Tilly TFW LLP

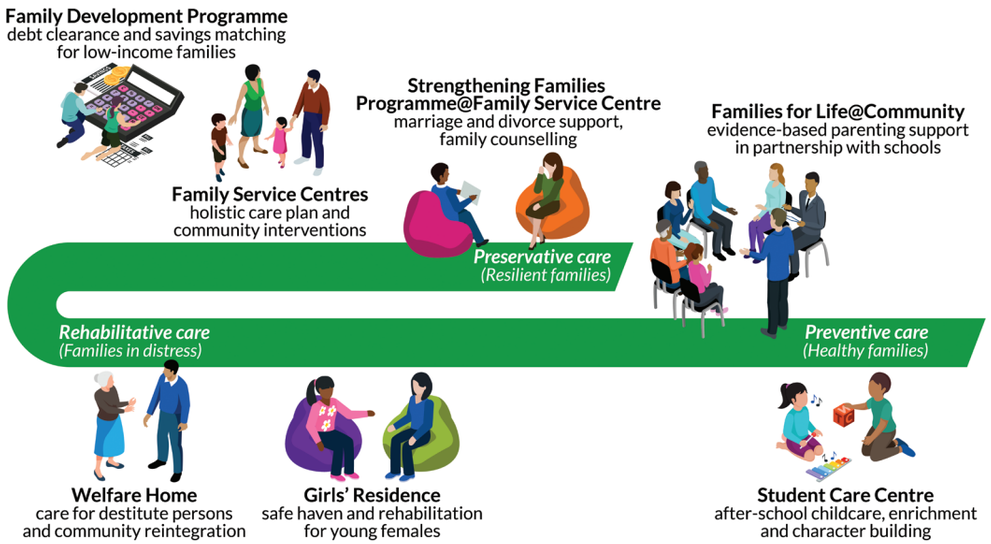
Overview of Services

MWS' holistic empowerment of beneficiaries rests on an integrated suite of services. These include pastoral care; case management and counselling; nursing and rehabilitative care; home-based, community-based and residential care; a debt clearance and asset-building scheme; family support and other services.

Today, we serve to meet the needs of children from disadvantaged backgrounds and youths at risk; seniors battling chronic illness or social isolation; and families troubled by fractured relationships, financial woes and other forms of distress through 22 centres and programmes across Singapore.

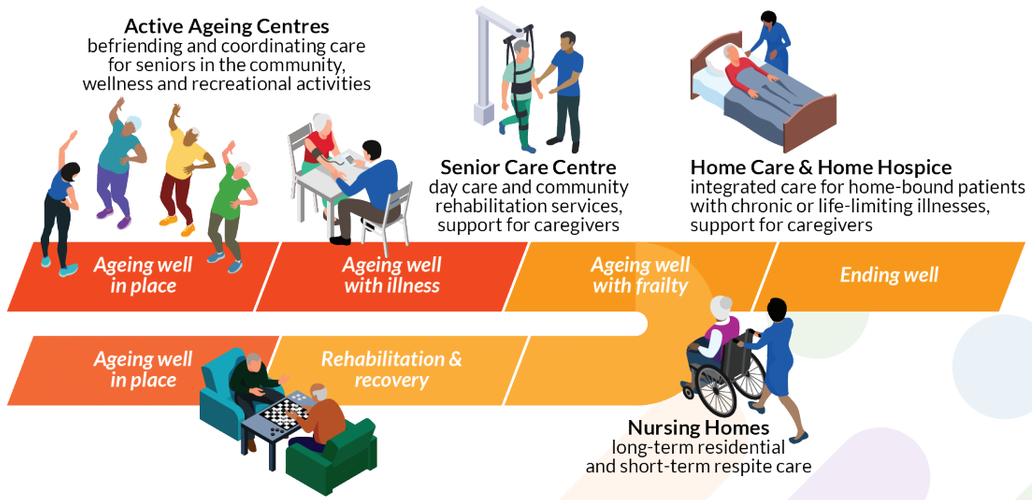
Our Family Services are designed to meet a wide spectrum of needs, ranging from those of families in distress to healthy families.

Caring for Families



Our comprehensive Healthcare Services are tailored to meet seniors' needs and preferences at different stages of their silver years.

Caring for Seniors



Aligning to Empower Fuller Lives

The social services and healthcare landscapes are evolving. Domestic challenges and global events have led the Singapore government to call for more citizenry participation to build a community of care. Meeting the challenges is beyond the efforts of any single organisation or individual. The only way to serve and make a difference is by doing it together.



MWS is poised to enhance our impact and meet the community's needs more effectively through greater alignment on three fronts.

Aligning to Empower Fuller Lives

Strengthening Internal Alignment

- Reorganisation to Family Services group and Healthcare Services group
- New Family Service Centre and Nursing Home in 2025

Alignment to National Agenda & Singaporeans' Aspirations

- Orientation to social compact, *Forward Singapore*
  1. Strengthening our reach in what we are already doing;
  2. Building new capabilities to address selected needs; and
  3. Creating an ecosystem of partners through sharing of resources
- Strengthening Allied Health for ageing population
- Deployment of technology in eldercare
- Launch of Research, Innovation & Training Academy (RITA)

Alignment to the Methodist Heartbeat

- Community of pastoral care volunteers
- 1.4 million volunteer hours and sharing of resources

"And God is able to make all grace abound to you, so that having all sufficiency in all things at all times, you may abound in every good work."

2 Corinthians 9:8 (ESV)

Overview of Impact and Client Profile

As of 31 March 2024

Connected 16,787 families and individuals

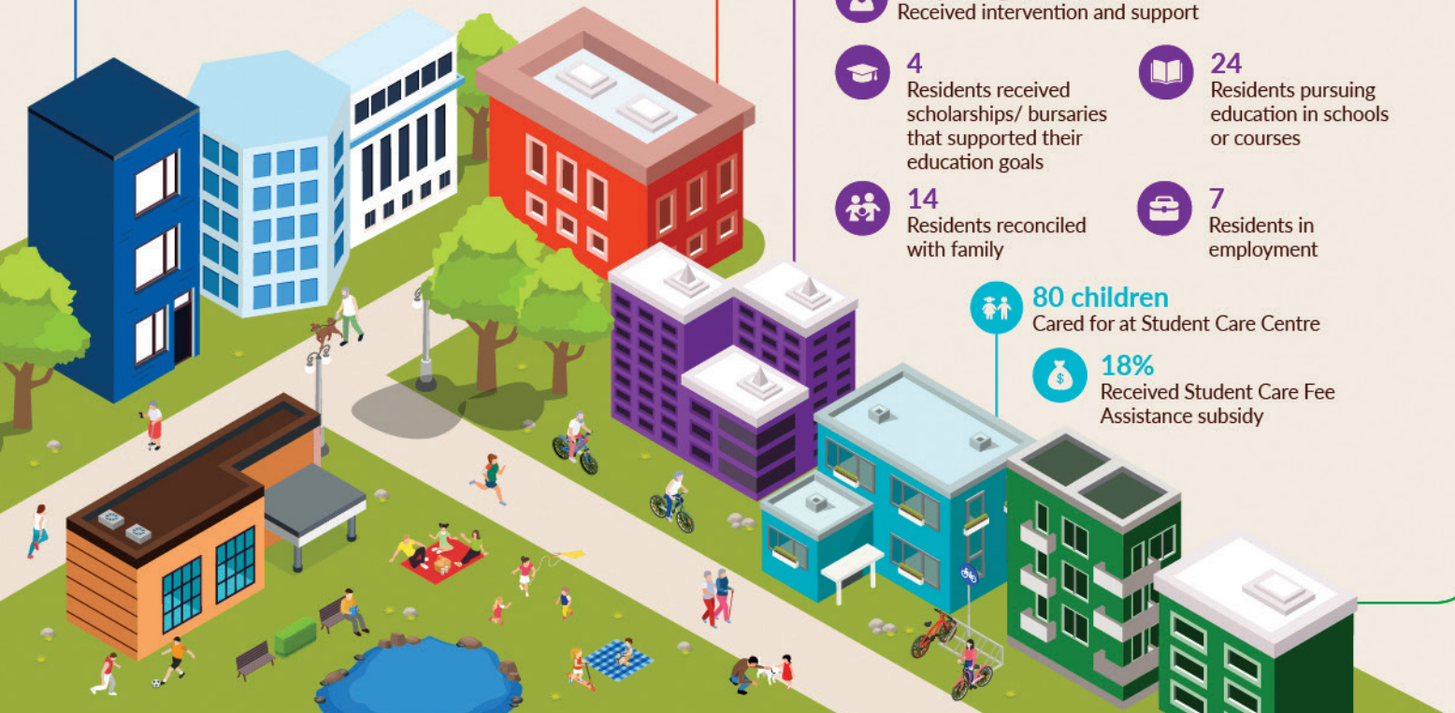
with resources to live fuller lives

Supported by
5,894 volunteers

$278,785
Man-hour savings
due to volunteers' contributions that supplement MWS' capacity

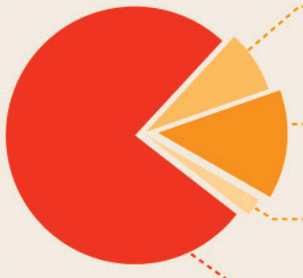
3,803
Pastoral care visits
made to offer emotional and spiritual support to MWS' beneficiaries, staff, and volunteers

14,075 followers and subscribers
on Facebook, Instagram, YouTube and LinkedIn



7,909 seniors

in total were cared for in MWS Nursing Homes or by MWS within the community or in their own homes



- **610** Residents cared for in MWS Nursing Homes
- **1,070** Home-bound patients cared for by MWS Home Care & Home Hospice Team
- **192** Clients cared for at MWS Senior Care Centre – Eunos
- **6,037** Seniors engaged through MWS Active Ageing Centres

111 youth/children

Cared for by MWS Girls' Residence and MWS Student Care Centre

31 young women
Received intervention and support

4
Residents received scholarships/ bursaries that supported their education goals

24
Residents pursuing education in schools or courses

14
Residents reconciled with family

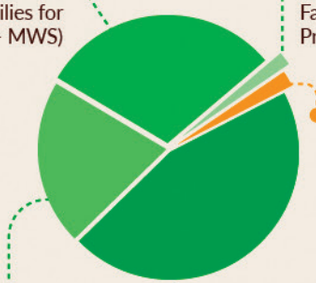
7
Residents in employment

80 children
Cared for at Student Care Centre

18%
Received Student Care Fee Assistance subsidy

8,767 families/individuals

Served through MWS Family Services



- **2,637** Families provided with enhanced parenting guidance through MWS Family Support Programme (now known as Families for Life@Community – MWS)
- **142** Families empowered with financial assistance and asset-building resources through MWS Family Development Programme
- **179** Individuals were sheltered at MWS Christalite Methodist Home (a Welfare Home)
- **1,831** Families/individuals received support for family, marital or divorce-related issues through MWS Strengthening Families Programme@Family Service Centre (FAM@FSC)
- **3,978** Families/individuals received support via counselling and casework, assistance with information, and referral to relevant services through MWS Family Service Centres

Impact on Clients' Well-being at point of Case Closure

Among those supported by counselling and casework at MWS Family Service Centres

97%
Experienced reduced risks and complexity of needs

88%
Showed ability to meet needs and/or manage risks

85%
Achieved half or more goals*

64%
Experienced enhanced self-reliance or resilience

** Goals are specific to a client's situation and are set jointly by social work practitioners and the client's families. These included increased safety for family, financial stability, employability, and caregiver functioning.*

Key Highlights

For Financial Year ended 31 March 2024

Connected
16,787
Families and Individuals
with resources to live fuller lives

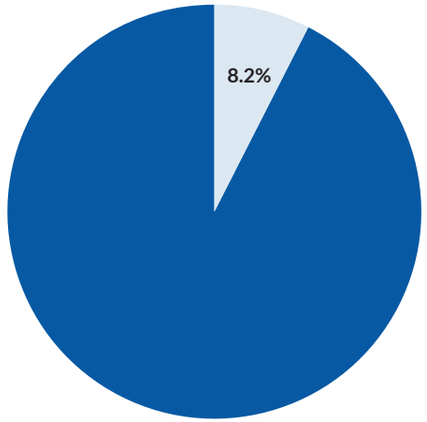
Supported
7,909 Seniors
through our Healthcare Services in residential settings, in the community or in seniors' own homes

Served
8,767 Families and Individuals
grappling with multiple complex challenges, through our Family Services

Cared for
111 Youth and Children
through our Girls' Residence and Student Care Centre

Fundraising

In FY2023/24, MWS received donations and sponsorships amounting to $13.5 million. MWS kept its fundraising cost to 8.2% of funds raised, well below the 30% ceiling guideline set by the Charity Council.

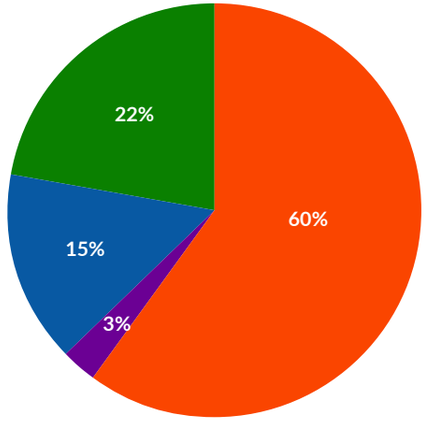


$13.5
Million raised
1.9% more than FY2022/23*

8.2%
Fundraising cost

92¢
of Every Dollar Raised
went directly to MWS Centres and Programmes

Operating Expenditure



$65.7
Million in total operating expenses
9% more than FY2022/23

- Services related to Seniors
- Services related to Individuals & Families
- Services related to Children & Youth
- Management & Shared Services

Any deficits incurred by programmes were underwritten by MWS.

**For FY2023/24, the value of sponsorships was accounted for as part of Fundraising Income.*



Room for Rest

Mrs Lucy Koh recalls the night her husband's furious knocking on her bedroom door roused her from sleep. When she ignored him, he broke down the door.

A few years after retiring, Mr Richard Koh developed Alzheimer's Disease, becoming agitated, aggressive, and temperamental.

"My husband was a devoted family man," shared Mrs Koh. "But after he developed dementia, he became a different person. He started having severe mood swings and temper outbursts."

83-year-old Mr Koh often resisted his wife's help with daily living activities and refused medication, resulting in high blood pressure and poorly controlled dementia symptoms.

After years of caregiving, Mrs Koh reached her breaking point. "I was often at the doctor's and relied on painkillers for migraines due to chronic lack of sleep," said the 77-year-old.

The turning point came when Mr Koh was referred to MWS Home Care & Home Hospice for assistance with daily living activities, medication, physiotherapy, and chronic disease management, effectively managing his dementia and improving his well-being.

Subsequently, Mr Koh was referred to MWS Senior Care Centre – Eunos for specialised dementia day care. Through MWS' comprehensive care, Mr Koh was able to enjoy a better quality of life while remaining in the comfort of his own home. Meanwhile, Mrs Koh now enjoys much-needed respite.

"There were times when I felt like abandoning my husband," she confessed. These days, she is coping better and is relieved to see his improvement. "My husband complies with medication during the MWS team's visits and has had fewer mood swings since starting day care," she shared. "In fact, he enjoys it so much that sometimes, he refuses to go home!"

Renewed Vitality

89-year-old Mdm Ong Soh Tin, perched in a wheelchair within the compound of MWS Nursing Home – Yew Tee (YTNH), is speaking rapidly in Hokkien, her words flowing with brief smiles. Her lively chatter and cheerful demeanour light up the space.

Yet, just a year ago, she was but a shadow of this vibrant self. After a severe fall left her with a traumatic brain injury and significant cognitive impairments, Mdm Ong was admitted to MWS YTNH.

"The doctor advised against surgery due to her age," said her youngest son, Mr Lim Yee Foo. "After the incident, she became unresponsive, leaving me unsure how to help her."

Mdm Ong, also suffering from Alzheimer's Disease, became quiet and reserved, her spirits low, and her engagement with others minimal. This continued for several months during her stay at the Nursing Home.

However, in November 2023, MWS' Allied Health team deployed Dexie, a human-like AI robot, to engage residents including Mdm Ong thrice weekly. Designed for dementia care, Dexie comes pre-programmed with cognitive games, exercises, and sing-alongs in multiple languages.

"Over time, Mdm Ong became more responsive and began expressing herself to the staff and other residents, appearing in better spirits," shared Coryn Ho, an MWS occupational therapist leading the programme.

Witnessing her remarkable progress after two months, Mr Lim brought his mother home to be cared for by a helper. "Now that she can express her needs, I feel more at ease having her at home, with family by her side," he said.

"Dexie enabled more frequent cognitive and physical rehabilitation, improving residents' overall functioning," said Coryn.

"For Mdm Ong, this increased engagement turned out to be the missing piece she needed for her mental recovery."





An SUSS Reminiscence facilitator (with laptop) with seniors at MWS Active Ageing Centre – GreenTops@Sims Place

Doing More Together

Partnership Highlights

MWS deeply appreciates our partners, such as Tan Chin Tuan Foundation (corporate partner), Methodist Girls' School (school partner), and Singapore University of Social Sciences (Institute of Higher Learning partner).

In the past financial year, many of the partnerships deepened and broadened. For example, in July 2023, Methodist Girls' School launched its Intergenerational Learning (IGL) Centre on its campus and signed a Memorandum of Understanding with MWS, designating MWS as the anchor social service agency partner for its IGL programme.

We also established new partnerships, such as with the Singapore University of Social Sciences which is already bearing fruit, following the successful pilot of the *Reminiscence Facilitation* programme at MWS Active Ageing Centre – GreenTops@Sims Place in December 2023.

We also value our church partners. In FY2023/24, MWS conducted 32 church engagements, which included our chaplains speaking at church services and providing training for church volunteers. During the 2024 The Giving Methodist campaign, 18 Methodist churches signed up for pastoral care training, and about 25 churches participated by sharing materials and making donations.

Church partnerships bring vital aid to low-income families. The Empowering Life Fund, for example, funded by Pentecost Methodist Church and administered by MWS Family Service Centre – Tampines, bridges critical support gaps by providing essential needs such as upskilling and relocation assistance for individuals and families in need.

Church partnerships also lead to more activities at our Centres and provide volunteering opportunities for churches.

Bold Transformations

Research, Innovation & Training Academy

MWS' Research, Innovation & Training Academy (RITA) was officially launched on 1 April 2023.

With RITA, MWS now has greater access to research insights to support service/programme enhancement, innovations to help us unlock creative solutions to wicked problems, and training to upskill and build capability, and grow our human capital.

For instance, the research insights provided by RITA helped MWS with the review of its Family Development Programme, to better understand client profiles, track programme take-up rate, plug gaps, and recommend ways to improve client outcomes.

In addition, MWS hopes to use data, innovation and research to better integrate our services and foster a more collaborative working culture. This is exemplified by RITA working with our seven Active Ageing Centres to collect and analyse client profile data to improve their outreach efforts and develop better targeted programmes.



A student from the College of Alice and Peter Tan helping an MWS Bethany Nursing Home – Choa Chu Kang resident with a hand-tracing art activity during Project Chronicles

FY2023/24

RITA Milestones

Research · Innovation · Training

Apr 04 — Launch of **Research, Innovation & Training Academy (RITA)**

May 05 — **Allied Health Research**: Evaluating physical and psychosocial outcomes

Chaplaincy Data: Tracking visitations and visualised clientele profiles and needs

Jun 06 — **Home Care & Home Hospice Research**: Provided data analytics and research visualisations

Jul 07 — **In-house Training: Creating Data Insights**: Conducting training on research methods

Aug 08 — **Launch of Research Bytes newsletter**: Providing quarterly compilation of local research to inform practices

Sep 09 — **Family Development Programme Evaluation**: Enhancing programme and service model

Oct 10 — **Taiwan delegation visit**: Held exchanges on eldercare with Department of Health, New Taipei City Government

Nov 11 — **In-house Training: Programme Implementation**: Introduced programme implementation and evaluation

Dec 12 — **Reminiscence Facilitation**: Piloted SUSS programme pilot with MWS Active Ageing Centre – GreenTops@Sims Place

Jan 01 — **Humanitude (Steering Committee)**: Participating in Humanitude's research with AIC and Dementia Singapore

Hong Kong delegation visit: Hosted a learning journey on eldercare innovations with Hong Kong Sheng Kung Hui Welfare Council (HKSKHWC)

Feb 02 — **NUS/CAPT**: Initiated practice research with nursing home residents

Mar 03



Seniors enjoying a game of Boccia at MWS Active Ageing Centre – Kebun Baru

Going from Strength to Strength

Allied Health and Adaptive Sports Programme

MWS' Allied Health (AH) team progressively expanded its Adaptive Sports programme across our eldercare centres. For instance, MWS Nursing Home – Yew Tee (YTNH) introduced seated balloon badminton in July 2023, while MWS Active Ageing Centre – Kebun Baru incorporated Boccia into its programme. Overall, the AH team engaged 275 seniors in Adaptive Sports during FY2023/24.

The extremely popular programme has shown encouraging results, based on a study of the pre- and post-scores of participants from MWS YTNH and MWS Christalite Methodist Home.

During FY2023/24, the AH team also introduced new programmes, such as boxing and Dexie, a dementia-specific care humanoid artificial intelligence robot.

Comfort, Friendship and a Listening Ear

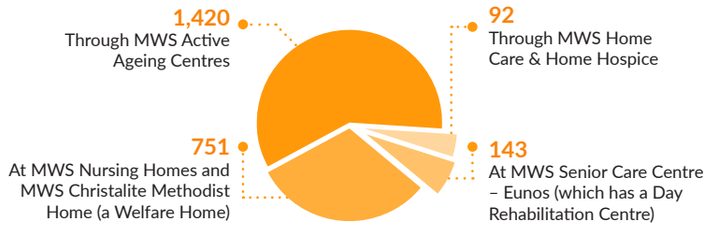
Chaplaincy and Pastoral Care

In the past financial year, our chaplains conducted over 3,800 pastoral care visits.

Since March 2023, they have also been providing weekly pastoral care training for volunteers to cater to Singapore's growing need for trained caregiving.

Allied Health Services across MWS Eldercare

2,406 seniors
received physical, occupational and rehabiliative therapy to enjoy greater strength



Rallying the Community for Impact

Key Events during FY2023/24

MWS Volunteer Open House
1 July 2023

Attendees learnt about MWS' services and volunteer opportunities.

MWS Empowerun 2023
21-30 July 2023

Over 500 participants took part in the flagship charity run and raised $177,088 for over 11,000 families and individuals.

MWS Fellowship on the Greens 2023
6 September 2023

247 donors took part in the annual golf tournament and raised $406,262 for MWS' beneficiaries.



MWS Uncommon Dialogue: From Intergenerational Poverty to Mobility
20 October 2023

Over 160 guests attended the luncheon, where panellists explored the topic of intergenerational poverty in Singapore, the poverty cycle, meritocracy, as well as the role of charities and the community.

MWS Empowering Life Awards 2023
8 December 2023

54 volunteers were honoured at the event attended by over 200 MWS volunteers and staff.



MWS Hong Bao Donation Drive 2024
16 January to 10 March 2024

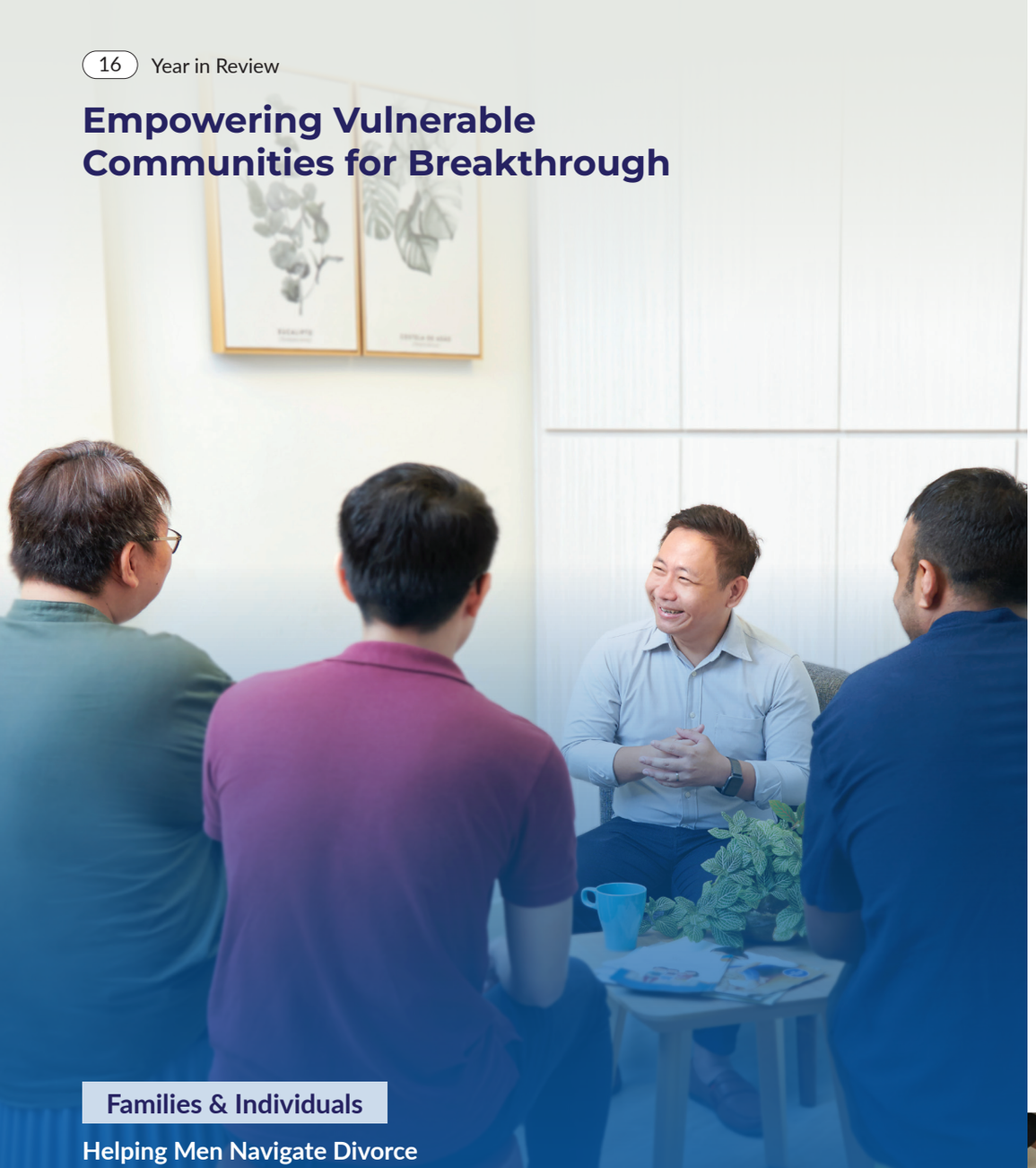
Children and youth from 23 schools and kindergartens raised $142,224.

MWS Charity Gala 2024
22 March 2024

Nearly 300 guests attended the fundraising dinner which raised $687,434.



Empowering Vulnerable Communities for Breakthrough



Families & Individuals

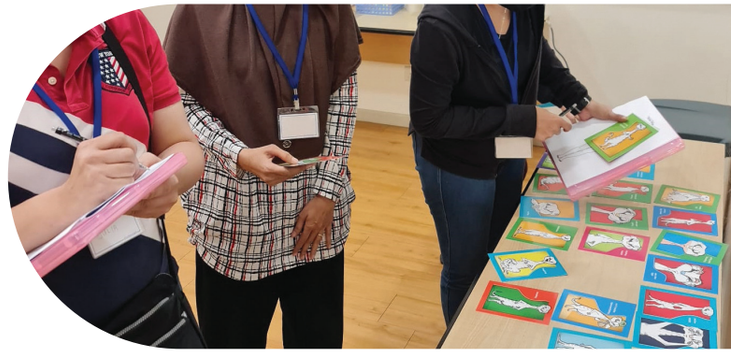
Helping Men Navigate Divorce

To create a supportive space for divorced and divorcing fathers, MWS started the Divorce Support Group through FAM@FSC – or Strengthening Families Programme@ Family Service Centre. The group helps men cope with divorce, develop co-parenting skills, and build resilience.

Participants discussed navigating changes and managing emotions, supporting their children, and their future aspirations. The men reported feeling validated and encouraged, with a post-group assessment showing significant improvements in their emotional well-being.

Stabilising Strategies for Anxiety Relief

Anchors for Anxiety, a four-week programme by MWS FSC – Tampines (TFSC) and the Community Psychology Hub, equipped participants with practical strategies to manage anxiety.



Participants select cards from a body sensations pack to describe their feelings, helping them become more attuned to their body's signals and better manage their emotions.

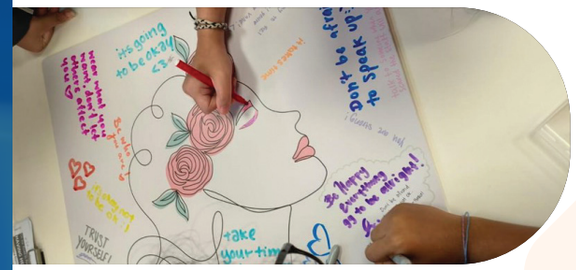
Children & Youth

Bridging the Gap in Access to Educational Support

To tackle inequality and break the poverty cycle, MWS TFSC partnered with Singapore Red Cross (SRC) to offer weekly tuition and holiday enrichment for underserved primary school children. In 2023, 19 MWS TFSC clients benefitted from SRC's *Young Hearts* programme, which has since become a staple offering at the FSC.

Breaking the Silence

Social workers from MWS TFSC and MWS Girls' Residence (GR) jointly ran the *Championing Survivors of Sexual Abuse* group work where MWS GR residents learnt to debunk myths and affirm truths about sexual abuse. The initiative helped participants to reframe their identities from survivors to champions.



Participants penning words of encouragement to support sexual abuse survivors during a workshop conducted at MWS Girls' Residence

Fostering Holistic Well-being for Trauma Survivors

In collaboration with Awful Grace and The TENG Company respectively, Japanese pottery and drumming programmes were held at MWS GR to help residents express themselves, regulate emotions, and build community. The drumming sessions culminated in a public showcase at an MWS donor luncheon, boosting the residents' confidence, and demonstrating the impact of empowerment and care through a trauma-informed lens.



Clay art pieces created by residents during a Japanese pottery class at MWS Girls' Residence

Seniors



Aligning with National Preventive Health Strategy

MWS' network of seven Active Ageing Centres (AACs) have been actively supporting the national agenda of *Healthier SG*, encouraging Singaporeans to take steps towards better health and quality of life.

Since July 2023, all our AACs now support seniors in vital signs monitoring, and making social and lifestyle changes as recommended by their family doctors. This complements our existing suite of activities in active ageing, befriending, and making care referrals.

Enhanced partnerships with community groups and church volunteers increased our outreach to 6,037 seniors, a 66% rise from the previous financial year.

Bringing Active Ageing to Community Spaces

To promote healthy ageing and accessibility of activities to seniors, our AACs extended events to community spaces like void decks and community clubs.

MWS AAC – Fernvale Rivergrove, for instance, expanded its weekly resistance band exercises to Fernvale Community Club. The programme promotes a healthy lifestyle and social interaction, with some participants trained as volunteer co-leaders. Seniors who require healthcare services are also identified during such outreach. Average attendance jumped 133% from 30 participants in November 2023 to 70 in March 2024.

At Block 63 Sims Place, the void deck hosts *Men-Only Happy Hour* every Wednesday, launched in August 2023 by MWS AAC – GreenTops@Sims Place to engage male seniors with cognitive and physical activities. This initiative averages 18 to 25 participants, compared to the usual two male seniors for the AAC's regular activities.

With social isolation among elderly men rising in Singapore, such innovative programmes encourage active ageing among male seniors.

Tapping into Nostalgia for Mental Wellness

Mr Lachman Vaswani, 83, fondly recalls his childhood in 1950s Singapore, working with his father, and selling textiles to Indian tailors along High Street after school.

"I was entrepreneurial from a young age," he said.

These memories resurfaced when booklets of old Singapore were shown to Mr Vaswani during the *Reminiscence Facilitation* programme at MWS AAC – GreenTops@Sims Place.

Designed to combat social isolation among seniors, the evidence-based programme developed by the Singapore University of Social Sciences uses props and sensory stimulants to encourage memory-sharing and interaction.

Following the six-session pilot, MWS' Research, Innovation & Training Academy (RITA) used a validated tool to measure outcomes among nine seniors. Results showed significant improvement in their psychological well-being, highlighting the efficacy of reminiscence in enhancing emotional health.



Mr Lachman Vaswani (in purple) participating in a Reminiscence Facilitation session at MWS Active Ageing Centre – GreenTops@Sims Place

Empowering Grandparent Caregivers

Families for Life@Community – MWS (formerly known as MWS Family Support Programme) presented the *Grandparent Positive Parenting Programme (Triple P)* Level 2 seminar series in Mandarin at MWS AAC – Fernvale Rivergrove. Conducted in a hybrid format, the series supported 19 caregivers in managing their grandchildren's behavioural issues and reduced grandparenting stress, strengthening family relationships.

Caring for Caregivers

Caring well for our clients includes supporting their caregivers.

Grounded in the biopsychosocial-spiritual model, the Caregivers' Club aims to reduce caregiver stress and boost well-being. At our Nursing Homes, long-term goals include facilitating reconciliation between residents and their next-of-kin, and providing ongoing emotional support for caregivers even after their loved one's passing.

Meanwhile, the Caregivers' Club at our Senior Care Centre explores topics such as self-identity and caregiving strengths. Led by MWS social workers and counsellors, these sessions encourage caregivers to create affirming narratives that enhance resilience.

Partnering for Enhanced Synergy and Beneficiary Impact

Strategic Networking for Better Alignment and Support

In April 2023, MWS TFSC hosted a job shadowing and networking session with Changi General Hospital (CGH), enhancing CGH's understanding of our work and clients. This improved the hospital's referral process, enabling more effective and timely interventions with better health and social integration for clients.



The team from MWS Family Service Centre – Tampines hosting a networking session with Changi General Hospital representatives

Leveraging Insights to Better Tackle Family Violence

To address the pressing issue of family violence, MWS FSC – Yishun (YFSC) hosted a session with Singapore Prison Services to learn about their *HERO* (Honour, Empathy, Resilience, Ownership) programme for inmates with a history of violence. Our team plans to use these insights to enhance the curriculum for its group work on intimate partner violence.

Boosting Beneficiary Engagement with Volunteerism

From August 2023 to March 2024, MWS Christalite Methodist Home partnered with NTUC Learning Hub to have therapy assistant students engage residents on weekends, boosting their cognitive and physical activity.

Advocating for Deeper Influence

Championing a Child-centric Approach in Divorce

On 25 October 2023, Yeow Ming Zhen, Head of FAM@FSC (Strengthening Families Programme@Family Service Centre) run by MWS, participated in a webinar titled "Divorce Matters and Concerns – Custody, Care and Control", where she stressed the importance of a child-centric approach in divorce cases due to children's vulnerability.

Empowering Caregivers with Trauma-informed Care

At the Systemic Practice Conference 2024, the MWS YFSC team presented their study on how a Systemic Trauma-informed Care (STIC) approach enhances social workers' support for primary caregivers of neurodivergent children, leading to better outcomes. The study highlighted the need for increased training in STIC and greater collaboration among agencies specialising in neurodivergent children.

Diagnosing Gaps in After-hours Palliative Care

The MWS Home Care & Home Hospice team presented research at the 15th Asia Pacific Hospice Palliative Care Conference 2023 in South Korea, revealing that nursing-related interventions were the most common after-hours needs for home palliative care patients. The study emphasised the need for standardised after-hours home nursing care protocols.

Equipping for Excellence and Positive Change



Building Capacity for Growing Dementia Needs

With rising dementia rates in ageing Singapore, MWS nursing staff underwent specialised training, including Geriatric Palliative Care in Advanced Dementia and Dementia Care Mapping, to improve dementia care. Care assistants from MWS SCC were also trained to better understand dementia and manage challenging behaviours, enhancing clients' well-being.

Integrating a Trauma-informed Lens into Practice

Social workers at MWS TFSC, who often work with children with trauma, attended a two-day workshop on trauma-informed care for children. The training on therapeutic play and somatic approaches have now been applied to MWS TFSC's protective behaviours group work and counselling sessions, fostering trust and comfort in interactions with children.

Tackling Family Violence by Engaging Perpetrators

In May 2023, social workers from MWS FSCs attended the Safe & Together Model European Conference in London, which focused on addressing family violence and safeguarding vulnerable members using a perpetrator-based, child-centred approach. MWS YFSC has since applied these principles in its group work for men who cause harm in intimate relationships, helping participants to take responsibility for their actions, and adopt healthier behaviours and coping mechanisms.

Empowering Better End-of-life Care

Providing compassionate, dignified support for our Nursing Home residents during their final days honours their wishes and brings peace of mind to their families. In August 2023, MWS hosted Emmanuel Funeral Planners which spoke on pre-funeral planning and preserving the dignity of the deceased. MWS' medical social workers further trained our nursing staff on handling challenging end-of-life situations, while MWS' Chaplaincy team schooled our direct care staff in providing spiritual care to palliative patients.

Rallying the Community for Impact

Galvanising Volunteers

5,894
Total volunteers

17,427
Total number of engagements

25,155
Total number of volunteering hours

$278,785
Total man-hour savings

Tracking Volunteer Satisfaction

The MWS Annual Volunteer Satisfaction Survey, held between 15 February and 15 April 2024, received 340 responses.



97%
would continue volunteering at MWS in the coming year

89%
felt they made a positive difference to the clients

94%
felt the volunteer training was useful

88%
felt their values are aligned with MWS' mission and causes

93%
were satisfied with availability of MWS staff to help him/her when needed

84%
were satisfied with the frequency of training provided for his/her role

91%
felt appreciated by the MWS Centre or Programme staff

82%
felt the MWS Centre often engaged with them

90%
felt the communication from the MWS Centre was clear and concise



Mr Ang Hock Soon and his wife (in blue) are members-turned-volunteer befrienders with MWS Active Ageing Centre – GreenTops@Sims Place

Sparking Joy through Senior Volunteerism

Mr Ang Hock Soon and his wife, both retirees in their 60s, used to lead introverted and inactive lives centred around their grown daughter.

Long drawn to the ukulele, Mrs Ang decided to join classes at MWS AAC – GreenTops@Sims Place.

"I always wanted to play but never had time due to work. Now, I'm happy to learn and perform for other seniors," she beamed.

Encouraged by his wife, Mr Ang, who battled low mood and negative thoughts, decided to stay active by working out at the AAC's gym.

With encouragement from the Centre's staff, the couple later began participating in activities like line dancing and learning healthy recipes to try at home.

"This Centre has become like my second home. I found purpose through being active. My schedule is packed every day with gym exercises, line dancing, and games that keep my mind sharp. Time passes very quickly these days!" remarked Mrs Ang. "We don't feel so lonely now with many things to occupy our time," added Mr Ang.

Since then, the couple has stepped up to serve the community. For over a year, they have been volunteer befrienders to a 75-year-old isolated and cancer-stricken senior, visiting her daily and helping with errands. Mr Ang also co-runs the *Men-Only Happy Hour* programme (see page 18), an initiative created and co-led by senior male volunteers.

"I am an introvert. But volunteering helped me break out of my shell. Now I enjoy making friends," he said. "I used to feel depressed with nothing to do at home, but now I lead a more fulfilling life."

Mrs Ang noted her husband's change: "Our daughter says he's more open and jokes around now."

The couple plans to keep volunteering, hoping to inspire similar support in their later years. "I like to help others," said Mrs Ang. "And hopefully, if I need help someday, others will help me too."



A Renewed Self

Syafirah Abdullah's scars reveal a painful past marked by family violence and intimate partner abuse. At 22, she battles with mental health issues.

"Since we were young, our father treated my brother and me like punching bags," recounted Syafirah. "My grandmother also harshly caned me for any misdeeds. People knew I was being abused but did nothing."

For years, Syafirah bounced between her family home and abusive partners, struggling with suicidal thoughts and self-harm. Her ordeal continued until she was referred to MWS Family Service Centre – Tampines in July 2022. Adopting a trauma-informed lens, Syafirah's social worker, Diana Kam, helped her to process her emotions and address underlying issues, learn healthy coping strategies, and connect with mental health resources.

"I used to keep problems to myself, but sharing them with Diana has been a relief," said Syafirah, now a mother of two. Syafirah also learnt to avoid harmful behaviours and establish positive connections with clear boundaries.

"I thought violence and abuse were normal, but Diana showed me how to model healthy relationships for my kids," said Syafirah. Diana also helped Syafirah to secure an HDB rental flat, furnished by donors, when she left her abusive partner.

Additionally, Syafirah participates in MWS' debt clearance and savings matching scheme, where every dollar she saves or debt she clears is matched with $2.

Reflecting on her progress, Syafirah said, "I used to rely on food rations and financial aid because my ex-partner's mother often demanded money," she said. "I've since learnt not to be exploited. I've also refrained from self-harm for over a year and can be a better example for my children."

"I'm proud of my progress and current stability," she added. "Being able to support myself without financial aid feels like a huge achievement."

Coping with Divorce Trauma

Elliot* recalls the shock of his ex-wife calling one afternoon in 2022 asking for a divorce after 12 years of marriage. "Two days later, she packed up and flew back to her hometown, walking out on me and my son," he recounted.

Their marriage struggled from the start with misunderstandings and emotional disconnect. "After my wife went through four miscarriages, I didn't give her any emotional support which she saw as cold violence. It was hard for me to show her care as she had been hostile and aggressive throughout our marriage," Elliot admitted.

Despite the turmoil, Elliot never wanted a divorce, and agreed only after his wife threatened suicide. "The divorce was a big blow. Even now, I struggle with feelings of loss," he said.

Whenever Elliot shared his struggles, friends and family told him to move on. "It's not that I don't want to," he said. "But I'm still dealing with the trauma of my wife walking out on me."

A month after finalising his divorce, the 53-year-old joined the Divorce Support Group started by FAM@FSC (Strengthening Families Programme@ Family Service Centre) and led by MWS. "The counsellor encouraged us to share our struggles, making me realise I wasn't alone or wrong for feeling weak," said Elliot. "We exchanged coping tips and learned from each other's experiences."

Anny Rodjito, an MWS counsellor who led the support group, shared, "All the participants felt inadequate for struggling with adjusting to life after divorce. Sharing their experiences normalised their feelings, and fostered a sense of community."

Realising his emotional unavailability contributed to his marriage's breakdown, Elliot works with Anny in individual counselling to improve communication with his son and ex-wife. She also guides him to process grief, build resilience, and navigate the challenges of single parenthood.

**Not his real name*



MWS' Healthcare Services comprise:



Active Ageing Centres

MWS Active Ageing Centres serve as first stops in the community for seniors, supporting their ability to age at home and in their neighbourhood, and helping them live fuller lives. In FY2023/24, MWS served 66% more seniors through these Centres.

MWS Charis ACE Active Ageing Centre – Geylang East

637
Seniors served

MWS Active Ageing Centre – Fernvale Rivergrove

1,005
Seniors served

MWS Active Ageing Centre – Golden Lily@Pasir Ris

906
Seniors served

MWS Active Ageing Centre – Teck Ghee Vista

687
Seniors served

MWS Active Ageing Centre – GreenTops@Sims Place

652
Seniors served

MWS Wesley Active Ageing Centre – Jalan Berseh

1,250
Seniors served

MWS Active Ageing Centre – Kebun Baru

900
Seniors served

Rehabilitation & Day Care Centre

Co-located with Eunos Polyclinic and the future MWS Nursing Home – Eunos, the Centre works closely with our Active Ageing Centres to care for seniors in the familiarity of the community and their own homes.

MWS Senior Care Centre – Eunos

192
Clients served, including those discharged



Home-based Care

Seniors needing assistance with daily living activities can choose to age in place at home with support by our integrated MWS Home Care & Home Hospice team.

MWS Home Care & Home Hospice

1,070
Patients served, including those deceased & discharged

11,006
Home visits made



Nursing Homes

Seniors who need help with daily living activities receive 24/7 residential care and customised rehabilitation at our Nursing Homes. Our Nursing Homes also offer short-term respite care for caregivers who require a break.

MWS Bethany Nursing Home – Choa Chu Kang

371
Residents served, including those deceased & discharged

MWS Nursing Home – Yew Tee

239
Residents served, including those deceased & discharged

Numbers refer to those served or cared for in FY2023/24

MWS' Family Services comprise:

Family Service Centres

MWS' trio of Family Service Centres work with families and individuals who face complex and multiple challenges (such as interpersonal issues, family conflict, marital disputes, parenting/child management issues, financial difficulties, abuse and domestic violence). We work with our clients to customise holistic care plans that meet their specific needs.



MWS Covenant Family Service Centre – Hougang & Buangkok

1,552
Families & individuals served

MWS Family Service Centre – Tampines

1,009
Families & individuals served

MWS Family Service Centre – Yishun

1,417
Families & individuals served

Strengthening Families Programme @Family Service Centre

As a regional centre, the Strengthening Families Programme@Family Service Centre (FAM@FSC) team of MWS provides family and marital counselling, as well as divorce support for couples navigating separation and family transitions.

MWS FAM@FSC

1,831
Families & individuals served

Parenting Support Programme

We are a regional Parenting Support Provider appointed by the Ministry of Social and Family Development to offer the *Positive Parenting Program (Triple P)* and *Signposts* programme to parents in schools.

MWS Family Support Programme

2,637
Parents/families engaged

Debt Relief/Savings Programme

Low-income families who face debt may also be wrestling with other challenges. MWS Family Service Centres offer holistic support to these families and where appropriate, extend assistance through MWS Family Development Programme — an asset-building scheme.



MWS Family Development Programme

142
Families had financial hardship reduced

Care for Young Persons

MWS Girls' Residence is a Children and Young Persons Home supported by the Ministry of Social and Family Development, providing out-of-home residential care for vulnerable young women who have experienced trauma and adverse childhood experiences, and are in need of care and protection.

MWS Girls' Residence

31
Residents cared for, including those referred by the courts & government agencies

Student Care Centre

Our Student Care Centre provides after-school care and supervision for school-going children from Primary 1 to Secondary 2, offering a safe environment to build character, skills, and values while nurturing their well-being and creativity.

MWS Christalite Student Care Centre

80
Students

Welfare Home

MWS runs a Welfare Home for destitute persons, where the focus is on rehabilitation and reintegration. About 75% of residents may have permanent residency in the Welfare Home while approximately 17% will potentially reintegrate into the community. The remaining 8% of residents will likely become frailer and may need to be admitted to other institutions that can deliver the appropriate care.

MWS Christalite Methodist Home

179
Residents served, including the homeless, destitute & abandoned as well as those discharged

Numbers refer to those served or cared for in FY2023/24

Empower lives today with your donation!

$50
Provides a primary school child from a disadvantaged background with after-school care for one month.

$100
Enables a senior experiencing loneliness and social isolation to engage in meaningful social and healthy activities.

METHODIST WELFARE SERVICES

$200
Empowers a family struggling with finances to clear debts of daily living for one month.

$500
Provides a chronically ill resident with 24/7 medical, nursing, and therapeutic care, allowing them to live and leave with dignity.

$1,000
Supports a youth at risk in pursuing further education or job training, helping them reintegrate into society.

For online donations, please visit mws.sg/give or scan the QR code. Kindly provide us your NRIC No. to receive tax exemption.

For mobile banking donations, use the PayNow feature on your app and donate directly. Kindly provide us your NRIC No. to receive tax exemption.

METHODIST WELFARE SERVICES

DONATION FORM

All information is required unless otherwise stated. Please mail the completed form to METHODIST WELFARE SERVICES at 70 Barker Road, #05-01 Singapore 309936. ** Please delete where applicable.*

DONOR DETAILS

Your personal donation is eligible for 2.5 times tax deduction. *Please provide your particulars, especially your NRIC/FIN or UEN No. for submission to the Inland Revenue Authority of Singapore for automatic tax deduction.*

Title: ☐ Mr ☐ Mdm ☐ Ms ☐ Mrs ☐ Rev ☐ Dr ☐ Prof

Full Name (as in NRIC/FIN): _____

NRIC/FIN or UEN No.: _____ **Gender:** ☐ Male ☐ Female

Date of Birth: ____/____/____ (DD/MM/YYYY)

Contact No: _____ (Home) _____ **(Office)** _____ (Mobile)

Mailing Address: _____

_____ **Postal Code:** _____

Email: _____

Occupation: _____ **Company:** _____

Place of Worship (if any): _____

DONATION AMOUNT

Monthly Donation (SGD)

☐ $30 ☐ $50
☐ $80 ☐ $100
☐ Other amount:
_____ monthly

One-Time Donation (SGD)

☐ $100 ☐ $150
☐ $200 ☐ $250
☐ Other amount:
_____

IMPORTANT: PLEASE DO NOT SEND CASH.

DONATION METHOD

IMPORTANT: Please do not mail cash.

☐ **CHEQUE** (Payable to: Methodist Welfare Services)

Cheque No: _____ Bank: _____

☐ **CREDIT CARD** (Minimum S$10.00) **VISA / MASTERCARD ***

Expiry Date (MM/YY) ☐☐/☐☐

Cardholder's Name (as in credit card): _____

Signature (as in credit card): _____

☐ **GIRO** (Please fill in form below)

For Donor's Completion

Full Name (as in bank account): _____

NRIC / FIN* No: _____ **Contact No** (Tel/Fax*): _____

Bank Account No: _____

To (Name of Bank): _____

Bank Branch: _____

Monthly Donation (payment limit): **S$** _____

Name of Billing Organisation: *Methodist Welfare Services*

1. I/We* hereby hereby instruct you to process BO's instructions to debit my/our* account.
2. You are entitled to reject the BO's debit instruction if my/our* account does not have **sufficient funds and charge me/us* a fee for this. You may also at your discretion** allow the debit even if this results in an overdraft on the account and impose charges accordingly.
3. This authorisation will remain in force until terminated by your written notice sent to my/our* address last known to you or upon receipt of my/our* written revocation through Methodist Welfare Services.

Company Stamp / Signature(s) / Thumbprint(s)* (as in bank's record)

For thumbprint verification, please visit your bank with your identification documents.

Date: _____

For MWS' Completion

Bank	Branch	MWS Account No.
7171	033	033016569 2

Bank	Branch	Account No. To Be Debited

MWS Customer Reference No.

For Bank's Completion

To: **Methodist Welfare Services**

This application is hereby rejected for the following reason(s) (please indicate):

☐ Signature/Thumbprint* differs from the Bank's records
☐ Amendments not countersigned by Customer
☐ Account operated by signature/thumbprint*
☐ Signature/Thumbprint* incomplete/unclear*
☐ Wrong account number
☐ Others: _____

Name of Approving Officer: _____

Authorised Signature _____ Date _____

NOTE:

- **Please be assured that your personal information will be kept strictly confidential except that Methodist Welfare Services ("MWS") may collect, use and disclose your personal data for the purposes of:**
  a. Administering your donations to MWS (including without limitation, disclosing to IRAS for tax deduction purpose);
  b. Communications pertaining to your donations; and
  c. Communicating and updating you on other charity initiatives or related activities including soliciting donations and volunteers for activities or programmes organised by MWS or other charitable organisations.
- By submitting this form, you hereby consent to MWS collecting, using and disclosing your personal data for the purposes set out above.

AR6D24



METHODIST WELFARE SERVICES

Thank you

for your contribution to
Methodist Welfare Services

Postage will be paid by addressee.
For posting in Singapore only.

BUSINESS REPLY SERVICE
PERMIT NO. 02007

METHODIST WELFARE SERVICES
70 Barker Road #05-01
Singapore 309936



Thank you for partnering us to empower all to have life to the full!

“Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up.”

Galatians 6:9

MWS Centres & Programmes

MWS CORPORATE SERVICES
Methodist Welfare Services

70 Barker Road #05-01
Singapore 309936
Tel: 6478 4700 Fax: 6478 4701
Email: admin@mws.sg
Website: www.mws.sg

RESEARCH, INNOVATION & TRAINING ACADEMY

9 Choa Chu Kang Ave 4
Level 4 Singapore 689815
Email: rita@mws.sg

Family Services

MWS CHRISTALITE STUDENT CARE CENTRE

Blk 122 Geylang East Central
#01-74 Singapore 380122
Tel: 6744 4927
Email: MWScscc@mws.sg

MWS GIRLS' RESIDENCE

600 Upper Thomson Road
Block A #01-01 Singapore 574421
Tel: 6391 0567
Email: MWSgr@mws.sg

MWS COVENANT FAMILY SERVICE CENTRE – HOUGANG

Blk 613 Hougang Ave 8
#01-432 Singapore 530613
Tel: 6282 8558
Email: MWScfsc@mws.sg

MWS COVENANT FAMILY SERVICE CENTRE – BUANGKOK

Blk 997B Buangkok Crescent
#01-853 Singapore 532997
Tel: 6282 8558
Email: MWScfsc@mws.sg

MWS FAMILY SERVICE CENTRE – TAMPINES

Blk 470 Tampines St 44
#01-194 Singapore 520470
Tel: 6787 2001
Email: MWSfsct@mws.sg

MWS FAMILY SERVICE CENTRE – YISHUN

Blk 855 Yishun Ring Road
#01-3539 Singapore 760855
Tel: 6756 4995
Email: MWSfscy@mws.sg

MWS FAMILY DEVELOPMENT PROGRAMME

70 Barker Road #05-01
Singapore 309936
Tel: 6478 4700 Fax: 6478 4701
Email: MWSfdp@mws.sg

FAMILIES FOR LIFE@ COMMUNITY – MWS (MWS FFLC)

107 Eunos Ave 3
Storefriendly Centre #06-01
(W6019) Singapore 409837
Tel: 8812 9565
Email: MWSfflc@mws.sg

STRENGTHENING FAMILIES PROGRAMME@FAMILY SERVICE CENTRE (MWS FAM@FSC)

Office
176 Orchard Road
The Centrepoint #04-04, #05-05
Singapore 238843

Programme
Blk 997B Buangkok Crescent
#01-853 Singapore 532997
Tel: 6330 1080
Email: fam@mws.sg

MWS CHRISTALITE METHODIST HOME

51 Marsiling Drive
Singapore 739297
Tel: 6368 5179 Fax: 6368 7127
Email: MWScmh@mws.sg

Healthcare Services

MWS HOME CARE & HOME HOSPICE

2 Kallang Avenue
CT Hub #08-14
Singapore 339407
Tel: 6435 0270 Fax: 6435 0274
Email: MWShh@mws.sg

MWS SENIOR CARE CENTRE – EUNOS

1 Chin Cheng Avenue #01-02
Singapore 429400
Tel: 6530 3635
Email: MWSscc@mws.sg

MWS BETHANY NURSING HOME – CHOA CHU KANG

9 Choa Chu Kang Ave 4
Singapore 689815
Tel: 6314 1580 Fax: 6314 1576
Email: MWSbnh@mws.sg

MWS NURSING HOME – YEW TEE

51 Choa Chu Kang North 6
Singapore 689581
Tel: 6568 9200 Fax: 6568 9250
Email: MWSnhyt@mws.sg

MWS CHARIS ACE ACTIVE AGEING CENTRE – GEYLANG EAST

Blk 125 Geylang East Ave 1
#01-05 Singapore 381125
Tel: 6842 0497
Email: MWScaceaac@mws.sg

MWS WESLEY ACTIVE AGEING CENTRE – JALAN BERSEH

Blk 25 Jalan Berseh
#01-142 Singapore 200025
Tel: 6298 0194 / 6298 0195
Email: MWSwaac@mws.sg

MWS ACTIVE AGEING CENTRE – FERNVALE RIVERGROVE

Blk 473A Fernvale Street
#01-17 Singapore 791473
Tel: 6481 7395
Email: MWSaacfr@mws.sg

MWS ACTIVE AGEING CENTRE – GOLDEN LILY@PASIR RIS

Blk 212A Pasir Ris St 21
#01-616 Singapore 511212
Tel: 6214 0119 / 6214 0189
Email: MWSaacgl@mws.sg

MWS ACTIVE AGEING CENTRE – GREENTOPS@SIMS PLACE

Blk 63 Sims Place
#01-227 Singapore 380063
Tel: 6747 1786 / 6747 1796
Email: MWSaacsp@mws.sg

MWS ACTIVE AGEING CENTRE – KEBUN BARU

Blk 180 Ang Mo Kio Ave 5
#01-2980 Singapore 560180
Tel: 6238 4136 / 6238 4137
Email: MWSaackb@mws.sg

MWS ACTIVE AGEING CENTRE – TECK GHEE VISTA

Blk 307D Ang Mo Kio Ave 1
#01-01 Singapore 564307
Tel: 6684 0341 / 6684 0361
Email: MWSaactg@mws.sg