

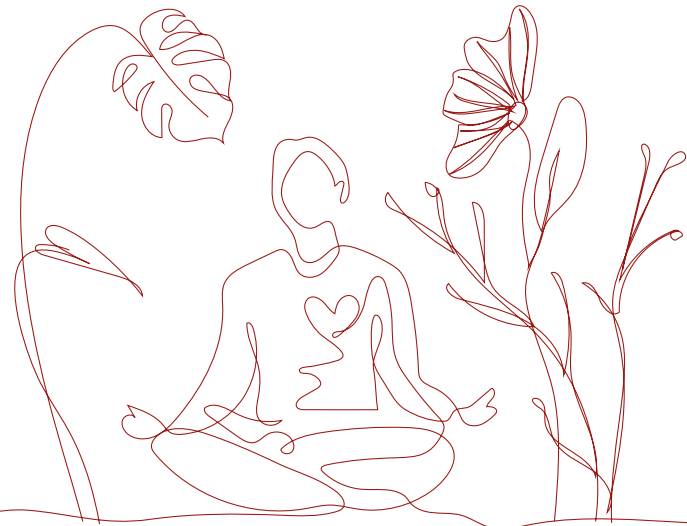


*We believe in a society where
every migrant worker lives*

a life of dignity

ANNUAL REPORT 2019

Content



*HealthServe is a non-profit organisation
dedicated to providing healing and hope to
migrant workers.*

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Word from Our Chairman



Dr Goh Wei Long

CHAIRMAN
HealthServe Limited

Healthserve was birthed around the idea of partnerships in 2006. Since social connectedness, collaboration and warmth have always been the mainstays of our work here, it is not surprising that this culture marked most of 2019. Partnerships with companies, hospitals and universities further broadened outreach to employers, vulnerable migrant workers as well as volunteers and the general public.

We continue to invest our time and passion in the areas of health and mental well-being by starting a mental health team to research, develop and execute HealthServe’s first mental health program for migrant workers to address the pressing needs in a community that may be more vulnerable to great mental stress.



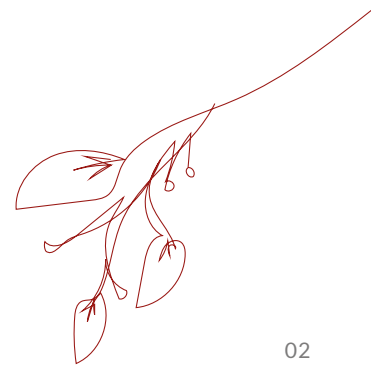
We continue to invest our time and passion in the areas of health and mental well-being by starting a mental health team to research, develop and execute HealthServe’s first mental health program for migrant workers to address the pressing needs in a community that may be more vulnerable to great mental stress.

As we mature and grow with you as our partners, HealthServe has now become warmly woven into the fabric of Singaporean society and community. We were privileged to receive funding and grants from Speaker of Parliament, Tan Chuan-Jin’s “Our Place in the World” photo exhibition, the “Bless Our City” grant program and Chen Su Lan Trust. On the educational front, we continue to engage with the Department of Family Medicine, NUS.

Our staff team, volunteers and board are now, as ever, passionately committed to building a deeply connected and relational community, as well as robust structures and processes. The Director of the board Ms Chan Chia Lin, has in particular been instrumental in leading, advocating and developing much of the strategy for and many of the core values at HealthServe.

2020 will be my 14th year as the Chairperson and ‘longest serving’ volunteer at HealthServe, and I am pleased to hand the Chair over to Chia Lin. Chia Lin’s wealth of experience in both the commercial and social sector coupled with her palpable passion for vulnerable communities will be a tremendous asset as it has been in the past 10 years of her active involvement in Healthserve.

Thank you once again to our community of supporters for standing with us. You have been such a blessing to the entire migrant worker community and may the year ahead reflect the reality of your generosity!





Executive Director's Message

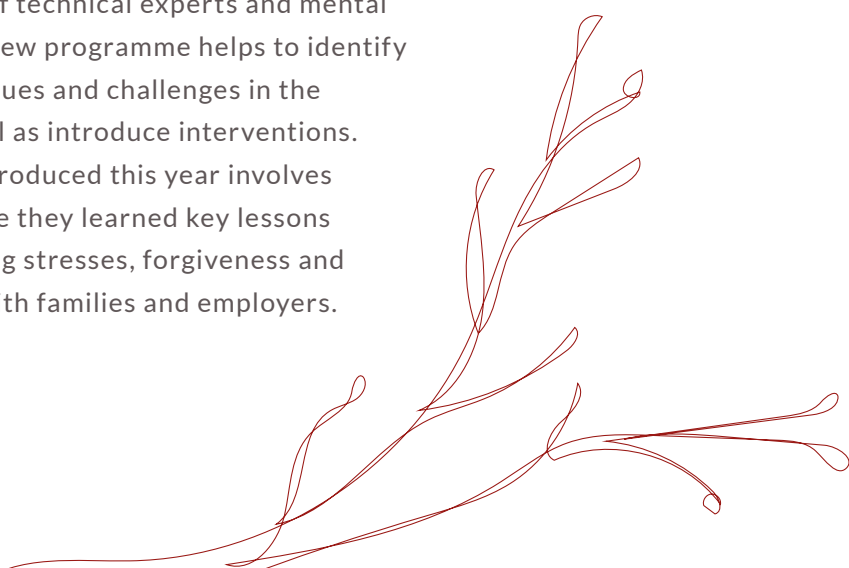


Mr Michael Cheah

EXECUTIVE DIRECTOR
HealthServe Limited

HealthServe continued to provide holistic care for the migrant community in Singapore in 2019 through the provision of medical & dental services, casework support and social assistance as well as pioneered a significant first in our history - a comprehensive Mental Health and Counselling programme.

Developed with the help of technical experts and mental health practitioners, our new programme helps to identify different mental health issues and challenges in the migrant community as well as introduce interventions. Part of the programme introduced this year involves group work sessions where they learned key lessons in identifying and managing stresses, forgiveness and rebuilding relationships with families and employers.



Workers shared openly about their life's journey learning that they were not alone in their struggles and at the end of the sessions many found hope and managed to find the silver lining in their situations. What a great joy to see our participants deeply engaged and benefitting from these sessions!

As a step forward in ensuring Singapore's migrant community continue to get their healthcare needs holistically met we increased focus on the treatment of chronic diseases, setting up a dedicated weekly session for chronic disease consultation at our Geylang clinic. Chronic disease treatment requires longer consultations and regular follow-up treatment. Treatment of these diseases is not covered by mandatory medical insurance.

With treatment costing up to several hundred dollars a year at a private clinic, and with the fear of being dismissed and sent home because of a chronic condition, it is not surprising that many migrant workers do not seek proper medical care for their condition or self-treat by procuring remedies from their home country.

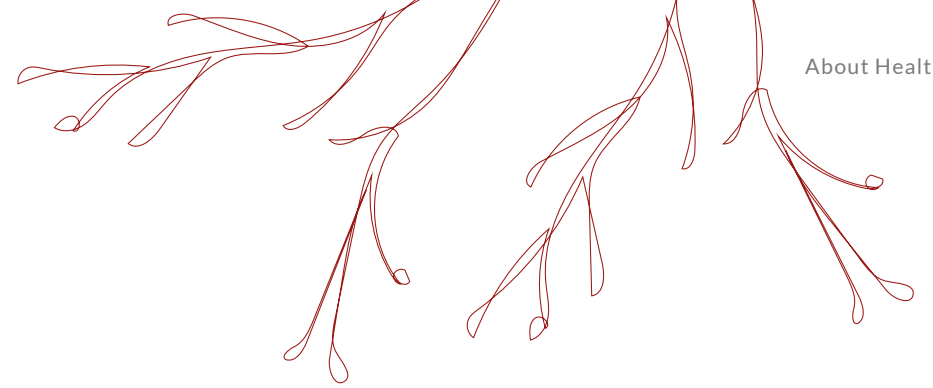
Developed with the help of technical experts and mental health practitioners, our new programme helps to identify different mental health issues and challenges in the migrant community as well as introduce interventions.

We are thankful to have a group of dedicated doctors who volunteered to serve at our clinic, which has seen a gradual increase in patient numbers. We can keep the cost of the consultation and medications affordable because of the support of these volunteer doctors and the generosity of our donors.

For 2020, our growth focus will remain on our mental health programme and chronic disease care, leveraging on technology to reach out to a larger number of patients. Thank you for your continuing support towards HealthServe and enabling us to continue to provide the necessary care for our migrant workers in Singapore.



About HealthServe



“We believe in a society where every migrant worker lives a life of dignity”

Founded in 2006, HealthServe, is an IPC registered charity that seeks to bring healing and hope to vulnerable low-wage migrant workers in Singapore.

There are close to 1 million work permit holders in Singapore. Access to affordable healthcare can be a problem for low wage migrant workers, particularly the 300,000 workers in the construction sector.

Primary healthcare is expensive for these workers, as foreigners in Singapore do not receive subsidies for healthcare at public institutions. By law, workers are supposed to be covered for both inpatient and outpatient treatment by their employers but not all do. In addition, fear of repatriation and cultural and language barriers also contribute to migrant workers not receiving proper treatment.

The more unfortunate amongst these workers get injured at work and may end up losing their jobs and suffering loss of pay for a protracted period. The wait for their workman compensation application to be processed and resolved can take months or years.

From a single clinic providing GP services in Geylang to meet the needs of the workers, HealthServe has expanded our range of services to the provision of GP and specialist medical services, rehabilitation, TCM pain management and dental services at 3 clinic locations, injury and salary-related casework support, social assistance, counselling and mental health programmes.

We are very much a volunteer-run organisation. Our operations are run by a lean team of 18 staff and 600+ medical and non-medical volunteers and interns.

OUR VISION

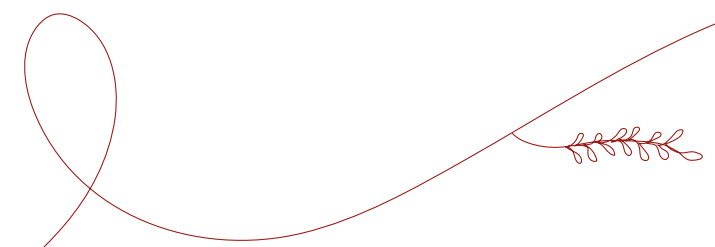
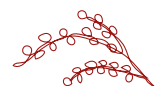
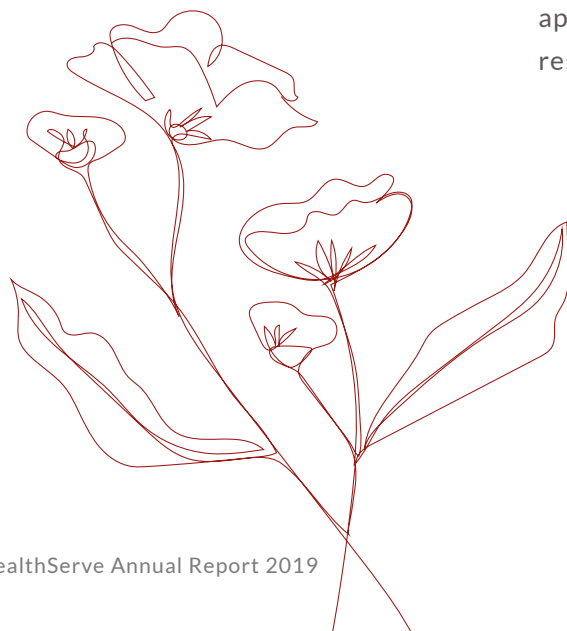
A society where every migrant worker lives a life of dignity.

OUR MISSION

To serve disadvantaged migrant workers in Singapore through healthcare, counseling, casework and social assistance.

To advocate for and raise awareness of the needs of migrant workers.

To bridge communities through meaningful partnerships and being a platform for effective volunteerism.





Board of Directors

CHAIRMAN & CO-FOUNDER

(From 17 October 2006)

Dr Goh Wei Leong

GP, Manhattan Medical Centre



DIRECTOR

(From 1 August 2014)

Dr Calvin Chong Peng Choon

*SERVICES CHAIR

Assoc. Prof,
S'pore Bible College



DIRECTOR

(From 17 August 2017)

Dr Jeremy Lim Fung Yen

*MEDICAL CHAIR

AUDIT COMMITTEE

CEO, AMILI (Asian
Microbiome Library);
Director Global Health
Programme, NUS Saw Swee
Hock School of Public Health



DIRECTOR

(From 1 August 2014)

Ms Chan Chia Lin

Director, Lam Soon
Cannery Pte Ltd;
Vice President, National
Council of Social Services

FUND RAISING CHAIR

HR COMMITTEE

FINANCE COMMITTEE



DIRECTOR

(From 1 March 2012)

Mr Matthew Saw Seang Kuan

HR CHAIR

Partner, Lee & Lee



DIRECTOR

(From 30 June 2013)

Mr Chan Kum Kit

Managing Partner,
Verity Partners

FINANCE CHAIR



DIRECTOR

(From 17 August 2017)

Ms Susan Kong Yim Pui

AUDIT CHAIR

Director,
QED Law Corporation

*At the HealthServe Board meeting on 19 November 2019, the Board approved the change in name from Services Committee (Non-Medical) to Services Committee and Services Committee (Medical) to Medical Committee.



Board Committees

AUDIT

CHAIRMAN *Ms Susan Kong*

MEMBERS *Dr Jeremy Lim*
Ms Lee Yuit Chieng

FUND RAISING

Ms Chan Chia Lin

Mr Choy Peng Wah
Mr Darren Tay
Ms Gopi Mirchandani
Ms Serene Chee

FINANCE

CHAIRMAN *Mr Chan Kum Kit*

MEMBERS *Ms Chan Chia Lin*
Ms Serene Chee

HR

Mr Matthew Saw

Ms Chan Chia Lin
Ms Janelle Tan

*SERVICES

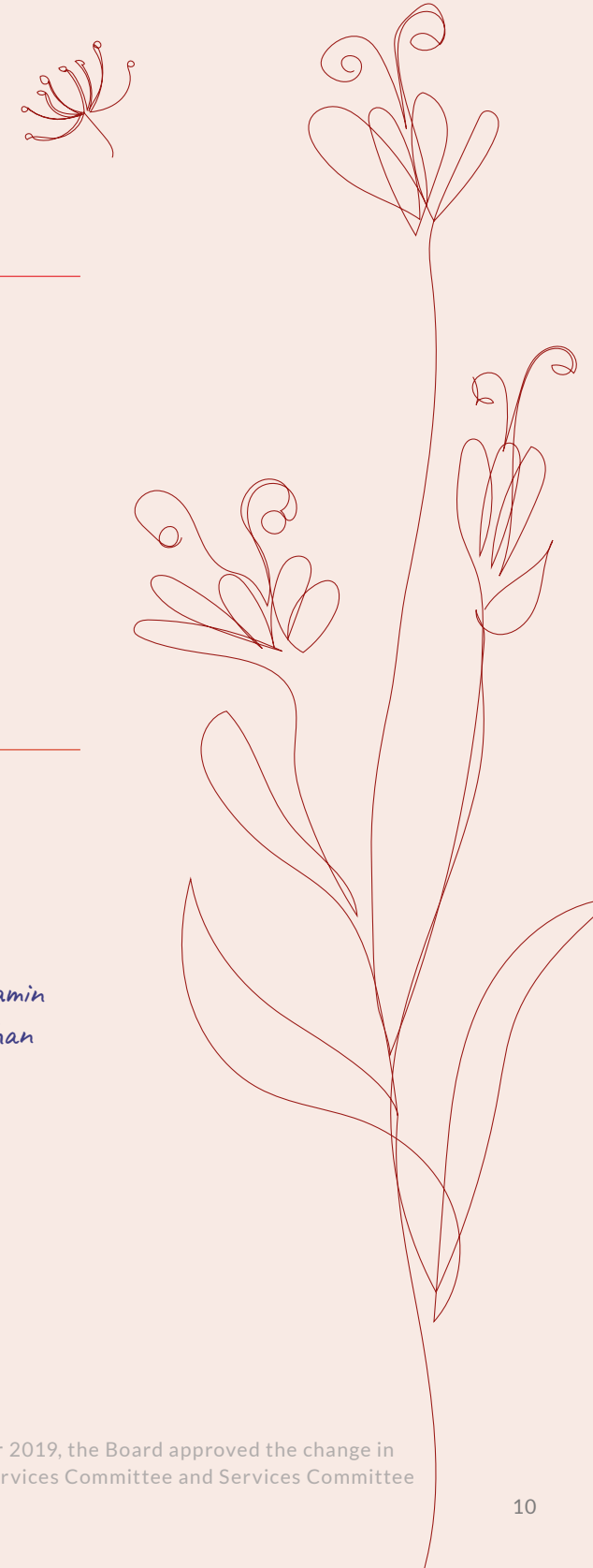
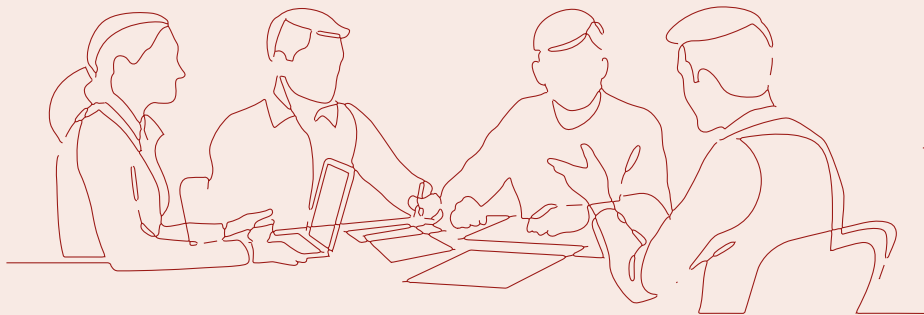
CHAIRMAN *Dr Calvin Chong*

MEMBERS *Dr Donna Lim*
Ms Gail Lien

*MEDICAL

CHAIRMAN *Dr Jeremy Lim*

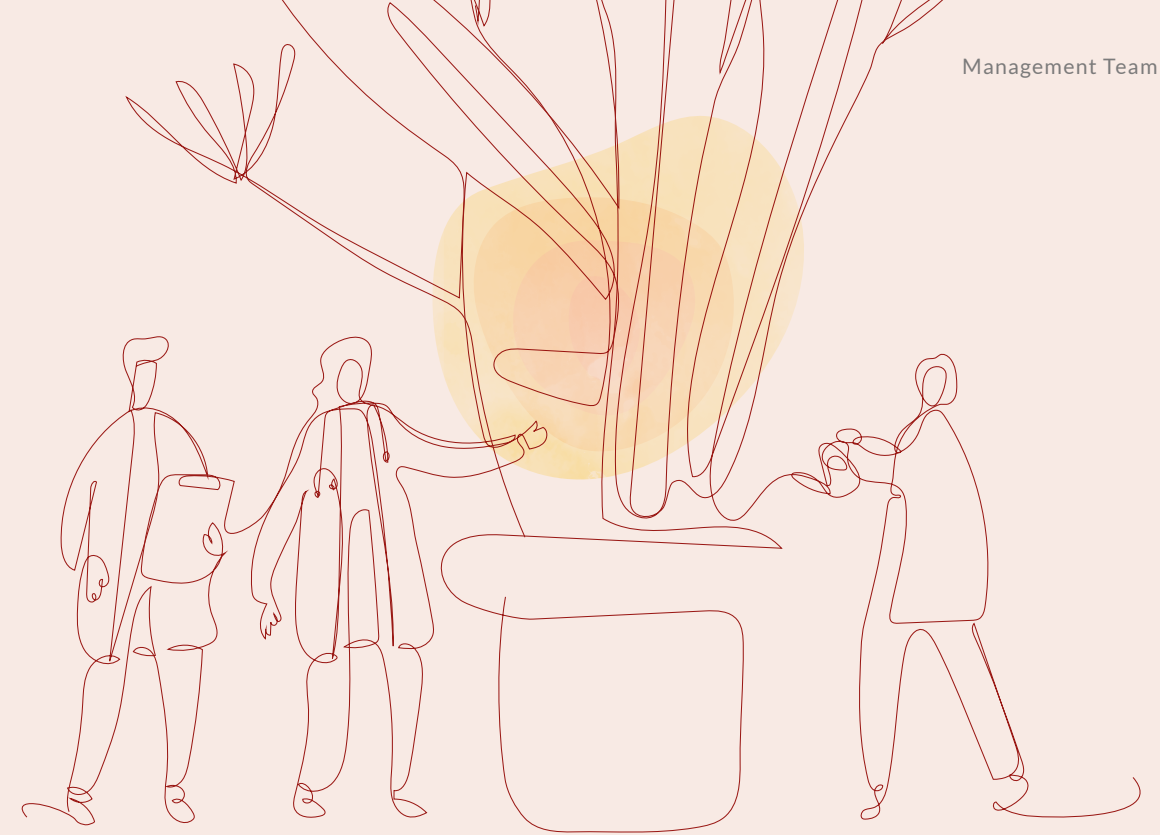
MEMBERS *Dr Gan Wee Hoe*
Dr Lam Jie Feng, Joshua
Dr Shawn Vasoo
Dr Tan Thong Kwan, Benjamin
Dr Yeo Cheng Hsun, Jonathan
Dr Yoong Su-Yin, Joanne



*At the HealthServe Board meeting on 19 November 2019, the Board approved the change in name from Services Committee (Non-Medical) to Services Committee and Services Committee (Medical) to Medical Committee.



Management Team



**EXECUTIVE
DIRECTOR**

Mr Michael Cheah



**HEAD OF MEDICAL
& RESEARCH**

Dr Natarajan Rajaraman

RESEARCH

MEDICAL &
DENTAL CLINIC

MENTAL HEALTH
PROGRAMS



**HEAD OF CASEWORK
& SOCIAL SERVICES**

Mr Jeffrey Chua

CASEWORK

COUNSELLING

GROUP WORK

PROGRAMS



**HEAD OF FINANCE &
OPERATIONS**

Mr Lawrence Kwok
(From December 2019)

**HEAD OF FINANCE &
OPERATIONS**

Mr Daniel Loo
(Till December 2019)

FINANCE ADMIN

DATA PROTECTION
OFFICER



**HEAD OF COMMUNICATIONS
& ENGAGEMENT**

Ms Suwen Low

FUND RAISING &
COMMUNICATION

VOLUNTEER
MANAGEMENT

PROGRAMS & EVENTS



Staff Team

EXECUTIVE DIRECTOR OFFICE

EXECUTIVE ASSISTANT *Ms Cynthia Chia*

MEDICAL & RESEARCH

RESEARCH *Dr Natarajan Rajaraman**

MEDICAL & DENTAL CLINIC
Ms Janna Rose B. Macomis
Mr Daniel Li

MENTAL HEALTH
PROGRAM MANAGER *Mr Justin Paul*

FINANCE & OPERATIONS

FINANCE ADMIN *Ms Vina Siew*

DATA PROTECTION OFFICER
*Mr Peterson Lee**
*Mr Daniel Li**

CASEWORK & SOCIAL SERVICES

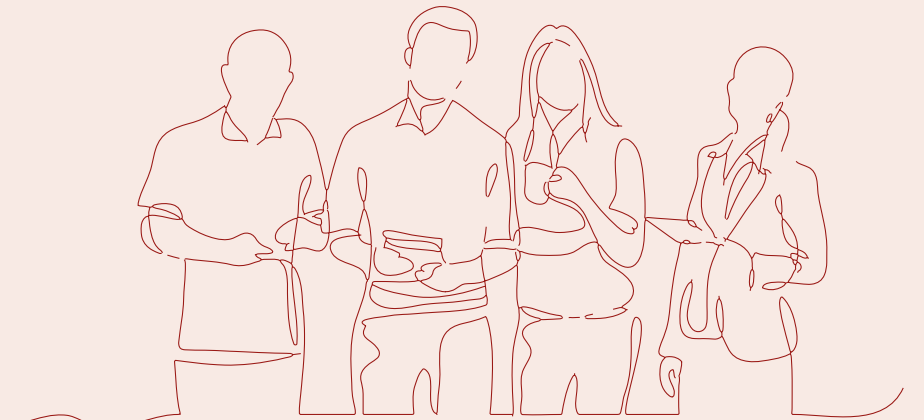
CASEWORK, GROUP WORK
Mr Daniel Yeo
Mr Timothy Cheong
Mr Peterson Lee

CASEWORK, COUNSELLING *Ms Sudipta Biswas*

CASEWORK, PROGRAM *Ms Yvonne Loo*

COMMUNICATIONS & ENGAGEMENT

Ms Suwen Low
Ms Idelle Yee
Mr Samuel Lim
Mr Willy Lau (till July 2019)





2019 Highlights



10,370+

Medical and Dental Consultations



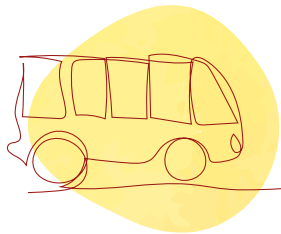
690+

Migrant workers reached

Through our Mental Health initiatives

187

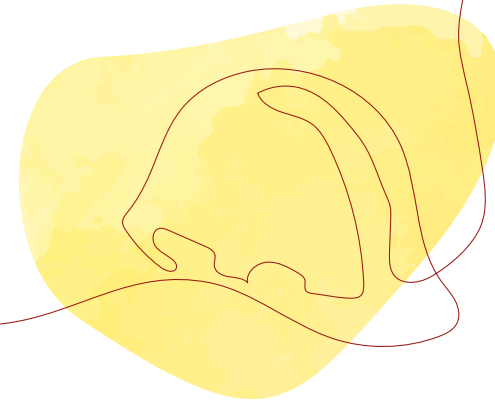
Counselling sessions conducted



\$36,000+

Given out

To migrant workers in transport and financial assistance



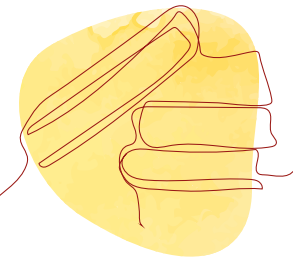
359

Migrant workers treated

At our Traditional Chinese Medicine, Occupational Therapy and Physiotherapy sessions

998

Migrant workers registered with us for social services



21

Research Projects



19,500+

Free meals provided

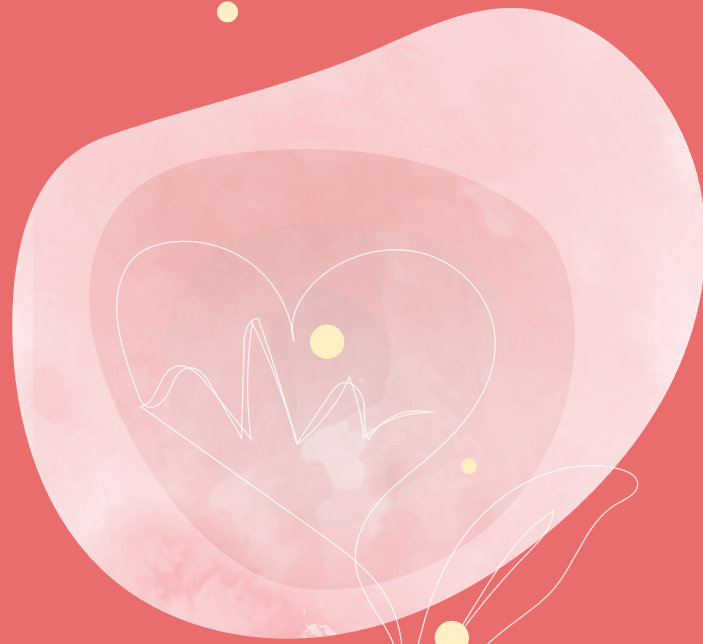
Through our food projects



\$414,000+

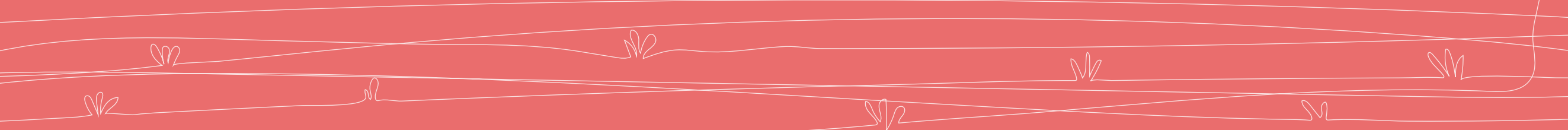
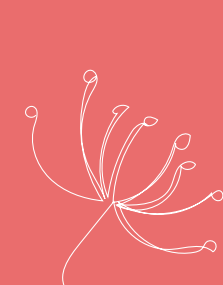
Raised

Through public fundraising events



Medical Services and Research

HealthServe 2019 Overview





ABOUT OUR CLINICS



Our three community medical and dental clinics are near areas popular with migrant workers - Geylang (East), Mandai (North) and Jurong (West). Through our clinics, low wage migrant workers have access to affordable or free medical and dental care. In addition, we also offer weekly bi-monthly specialist orthopaedic, dermatology and rehabilitation clinics (Occupational therapy (OT) / physiotherapy (PT) / TCM pain management).

We charge a flat fee of \$8 for our GP clinics and \$15 for dental services for consultation and medication. However, fees are waived for our social assistance clients - migrant workers who are Special Pass holders or those who have been referred by other partner NGOs.





2019 OVERVIEW

In 2019, HealthServe clinics clocked in more than 1,400 clinic hours across our three medical and dental clinics in Singapore.

We increased focus on chronic disease management, setting up a dedicated weekly chronic disease session at our Geylang clinic. To meet the demand from many migrant workers who come to our clinics with musculoskeletal problems, we also increased sessions of our TCM, OT and PT clinics.

We have also extended our specialist referral network with private clinics and hospitals such as Mount Alvernia Hospital to support our patients who need more specialised medical care. In 2019, we made 140 referrals to our specialist partners in Urology, Ophthalmology, ENT and other specialties.



Among the structural milestones this year was the upgrading of our GP clinic system to a cloud-based CMS, thanks to the kind sponsorship of Global Health Byte (GHB). This has helped us run our clinics more effectively and cohesively. We also made other upgrades to our clinic facilities which included installing fans in the waiting areas outside our Geylang clinic, changing our dental chair at Geylang and other workflow improvements.



We started 6 operational research projects to improve operations in our clinics, 3 of which were completed in 2019. Among them was the Drug Exit Knowledge Survey, driven by volunteers Shelby Wilkinson and Dr. Cecilia Teng. This study investigated how reliably our patients understand and remember information about the drugs dispensed to them from our clinics and proposed ideas to better ensure safe use.



We completed 3 of 15 academic research projects in collaboration with individuals and universities in 2019. A highlight was the research by volunteer Desmond Wong of the NUS Saw Swee Hock School of Public Health. His qualitative study of “Low-Skilled Male Migrant Workers’ Healthcare Access in Singapore” shed light on what migrant workers experience in the health system and recommended some ways this can be improved.

In 2019, we made 140 referrals to our specialist partners in Urology, Ophthalmology, ENT and other specialties.





2019 KEY HIGHLIGHTS

HealthServe Clinics

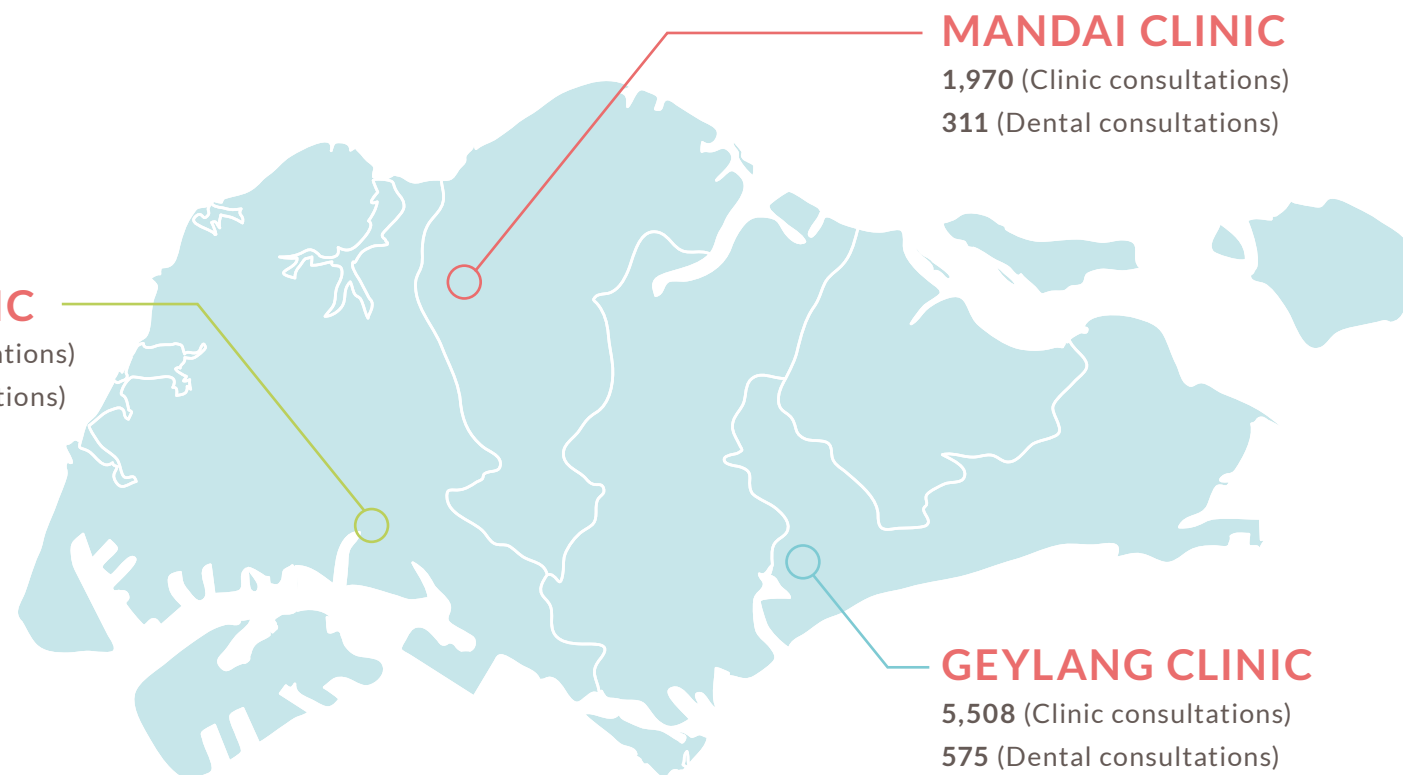
TOTAL MEDICAL CONSULTATIONS

9,246

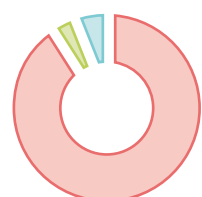
Of which 340 were Orthopaedic and Dermatology Consultations

TOTAL DENTAL CONSULTATIONS

1,128



PATIENT NATIONALITIES

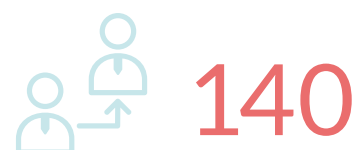


- 87.18% (Bangladesh)
- 2.5% (Chinese)
- 5.74% (Indian)

TOTAL PT²/OT³ SESSIONS



TOTAL SPECIALIST REFERRALS



TOTAL TCM¹ CONSULTATIONS AND TREATMENT



RESEARCH PROJECTS

21

Total research projects



- 15 (Academic)
- 6 (Operational)



OUR PATIENT

Mr Ali came to our Mandai clinic with an ear infection. He is a general construction worker who has spent 6 years in Singapore, speaks limited English and makes about \$850 per month.

He explained that he has had hearing problems since he was an infant. For the last 6 months before he came to our clinic, Mr Ali's problem had increased in severity, often interrupting his sleep. To help address the problem more thoroughly, we referred him to an ENT specialist off-site.

He was accompanied by HealthServe interns to his appointment where he had a consultation, treatment and was prescribed ear-drops and antibiotics. He was charged a minimal fee with consultation fees waived.

Low waged migrant workers in Singapore often pay for their medical expenses out of pocket or self medicate. A typical ENT consultation can cost up to \$250 to \$550.

They will often wait until their problems become unbearable before facing the language and financial barriers to seeking medical help. We are thankful to all the other doctors in our Specialist Referral Pool who help us to provide accessible and affordable healthcare to them!



Mr Ali
BANGLADESHI
MIGRANT WORKER

OUR VOLUNTEER



Dr Cheryl is currently volunteering as a dentist in HealthServe. She first heard about HealthServe through her classmate in dental school and started volunteering with us in 2015. She feels that the migrant workers are a marginalised group in Singapore, and wants to take this chance to serve them and alleviate some of their burdens.

"I'm grateful to have had the opportunity to volunteer on both sides, first as the one handling appointments and recording down patients' details, then as a clinician seeing patients. It has been heartening to see HealthServe constantly improve itself and gain more traction and support in Singapore. Dental care may not involve 'life and death' scenarios or severe injury but when a toothache comes, it can severely affect one's ability to eat and speak."

Dr Cheryl
VOLUNTEER, DENTIST



ABOUT OUR MENTAL HEALTH PROGRAMS

In our work with injured and disadvantaged migrant workers we have seen the need to care not just for their physical well-being but also their emotional and mental well-being.

HealthServe believes in community support and creating a safe and caring environment where migrant workers are able to share their thoughts and problems with us. We hope that by doing so, we can help them to make informed decisions and not to react impulsively.

Our in-house Skills Development and Mental Wellness programmes which include counselling, outings, group activities, workshops, and group work can educate and equip our clients with relevant skillsets as well as help improve their overall mental wellness.

We also believe in collaborating with employers to educate and improve the mental wellbeing of their migrant employees.





2019 OVERVIEW

We were excited to establish a Mental Health Services (MHS) team in 2019, with the aim of rolling out a comprehensive mental health programme for migrant workers.

There were three main focus areas for our Mental Health work:

1. Develop a framework to guide mental health interventions for holistic care of migrant workers through:

- Promoting Mental Wellbeing
- Identifying Mental Distress Early
- Caring for those with Mental Distress

2. Develop collaborations and partnerships to expand the reach of the services and inform future interventions.

Apart from consulting technical experts from National University of Singapore, Institute of Mental Health and the National Council of Social Services, HealthServe continued to build its connections with industry employers such as JTC, Feng Ming and Woh Hup.

We also had a research partnership with the University of Newcastle to identify the effectiveness of peer support for migrant workers as part of mental wellness promotion.

3. Identify suitable tools and interventions suitable for our migrant clients.

The work included considering language and usage of terminologies. We also implemented for the first time structured group work for Bengali speaking migrant workers.

In the latter half of the year, we engaged with technical experts and mental health practitioners to identify the different issues, challenges and interventions for migrant workers. We also consulted sociologists to understand the perspective of mental health from the different cultural standpoints, since our clients are from different cultures.

HealthServe also participated in the inaugural NCSS Sector Design Challenge (SDC) 2019. Identifying the gap in the support of migrant workers who had witnessed worksite accidents, HealthServe put forth a presentation proposing the provision of worksite incident support teams that can address the anxieties and trauma of parties affected by worksite accidents. HealthServe's proposal made it to the finals of the SDC 2019.

The MHS team is only just beginning our journey in ensuring holistic care of migrant workers through the access to both physical and mental healthcare, as well as to advocate and raise awareness of the mental health challenges faced by them. In the coming year, we hope to continue working with industry partners and in-country partners on mental health promotions as well as collaborate for care options at different levels to help address access to resources and care for the mental wellbeing of migrant workers.





2019 KEY HIGHLIGHTS

Mental Health Programs

MENTAL HEALTH INITIATIVES



695

Beneficiaries engaged



112

Programme hours completed

MENTAL HEALTH PROMOTION TALKS



280

Participants attended

MENTAL HEALTH WORKSHOPS



342

Participants at workshops conducted at construction sites and dormitories

GROUP WORK SESSIONS



11

Special Pass holders completed

In-house Group Work sessions

MENTAL HEALTH SCREENING



126

Participants screened

At clinics and drop-in centre



OUR CLIENT

After his injury, Ah Wei was often left alone in his room during the day, with no electricity when all his other dormitory mates were out at work. He shares that he felt suffocated and alone during that period.

“不知道方向哪里走、人在孤独的时候更想家。”

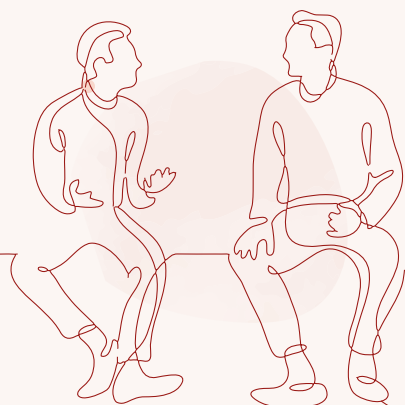
“I didn't have any sense of direction, being alone makes me miss home even more.”

He last saw his family fifteen months ago and initially tried to hide his injury from them to keep them from worrying about him. As the sole breadwinner, his income supports his parents, wife, and twelve year old son. His wife eventually confronted Ah Wei when she failed to receive money from him for 2 months. Ah Wei was left with no choice and finally revealed his injury and situation to his family members.

But all that changed in January 2019 when he found out about HealthServe through a friend who once received help here.

“在康侍过得比较从实。”

“Time passes by with more meaning here in HealthServe.”



Ah Wei
CHINESE
MIGRANT WORKER



OUR CLIENT

“Ah Wen” in his early 40s is the sole breadwinner for his family of four, he last saw his family in January 2017.

Formerly a hairdresser in Zhejiang, he moved to Singapore after he heard there was more work available, taking SGD10,000 out in loans.

One day at work in 2018, he fell down while carrying a large slab of marble. He injured his waist and spinal cord which resulted in severe pain in his legs.

His employer of 6 years wanted to send him home. He felt very discouraged and hopeless about the future. While walking around Geylang in crutches, he heard about HealthServe from another migrant worker.

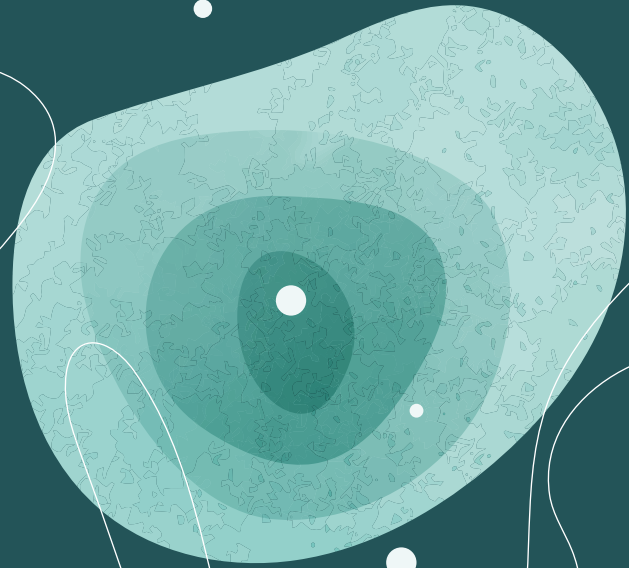
He received assistance on his case, free meals, MRT top ups and attended many outings and events organised by HealthServe and our partners. He regularly gave back to the community by offering free haircuts to our staff, interns, volunteers and to the elderly at Green Avenue.

“After getting to know each other for longer, we have all become humbler... In the future, we can encourage each other, build each other up in our lives ahead. Will keep contact after returning back.”



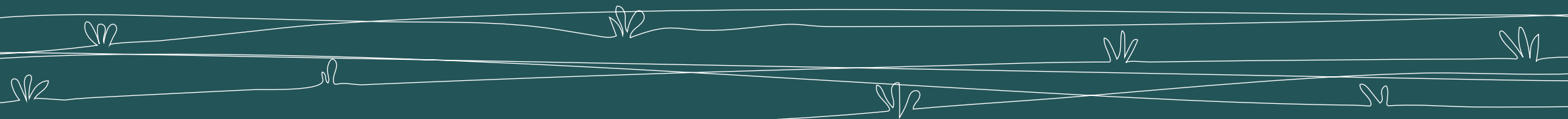
Ah Wen
CHINESE
MIGRANT WORKER





Casework and Social Services

HealthServe 2019 Overview





2019 OVERVIEW

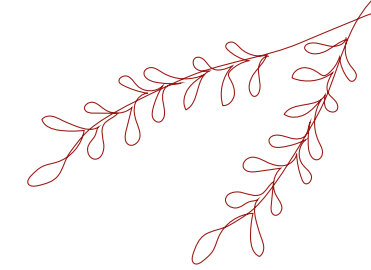
2019 was a year of many changes for Casework and Social Services.

Earlier in the year, we relocated our Little India office from Desker Road to Jalan Besar. The new premise featured a larger multi purpose space for clients, an open plan office and a separate counselling room.

The casework team completed training in facilitating group work sessions for our clients in mid 2019. This enabled us to start a pilot programme in July for about ten of our Chinese clients, followed by a session for our Bangladeshi clients in October. Both sessions were well received and participants benefited in terms of learning forgiveness, empathy and helping others.

We also split our services to levels so that we could concentrate our efforts on clients who needed more targeted help and support. We continued to work closely and to collaborate with other Social Service Agencies and the Ministry of Manpower (MOM) to help not just our clients but the wider migrant community. We were happy to have MOM officials visit us later in the year to share in depth on their injury and salary compensation processes.

In October, we were able to extend our Little India Food Project from providing lunch for our migrant brothers from three to four days a week. This was made possible with the generous support from Central Singapore (CDC) and Far East Organisation through their Bless Our City Project. In Geylang, our food project continues to be supported by the Migrant Workers' Centre (MWC).





2019 OVERVIEW (CON'T)

We have enhanced our monthly Walk and Be Well outings by including our clients in organising and planning these outings. With this initiative, we see greater client engagement and satisfaction. These outings play an important part in helping to foster community connections, bridge cultural boundaries, and provide an opportunity for our clients to explore Singapore and relax. Many have reported positive moods changes and closer community connections after these outings. We are thankful for the support from our sponsors Gardens by the Bay, National Gallery and Wildlife Reserves Singapore.

We continued the collaboration with Studio Asobi which held monthly pottery sessions for the South Asian migrant and Chinese workers under our care.



We also partnered with SDI Academy on their first ever Entrepreneurship Course aimed at Bengali speakers. We gave scholarships to 9 Bangladeshi Special Pass holders to take part in the 8-week course, which included a field trip and ended in a pitch session. At the end of the course, all of our participants were looking forward to going back to Bangladesh to execute their new business ideas and many shared that they were thankful, more hopeful and excited for the future ahead.

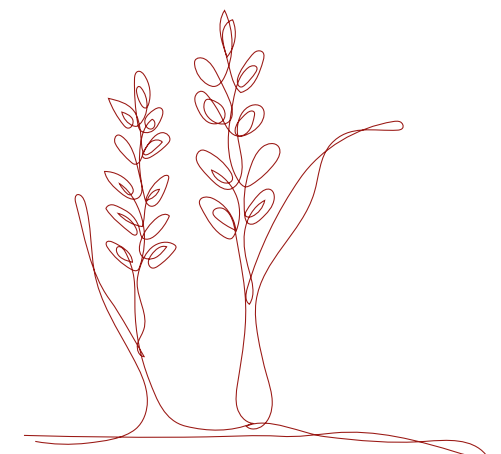
We started accepting students from Nanyang Polytechnic for Counselling practicums and continued taking in students from the Department of Social Work in NUS for Social Work field placements to support our casework and counselling team.



Towards the end of the year, we launched 'Going Home', a programme for injured workers nearing the resolution of their cases. The programme included sessions with an occupational therapist over a few weeks. The objective was to help them build confidence in carrying out daily activities, manage pain, and be better prepared to return home and to integrate back into their communities.



We referred 23 workers to crowd funding platform Ray of Hope Initiative (ROHI) to help workers who were in particular financial distress. ROHI was able to raise more than \$25,000 in financial assistance towards supporting their living expenses.





2019 KEY HIGHLIGHTS

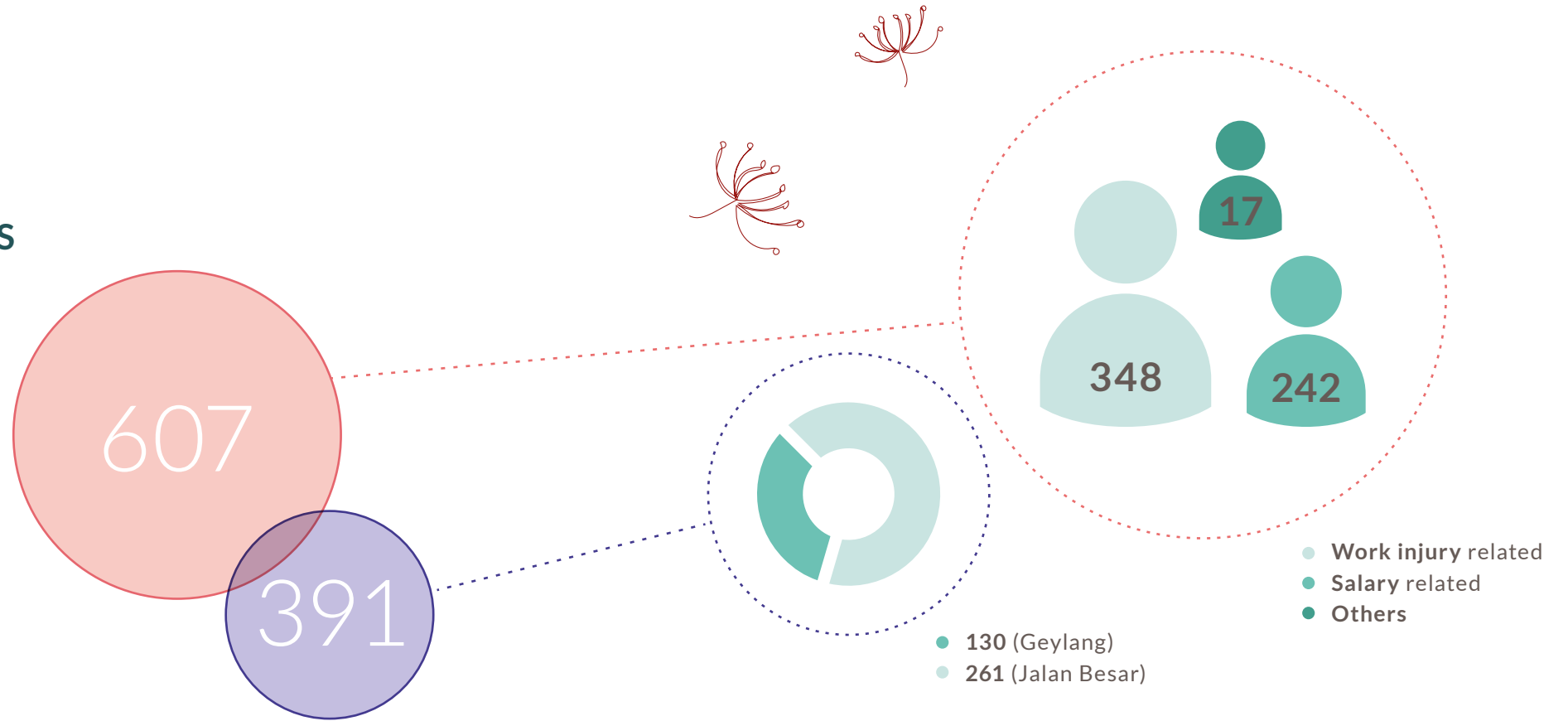
Casework and Social Services

TOTAL CWSS BENEFICIARIES

998

Beneficiaries helped

- 607 registered for Food Project
- 391 clients registered for assistance with casework (work injury, salary claims, etc)



TOTAL COUNSELLING SESSIONS AND CLIENTS



187

Counselling sessions conducted



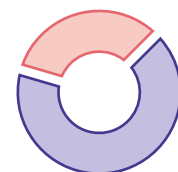
53

Clients

NEW CASE INTAKES

391

Cases



- 130 (Geylang)
- 261 (Little India)

MRT TOP-UPS AND FINANCIAL ASSISTANCE



\$36,000+

Sum of \$ given out

FOOD PROJECT

19,519

Meals provided



- 7,263 (Geylang)
- 12,256 (Jalan Besar)

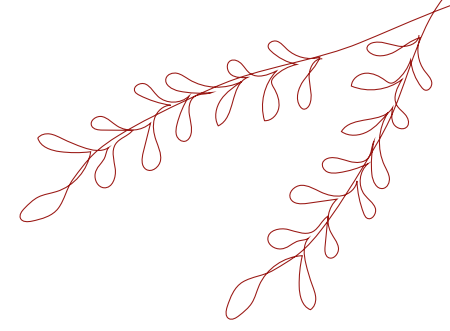
TOTAL WALK AND BE WELL OUTINGS



17



WALK AND BE WELL OUTINGS





OUR CLIENT

SR was a familiar face at our Little India drop-in center. He left Bangladesh for the first time to work in Singapore in 2018 and took loans to pay agent fees of over SGD10,000 for a job here to support his family. Only after 6 months of working he slipped and fell injuring his back and arm. He claimed that his boss physically attacked him and tried to repatriate him after he was not able to continue working well.

He came to HealthServe at the end of 2018, following a friend's recommendation. HealthServe assisted him with MRT top-ups, free meals, casework, counselling and group work.

When we first met SR he was unable to speak English and was visibly depressed and helpless. We witnessed a significant transformation during his time with us, he became cheerful and ready to sing and dance at any occasion as he worked hard to improve his English. Furthermore, he received a scholarship from us to attend a 6-week Entrepreneurship Course with SDI Academy. We also provided him with temporary shelter and worked with MOM to resolve the issue after his employer removed his name from his dorm roster.

In October, he received his compensation after more than a year of waiting. He plans to start a business back in Bangladesh with the skills he learnt from the Entrepreneurship course instead of returning to Singapore to work.



SR
BANGLADESHI
MIGRANT WORKER

OUR CLIENT

In February 2019, after working for almost 20 years in Singapore and becoming a supervisor, KY suffered a serious worksite injury which resulted in the loss of one of his fingers and stitches for eight fingers. Through a friend who was a previous HealthServe client, KY came to us for help.

“在康侍最开心的时刻就是康侍组织我们全部一起去郊外游玩。去植物园、动物园、去星耀机场、滨海湾花园。在郊外旅行的情况下我们能忘记一切的烦恼。这就是最大的收获。当你一个人沉静下来回想你的处境的话、可能是焦虑、悲伤。”

With the support and encouragement from the HealthServe community, KY eventually felt happier and his outgoing and cheeky personality livened up our Geylang centre. He started taking on more responsibilities in helping around and was a guest speaker under HealthServe to share his story at the 2nd International Conference on Humanitarian Medical Missions in Singapore.

He eventually received his injury compensation, threw a big jiaozi (dumpling) party for his friends at HealthServe before returning home to Jiangsu, China in December 2019.



KY
CHINESE
MIGRANT WORKER



OUR CLIENT

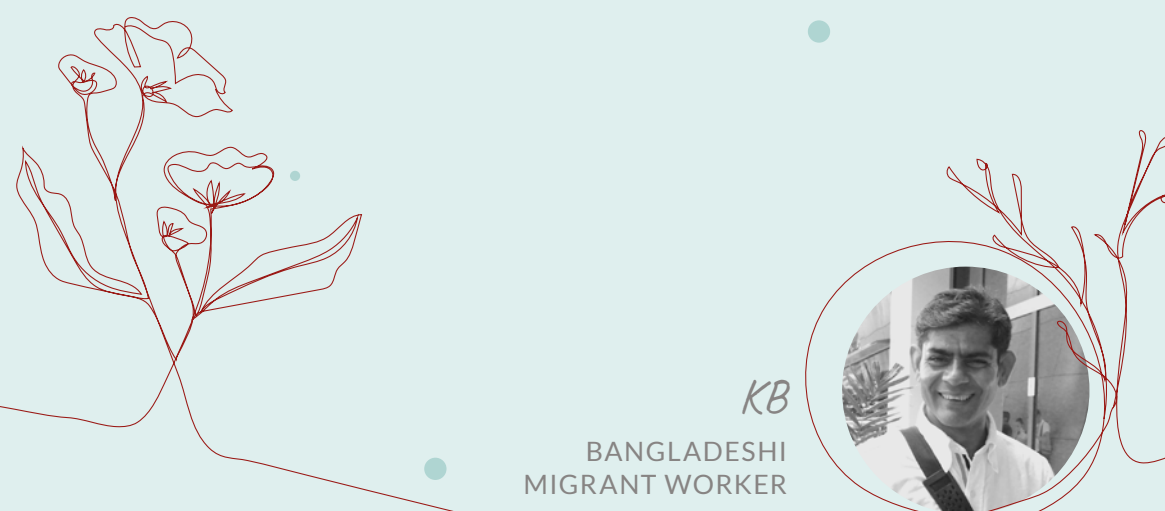


After working for more than 10 years in Malaysia, KB arrived in Singapore in 2015 after paying \$16,000 in agency fees. In February 2019, KB was loading metal barriers onto a crane when he suddenly froze and was unable to move his body due to spinal shock. His employer did not bring him to the doctor and refused to pay for his hospital treatment.

He heard about us through “SR”, another HealthServe client. In his time with us, KB received food and transport assistance, counselling, group work, physiotherapy, clinic services and attended our outings.

But he also gave back in any way he could - KB has helped various interns, volunteers and staff members with communicating with other migrant brothers. He has spoken about his experience with HealthServe in public awareness collaborations such as ICHMM Conference and a Diwali event with MYMCA. He even organized his own talk at HealthServe where he invited other Bangladeshi migrant brothers and the staff for a sharing session. KB received his compensation after 9 months. Before he left, he said,

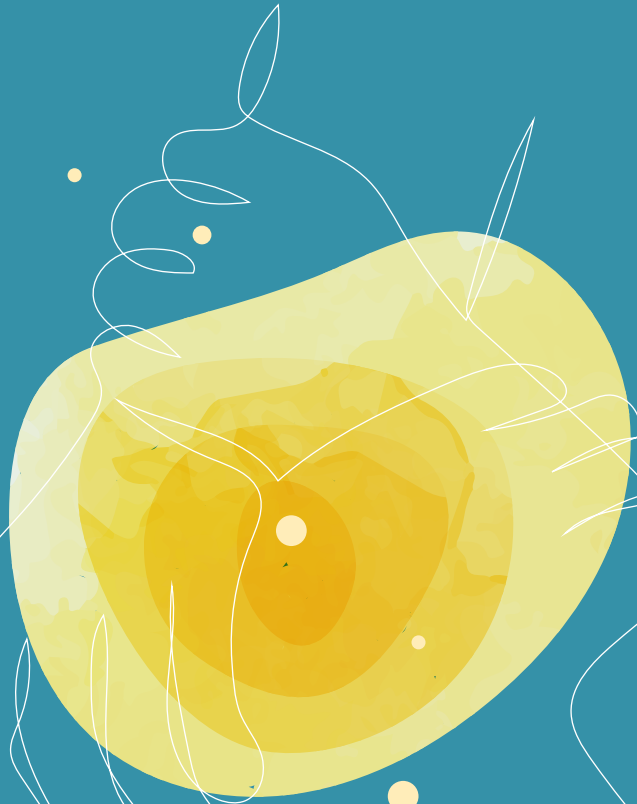
“HealthServe is my family. I will miss HealthServe 110%.”



KB

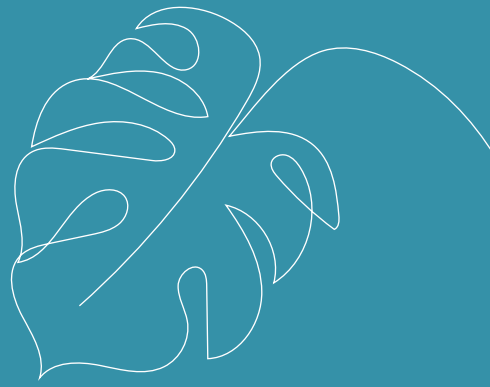
BANGLADESHI
MIGRANT WORKER





Community and Partnerships

HealthServe 2019 Overview





2019 OVERVIEW

HealthServe's community expanded in 2019! We added more partnerships, hired 6 new staff, saw 73 interns complete our internship programs and continued collaborating with churches, universities and other organisations.

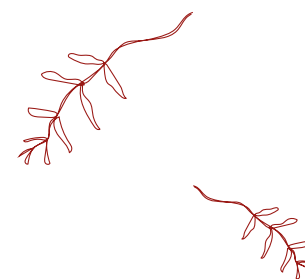
We added 230 new volunteers in 2019. Volunteer hours amounted to more than 15,000 hours, equivalent to 25 FTEs. To promote training and development of our regular volunteers and to foster stronger volunteer engagement, we held workshops and training sessions for both our clinic and casework volunteers. We also launched new volunteer events, such as Coffee and Kaya chats, Fireside chats, and 'Our Home' tours in collaboration with other NGOs such as TWC2, Hagar Singapore and IJM Singapore.



This year, we continued developing partnerships with many different organisations who believe in our work! We are always grateful for Covenant Evangelical Free Church (CEFC), which has been helping us to anchor our Mandai clinic since 2015 with their many volunteers!

We are also thankful for our partnership with Oliver Wyman. They extended their pro-bono support, providing advice for the execution of the strategic plan they had assisted us with in 2018, as well as making recommendations for process improvements in several areas.

We also continued our efforts to increase public awareness for the migrant worker community at large. Through the support of Twitter Asia-Pacific throughout the year, we were able to grow our online Twitter community to over 2,000 followers and reach more than 200 people through our Coffee & Kaya chats.





2019 COMMUNITY ENGAGEMENT

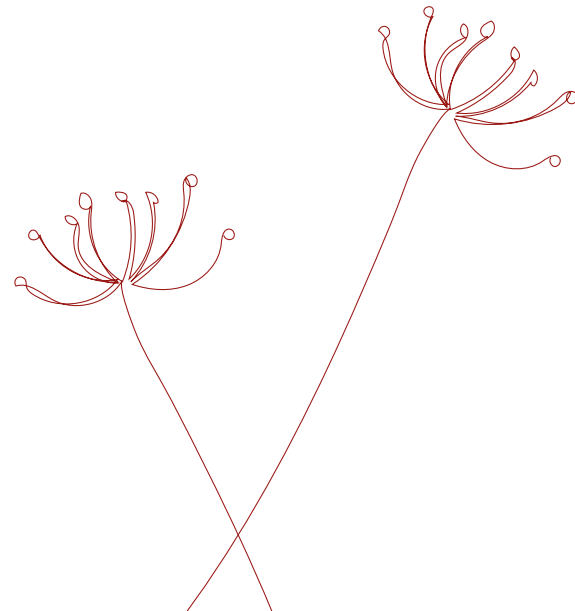
JAN | In January, HealthServe collaborated again with Sama Sama to hold a **second edition of an art-tech exhibition which featured the migrant brothers in our community.** The team had the privilege of meeting with Singapore President Halimah Yacob at the exhibition preview.

FEB | In February, 'Our Place in the World' – a bicentennial fundraising photo exhibition was held by Speaker of Parliament Tan Chuan-Jin. HealthServe was chosen as one of the 13 beneficiaries, and received \$89,770.84 in donations.

MAR | In March, we were invited to speak at the **Jurong Town Corporation (JTC) Safety Day**, and were subsequently invited by JTC to work together on several mental health projects.

MAY | In May, we were invited to be a part of a panel to discuss migrant worker issues by WeWork X Obey Clothing Singapore. **Limited edition t-shirts were sold to raise funds for the migrant worker organisations in the event, with \$2,210 raised for HealthServe.**

AUG | In August, we were invited to speak about HealthServe to the customers of Zhong Guo Remittance. This gave a platform for some of the Chinese migrant brothers in our community to share their stories. **We were also a beneficiary of a Twitter for Good auction which raised \$2,277 to support the work we do.**



SEP | We were invited to be a part of **Airbnb SG Week for Good in September.** Our staff and migrant brothers had the opportunity to engage and share with a group of Airbnb's staff.



NOV | From August to November 2019, Geylang Adventures, in partnership with the Singapore Biennale, conducted special immersive tours called 'Lorongs Of Wisdom'. HealthServe contributed to their efforts to design a unique experiential installation featured in the tour that gave a glimpse into the lives of our migrant brothers in our community.

DEC | In December, we resumed our outreach to students from the **National University of Singapore's Yong Loo Lin School of Medicine.** A group of medical students joined us for their second year elective and were given exposure to our various clinics and centres, a tour of Geylang and a tour of and engagement with workers from a Westlite Dormitory.





2019 KEY HIGHLIGHTS

Community and Partnerships



TOTAL VOLUNTEER SESSIONS



3,280+



Doctor

590+

Total sessions filled



Dentist

230+

Total sessions filled



Nurses/
Pharmacists

440+

Total sessions filled



Clinic
Assistants

1,840

Total sessions filled

TOTAL CASEWORK VOLUNTEER SESSIONS



70+

TOTAL NEW VOLUNTEERS



230+

INTERNS WHO COMPLETED OUR INTERNSHIP PROGRAM



73

HEALTHSERVE COMMUNITY EVENTS



18

Total HealthServe community events

(Including Volunteer Orientation, Community Development Activities, Community Engagement Events and Community Appreciation Events)



400+

Total participants





OUR VOLUNTEER

“HealthServe changed my life”

Joining us as a volunteer at Tai Seng Centre back in 2015, Habib has been volunteering weekly in our Geylang Clinic after our Tai Seng centre was closed at the end 2018.

Since young, he realised that many of his relatives would consult his father whenever they encountered a problem. Inspired by his father’s helpful nature, he is motivated to carry on his father’s legacy by contributing back to society and in Bangladesh he previously volunteered to distribute supplies to the poor.

He comes in to support the clinic team with interpretation and translation after work at a landscaping company. He feels that communication is a big problem which he experienced initially upon coming to Singapore. At our clinics, when our patients share their problems with him, he encourages them by telling them that their hard work will pay off one day.



Habib
VOLUNTEER,
CLINIC ASSISTANT



OUR VOLUNTEER

Joseph has volunteered under his church’s initiative to helm the medical clinic at Mandai since 2017. A common physical complaint he sees is neck and back strain. An interesting trait he has noticed among patients is that they are generally health conscious as their ability to earn an income will depend on this. Taking on manual jobs, they have sacrificed a lot to leave their families to come here to eke out a living. That, to him, makes them stand out and win his respect.

“All of us do this voluntary service for altruistic reasons, to bless the foreign workers with accessible and affordable health care. Getting them physically better and making a difference in their health so that they can continue to work remains the main priority and the reason for helping them.”



Joseph
VOLUNTEER,
PHYSIOTHERAPIST





OUR INTERN

“Regardless of educational background and career aspirations, the internship at Healthserve is a good opportunity to broaden one’s horizons. It’s always valuable to take time to understand someone else’s experiences, so that we can be more compassionate and thoughtful. It’s also an opportunity to build meaningful connections with a group of vulnerable, yet warm and resilient people. It’s impossible not to find your time here fulfilling.

I feel that they are just like any one of us and are in fact very warm and loving people. If I was stuck in an alley fight and I needed someone to have my back, there probably wouldn’t be any better choice than the lovely migrant brothers I met at Healthserve!

I got to witness the tremendous strength and generosity they had in spite of the circumstances they were living in. They face their difficult situations head-on, bravely putting themselves in a position of pain when they could instead run away from their responsibilities.”



Cheryl
CASEWORK INTERN

OUR INTERN

“If I had to choose one, most meaningful experience during my internship, I think it would just be being able to interact with the migrant brothers every day. Over the past 8 weeks I have been able to meet and talk to many migrant brothers, whether it was the short conversations during clinic hours, getting to know them as we accompanied some of them for external referral appointments or even just talking to the migrant brothers in the drop-in centre.

Through these interactions, I have been able to gain a much greater understanding about their lives here in Singapore and back in their home countries, as well as the struggles they face. More significantly, I feel as if I have become friends with some of them through talking to them and even joking around with some of them, which has been the most wonderful and fulfilling feeling.”



Alison
CLINIC INTERN





OUR INTERN

“As a Communications and Engagement Intern, my time at HealthServe allowed me to interact and listen to our migrant brothers’ stories. This experience has enabled me to better understand their plight and concerns. It also showed me that there are many ways to reach out and get to know someone despite language barriers, which often comes down to the efforts put in.

Some highlights from my time at HealthServe include helping out at the Desker Food Project, Pottery Class, Dumpling making sessions and any outings to Singapore’s landmarks. All these activities served as a great way for our migrant brothers to express themselves, which helped us to bond and better understand each of their backgrounds.

During my time, I also engaged with many passionate volunteers and staff, who showed great motivation and how the mission of HealthServe resonates with them.”



Sophie
COMMUNICATIONS INTERN



OUR TEAM



Yvonne has been working in HealthServe since 2017 in our Casework and Social Services department since she graduated from NUS. Having parents who were migrants themselves, she uses empathy and experience in psychology, community leadership and public health to help hundreds of migrant clients who go through our doors every year.

“Every day I have spent and continue to spend in this community has been deeply meaningful. I am able to express the values that are important to me even amidst tough days...”

I have a habit of being thankful for every moment, such as a brief glance of our case clients taking their afternoon siesta nap, or to see an intern compete with a client over a friendly game in the drop-in centre.”

Yvonne

STAFF, PROGRAMME
DEVELOPMENT EXECUTIVE



OUR TEAM

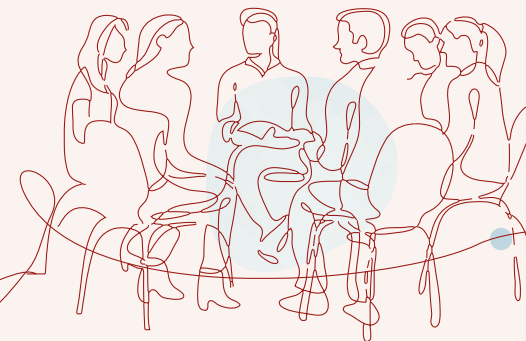
Janna has been a friendly face at our Geylang and Mandai clinic since 2015. As a Filipino working in Singapore, she understands the importance of community and cross cultural communication. At every 2 to 3 hour clinic session she works together with volunteer doctors, nurses, pharmacists, dentists and clinic assistants to meet the needs of as many as 35 to 40 patients.

“As a migrant worker myself it is an encouragement to see how locals give back to the community of foreigners in their land. It is a privilege to work alongside these volunteers with a BIG heart not to mention their BIG brains too!”



Janna

STAFF,
CLINIC MANAGER

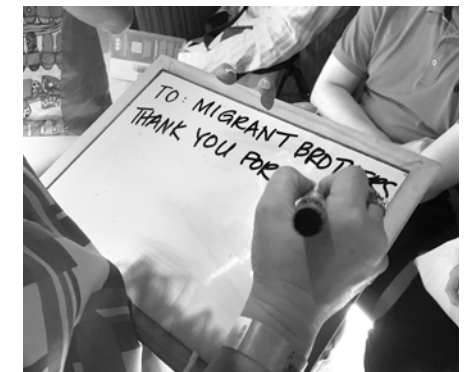
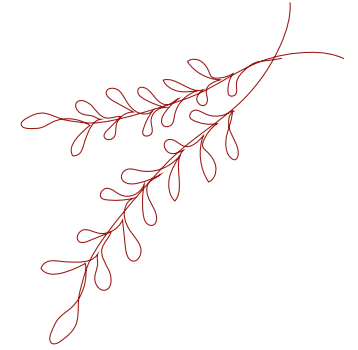




HealthServe's Annual Fundraising Event: Supervision

In August 2019 we partnered with W!LD RICE for our Annual Fundraiser. Over 200 of our supporters attended the show where they were treated to a moving and culturally relevant performance of the award-winning play, Supervision in the new state of the art theatre at redeveloped Funan Mall. Through this event, we raised over \$320,000 in ticket sales and \$50,000 through a grant by Toteboard.

We are deeply grateful for the support of our donors and partners, some of whom have chosen to remain anonymous.



PRINCIPAL SPONSORS

- BINJAI TREE
- COMMUNITY FOUNDATION OF SINGAPORE
- GOH YEW LIN
- LYGH CAPITAL
- THE SILENT FOUNDATION LIMITED
- YONG HON KONG FOUNDATION

MAIN SPONSORS

- BENTO INVEST
- CHEW SUTAT
- FREIDA TAY
- FULLERTON FUND MANAGEMENT COMPANY LTD
- HOLYWELL FOUNDATION
- ONE NORTH CAPITAL
- PATRICK YEO

EVENT PARTNERS

- W!LD RICE
- NOKA
- CELLARMASTER WINES
- BETTR BARISTA
- PENANG PLACE

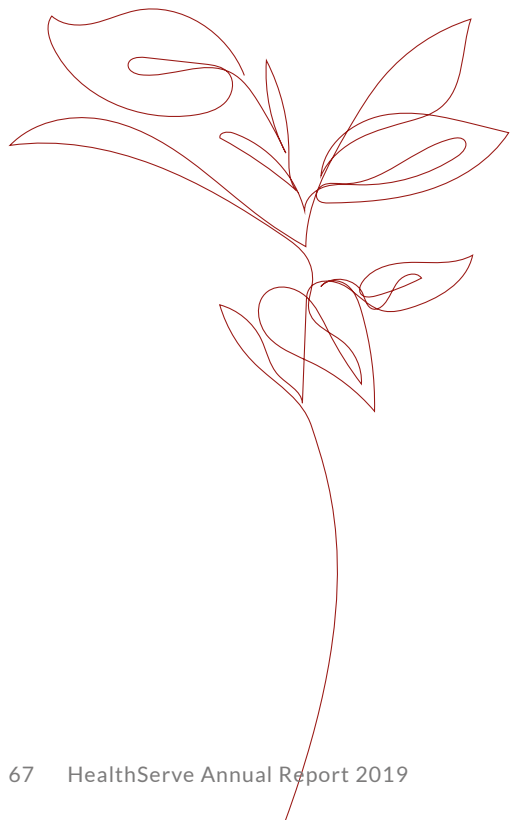
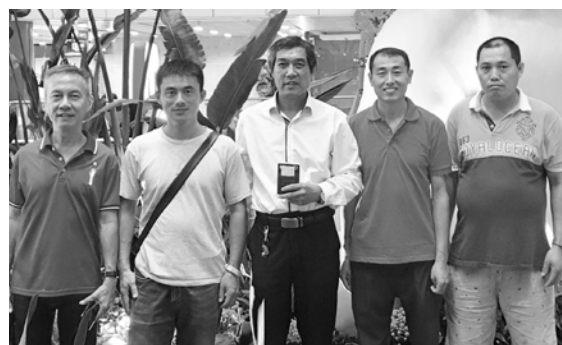




Airport Send-Offs

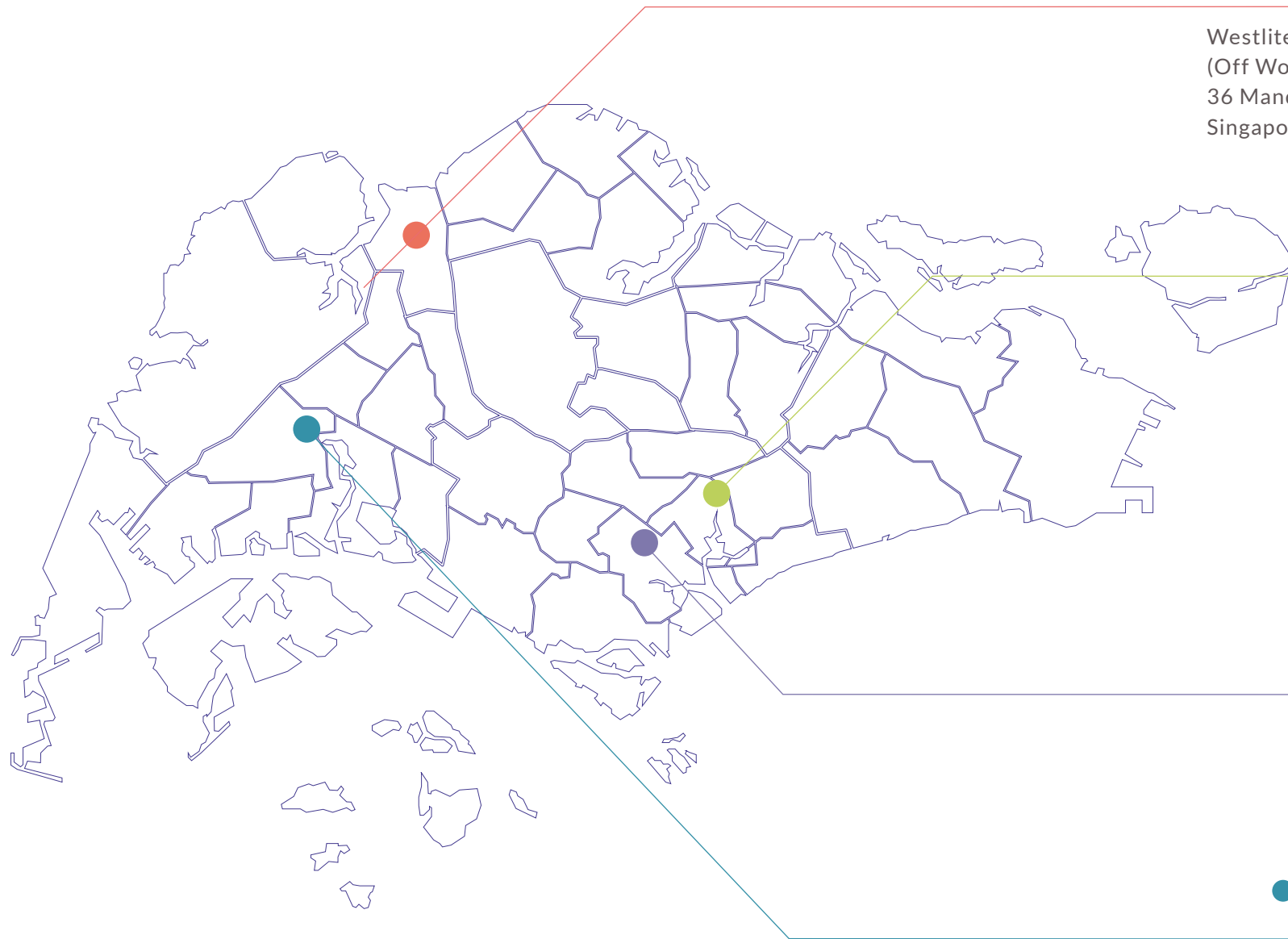
When the time comes for our clients to return home following a resolution in their injury compensation or salary dispute cases, we try our best to send them off at the airport if they are unable to get transport from their employer. HealthServe provides them with the help and support they might need to ease any pre-flight jitters. This includes helping with their suitcases, facilitating the communication and check-in process at the airport, and guiding them through their final moments in Singapore. More often than not, our other clients will also be there to bid farewell to their friend.

Airport send offs are a community tradition to show support for our clients who are heading home. In turn, there are clients who have also sent off our interns who are studying overseas after their holiday internships!





Our Clinics and Offices



**HEALTHSERVE
MANDAI CLINIC**

Westlite Mandai Dormitory
(Off Woodlands Road)
36 Mandai Estate #00-00
Singapore 729940

**HEALTHSERVE MAIN
OFFICE & CLINIC**

1 Lorong 23 Geylang
#01-07 Building 4
Singapore 388352

**HEALTHSERVE
LITTLE INDIA OFFICE**

151A Jalan Besar
Singapore 208869

**HEALTHSERVE
PAPAN CLINIC**

5D Jalan Papan #01-34/36
Aspri Westlite Papan
Singapore 619421





Code of Governance

CONFLICT OF INTEREST POLICY

HealthServe Ltd has put in place its Conflict of Interest Policy (COI) to protect the Organisation's welfare and best interests over and above all priorities and objectives. The COI mandates that no staff or Board Director may engage in any external interest or business that may undermine or conflict with the Organisation's overall welfare. Annual declaration of interests by members of key management personnel and the Board is required. The charity does not have any paid staff, who is a close member of the family belonging to the Executive Head or a governing board member of the charity during the financial year.

WHISTLEBLOWING POLICY STATEMENT

HSL promotes an open, transparent, no-rank culture where employees are encouraged to whistleblow about any possible corporate or employee improprieties. HSL's whistleblowing policy is adopted to protect employees from any potential negative consequences for raising these improprieties.

RESERVES POLICY

The reserves that we have set aside provide financial stability and the means for the development of our work. HealthServe's reserves policy targets a minimum of 2 years of operating expenditure.

CODE OF GOVERNANCE FOR CHARITIES

HealthServe is committed and adheres to the Code of Governance for Charities & Institutions of a Public Character (IPCs) issued by the Charity Council.

FUNDING SOURCES

HealthServe's main source of financial support are donations from foundations, individual donors, churches and corporations.

CODE OF CONDUCT

A Code of Conduct for staff and volunteers are in place and a formalised code of conduct for the Board members has been approved by our Board in May 2019.

REMUNERATION DECLARATIONS

The charity discloses that during 2019, there is one staff whose annual remuneration was within the band of \$100,000 and \$200,000.

BOARD MEETINGS ATTENDANCES

Based on the Composition of Board, comprised of diverse expertise from medical, finance, legal and pastoral professionals, and the attendance and participation at Board meetings by each board member from the table of Board Meetings Attendance (above), the Chairman has concluded that the Board Members have fully discharged their duties in accordance with their designated responsibilities.

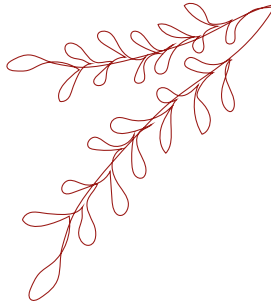
NAME	20 FEB	27 MAY	15 AUG	19 NOV
Dr Goh Wei Long	●	●	●	●
Ms Chan Chia Lin	●	●	●	●
Mr Chan Kum Kit	●	●	●	●
Dr Calvin Chong Peng Choon	●		●	●
Dr Jeremy Lim Fung Yen	●	●	●	●
Mr Matthew Saw Seang Kuan	●		●	
Ms Susan Kong Yim Pui		●	●	●



Corporate Governance

Governance Evaluation Checklist Submission for the period Jan 2019 to Dec 2019

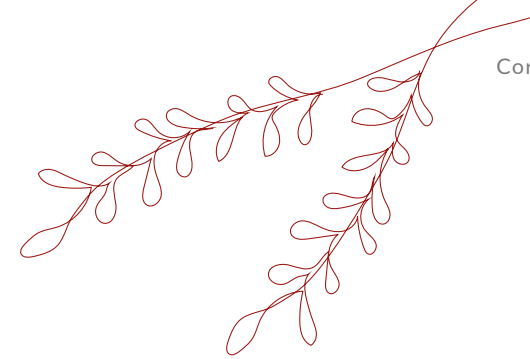
S/ NO	CODE GUIDELINE	CODE ID	RESPONSE (SELECT WHICHEVER IS APPLICABLE)	EXPLANATION (IF CODE GUIDELINE IS NOT COMPLIED WITH)
BOARD GOVERNANCE				
1	Induction and orientation are provided to incoming Board members on joining the Board.	1.1.2	Complied	
	Are there governing board members holding staff¹ appointments? (skip items 2 and 3 if "No")		No	
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3		
3	There are written job descriptions for the staff's executive functions and operational duties, which are distinct from the staff's Board role.	1.1.5		
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied	
5	All governing board members must submit themselves for re-nomination and re-appointment , at least once every 3 years.	1.1.8	Complied	
6	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied	
	Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if "No")		Yes	
7	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years.	1.1.13	Complied	
8	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	
CONFLICT OF INTEREST				
9	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied	
10	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied	
STRATEGIC PLANNING				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied	



S/ NO	CODE GUIDELINE	CODE ID	RESPONSE (SELECT WHICHEVER IS APPLICABLE)	EXPLANATION (IF CODE GUIDELINE IS NOT COMPLIED WITH)
HUMAN RESOURCE AND VOLUNTEER² MANAGEMENT				
12	The Board approves documented human resource policies for staff.	5.1	Complied	
13	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied	
14	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied	
	Are there volunteers serving in the charity? (skip item 15 if "No")		Yes	
15	There are volunteer management policies in place for volunteers.	5.7	Complied	
FINANCIAL MANAGEMENT AND CONTROLS				
16	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied	
17	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
18	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
19	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied	
20	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied	
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if "No")		Yes	
21	The charity has a documented investment policy approved by the Board.	6.4.3	Complied	
FUNDRAISING PRACTICES				
	Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 22 if "No")		Yes	
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied	
	Did the charity receive donations in kind during the financial year? (skip item 23 if "No")		Yes	
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied	



Corporate Governance (con't)



Governance Evaluation Checklist Submission for the period Jan 2019 to Dec 2019

S/ NO	CODE GUIDELINE	CODE ID	RESPONSE (SELECT WHICHEVER IS APPLICABLE)	EXPLANATION (IF CODE GUIDELINE IS NOT COMPLIED WITH)
DISCLOSURE AND TRANSPARENCY				
24	The charity discloses in its annual report – (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied	
	Are governing board members remunerated for their services to the Board? (skip items 25 and 26 if "No")		No	
25	No governing board member is involved in setting his own remuneration.	2.2		
26	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. OR The charity discloses that no governing board member is remunerated.	8.3		
	Does the charity employ paid staff? (skip items 27, 28 and 29 if "No")		Yes	
27	No staff is involved in setting his own remuneration.	2.2	Complied	
28	The charity discloses in its annual report – (a) the total annual remuneration for each of its 3 highest paid staff, who each receives remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied	
29	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family ³ belonging to the Executive Head ⁴ or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that there is no paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied	

S/ NO	CODE GUIDELINE	CODE ID	RESPONSE (SELECT WHICHEVER IS APPLICABLE)	EXPLANATION (IF CODE GUIDELINE IS NOT COMPLIED WITH)
PUBLIC IMAGE				
30	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied	

¹ Staff: Paid or unpaid individual who is involved in the day to day operations of the charity, e.g. an Executive Director or administrative personnel.
² Volunteer: A person who willingly serves the charity without expectation of any remuneration.
³ Close member of the family: A family member belonging to the Executive Head or a governing board member of a charity:
(a) who may be expected to influence the Executive Head's or governing board member's (as the case may be) dealings with the charity; or
(b) who may be influenced by the Executive Head or governing board member (as the case may be) in the family member's dealings with the charity.
A close member of the family may include the following:
(a) the child or spouse of the Executive Head or governing board member;
(b) the stepchild of the Executive Head or governing board member;
(c) the dependant of the Executive Head or governing board member.
(d) the dependant of the Executive Head's or governing board member's spouse.
⁴ Executive Head: The most senior staff member in charge of the charity's staff.





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