



Care Corner Singapore Ltd

# Annual Report FY2024



## Our Theme: Plant-It-Forward

In this year's annual report, we hope to capture the heart of our mission—**sowing seeds of hope, growth, and resilience in the lives of those we serve**. Whether it is a child navigating challenges at home, a youth at the crossroads of life, a struggling family, an individual facing mental health issues, or a senior seeking purpose and connection, our work is **rooted in the belief that with the right care and support, every life can flourish**. Like gardeners tending to tender shoots, we journey alongside our beneficiaries, nurturing their potential with patience, empathy, and commitment.

Plant-It-Forward also speaks to the future we are cultivating—one where our service users are empowered not only to overcome their current struggles, but to thrive and contribute meaningfully to the community. Each act of support today is a **seed planted for tomorrow's harvest**—one of strength, purpose, and giving back. Our vision is not just about uplifting individuals in the present season, but about preparing them to one day uplift others, creating a ripple effect of transformation across society.



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## About Us

Founded in 1981, Care Corner is a non-profit organisation with Institution of a Public Character (IPC) status. Woven into the fabric of the community, we work with community partners, donors and volunteers to uplift lives of the marginalised. Through integrated services for children, youths, families and seniors, we provide a holistic continuum of care to see them through life challenges.

## Strategic Thrusts

- To nurture children and youths towards positive self-identity and realise their potential in the community
- To strengthen and empower families and individuals towards improvement in well-being and resiliency
- To care for and support seniors to age well in place

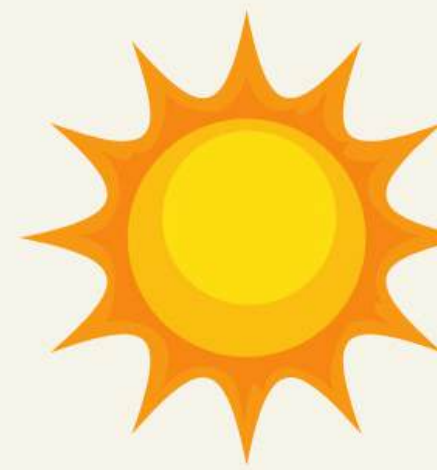


## Vision

# Care to Every Corner in Singapore

## Mission

Building hope and promoting well-being of individuals and families in the community through social and health care services.



# iCARE Values



## Patron's Message

Over the course of my first year as Patron, I am deeply heartened by the work Care Corner does to serve our community.

For over four decades, Care Corner has been a trusted touchpoint for individuals and families across Singapore—nurturing young children, supporting youth, journeying with vulnerable families, and empowering seniors to age with dignity. It has planted new seeds of hope and transformed lives.

Through initiatives such as the *Uplift for Life* campaign—including the inaugural Ruckathon that rallied the wider public—Care Corner is engaging the community not just as beneficiaries, but as co-creators of a

more inclusive and compassionate society. Its efforts to build longer-term partnerships with corporate allies further strengthen this shared responsibility and trust.

Within the organisation, I am glad to see meaningful investments in digital transformation to better support staff and enhance impact. I am also proud of the recognition Care Corner has received this year - including the *Charity Transparency Award* and the *Special Commendation Award for Governance & Management*.

Care Corner serves not only with heart, but with excellence and integrity!

To the Board, management, staff, volunteers, donors, and partners—thank you. Your dedication and partnership ensure that Care Corner continues to grow, adapt, and lead with purpose.

Let us press on together to plant it forward—and bring “Care to Every Corner in Singapore”.



“

“For over four decades, Care Corner has been a trusted touchpoint for individuals and families across Singapore.”



## Board Chairman & CEO's Message

# Planting It Forward – Growing a Future of Hope and Possibility

The past year has been pivotal for Care Corner—one marked by growth, renewal, and a deepening of purpose. Inspired by the theme “*Plant-it-Forward*”, we leaned into the imagery of nurturing seeds: the quiet, steady work of planting hope, tending to potential, and preparing the ground for transformation. Every initiative, every relationship, and every act of service this year was a step toward cultivating a more resilient and caring future for our community.

### Laying Foundations for Holistic and Systemic Impact

In our ongoing commitment to driving sustainable change, we are taking a more holistic and systemic approach to uplift lives. This means looking beyond the immediate, and placing greater emphasis on preventive and developmental work, recognising that early and upstream interventions can create lasting impact across lifespans and generations.

### Community Activation Through ‘Uplift for Life’ campaign

This year’s *Uplift for Life* campaign was a powerful manifestation of that approach. Our inaugural Ruckathon invited the wider public to walk in

solidarity with vulnerable families and seniors, symbolising shared responsibility and resilience. It marked a significant step in engaging the community not just as supporters, but as active participants in shaping a more inclusive and compassionate society.

### Growing Together Through Collaboration

We believe that no organisation can do this work alone. That’s why we have been intentional in strengthening collaborative efforts. The signing of Memorandums of Understanding (MOUs) with corporate partners to commit to multi-year support represents longer-term partnerships rooted in shared purpose and trust. These alliances enable us to serve with greater continuity, scale, and innovation.

### Nurturing an Innovative and Future-Ready Organisation

We continued to press forward on our data and AI journey, with the organisation-wide adoption of an AI tool that enhances productivity and reduces administrative burden. This shift empowers our staff to focus more deeply on person-centred work. Our investment in digital capabilities reflects our commitment to being both innovative and future-directed—so that we can adapt, grow, and lead in a changing landscape.



**Christian Chao**  
Chief Executive Officer,  
Care Corner Singapore Ltd

### Strategic Planning for a Flourishing Tomorrow

This year also saw the successful completion of our strategic planning exercise, which charts our path over the next three financial years. The process reaffirmed our mission and provided clarity on our focus areas, ensuring we remain agile, intentional, and aligned with emerging needs and opportunities.

### Affirmation of Excellence and Integrity

We are proud to have received the *Charity Transparency Award* once again, and deeply honoured to be among the five agencies awarded the *Special Commendation Award for Governance & Management*. These recognitions are a testament to our values-driven culture, strong governance practices, and enduring commitment to accountability and trust.



**Yong Lum Sung**  
Board Chairman,  
Care Corner Singapore Ltd

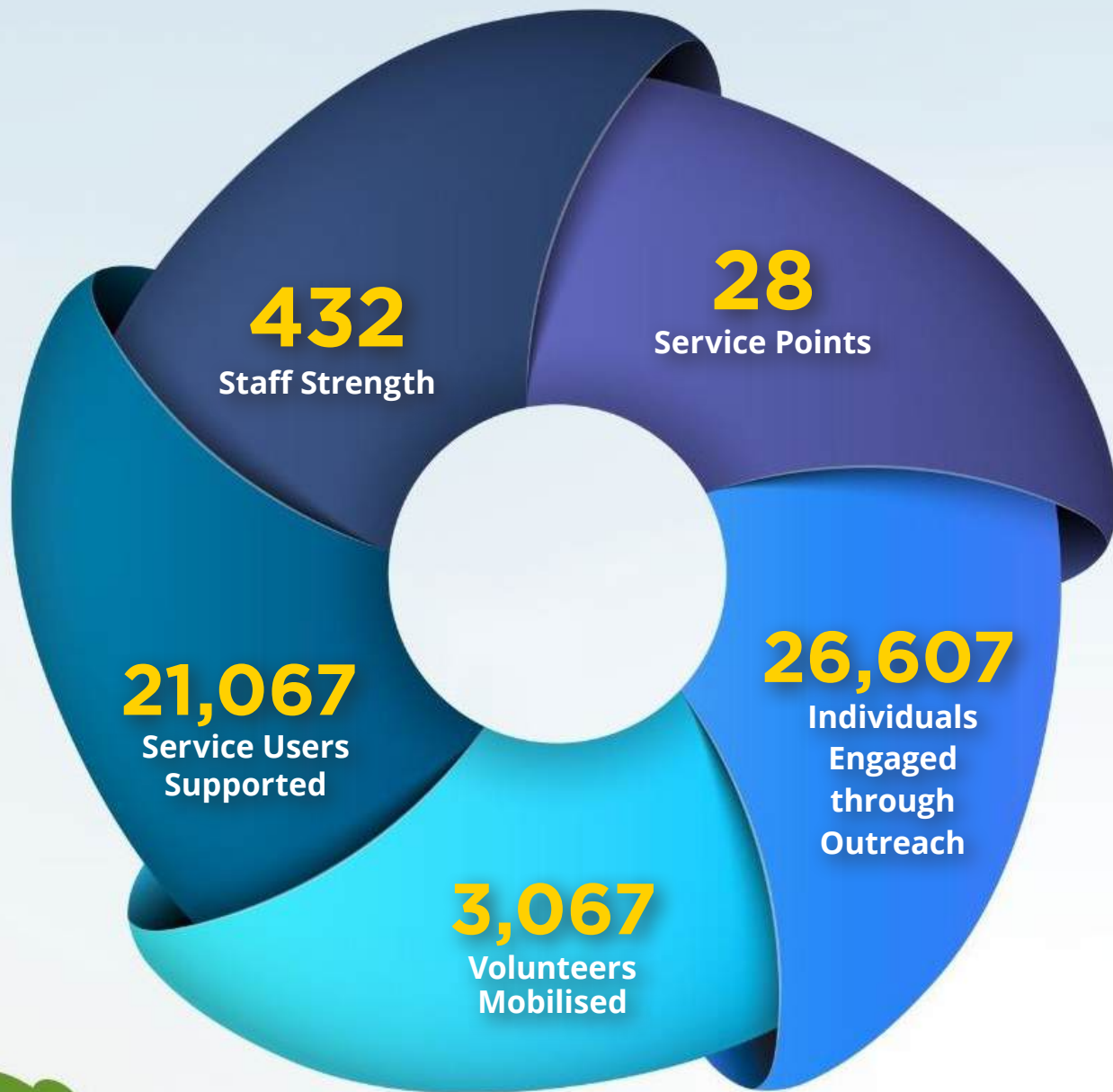
### Gratitude and Growing Forward

As we plant today for the flourishing of tomorrow, we are deeply grateful for the people who make this work possible. To our staff, volunteers, donors, and partners—you are the lifeblood of our mission. Thank you for journeying with us and believing in what we are growing together.

Let us continue to plant it forward—to sow seeds of compassion, water them with wisdom and courage, and grow a future where every person has the opportunity to thrive.

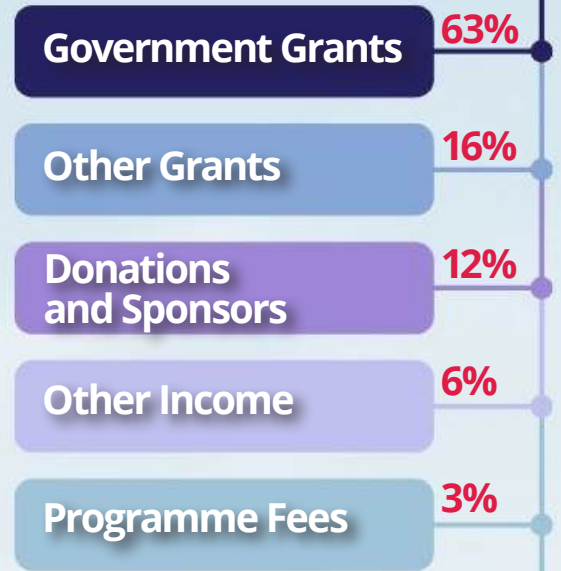


# Total Impact

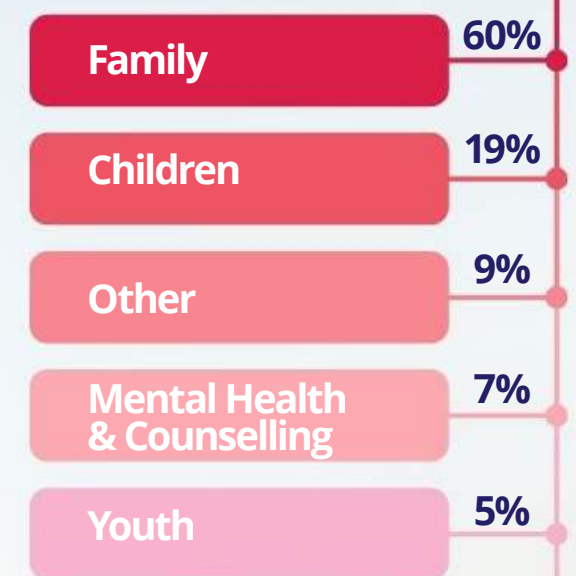
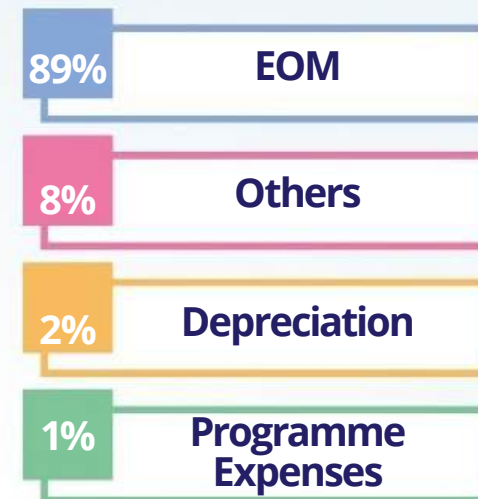


# Summary of Financial Performance

**Total Income**  
S\$46,322,793

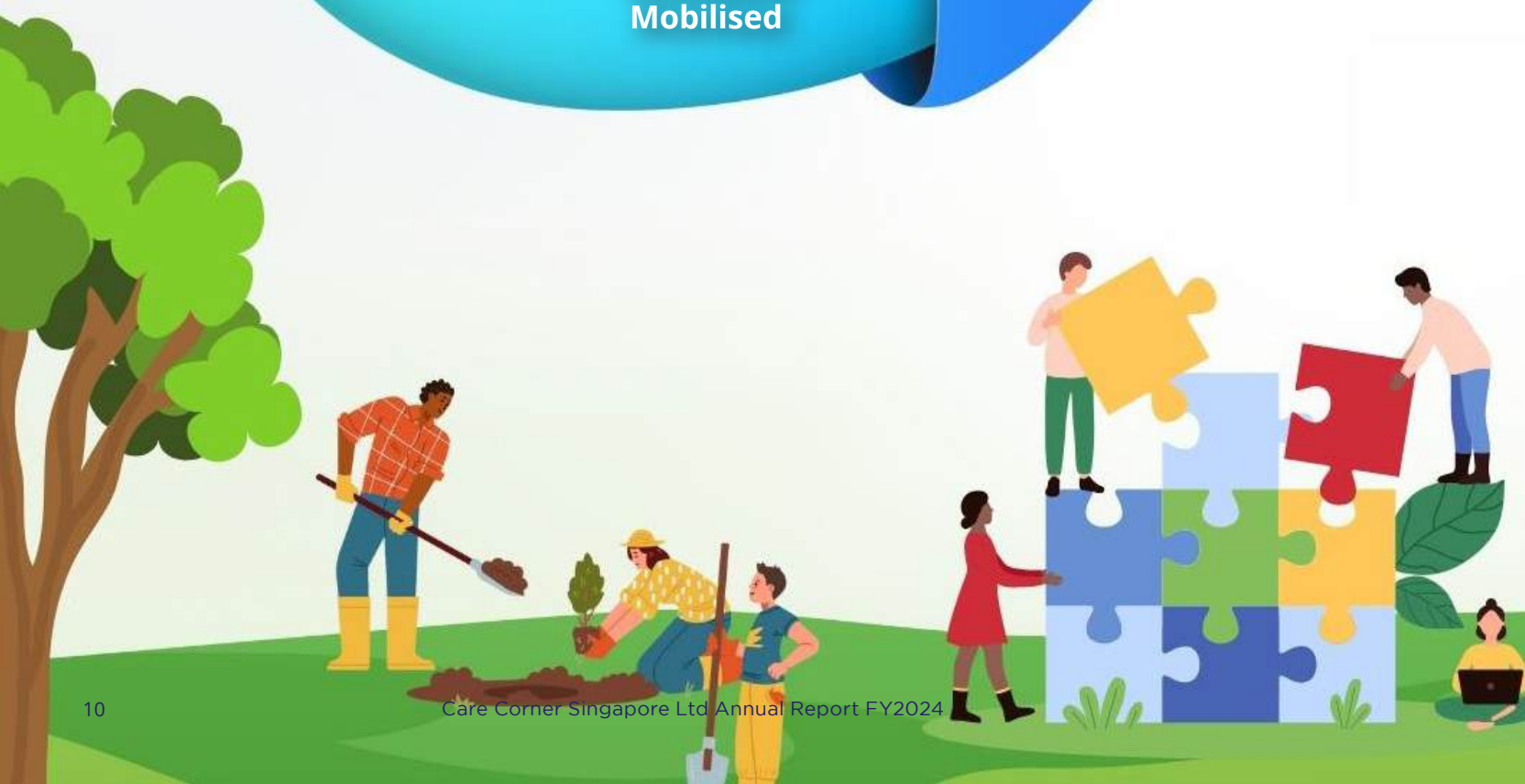


**Total Expenses**  
S\$43,042,814



## Major Financial Transactions

FINANCIAL ASSETS -  
MONEY MARKET BONDS AND TREASURY BILLS  
S\$ 6,321,987



### Volunteer Management Capability Building

April 2024

In collaboration with National Volunteer & Philanthropy Centre, we organised a 3-part series to help over 40 community partners learn how to secure volunteer partnerships with corporates. This includes curating volunteering opportunities, pitching and communicating impact with corporates.

### Launch of Family Nexus @ Our Tampines Hub

June 2024

In collaboration with SingHealth, Family Nexus@Our Tampines Hub was launched in June 2024, as a one-stop centre integrating health and social services under one roof. As part of this initiative, Care Corner Families for Life delivers parenting and marriage programmes that strengthen family bonds and foster resilience.

### Appointment as COMIT Provider

July 2024

We were officially appointed as a COMIT (Community Intervention Team) provider, delivering assessment, counselling, therapy, case management, and psychosocial therapy for individuals facing mental health challenges or dementia, along with support for their caregivers.

### Uplift for Life Ruckathon 2024

September 2024

Uplift for Life Ruckathon 2024, Singapore's first large-scale ruckathon event, rallied close to 2,000 participants and raised more than \$520,000 in support of our programmes. This signature event marked a powerful movement to uplift lives—empowering individuals to overcome cycles of poverty, frailty, and mental health challenges.

For the first time, 100 of our seniors took on the challenge of our Uplift for Life Ruckathon, training for 3 months to build their strength and confidence—to ruck 5km with a 5kg backpack.

### Good Start Conference 2024

September 2024

Care Corner Circle of Care Consultancy Services was privileged to join Presbyterian Preschool Services as co-organisers for this year's Good Start Conference on 27 Sep 2024. Bringing together 1,100 participants from various sectors, the conference harnessed the power of collaboration to create a community of practice that equips, supports and advances inclusion in preschools.



### Christmas Family Carnival at Woodlands

December 2024

Together with 5 community partners as part of our Project Love Your Neighbour initiative, we brought over 400 people—including families and seniors—to celebrate the festive season through an interactive Christmas Trail with performances and DIY workshops.



### Family Support Services (Woodlands) Centre Opening

November 2024

On 3 October 2024, we officially opened our integrated Family Support Services centre in Woodlands—the first of its kind in the northern region. Bringing together the Strengthening Families Programme and Families for Life initiatives under one roof, the centre offers a holistic suite of services including counselling, parenting support, and family life education to strengthen relationships and enhance the well-being of families in the community.



### Charity Transparency Award

November 2024

We are honoured to receive the Charity Transparency Award and the Special Commendation Award for Governance and Management 2024, presented by the Charity Council. The award recognises charities for efforts in governance, building public trust and demonstrating good disclosure practices.



### ASPIRE 2024 Cohort Graduation

November 2024

We celebrated the achievements of 49 ASPIRE students, joined by their proud families, dedicated tutors, mentors, and partners. A collaboration between Care Corner Youth Services and LEAP Philanthropy, the ASPIRE programme equips Primary 6 students from lower-resourced families with academic support and mentoring to help them succeed.



### Uplift for Life Gala Dinner 2024

October 2024

Our Uplift for Life Gala Dinner 2024 gathered 400 guests for an evening of celebration and appreciation, honouring the unwavering support of our partners and donors. Graced by our Patron, Minister Chan Chun Sing, the event spotlighted the contributions of 17 valued partners and marked the signing of multi-year collaborations with UOL Group, and Vallianz Holdings—demonstrating a shared commitment to sustained impact.

# Highlights Of the Year



# Our Innovation Journey

## Project Name: Scribe (Artificial Intelligence)

**Scribe** is an AI tool that records client sessions and produces multi-lingual transcripts (English, Malay, Chinese, Singlish).

Summaries can be generated using large language models to streamline documentation.

### Gaps Identification

- Caseworkers face heavy caseloads
- Documenting case notes is time-consuming and demanding
- Manual note-taking may reduce time spent on direct client care

### Discovery, Ideation, Prototyping and Validation

- Initiated through an internal hackathon to explore innovative solutions
- Piloted use of AI to transcribe and summarise case notes, enabling professionals to focus on care

### Pilot Implementation

- Launched prototype AI Care Notes within 3 months across 10 service points, saving at least 25% of workers' time
- Exchanged learnings with Open Government Products (OGP), who was also developing a similar tool for medical social workers

### Impact

- First agency to launch Scribe beyond healthcare into the social services sector, as part of strategic partnership with OGP
- Social workers reduced the time spent on case documentation by at least 50%
- Increases emotional bandwidth for workers to be more present, and sense-make conversations with service users

## Management Dashboard (Data-driven)

**Management Dashboard** offers real-time visibility of programme KPIs, enabling senior leaders to track performance and make data-informed decisions.

It standardises reporting across teams with a common data framework, improving consistency.

### Gaps Identification

- Data resides in silos
- Difficult to see a holistic picture of organisation when making strategic decisions
- Manual data input and analysis increased risk of human errors

### Discovery, Ideation, Prototyping and Validation

- Engaged senior leaders to define key deliverables and draft the first version of the standardised design principles
- Adopted a phased approach to progressively incorporate indicators and requirements from all service groups

### Pilot Implementation

- Consolidated multiple KPIs onto a single platform
- Built common data frameworks for data entry and interpretation, ensuring consistency in a large organisation with diverse operations and funding models

### Impact

- Enhanced data visibility and transparency to all Senior Management members, increasing accountability and collective ownership of strategic decisions
- Reduced human error with data drawn directly from source

## Journeying with Families (Client-centred Approach)

**Journeying with Families** is a 2-year programme to support low-income families in building competencies and broadening their social capital to achieve their long-term aspirations. It reduces caseloads for social workers to enable deeper connections.

(For more info, refer to page 42)

### Gaps Identification

- Families struggle to navigate multiple systems in the sector
- Families' desire to work on their dreams deterred by energies spent on basic needs
- Social workers' desire to have more capacity for deep, sustained engagement

### Discovery, Ideation, Prototyping and Validation

- Involved service users, 28 agencies and 10 strategic individuals in co-designing solutions at large-group stakeholder workshops
- Real needs were understood, and pilot seeks to address needs and aspirations effectively

### Pilot Implementation

- Launched pilot in Jan 2025 with 6 families living in Woodland (highest concentration of low-income families in Singapore)

### Impact

- Pioneered an ecosystem engagement model, which addresses a "programmes-rich, systems-poor" landscape by aligning stakeholders to move beyond isolated programmes and build interconnected systems that better support families
- Deepened trust and collaboration across partners



“These are examples of how small experiments can ‘ready the ground’ eventually for a large-scale innovative deployment. They also highlight how Care Corner is a future-directed agency, being among the firsts to explore AI and then propagate our learnings with the wider sector.”

**Gina Lin,**  
Design Lead, Service Development and Innovation

# CHILDREN & YOUTH SERVICES



Nurturing young roots to grow strong and flourish



## Our Programmes

### Early Childhood Development for Underprivileged Children

- HEADS-UPP
- KidSTART
- Circle of Care Consultancy Services

### Support for Children with Learning and Special Needs

- Learning and Special Needs

### Safe and Conducive After-School Care

- Student Care Centres

### Meaningful Engagement to Build Adult-Ready Life Skills

- Coping Capabilities (GEMS)
- Learning Capabilities (MindBlown, ASPIRE, XQUEST)
- Positive Engagement in School (GearUP, After-School Engagement)

### Strategic Outreach and Mentorship for Disengaged Adolescents

- Street Outreach (YouthGO!)
- Managing School Absenteeism (Enhanced Step-Up)
- Online Outreach

### Rehabilitation for a Brighter Future

- Rehabilitation for Youth Offenders (Guidance Programme, Streetwise Programme, Enhanced Streetwise Programme)

## Our Service Impact

Service Users Supported

**4,810**

Individuals Engaged Through Outreach

**3,497**

Volunteers Mobilised

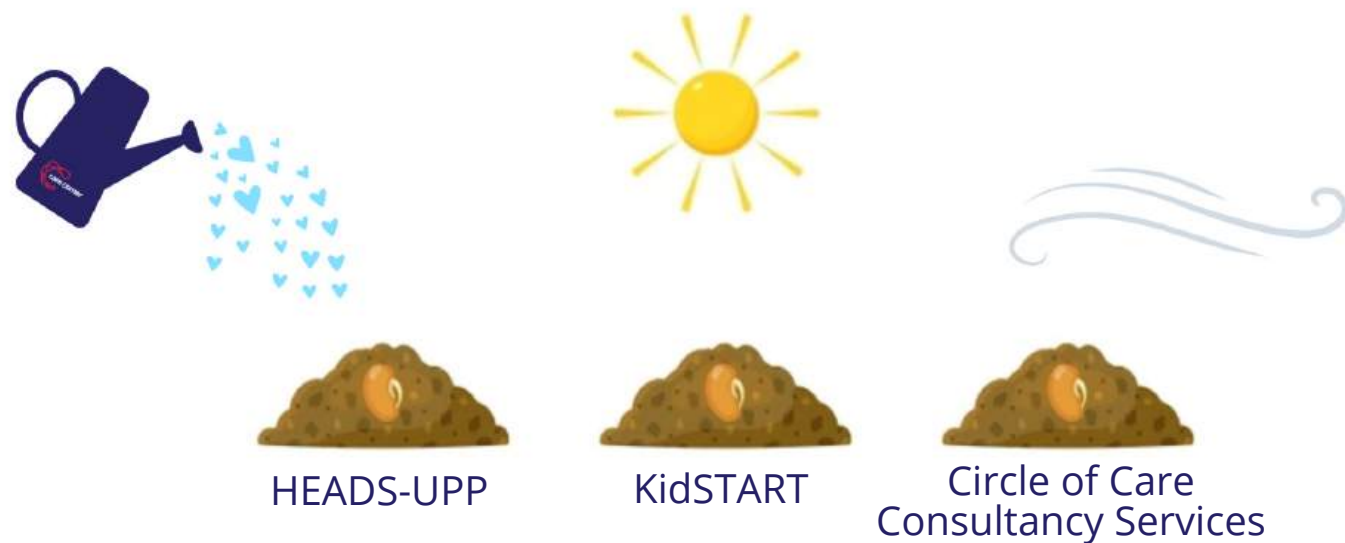
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# Early Childhood Development for Underprivileged Children

Every child deserves a good start in life and equitable opportunities to achieve their fullest potential. Yet, research has shown that children from underprivileged families have poor access to resources and networks, and achievement gaps can start as early as from birth.

By investing in early preventive and developmental support for preschool aged children, we can address issues of social inequality and mobility, and make a lifelong difference.

Care Corner aims to provide holistic support for children from underprivileged families as early as possible through these programmes:



We work with parents to increase their parental capacities in social and health-related aspects. By supporting our young children to grow well in their early years, we hope to prepare them for the next season in their lives.

## HOW WE SUPPORT

- Providing **fully-subsidised and accessible** preschool-based health screening and preventive health education
- Working closely with parents in **enhancing children's health and development through referrals** and relevant and timely follow-up support
- Tailored **coaching and support** on caregiver mental well-being

### HEADS-UPP

#### Going UPstream to Go Forward

The HEALth and Development Support in Preschool Partnerships (HEADS-UPP) programme is a partnership between Care Corner Singapore, the National University Health System (NUHS) and PCF Sparkletots. It brings together healthcare, education and social service professionals to provide preventive social healthcare to children and caregivers from underprivileged families.





Scan QR code to find out more about our Buddy App

## Mdm Siti: Ripple Effect, Growing Through Buddy App and HeadsUPP

At the preschool where she works as a centre administrator, Mdm Siti often finds herself sharing with other parents little nuggets of wisdom—parenting tips and insights she has learned from Care Corner’s HEADS-UPP programme and Buddy application.

These resources have also transformed her own journey as a mother, helping her navigate the challenges of parenting, work, and life without losing herself in the process.

### A Big Step for Little Sanae

Mdm Siti’s youngest daughter, Sanae, was chosen to be part of Health and Development Support in Preschool Partnerships (HEADS-UPP), an initiative focusing on children’s development through providing preventive health education and accessible preschool-based health screening.

At first, four-year-old Sanae struggled to form complete sentences. With the support of a dedicated team of doctors and therapists, her vocabulary improved, and she gained the confidence to express herself. She also benefited from dental screenings.

### Parenting, One Lesson at a Time

Discovering the Buddy app was a game-changer for Mdm Siti. Designed with parents, educators, and social service professionals in mind, the app provides bite-sized information on child development, parenting strategies, maternal mental wellness and self-care.

As part of the HEADS-UPP programme, our Care Corner social worker and volunteer visited Mdm Siti at her home, guiding her through topics in the application—ranging from boundaries to me-time, motherhood and attachment. They also check in on her via phone calls. When she wanted to delve deeper into a topic, our worker also provided her additional materials.

With short and simple modules, it could take Mdm Siti just five minutes during her break time at work to complete one module. She also found it convenient to relook at the module whenever she forgets or faces specific issues again.

The app soon became her go-to guide for parenting challenges—especially helpful as she manages a toddler, two teenagers, and a young adult all at

once. From her first marriage, she has three other daughters aged 17, 18 and 22, each at a different life stage. Her challenge was communicating effectively with them.

‘Boundaries’ was one of the key topics which she learned how to give them the space they needed.

One of her biggest takeaways was learning to respect boundaries. She realised that her words often came across as instructions rather than conversations. Now, she pauses first—then speaks gently, choosing her words carefully for each daughter. “It’s how you react and reply,” she said. “When I follow the steps (in the app), it works.”

Another key lesson? Aligning parenting styles with her husband.

When her youngest child threw a tantrum, Mdm Siti wanted to remain firm, but her husband would sometimes give in. Worried that these conflicting instructions would leave Sanae confused, she learnt to confidently set boundaries, ensuring consistency in their parenting approach.

When disagreements arise in front of Sanae, she would tell her husband patiently to let her handle the situation and discuss it after he has calmed down.

Over time, she realised that this consistency was crucial. “Sanae knows that ‘No’ means ‘No’ because one parent is already being firm,” she explained.

### The Power of Me-Time

Before discovering the Buddy App, Mdm Siti had little concept of self-care. Between working, studying (part-time for her degree), and caring for her children, she viewed rest as something that happened only when Sanae was asleep. By that time, she would already be exhausted.

But the app helped her rethink what me-time meant. “Taking care of yourself is very important. It’s (doing) what you love to do,” she said.

Now, she intentionally schedules self-care. She enjoys simple activities like skincare routines and watching dramas – all of which she realises she can do after Sanae is asleep. On weekends, she entrusts her older daughters to take Sanae out while she unwinds with her sisters.

### Paying It Forward

“I want to help more people than yesterday,” Mdm Siti said.

Having benefitted so much from HEADS-UPP and the Buddy App, Mdm Siti now makes it a point to share what she has learnt. Working in a preschool gives her the perfect platform to encourage families—especially those from resource-stretched backgrounds—to keep their children in school and engage in field trips.

“That’s why I make use of the knowledge I learnt to pass on to the parents.”

Like the way a lightbulb lit up in her head on how to see ‘me-time’, she now sees it in other parents as she reminds them that after dropping their kids off at school, they have a small window of time for themselves too.

She hopes more preschools will adopt programmes like HEADS-UPP and applications like Buddy so that more families’ lives can be uplifted—just as it did for hers.



## Children & Youth Services

### HOW WE SUPPORT

- **Consultancy and professional development training** to enhance the capabilities of social workers and educators through training, workshops, group supervisions, and communities of practice
- **Parenting and children workshops** that promote executive function-based skills to support children through critical transitions in school and beyond
- **Parenting tools: Buddy** is an app that provides families with young children access to crucial resources conveniently



Hear from the innovators behind this app and how our parents appreciated it!

## CIRCLE OF CARE CONSULTANCY SERVICES

### #SPOTLIGHT: Introducing, Buddy!

Buddy is an innovative app, developed by Care Corner Circle of Care Consultancy Services, dedicated to supporting families with young children, enabling them access to crucial resources at their convenience — striking a balance between high-tech and high-touch. It was conceived in response to the growing need for preventive developmental social work support, alongside limitations to scalability and sustainability.

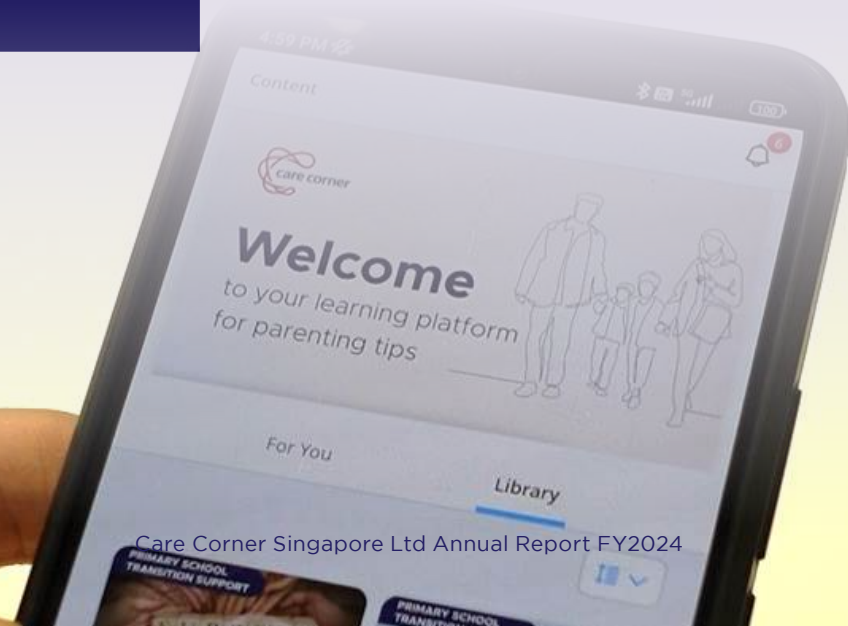
Content on Buddy is designed with parents, social service professionals and educators in mind. The lessons are bite-sized, easy to understand and curated by our professional early childhood development team.



The content is very useful [referring to a topic on Common Challenges children face in transiting to primary school].

I tried out the strategy with a Primary One boy who had been crying for most of Term 1. I did a role play with him and after a short while, his crying stopped. The strategy really worked.

~ A primary school's assistant year head



## KIDSTART

### #SPOTLIGHT: Connect @ Woodsquare

Connect @ Woodsquare is a family event centred around parenting workshops that equip parents with the knowledge and skills to better support their children's development. It also seeks to create a supportive space where families can connect and encourage one another in their parenting journeys.

Parents appreciated the format of engaging children separately, as it provided them with a focused space to learn, connect with other parents, and reflect on their children's development. Many were able to articulate their takeaways from the workshop and identify activities they would like to do more of at home.

4.6/5

Rating of parents when asked about their **confidence** in supporting their child through the transition to Primary 1



### HOW WE SUPPORT

- **Regular home visits** to support parents and ensure the child's healthy development in the early years
- **Preschool enrolment support** for children not known to FSCs or Family Coaches, and **monitoring** of children's development progress
- **Close partnerships with community agencies and key stakeholders** across early childhood, health and social service sectors to support the families effectively

## Children & Youth Services

### Finding Strength in Parenting, Together!

The bedroom lights are dim. Soft music plays. No screens in sight.

Six-year-old Nawra points at a visual bedtime chart on her bedroom wall—depicting pictures of brushing teeth, putting on pyjamas, and reading a story—then climbs into bed where her parents are waiting with a book in hand.

This is a new bedtime routine Nawra has been trying the past few months—one that helps her communicate her needs and wind down with her parents.

For Nawra, who faces speech development challenges, expressing herself and coping with transitions has not been easy. But after attending KidSTART@Care Corner's home visitation sessions where early childhood development tips were shared, her parents, Mdm Iffah and Mr Nasruddin, learned to create simple routines and visual cues to better support her.

#### Brought Structure "At The Right Time"

Not too long ago, parenting felt overwhelming for the couple. Their son Nawyan, just one year old, was also showing early signs of speech delays and autism.

These concerns weighed heavily on the family, especially as they tried to navigate parenting with limited resources and mounting emotional strain.

To care for her children full-time, former preschool teacher Mdm Iffah stepped away from her career. But staying at home and the overwhelming sense of responsibility slowly began to take a toll. She was lost as to how best to support her children's emotional and social needs.

At the same time, her husband was working rotating shifts to support the family financially. He too was struggling—trying to balance work, supporting his wife, caregiving and the stress of helping both children through major life transitions: Nawyan's entry into preschool and Nawra's move to primary school.

That's when KidSTART@Care Corner stepped in "at the right time to provide appropriate support for the family", said Mr Nasruddin.

Through regular home visits, our practitioners provided hands-on guidance, equipping the family with developmentally age-appropriate activities, parenting strategies and emotional support. These visits not only helped the parents understand their children's needs better, but also brought much-needed structure into their daily lives.

Our team also connected the family to critical services, easing the stress that had built up over time. For the family, it wasn't just about the children—it was about feeling seen and supported as a family unit.

#### Learning, Connecting, Growing

As the family grew more comfortable, they attended Connect @ Woodsquare, a parent-child workshop organised by KidSTART@Care Corner. There, Mdm Iffah found that it was helpful to have this platform to learn about parenting strategies together with her spouse. At the same time, their children were in a separate room: the youngest was in child-minding, while elder sister Nawra made handicrafts and socialised with other children in similar age groups.

Mdm Iffah found that it helped Nawra practise speaking more. This workshop arrangement also allowed the parents to be fully present at the workshop and absorb information more deeply.

The workshop was especially meaningful for Mdm Iffah, who had been hesitant to attend due to social anxiety. With gentle encouragement, she joined—and was surprised at how welcomed and supported she felt.

"I really appreciated the open sharing session where other parents spoke about their worries too. It reminded me that we're all doing our best—and that support is out there when we ask for it," she said.

The workshop also marked a turning point for Mr Nasruddin, who became more intentional about



spending quality time with his children. He also started offering more praise to his children—a tip he learnt.

Bringing all this new-found knowledge home, both parents started applying the strategies they had learned to help Nawra understand her emotions around the transition and prepare for changes in her bedtime routine.

They noticed real progress. Nawra became more expressive in conversations, and Nawyan engaged more during play and daily routines. Above all, the family began to feel less alone.

#### Empowered Parents, Thriving Children

With ongoing support from the KidSTART@Care Corner team, the family discovered that even small steps forward can lead to meaningful change.

"Even when progress feels slow, showing up with love every day is already a big win," said Mdm Iffah.

They describe their journey with KidSTART@Care Corner as warm, respectful and empowering. They never felt judged—our staff guided them with patience, in a step-by-step manner, and were always checking in on how they were doing as parents, on top of the children's well-being and development.

"Sometimes, all a parent needs is to be reminded that they're not doing this alone," her husband added. "The KidSTART@Care Corner team gave us hope and strength to keep moving forward."

# Support for Children with Special Learning Needs

## LEARNING AND SPECIAL NEEDS

Care Corner provides specialised learning support intervention for children with developmental delays by helping them improve their basic academic skills and cognitive functioning.

## Reaping Fruits of Labour

Growing up, siblings Amy\*, Benjamin\* and Cleo\* faced significant challenges at home. With their mother unable to work due to a chronic medical condition, the family relied solely on their father's income—until a knee operation in mid-2022 left him unable to work for over six months. Diagnosed with special learning needs at an early age, the children were at risk of falling behind academically and had been our students at Learning and Special Needs programmes, KidsLearn and KidsReady.

Understanding their financial situation, Care Corner stepped in to provide subsidies, ensuring the siblings could continue receiving specialist support. Like a sheltering tree in a storm, Care Corner gave the family time and space to breathe and regain stability, and for the children to continue growing in confidence. In 2024, their father secured employment as a ground operations officer, and the two older children successfully completed their PSLE and transitioned to mainstream secondary schools.

Their mother remains deeply grateful and committed, ensuring her children never miss

\*Names of service users changed to protect their identities

a session. Journeying with this trio from K2 to P6, we have witnessed their transformation—not just in academics, but in confidence and character—into mature teenagers today. With sustained support, families like theirs can find a path toward stability and grow stronger for generations to come.



### HOW WE SUPPORT

- **Affordable specialised learning support** services conducted by experienced professionals
- **Help parents understand** their children's learning and behavioral difficulties, and equip them with the practical skills and strategies to address those difficulties
- **Innovative ways of engaging children** with learning difficulties to learn and function better



**Amy\*, 17 years old**  
**KidsLearn 2016 to 2020 (P2 to P6)**  
*Diagnosed with Speech and Language delay, faced challenges in language and comprehension*

- Improved significantly – did well in her PSLE and progressed to secondary school
- Advanced from Normal (Academic) to Express level in several subjects by Secondary 2
- Performed strongly in her N levels and is now preparing to sit for her O levels



**Benjamin\*, 14 years old**  
**KidsReady 2017 (K2) & KidsLearn 2018 to 2023 (P1 to P6)**  
*Diagnosed with Autism Spectrum Disorder, struggled with comprehension and social interaction*

- Gained confidence in understanding texts and improved his ability to pick up social cues
- Interacts more comfortably with teachers and peers and holds conversations better
- Completed his PSLE in an autism-focused school and successfully transitioned to a mainstream secondary school



**Cleo\*, 12 years old**  
**KidsLearn 2020 to 2025 (P1 to P6)**  
*Diagnosed with language delay, faced difficulties in reading, pronouncing words, and forming sentences*

- Reads more extensively, communicates more clearly and relates better with others
- Progress in English has been significant as she now qualifies for the Standard level in Primary 6
- Took on leadership roles as her confidence in communication increased
- Serves as a prefect and an EXCO member of the Peer Support Group, where she leads a team of student leaders



## Children & Youth Services



### 2024 Outcome Indicators for LSN



**89%**

of children show improvement in literacy skills after 6 months

90% of children from low-income families show improvement in literacy skills after 6 months



**88%**

of children show improvement in numeracy skills after 6 months



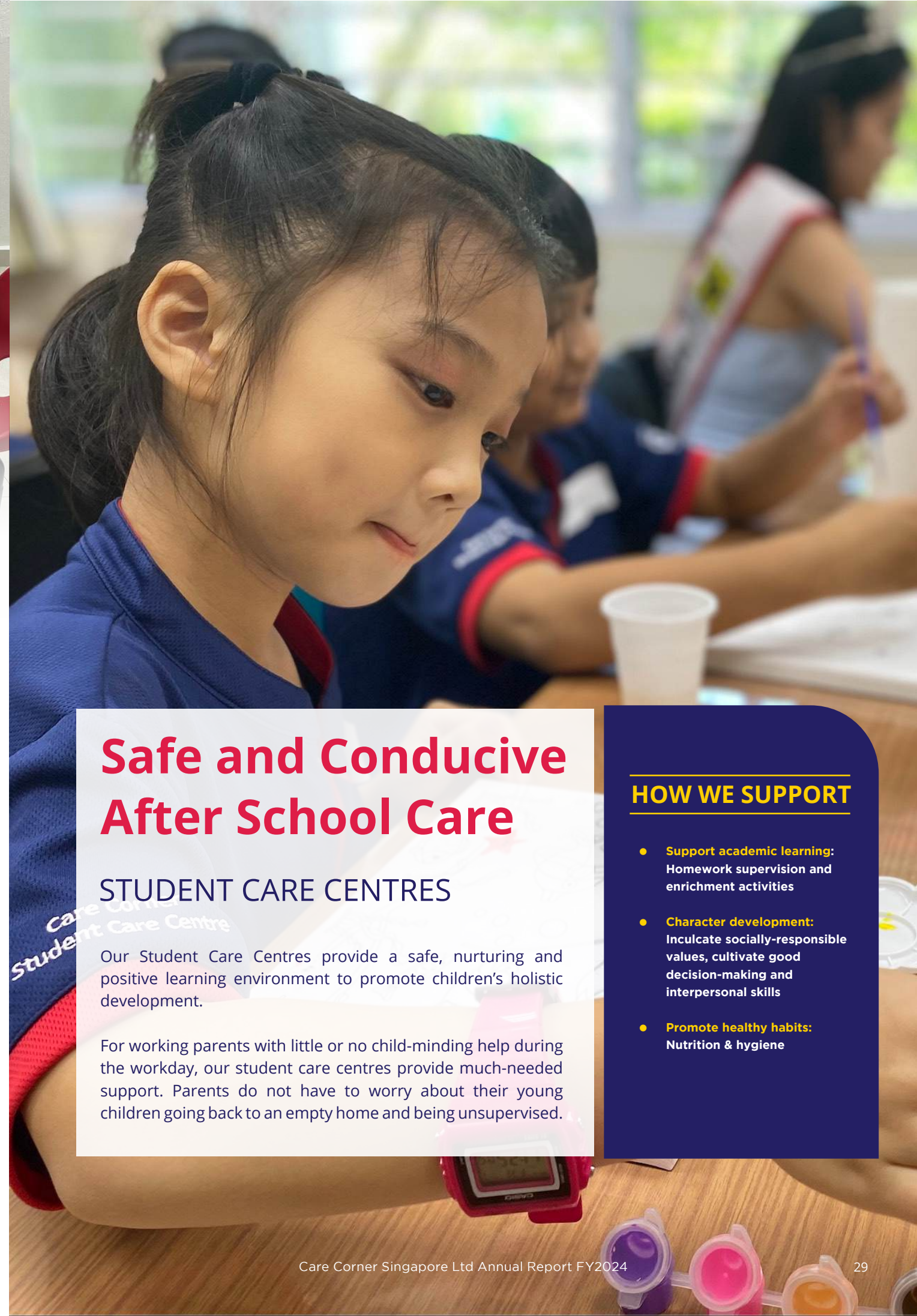
**92%**

of children show improvement in confidence



**95%**

of caregivers feel supported and/or confident in parenting their children



## Safe and Conducive After School Care

### STUDENT CARE CENTRES

Our Student Care Centres provide a safe, nurturing and positive learning environment to promote children's holistic development.

For working parents with little or no child-minding help during the workday, our student care centres provide much-needed support. Parents do not have to worry about their young children going back to an empty home and being unsupervised.

#### HOW WE SUPPORT

- **Support academic learning:** Homework supervision and enrichment activities
- **Character development:** Inculcate socially-responsible values, cultivate good decision-making and interpersonal skills
- **Promote healthy habits:** Nutrition & hygiene

# Children & Youth Services

## GEMS Programme

Project GEMS is part of our continuum of support for children, addressing their care and developmental needs beyond the classroom and laying a strong foundation for their adolescent years. Co-developed by Care Corner Youth Services and our Student Care Centres (SCC), the programme was curated in response to observed gaps among our SCC students. The 10-session programme focused on three core themes:

- **Emotional Literacy**– Helping children name their feelings, understand them and build empathy.
- **Personal Safety Awareness** – Teaching them how to stay safe and seek help when needed.
- **Growth Mindset** – Encouraging them to reframe challenges as opportunities to grow.



### Emotional Literacy

**“There are no good or bad emotions”**

Emotions booklet about what each emotion represented to them and alternative ways to express these emotions



### Personal Safety

**“I have the right to feel safe at all times”**

‘Safety hands’ with five safe adults our students identified



### Growth Mindset

**“If I cannot do it now, maybe I just can’t do it yet”**

Persevering and exploring creative ways with both team and individual building challenges.

“My favourite gem was ‘I am not alone’ because we got each other’s back and we got teachers and friends to support us.”  
~ Student participant, 9-year-old

### Programme Statistic



**151**  
Students Participated



**10**  
Gems



Growth in self-awareness and reflection skills



High levels of enthusiasm and active participation



Candid sharing enabled meaningful facilitator-child connections

# Meaningful Engagement to Build Adult-Ready Life Skills

## HOW WE SUPPORT

- Strengthen coping capabilities among adolescents facing challenging situations and intervene early
- Increase adolescents' access to social and emotional support in school and in the community
- Support autonomy and identity formation, equipping them with life skills to prepare them for adulthood



• LEARNING CAPABILITIES (MindBlown, ASPIRE, X-QUEST)



• COPING CAPABILITIES (GEMS)



• POSITIVE ENGAGEMENT IN SCHOOL (GearUP, After-School Engagement)



## Speaking Up, Standing Strong

Beyond finding her voice, a supportive space helped Karina\* gain confidence and executive function skills to shape her future.

From quietly avoiding conflict to confidently sharing her perspectives, 17-year-old Karina\* has grown into a teenager who now embraces open communication and self-expression. Previously hesitant to speak up, especially during disagreements with friends, Karina shared that the **MindBlown Programme** changed how she approached conflict.

Disagreements still happen, she said, but it's how they talk it out and solve it together – and that includes her speaking up.

Through MindBlown's hands-on workshops, Karina found a supportive space to explore real-life challenges and practice her executive function skills—such as emotional regulation, perspective-taking and decision-making—in practical ways.

Just as powerful is the programme's youth-led approach to learning. Facilitators adapted content to meet the interests and needs of youth participants. "Once, someone brought up anxiety



and depression," Karina said, "and they prepared slides and activities for us to learn about it. I really enjoyed it."

As she prepared to enter a new school after graduation, MindBlown also became a place for connection. "Bonding with different types of people here... it changed something. It helped me to be comfortable with the more open environment that's going to be out there."

Beyond the workshops, Karina also participated in family coaching sessions with her mother, allowing her to feel supported by the adults in her life and align on shared goals for her future.

Today, Karina has graduated and is studying a course she's passionate about.

### MindBlown Key Statistics



**36**

Adolescents supported



**31**

Parents supported



**82%**

Rated their mental well-being positively



**75%**

Felt confident in achieving their education goals



**100%**

Demonstrated the application of execution functioning skills during and outside of the programme^

\*Name of service user changed to protect her identity  
^Via self-reports by adolescents, and observations by parents and MindBlown facilitators



## Children & Youth Services

### Growing Stronger with a Community that Cares

Once facing grief and uncertainty, Salvador found friendship, guidance and purpose through ASPIRE — and today, he’s dreaming big with a community standing behind him.

Dressed smartly and standing tall on stage, 12-year-old Salvador looked out at the audience of proud parents, smiling tutors, mentors and friends—all gathered to celebrate the graduating batch of the ASPIRE Programme. Salvador was one of 49 students graduating that day.

“Good morning everyone,” he began. “We are thrilled to have all of you here today to celebrate this memorable milestone. We couldn’t have done it without ASPIRE and the support from our family and tutors.”

Just a year ago, this moment might have felt impossible for Salvador.

He was referred to the Academic Support and PSLE Readiness (ASPIRE) programme through ComLink+, a government initiative supporting lower-income families. At that time, Salvador’s world had been turned upside down.

His father had recently passed away, and his family moved to a new neighbourhood. Coping with the grief, the pressure of PSLE and the sense of isolation in an unfamiliar environment made the transition challenging. But Salvador wasn’t alone for long.

Through ASPIRE, he was welcomed into a safe, nurturing space where he received more than just academic support. On top of the small-group tuition, he also found encouragement from his

mentors at Care Corner, who added to the positive role models in his life, and built a community of peers who supported one another.

“Through ASPIRE, I learnt not to give up. My tutors taught me things I didn’t know before, and it was a lot of fun. Everyone feels like a friend, and I know that I’ve made new friends along the way,” Salvador said.

One of his proudest moments came at the end of the programme, when he was nominated to be an emcee at the graduation celebration. Preparing the script with his emcee partner and delivering it with confidence helped both grow in ways that books alone could not teach. It was their first time addressing such a large audience and they both found a friend in each other.

His mother, Grace, echoed this sentiment as she expressed gratitude for the community that he found through ASPIRE.

“He feels safe and a sense of belonging to the community,” she added. “He is also more independent now. He can find his way around and attend the classes and activities on his own.”

Salvador’s mentor, Trini, describes him as a hardworking and very pleasant boy with big dreams.

Today, Salvador is working hard towards his dream of becoming a doctor—showing just how far you can go when you dare to ASPIRE.

### ASPIRE 2024 Cohort Key Statistics

#### From Students:



95%

Achieved PSLE scores that met the eligibility criteria for secondary school admission



86%

Increased in their self-confidence post-programme



>85%

Felt supported/ very supported by their tutors and/or mentors



65%

Improved their AL scores for at least one subject

#### From Parents:



88%

Agreed that programme strengthened their child’s belief in their ability to succeed, even in the face of challenges



85%

Observed improvements in child’s self-confidence



100%

Would recommend ASPIRE to other Primary 6 students

### #SPOTLIGHT: Unlock Potential with X-QUEST

X-QUEST is a 3-year preventive and developmental programme aimed at children aged 10 to 13 from low-income families. With a focus on developing Executive Functioning (EF) and critical life skills, we support children through experiential learning and novel opportunities.



#### The Need

Children from low-income families often face limited access to enriching learning experiences and developmental pathways.

The transition from primary to secondary school is a high-stress milestone marked by academic demands, social shifts, and emotional pressure.

Without relevant support, many struggle with coping, leading to underachievement and long-term disadvantage.



#### The Approach

**Executive Functioning Skills:** We focus on promoting essential cognitive skills that lay the groundwork for resilience and success in adolescence and adulthood.

**Family Engagement:** Recognising the pivotal role parents play, we equip parents with tools to be active partners in their children’s development.

**Targeted Support During Key Milestones:** We intervene at pivotal moments, such as the PSLE and their transition to secondary school, when children need support the most.

## Strategic Outreach and Mentorship for Disengaged Adolescents

- STREET OUTREACH (YouthGo!)
- MANAGING SCHOOL ABSENTEEISM (ESU)
- ONLINE OUTREACH

### HOW WE SUPPORT

- Promote meaningful engagement for adolescents who are displaced or disengaged from systems i.e. family and schools
- Guide youths in identifying their interests, strengths, and values to explore career pathways that align with their aspirations through diverse platforms such as sports, outdoor educational activities, and vocational skills training
- Establish strong social support networks and mentorships to support adolescents in education and employment

## Rehabilitation for A Brighter Future

### REHABILITATION FOR YOUTH OFFENDERS

#### HOW WE SUPPORT

- Support the rehabilitation, reintegration and restoration of young offenders by providing a safe and transformative environment
- Coordinate with community partners to provide the support and resources they need to make a fresh beginning in life, and become responsible and contributing members of society
- Help adolescents manage negative peer influences, practise self-control, make responsible decisions and take responsibility for their actions



# FAMILY SERVICES



Helping Families Bloom,  
One Step at a Time



## Our Programmes

### Securing Aid for Disadvantaged Individuals & Families

- Family Service Centres

### Helping Couples Build Healthy Marriages

- Marriage Support

### Enhancing Positive Parenting Skills in Families

- Parenting Support

### Guiding Children and Families through Divorce

- Divorce Support

### Protecting Individuals and Families Against Abuse

- Family Violence Protection
- Sexual Violence Recovery Programme

## Our Service Impact

Service Users Supported

12,105

Individuals Engaged Through Outreach

7,785

Volunteers Mobilised

383

## Family Services

# Securing Aid for Disadvantaged Individuals and Families

### FAMILY SERVICE CENTRES

## One Family, Many Helping Hands

In March 2025, Sandy\* began a full-time job in retail—her first stable source of income in a while since her retrenchment the year before. It marked a turning point not just for her, but for her entire family of six.

Just three years ago, when she first walked into Care Corner Family Service Centre (Admiralty) [FSC], she was at a breaking point.

Overwhelmed and exhausted, the mother of four young children was juggling the weight of credit card debts, the constant worry of sick children and the stress of caregiving for her elderly father. Her husband, an aircon technician, was the family's sole breadwinner. To make ends meet, Sandy took on night shifts as a delivery rider, and her husband worked additional food delivery jobs after working hours.

Still, it was not enough. The family lived hand-to-mouth, barely able to meet their most basic needs.

\*Name of service user changed to protect her identity

Our Family Service Centres support families, couples, or low-income households with diverse challenges and stressors related to financial difficulties, emotional issues, mental health concerns, shelter and accommodation needs, family and relationship conflicts, and parenting and child management.

### HOW WE SUPPORT

- Provide professional case management and counselling services to overcome challenges and enhance resilience
- Tap on community resources to assist individuals and families towards stability, self-reliance and social mobility
- Coordinate help among partner agencies to address individuals and families' needs holistically

The chaos extended into the home. With both parents working long hours, their children—aged 10, 9, 6 and 3—were often left without adequate supervision. Their days were marked by excessive screen time and late nights, often falling asleep only at 3am. They also kept falling sick, leading to poor and irregular school attendance.

But Sandy didn't give up. She reached out to Care Corner.

### When Services Unite, Lives Transform

The first step was stabilising the family's finances. FSC helped Sandy enroll in a debt repayment programme and provided crucial support through ComCare, medical subsidies, and milk and diaper assistance. Recognising the need for safe, structured after-school environments for

the children, FSC also arranged student care placements for the two older kids.

With their immediate needs addressed, Care Corner's Community Engagement and Partnerships team connected the family to Family of Grace church volunteers. These dedicated volunteers provided weekly tuition and invited the children to outings—giving the parents much-needed respite.

In June 2024, KidSTART@Care Corner also came onboard to introduce the parents to positive parenting strategies, healthier routines and habits. The team worked closely to guide them.

Slowly but surely, Sandy and her husband began embracing change. Bedtimes shifted earlier. Screen time reduced. School attendance improved.

### Building Trust and Introducing Gentle Changes

Change was not easy. For a long time, this had been their way of life. But through consistent and strong relationship-building from Care Corner, the family began to open up. With trust came a shift in mindset — and the courage to embrace a different future.

With a newfound stability and help from various Care Corner services, Sandy was able to secure full-time employment. For the first time in a while, she had a stable income. With better routines at home, healthier children and the support of a community behind them, the family could finally thrive.



## Family Services



### #SPOTLIGHT: Journeying with Families, Helping Them Dream Again

#### What Does a 'Better Future' Look Like for Families Living in 'Survival Mode'?

For families like Nadia's\*, it means daring to hope again. A single mother of three, Nadia juggles multiple daily-paid jobs to put food on the table. She envisions a better future where she has a full-time job that not only pays the bills, but also allows her to be present with her children. Yet with limited options, shift work and little support, that dream feels out of reach—as it is for many low-income families.

Often trapped in cycles of being in 'survival mode', these families with low-income backgrounds focus their energies on meeting basic needs. Thinking or working on their aspirations can sometimes feel discouraging, especially with limited finances, caregiving responsibilities and lack of opportunities.

Launched in late 2024, **Journeying with Families (JWF)** is one of Care Corner's innovation projects which explores how to better help low-income families achieve stability, self-reliance and social mobility. While the current casework approach at the FSCs has a focus on addressing problems and risks within these families, JWF aims to also help these families define and pursue their version of a

better life. The approach sees Care Corner social workers facilitating social support among them via group sessions and connecting them to practical resources to help them build:

- **Capacity to dream** and imagine new possibilities
- **Resilience** to bounce back from challenges
- **A 'kampung of care'** where they have a strong social support network that believes in their potential

#### The Journeying with Families (JWF) model is designed with a deeper and more personalised approach:

- **Smaller caseloads** for deeper support
- Customised **Family Pathways** based on individual strengths, aspirations and practical realities
- **Active connections** to both formal services and informal support networks
- **Dedicated community support**, with Family Advocates working alongside a Community Engagement Officer
- **Discretionary funds** to support families in managing crises and pursuing long-term goals
- **Cohort community experience** that encourages shared learning, strengths and resources among JWF families with other JWF families

\*Name of service user changed to protect her identity

## Helping Couples Build Healthy Marriages

### MARRIAGE SUPPORT

#### Strengthening Families Programmes:

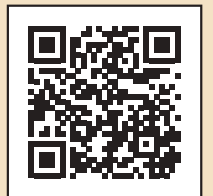
- Marriage Preparation Programme (for Transnational Couples)
- Befriending Programme (Friendship)
- Early Marriage Support Programme (Love Works)
- Mentoring Programme (Dream Weaver)

#### Families for Life @ Community Programmes:

- Online Prevention and Relationship Education Programme (ePREP)
- Prepare/Enrich Marriage Enrichment Programme (P/E MEP)

### HOW WE SUPPORT

- Provide early marriage and transnational couples with **practical skills on building strong marriages and families**, covering communication, parenting, finances, family planning, and conflict management
- Help newly-wed and soon-to-wed couples **develop communication and conflict resolution skills** to enhance marital relationships
- **Identify married couples' strength and growth areas** using an evidence-based tool, and enable personalised insights for building strong marriages and strengthening family bonds
- **Mentorship** by volunteer couples to support young couples
- **Family counselling services**



Scan QR code to watch a couple's testimony after attending our P/E MEP!



## Family Services

### Integrated Care in Action: A Family's Journey

Case collaboration is essential for providing consistent, holistic support—especially for families facing complex challenges. At Care Corner, we believe that through offering a continuum of care within our organisation, we are better able to understand the families' needs and provide them with a seamless experience.

Mr and Mrs Soh\* first connected with **Care Corner Family Service Centre (Woodlands)** in 2022, seeking parenting support. As deeper issues surfaced, the case was referred to a **child protection specialist centre (CPSC)** where one of their children was placed temporarily under kinship care to ensure safety.

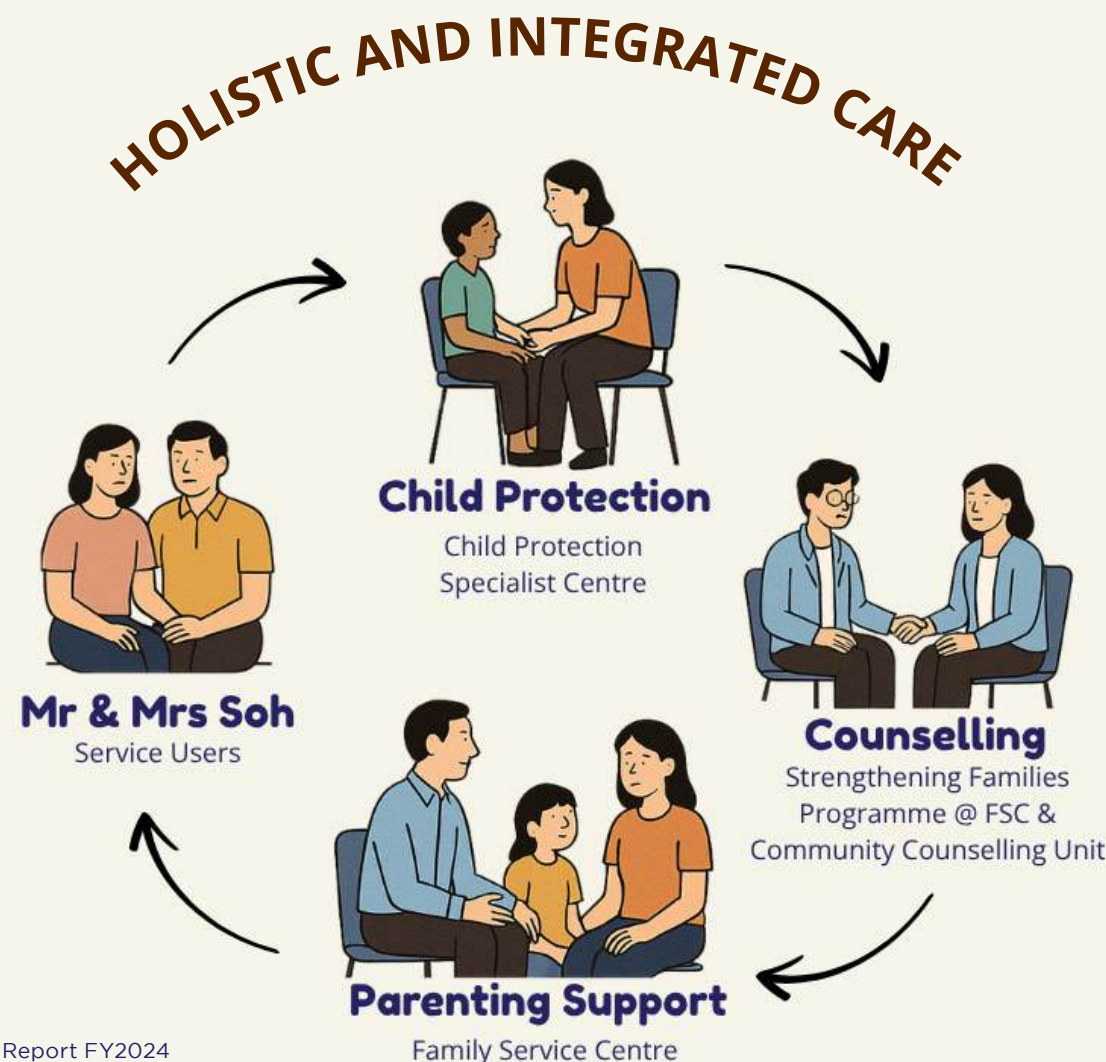
In mid-2024, growing marital strain led to a referral to **Care Corner Strengthening Families Programme@FSC (Woodlands) [FAMWL]** for marital counselling, while our **Community Counselling Unit (CCU)** counsellors supported the couple individually to manage their own emotional stress and strengthen their parenting roles.

Through marital counselling, the couple learnt to be vulnerable around each other and gained insights on shifting away from unhelpful patterns of interaction and communication. They have shown a willingness to learn and are committed to making positive changes in small ways.

Behind the scenes, staff across agencies shared updates through regular case conferences, aligned intervention goals and adapted support as the family transitioned through various phases. This close collaboration ensured timely, coordinated responses, clear role assignments among professionals, and efficient use of resources—all working in tandem to support the family's growth.

What worked effectively was how services came together, physically too. While Mr and Mrs Soh attended counselling at FAMWL, CPSC staff engaged their children in the same centre—allowing the couple to focus without worry.

Today, Mr and Mrs Soh are rebuilding their relationship. With strengthened communication and renewed trust, they are creating a more stable and nurturing environment for their family to thrive. Their journey reminds us that for families navigating complex challenges, a consistent continuum of care—and the collaboration behind it—remains essential.



\*Names of service users changed to protect their identities



This is how I see the collaboration between systems, and the dedication of each social worker and counsellor involved in this case have helped the family navigate their challenges, affirmed their commitment to change, and experience “care in every corner”.

**- Jamie Dela Cruz**

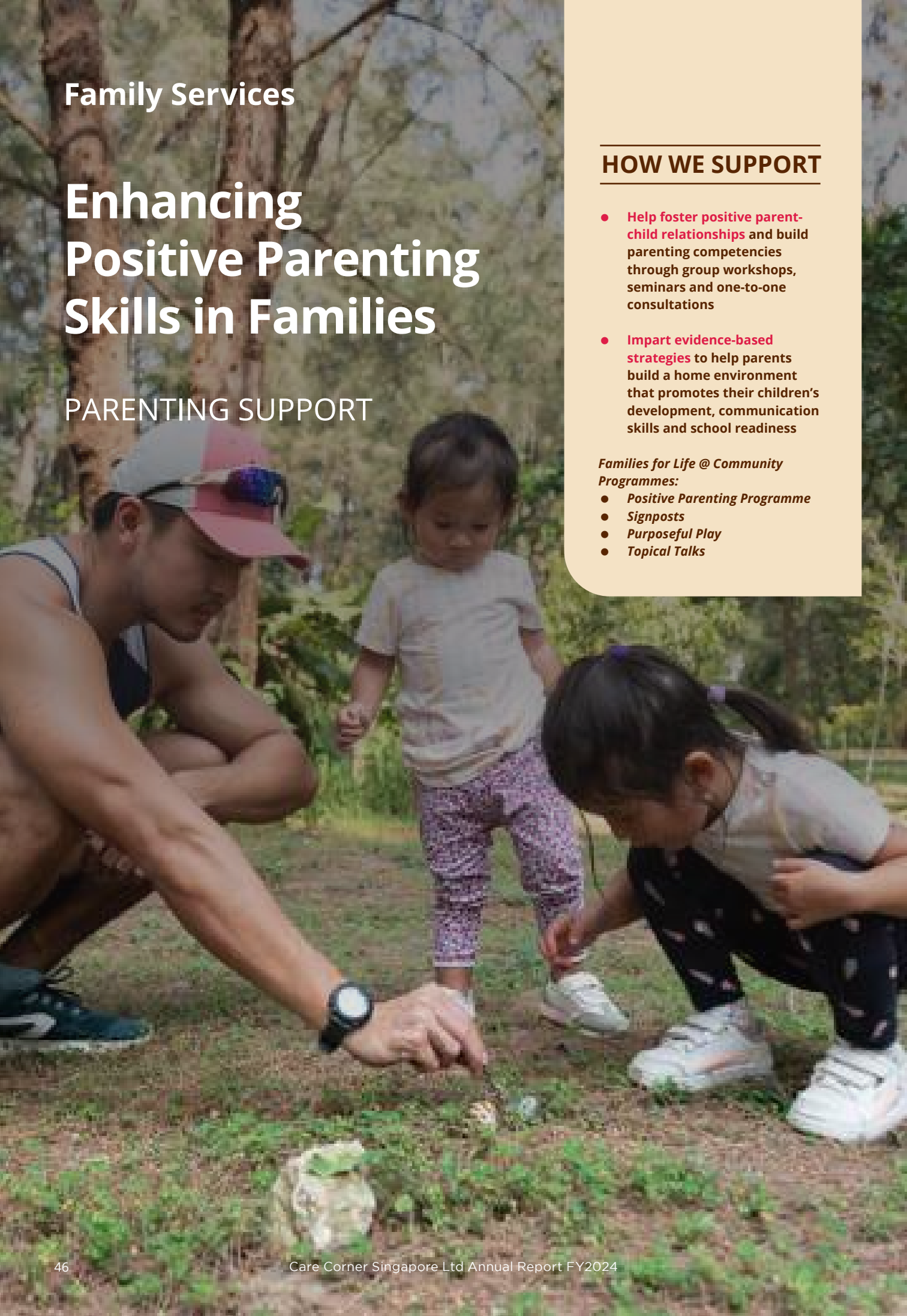
Social Worker, Strengthening Families Programme @FSC



## Family Services

# Enhancing Positive Parenting Skills in Families

## PARENTING SUPPORT



### HOW WE SUPPORT

- **Help foster positive parent-child relationships and build parenting competencies through group workshops, seminars and one-to-one consultations**
- **Impart evidence-based strategies to help parents build a home environment that promotes their children's development, communication skills and school readiness**

#### Families for Life @ Community Programmes:

- **Positive Parenting Programme**
- **Signposts**
- **Purposeful Play**
- **Topical Talks**

"I was struggling to manage the behaviour of my Sec 1 daughter while balancing the demands of my professional life.

Each one-on-one session with the trainer helped me gain insight into my own weaknesses as a parent and provided useful parenting strategies for dealing with teenage behaviour.

After attending four sessions, I've started dedicating more time to my elder daughter and focusing on having meaningful conversations with her. While there are still areas where we disagree, we are now better at understanding each other than before."

#### **Pamela\***, Parent of a 13-year-old

*Participant of Care Corner Families For Life's Triple P (Level 3) Programme*

**Positive Parenting Programme (Triple P) Level 3** provides sessions to equip parents with simple and practical strategies to help them confidently manage their children's behaviours, prevent problems from escalating and build strong, healthy parent-child relationships.

**Signposts** is an evidence-based parenting programme that helps families develop strategies to manage or prevent problematic behaviours in children, including children with intellectual disabilities, developmental delays or other challenges.

"Previously, I struggled to identify his wants and needs, but now I can recognise the reasons behind his actions and what causes him to display certain behaviours.

Before the programme, I often found myself getting angry and screaming at my child. After completing the programme, everything feels more peaceful. I now have the skillset and knowledge to understand the reasons behind his misbehaviour and how to set boundaries as a mother."

#### **Ada**, Parent of 7-year-old

*Participant of Care Corner Families For Life's Signposts programme*

"As first-time parents, we want to give our children the best, but we're unsure of how to do so effectively, especially with the overwhelming amount of conflicting information online.

Attending the physical classes together, where we can learn from other parents sharing real-life parenting experiences, feels much more engaging and convincing. We are able to fully enjoy the class because the duration is well-paced, with plenty of time for the kids to play as well.

Now we are more mindful when spending time with our daughter, especially during playtime. We are better able to tune in to her natural curiosity and desire to learn and explore, and we can show more empathy when she gets upset, rather than feeling lost when she cries."

#### **Mdm Liew & Mr Cheah**, Parents of a 2-year-old child

*Participant of Care Corner Families For Life's Purposeful Play programme*

**Purposeful Play** is a programme that aims to help parents of children aged 0-6 years foster learning opportunities in the home environment through evidence-based strategies, hands-on guidance and one-on-one consultation with a qualified trainer.

## Family Services

# Guiding Children & Families Through Divorce

## DIVORCE SUPPORT

### Strengthening Families Programmes:

- Mandatory Co-Parenting Programme
- Children-In-Between Programme
- Supervised Exchange and Supervised Visitation (SESV) Programme

### Support Groups:

- Mothers' Support Group (MOM FOR LIFE)
- Fathers' Support Group (PAPA FOR LIFE)

## HOW WE SUPPORT

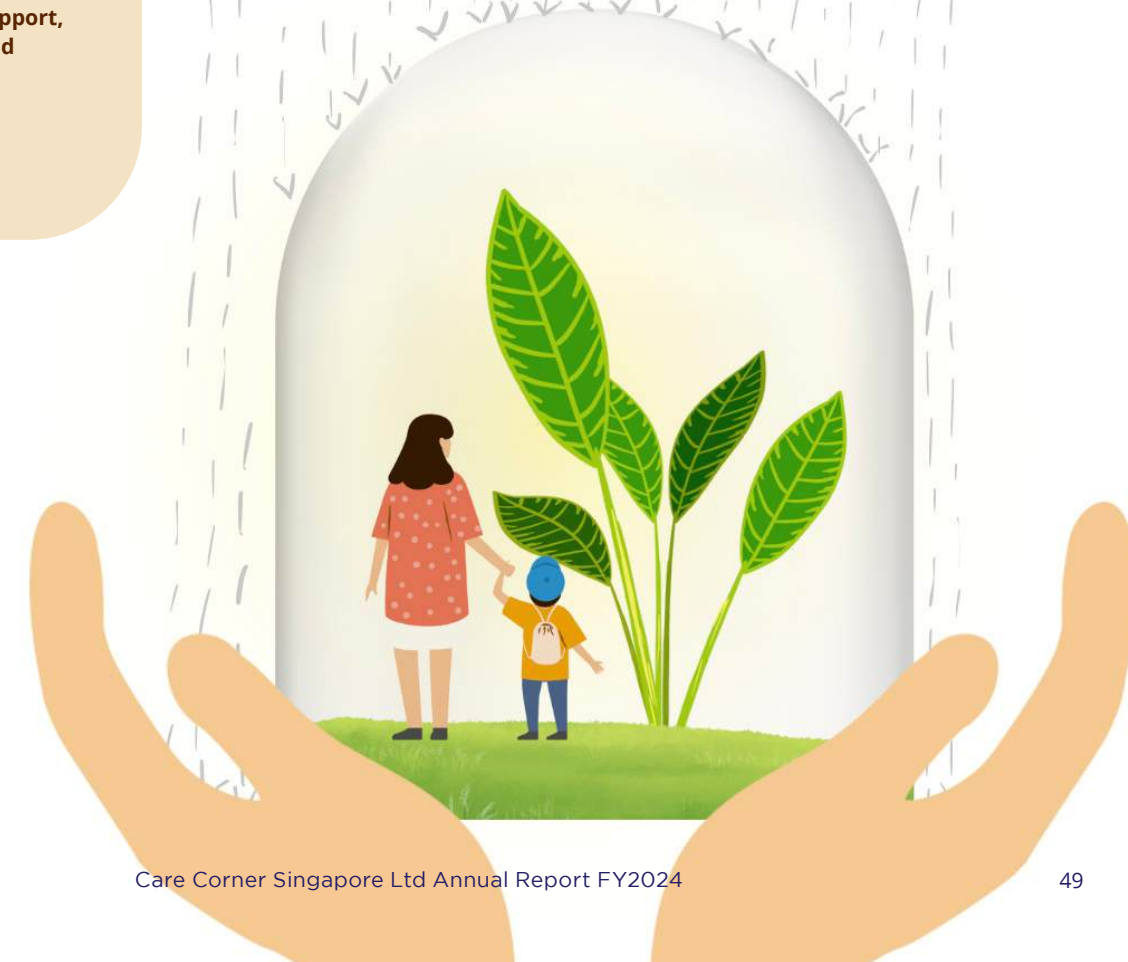
- Provide guidance for divorcing parents who are unable to agree on the terms of divorce to **establish a cooperative co-parenting plan** that prioritises their children's interest
- **Ease the adverse impact** of the parents' divorce on children through therapy, family counselling and support group

## HOW WE SUPPORT

- **Establish a Safety Plan for victims** to reduce the recurrence of violence
- **Provide counselling** for victims of family and/or sexual violence, individuals using violence, and vulnerable family members who witnessed the violence
- Help victims and their families to **manage practical issues** experienced at home, including accommodation and parenting concerns
- **Provide trauma-informed support** to help victims heal and cope with the impact of family and/or sexual violence
- Provide **Sexual Violence Recovery Service** to help victims regain their ability to feel safe, trust and recover by providing emotional support, therapeutic services and resources

# Protecting Individuals & Families Against Abuse

## SEXUAL VIOLENCE RECOVERY PROGRAMME



# Family Services



## Breaking Free From Layers of Pain

A devoted mother of two young children and a full-time cleaner at a childcare centre, Mdm Parvin lived under the constant shadow of family violence. 10 years into her marriage, and with increasing fear for her children's safety, **she took her first step to seek help.**

As the sole breadwinner in her household, she bore the weight of providing for and shielding her children from the trauma of witnessing abuse at home, all while navigating a country where she could not speak the dominant language.

She had been told that no one would help her. That she was unworthy of support. That she couldn't survive on her own. That her voice didn't matter. For a long time, she believed it.

### Multi-Layered Support

When Mdm Parvin was referred to us in October 2019 by a community agency, Care Corner Project StART (CCPS) team immediately recognised the urgency and complexity of her situation. Her social worker, Grace, walked with her every step of the way:

- Applying for Personal Protection Order and Domestic Exclusion Order to create a safe space at home
- Prioritising children's well-being via safety assessments for child protection concerns and referrals for additional school-based and community counselling
- Facilitating connection to legal support to explore option of divorce and joining lawyer calls to provide translation and emotional support
- Supporting emotional healing by helping her understand power and control, rediscover her identity beyond the roles of mother and wife, and build confidence in using basic English

### Her Safe Space

And then came one of her most difficult chapters: a court summons. Her husband was seeking to cancel the Domestic Exclusion Order and return home.

Overwhelmed and terrified, she called Grace in tears.

She could not understand the legal language, and her fear was palpable. Once again, the story that

she had been told for years filled her head: that no one would listen to her, much less believe her, because she could not speak English.

Grace immediately invited her to the Care Corner Project StART (CCPS) office and spent over three hours patiently breaking down the legal process. Together, they prepared and submitted the court documents online—allowing her to complete the process without having to miss work.

On the day of the court mention, she joined the virtual court session from the CCPS office—a space she described as “safe and grounding”.

Before it began, another CCPS staff prepared a light breakfast for her: a warm cup of Milo and some crackers. Grace also helped her rehearse how to say her name and IC number in English, all of which were small yet affirming steps that made her feel ready.

When the court ruled in her favor, Mdm Parvin broke down in tears—a powerful release of relief, disbelief, and years of built-up tension and fear. Shaken, she experienced a panic attack shortly after. Grace stayed by her side, guiding her through box breathing until she began to feel safe again.

### Breaking Free

When Mdm Parvin first walked through the doors of CCPS, she was trapped in an abusive household, convinced she had no way out.

But today, Mdm Parvin stands in a different place. She now lives independently with her two children, holds a stable job, and is courageously advocating for herself and her children. Most profoundly, she now believes what she was once told was impossible: that she is worthy.

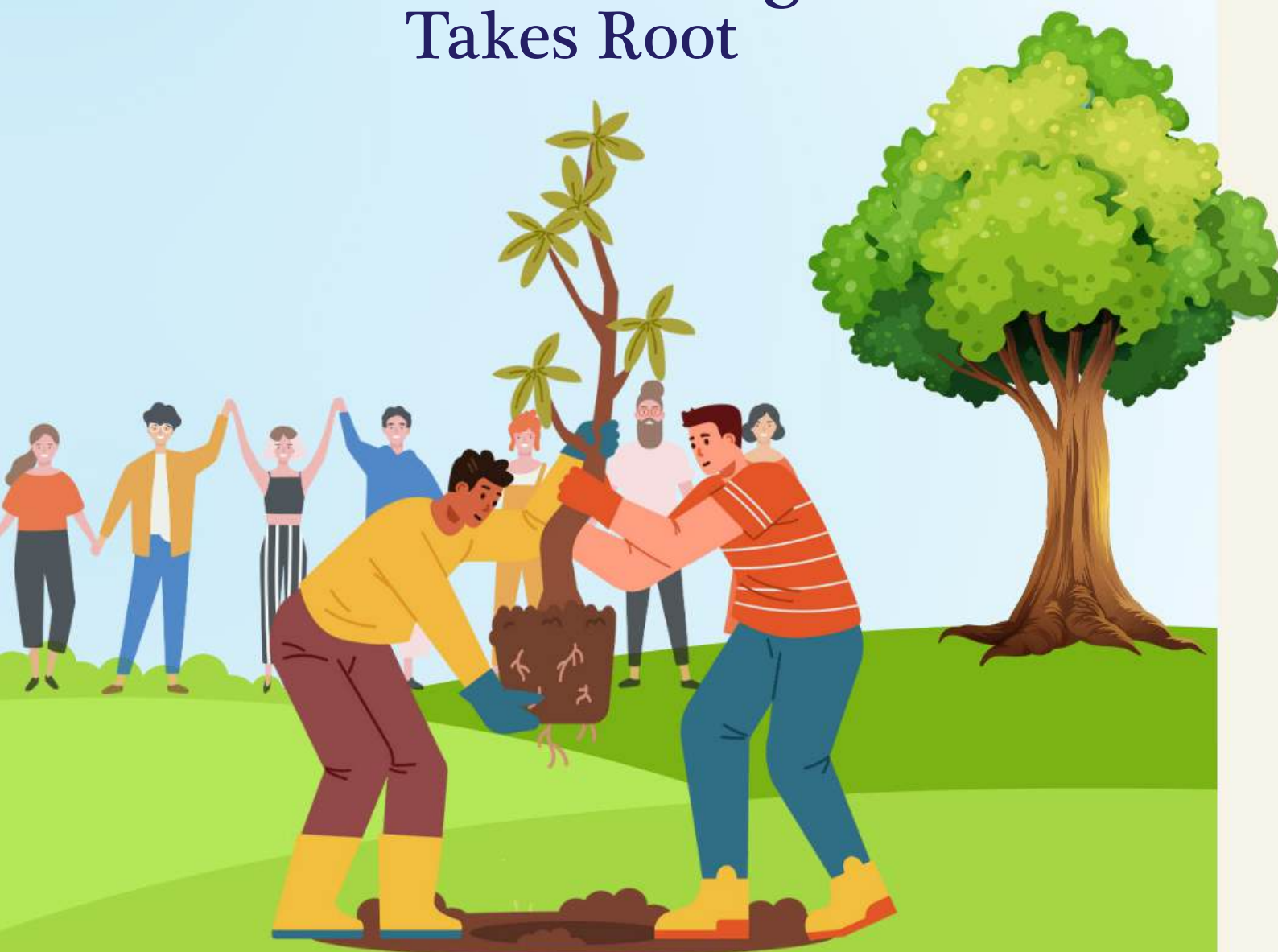
Worthy of safety. Worthy of peace. Worthy of a life free from violence.

*“Care Corner and my social worker gave me my life back; I will never forget it until the day I leave this earth. You saved me,”* Mdm Parvin said.

# MENTAL HEALTH & COUNSELLING SERVICES



Where Healing Takes Root



## Our Programmes

### Emotional Support through Counselling

- *Counselling Centre*
- *Toll-Free Mandarin Counselling Hotline*
- *Community Intervention Team (COMIT)*
- *Community and Workplace Mental Health*

### Mental Health Outreach and Support

- *Youth Mental Health (INSIGHT)*

## Our Service Impact

Service Users Supported

**4,152**

Individuals Engaged Through Outreach

**15,325**

Volunteers Mobilised

**199**

## Mental Health & Counselling Services

# Emotional Support Through Counselling Services

COUNSELLING CENTRE

## #SPOTLIGHT

### Planting the Seeds of Healing: Growing Trauma-Informed Care

At Care Corner Counselling Centre (CCCC), we are strengthening our clinical capabilities with a sharper focus on Trauma-Informed Care (TIC)—a pivotal shift that reflects growing evidence on how deeply unresolved traumatic stress affects individuals, particularly among those who seek mental health and social services.

Since 2019, CCCC has been committed to building these TIC principles into the heart of what we do through:

- Integrating trauma-informed practices and developing of trauma-specific services (TSS) across our work
- Extensive training with globally-recognised expert in trauma work
- Developing two comprehensive manuals that now guide our operations and clinical practices



By incorporating the core principles of TIC into our service design, staff culture and client engagement, we create a safe, supportive and healing environment—not just for our clients, but also for our staff and volunteers. Our work is far from done, but with each step, we move closer to our vision: a mental health system that truly cares, understands and respect the impact of trauma.

#### HOW WE SUPPORT

- Provide **highly-subsidised professional counselling services** by experienced counsellors
- Deliver **evidence-based treatment and specialised therapy** for children and adults impacted by trauma, such as couple therapy, play therapy and trauma recovery



My wife and I had unresolved wounds from our childhood and upbringing, and my counsellor was able to **skilfully guide us through and slowly untangle and process** these. Between us as a couple, she was also able to sensitively journey with us through episodes of miscommunication and mistrust while equipping us with skills for conflict resolution.

Since we had therapy for the last few years, we are now able to communicate much, much better, nip any resentment in the bud and also be **mindful of each other's past trauma and also triggers**.

~ **Couple in therapy** because of feelings of disconnection in the marriage and stresses from parenting first child. Wounds were repaired and they felt more confident. They had their second child shortly after.

### Supporting Through Subsidised Counselling Help

"When Janet\* first came to us, she was unemployed, burdened by a history of severe childhood abuse and trauma, and facing the breakdown of her marriage. Because of our subsidies, she was able to receive professional counselling.

That support changed her life. With time, she began to heal from years of trauma. Both she and her spouse received therapy and were able to part ways amicably, now supporting each other as friends.

She is now gainfully employed and pays the full fee, a sign not just of financial stability but of the emotional resilience she has built. It's been a privilege to witness her journey of breaking intergenerational cycles, rebuilding her sense of self, and finding healthier ways of relating."

~ **Michelle Png**  
Senior Counsellor, Care Corner Counselling Centre


*\*Name of the service user has been changed to protect their identity*



## Mental Health & Counselling Services

### TOLL-FREE MANDARIN COUNSELLING HOTLINE

 Answering **15,000** distressed calls annually

 **100** trained volunteer counsellors

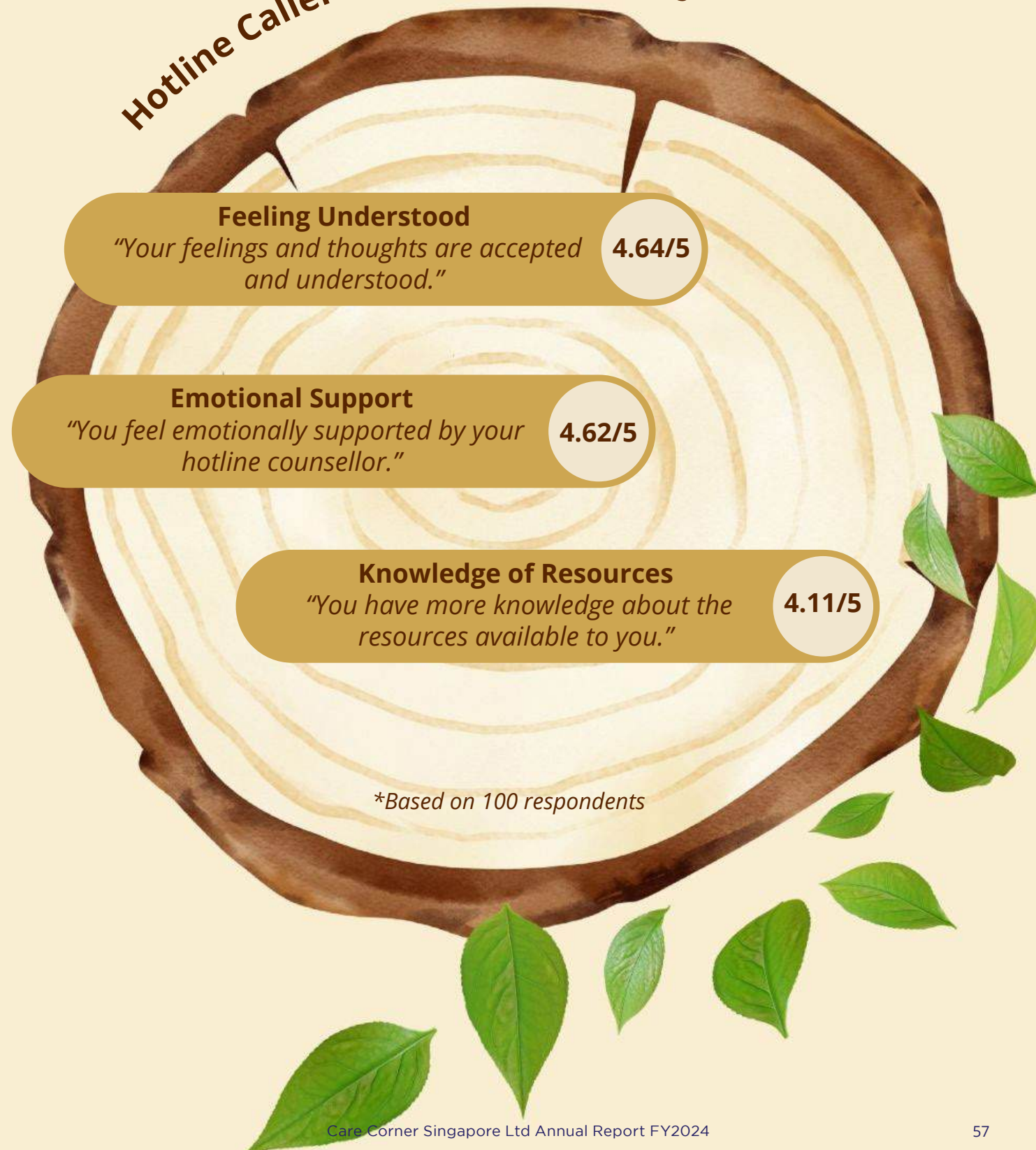
 **Available daily** from 10am to 10pm (excluding public holidays)

#### HOW WE SUPPORT

- As the largest toll-free Mandarin counselling hotline **1800-3535-800** in Singapore, Care Corner has been providing support to distressed help-seekers in the community for over 40 years.

## Growing Hope Through Every Call

### Hotline Caller Feedback 2024-2025\*



## Mental Health & Counselling Services

### COMMUNITY INTERVENTION TEAM (COMIT)



#### HOW WE SUPPORT

- **Mental health screening** for early intervention
- Provide **psychoeducation** to help clients understand the signs and symptoms of their conditions, and possible causes and treatment options
- Offer **fully-subsidised counselling and psychotherapy** for adults aged 18 and above
- Provide **case management support** to coordinate help with other care providers, ensuring our clients receive seamless and comprehensive support for their overall well-being



## COMIT Appointment

In July 2024, Care Corner was appointed a Community Intervention Team (COMIT) provider. Care Corner COMIT provides comprehensive support to Singaporeans and Permanent Residents aged 18 and above who are experiencing mental health challenges, as well as their caregivers.

Embedded within the community, our goal is to offer holistic mental health care, enabling clients to maintain their independence and continue living within the community for as long as possible.

## #SPOTLIGHT

Through developing personalised care plans in collaboration with health and social care partners, we also offer caregivers essential information on mental health conditions and practical coping strategies to support them in their caregiving journey.

COMIT services are also fully subsidised, ensuring that individuals and families from low-income backgrounds can access the **counselling and support they need—without the burden of cost.**

## COMMUNITY AND WORKPLACE MENTAL HEALTH

Most adult Singaporeans spend much of their day at the workplace. Thus, it is a key setting for addressing mental health issues and promoting mental well-being practices.

Care Corner supports organisations through the Employee Assistance Programme (EAP).

#### HOW WE SUPPORT

- Conduct **mental health talks** to equip employees with coping skills and strategies, to build mental resilience with stress, anxiety and depression and build on self-compassion
- Provide **counselling services** for employees
- In-house peer support / mental health ambassadors **trainings**
- Provide **community support groups** for those undergoing job transitions

# Mental Health & Counselling Services

## YOUTH MENTAL HEALTH SERVICES (INSIGHT)

Care Corner INSIGHT is a designated Youth Community Outreach Team and Youth Intervention Team (YIT), funded by Agency of Integrated Care (AIC), focused on youth mental health by providing assessment and intervention services, as well as outreach programmes.

Our team of professionals specialises in engaging youths. They help youths, young adults and their caregivers manage mental challenges, realise their full potential and equip them with the knowledge and skills for lifelong mental wellness.



## #SPOTLIGHT Growing We

While many youths succeed academically, a growing number struggle socially. This is crucial because:

- Poor social skills are strongly correlated to increased risk of mental health concerns like anxiety and depression, as highlighted by research and clinical observations.
- Yet, there is a notable lack of accessible non-clinical, community-based support for developing these skills. In addition to mental well-being, social competency is foundational for career readiness as well as forming and maintaining meaningful relationships.
- Recognising this, Care Corner INSIGHT team partnered with participating polytechnic's Student Wellbeing Centre and the Special Education Needs teams to design 'Growing We', a six-week programme designed to equip youths with practical, evidence-based social skills.

This programme targets youths who struggle with social interaction, and also youths with special needs. These individuals often face complex challenges and the transition from ITE, secondary or Special Education (SPED) schools to polytechnic can be especially difficult—navigating new environments, academic demands and unfamiliar social norms.

### How It Works

Weekly 90-minute group sessions focus on communication and real-life application scenarios, such as building friendships.

Each youth is also paired with a Social Coach—a trusted role model such as a parent, sibling or trusted adult—who reinforces learning through weekly tasks and personalised feedback.



For many youths, especially those with special needs, school can feel like a social minefield. When they lack the confidence or skills to engage meaningfully with others, it often leads to withdrawal, self-doubt, and in many cases, anxiety or depression.

By equipping them with practical social tools through programmes like Growing We, we're not just improving their communication — we're building their self-worth, resilience and mental well-being.

~ Jasper Lim

Manager, Care Corner INSIGHT



## Impact Statistics



**75%**  
confident in social situations  
(Pre: 25%)



**100%**  
confident in maintaining conversations  
(Pre: 25%)



**64%**  
confident in starting phone conversation  
(Pre: 36%)



“Over Chinese New Year period, Simon was more willing to talk to his relatives, which he normally won't do. Normally he just hides in one corner because he's shy and doesn't know what to say. I was happy to see him talk to others.”

~ Social Coach and Caregiver of Participant Simon\*

“Even though Justin needed encouragement, he had a good conversation with his older cousin. Nice to see him practice conversations.”

~ Social Coach and Caregiver of Participant Justin\*

\*Names of service users changed to protect their identities

### HOW WE SUPPORT

- **Mental health screening** to recognise early signs and symptoms of mental health conditions
- **Fully-subsidised counselling services** (for youths aged 13-25) and their caregivers
- **Creative activities and experiential learning** to cultivate good mental health practices and develop a growth mindset

# Friends of Care Corner

Friends of Care Corner are changemakers and a key pillar of our service. They are a bridge to connect our programmes to beneficiaries, forge positive collaborations and make direct impact in the community. We see both volunteers and donors as partners in our shared mission to bring care to every corner in Singapore.



## Giving Children a Better Headstart in Life With UOB

Since 2017, UOB has been an invaluable partner to Care Corner in our journey of uplifting children from low-income families to give them a good foundation in life through strengthening resources aimed at supporting their developmental and learning needs.

Thanks to UOB's belief and generous support, we have been able to:

- **Enhance Parenting Capacity:** Development of more digital learning resources for parents through Buddy App, which provides them accessible, bite-sized information
- **Build Community Assets:** Training & professional development for Care Corner's social service professionals, educators and volunteers to serve as family befrienders, furthering efforts in social development and community engagement
- **Transformation through Art:** Introduction of an art module to Buddy App as we recognise the impact that art can have on improving children's mental wellbeing and social outcomes.



UOB focuses on three areas which we believe are essential for uplifting communities - art, children and education. Our collaboration with Care Corner ticks all three of the buckets.



The Buddy App offers parents meaningful resources to spark enriching conversations with their children. We also recognise the importance of empowering social service professionals, equipping them to reach out to an even wider pool of beneficiaries. Finally, we believe art connects people, broadens minds, enriches lives and strengthens societal bonds. With the introductory art module in the Buddy App, we hope to support the emotional development, creativity and self-expression in the children.

We are committed to supporting learning opportunities for young minds to help them realise their fullest potential.

~ Leonard Tan

Senior Vice President and Head of Group CSR  
Group Strategic Communications and Brand, UOB





## Delivering Much-Needed Workshops for Parents Through Child-Minding by UBS



Employee volunteering at UBS is a meaningful way to mobilise our employees to generate social impact. In partnership with Care Corner and in developing longer-term partnerships, our employees are provided with opportunities to give back strategically and have a better understanding of the social impact programmes we support.

~ **Jiayun Fang**

*Social Impact & Philanthropy SEA, Group Sustainability & Impact, UBS*



It's a weekday evening at Care Corner headquarters. Laughter fills the air as families enjoy their dinners.

Soon, they split into separate rooms — children in one, parents in another. While the children immerse themselves in games and activities guided by our dedicated UBS volunteers, their parents settle into a meaningful workshop with our KidSTART@Care Corner staff next door.

For our families, we recognise that supporting them means creating not just programmes, but also the conditions that allow parents and caregivers to fully engage.

For many low-income families, juggling work, caregiving and household responsibilities often results in challenges in dedicating time to learn and build capability. For our families, we recognise that supporting them means creating not just programmes, but also the conditions that allow parents and caregivers to fully engage.

For our families, we recognise that supporting them means creating not just programmes, but also the conditions that allow parents and caregivers to fully engage.

Childminding support, made possible by UBS volunteers, created a rare window for parents to focus, reflect and build a strong community network. Most importantly, it gave them respite and the capacity to focus on their learning.

Recognising that parents may have demanding schedules and various

responsibilities, which often limit the time they have for supporting their children's learning at home, UBS volunteers and Care Corner staff engaged children aged 3 to 12 in workshops, while providing child-minding services for younger ones aged 0 to 2.

It also gave Care Corner's staff the opportunity to have valuable discussions with parents.

These engagements were part of a broader collaboration, called **Moments to Treasure**, born out of Project V, an initiative by the National Council of Social Service (NCSS) and National Volunteer & Philanthropy Centre (NVPC) to foster deeper and more strategic corporate-social partnerships.

The other sessions were conducted with Care Corner Family Service Centre (Queenstown) as well as Care Corner Student Care Centres.

Across these 6 sessions,  
**>60** UBS volunteers stepped forward  
**>220** beneficiaries benefitted

For UBS volunteers, the experience was equally impactful. Employees from different departments came together not just to give their time, but to connect with purpose—playing and bonding with children aged 2 to 12. With training and guidance from Care Corner Volunteer and Community Engagement team, the volunteers also felt well-prepared.

UBS has been a strong partner of Care Corner for the past three years. What began as a grantor-grantee relationship has since evolved into a strategic, long-term collaboration rooted in shared purpose. We are grateful for UBS's commitment in going beyond financial support, to embracing regular, purposeful volunteerism—and we look forward to growing this partnership to reach more families in need.

### Moments To Treasure

**KidSTART@Care Corner:** Parents workshop series for low-income parents to:

- Acquire knowledge, skills, and resources to support their children's development from birth to age six,
- Build peer support networks, crucial for their mental well-being

**Care Corner Student Care Centre:** Parent-teacher meeting to share how best to support child's growth and needs

**Care Corner Family Service Centre (Queenstown):** Dinner and bonding activities as a family

**VOLUNTEER WITH US**



We are always on the lookout for individuals who are passionate about bringing communities together and doing good. If you think that this could be you, drop us an email at: [volunteer@carecorner.org.sg](mailto:volunteer@carecorner.org.sg) !

# Partners Appreciation



Jesus The Light  
A Gifting Ministry of Far East Organization

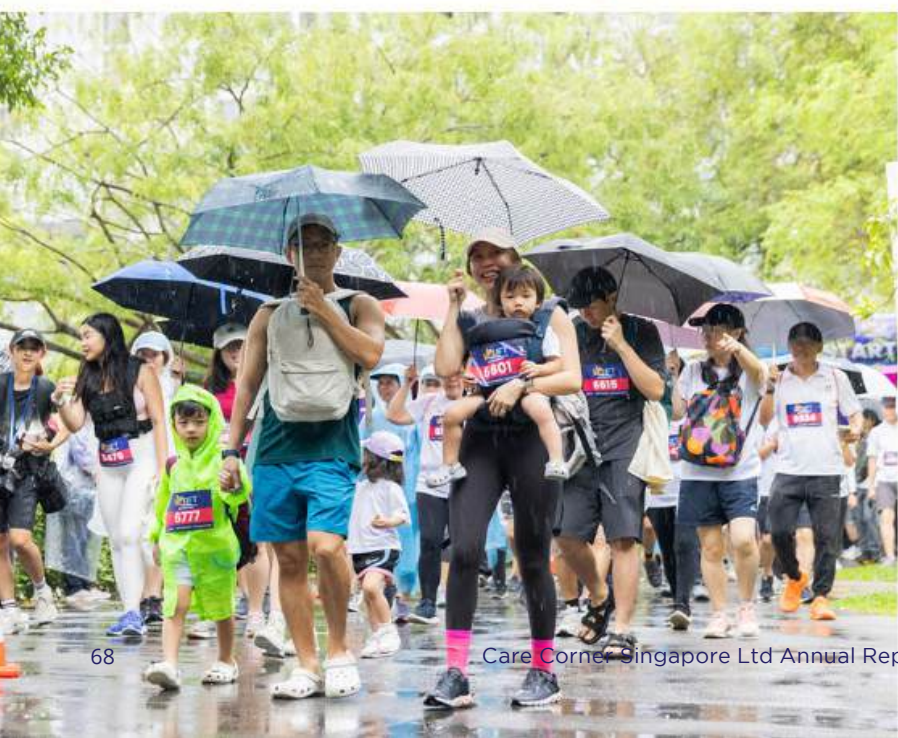


UBS Optimus Foundation





## Fundraising Highlights



## Total Funds Raised for FY2024

**\$5,402,024.26**

### BREAKDOWN OF DONORS



CORPORATES

**84.94%**



INDIVIDUALS

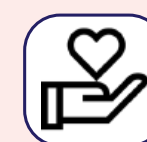
**15.06%**

### BREAKDOWN OF DONATIONS



CHILDREN

**44.30%**



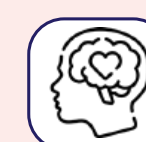
GENERAL

**43.12%**



YOUTHS

**11.83%**



MENTAL HEALTH & COUNSELLING

**0.64%**



FAMILIES

**0.11%**

## Total Funds Raised From Two Main Fundraising Initiatives For FY2024

**\$4,165,738.78**

**FUNDRAISING EFFICIENCY RATIO OF 5.12%**



#### 1) Uplift For Life Fundraising Campaign

The Uplift for Life fundraising campaign aims to rally the community to support Care Corner's preventive and developmental programmes that address intergenerational poverty, mental health challenges, and social isolation among seniors. These initiatives are designed to uplift individuals and families not just for a season, but for a lifetime.



#### 2) Corporate Donors Engagement

Throughout the year, we engage both existing and prospective partners through face-to-face and online mode, to share on our fundraising needs. We also conduct visits to our service points or/and organise volunteering opportunities for them to understand more of our work, meet and interact with our service users, and management.

# Fundraising Highlights



## Uplift For Life — and for Generations

In 2024, Care Corner launched our inaugural Uplift For Life campaign, which raised funds for programmes that help break break the cycles of poverty, poor health, social isolation or mental health issues – and uplift them for life.

While many forms of support offer short-term relief, we saw first-hand how issues like poverty, mental health struggles, poor health and family violence can perpetuate through generations.

To truly break these cycles, we needed to look upstream. To invest in long-term preventive and developmental programmes that could help uplift families and seniors for life and even across generations.

### These programmes include:

- providing support to children with learning needs from low-income families to help them do better in school and break free from the poverty cycle,
- equipping youths at-risk with skillsets for better employment opportunities,
- offering mental health assistance, and
- helping seniors regain their mobility in their golden years.

Thanks to our supporters' belief in our mission, we were able to rally thousands behind our cause and kickstart the campaign with a strong momentum.



**2,000**  
Participants

### Uplift For Life Ruckathon 2024

Singapore's first-ever Ruckathon, for a social cause.



**300**  
Volunteers Mobilised

On 14 September 2024, close to 2,000 participants, including 90 seniors, and over 300 volunteers turned up for Singapore's first-ever Ruckathon, walking with weighted backpacks—to symbolise sharing and lightening the burdens our beneficiaries carry.



**26**  
Partners Involved

The rain made it all the more meaningful as everyone pressed on—sharing umbrellas, cheering one another on and carrying backpacks with a shared purpose: to uplift our beneficiaries' lives, standing by them through every challenge, rain or shine.

### Uplift For Life Gala Dinner 2024

On 11 October 2024, we celebrated and appreciated our dedicated supporters and partners at Care Corner Uplift For Life Gala Dinner 2024!

Graced by our Patron, Minister Chan Chun Sing, the evening was a heartfelt tribute to the generosity of our community. We were honoured to:

- Recognise 17 key partners for their ongoing support
- Witness the inking of multi-year partnerships with UOL Group, and Vallianz Holdings
- Receive contributions from Singapore Chinese Girls' School and UOB

The night was made even more memorable through an emotive sand art performance detailing our beneficiary stories and a moving rendition of You Raise Me Up by children from Care Corner Student Care Centres.



### Uplift For Life Backpacks of Care

As part of the campaign, we also distributed Backpacks of Care filled with essentials—groceries, health supplements, daily necessities—that alleviate some of our beneficiaries' everyday financial burdens. But more than that, they provide a sense of security so that they can focus on breaking free from cycles they are trapped in.



**400** Backpacks Distributed

DONATE



We are always happy to help organisations match their giving objectives with the needs of our service users. Contact us at [partner.us@carecorner.org.sg](mailto:partner.us@carecorner.org.sg) for a discussion today!

# The Year Ahead

## ORGANISATION'S PLAN

Care Corner remains steadfast in our mission to uplift lives and transform communities. Guided by our strategic thrusts—improving social mobility and supporting mental wellness—we invest in preventive and developmental programmes, adopt collaborative and systemic approaches, and leverage on data and advances in AI to enhance our impact and reach.

### 1. Improving Social Mobility

#### Early and Sustained Support for Children and Youth

To break cycles of intergenerational disadvantage, Care Corner continues to deepen our work with children and youth from lower-income families. In Punggol, we plan to extend our Learning Support Services for children with learning difficulties and expand our X-QUEST programme to provide meaningful developmental experiences for young adolescents.

Recognising that parental involvement is critical to a child's development, we are introducing skills-based parent workshops for KidSTART@ Care Corner families, with child-minding support to encourage participation. These initiatives reflect our commitment to preventive, upstream intervention—laying strong foundations early to create lasting impact.

Beyond programmes, we adopt a whole-of-community approach, working alongside healthcare and community partners. We are strengthening collaborations with National University Health System (NUHS) through HEADS-UPP, and exploring new partnerships with SingHealth and community organisations to promote maternal and child wellness in the East. We are also building sectoral capacity by supporting Ministry of Social and Family Development (MSF)'s ComLink+ family befriender volunteers, partnering with training educators to build competencies in early childhood development.

#### Empowering Families for Stability and Self-Reliance

In FY25, Care Corner will launch a new Family Service Centre (FSC) in Punggol, extending our reach to the growing community in Punggol West. Across our FSCs, we remain focused on supporting ComLink+ families in both rental and non-rental housing—working with partners to provide targeted case management and access to ComLink+ packages that empower families toward long-term stability and social mobility.

We will also be moving into the second cohort of our Journeying with Families (JWF) pilot in Woodlands. JWF takes a differentiated approach to case management—smaller caseloads, customised family pathways, and close integration with community networks—enabling deeper engagement and co-creation of solutions tailored to family aspirations and realities.



### Strengthening Community-Based Family Support

Our Family Support Services (FSS) will continue to strengthen our presence in the North (Sembawang/Woodlands) and East (Pasir Ris, Punggol, and Tampines) through community partnerships and enhanced accessibility.

Anticipating a rise in demand for services while ensuring timely and impactful interventions, we will grow our counselling teams; add a new site and upgrading an existing one in Tampines to improve accessibility; as well as develop a practice guide to further enhance our approach to divorce and co-parenting work.

We are also increasing the relevance and reach of our parenting and marriage programmes under Families for Life (FFL), by curating topics that meet the needs of parents and couples, and equipping families with practical tools and knowledge.



### 2. Strengthening Mental Health Wellness Support

Mental health remains a growing concern, and Care Corner is scaling up both preventive and therapeutic mental health services to meet increasing needs across the community.

#### Positioning to Offer Community-Based Mental Health Services

As an appointed Community Intervention Team (COMIT) provider, operating out of a new central base at SPACE@159 (Toa Payoh) with satellite offices in the North and East, we are well-positioned to support clients needing long-term mental health support across the island.

#### Supporting Youth Mental Health and Caregiver Support

Care Corner INSIGHT (Youth CREST and Youth Intervention Team) will continue reaching more young people while refining digital engagement tools like Carey, an online mental health platform. As we evaluate and enhance Carey's design, we aim to make self-assessment and access more intuitive for youth. In addition, we are channeling more resources towards supporting the mental well-being of caregivers, recognising their pivotal role in a young person's recovery.



# The Year Ahead

## Counselling Services for Individuals, Families, and Organisations

Demand for support through Care Corner Counselling Centre (CCCC) is expected to rise. From trauma recovery to grief and loss counselling, 4C remains responsive to complex emotional and psychological needs. We are also observing more demand for workplace-based mental health services, and will continue to grow our Employee Assistance Programme (EAP) offerings.

To support service quality and operational efficiency, CCCC will upgrade its Case Management System, ensuring that our clients benefit from streamlined processes and an enhanced care experience.

Together, these developments reflect our commitment to strengthening mental health support across all age groups and touchpoints—ensuring that no one walks the journey alone.



## 3. Leveraging Digital Tools for Better Outcomes

Across all service groups, we are leveraging technology to improve efficiency, enhance service delivery and enable data-informed decision-making. Use of AI tools such as Scribe and Co-pilot are enhancing documentation efficiency for our workers. We will also continue to invest in our data and analytics systems, as well as develop our critical thinking competencies as we embrace the use of data and AI in our work.

We will also continue to deepen our collaboration with forward-looking partners such as Open Government Product (OGP) to explore new tech-enabled solutions.



## FUNDRAISING PLANS

Campaign	Uplift for Life	Corporate Donor Engagement
Duration	July 2025 to March 2026	Ongoing
Description	<p>The Uplift for Life fundraising campaign aims to rally the community to support Care Corner’s preventive and developmental programmes that address inter-generational poverty, mental health challenges, and social isolation among seniors. These initiatives are designed to uplift individuals and families not just for a season, but for a lifetime.</p> <p>As part of the campaign, we will host a Ruckathon—an inclusive event that invites the public and corporate partners to participate and fundraise—fostering collective action and greater awareness of the needs in our community.</p>	<p>Conducting one-on-one engagement sessions with corporate partners to understand their social missions and giving priorities. By aligning their interests with the programmes that Care Corner need support in, we co-create meaningful partnerships.</p> <p>Beyond financial contributions, we explore opportunities for meaningful collaboration—including staff volunteering and multi-year support that drives long-term sustained community impact.</p>
Target	\$800,000	\$700,000
Service Users	<ul style="list-style-type: none"> <li>• Children</li> <li>• Youth</li> <li>• Individuals with mental health challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Children</li> <li>• Youth</li> <li>• Individuals with mental health challenges</li> </ul>

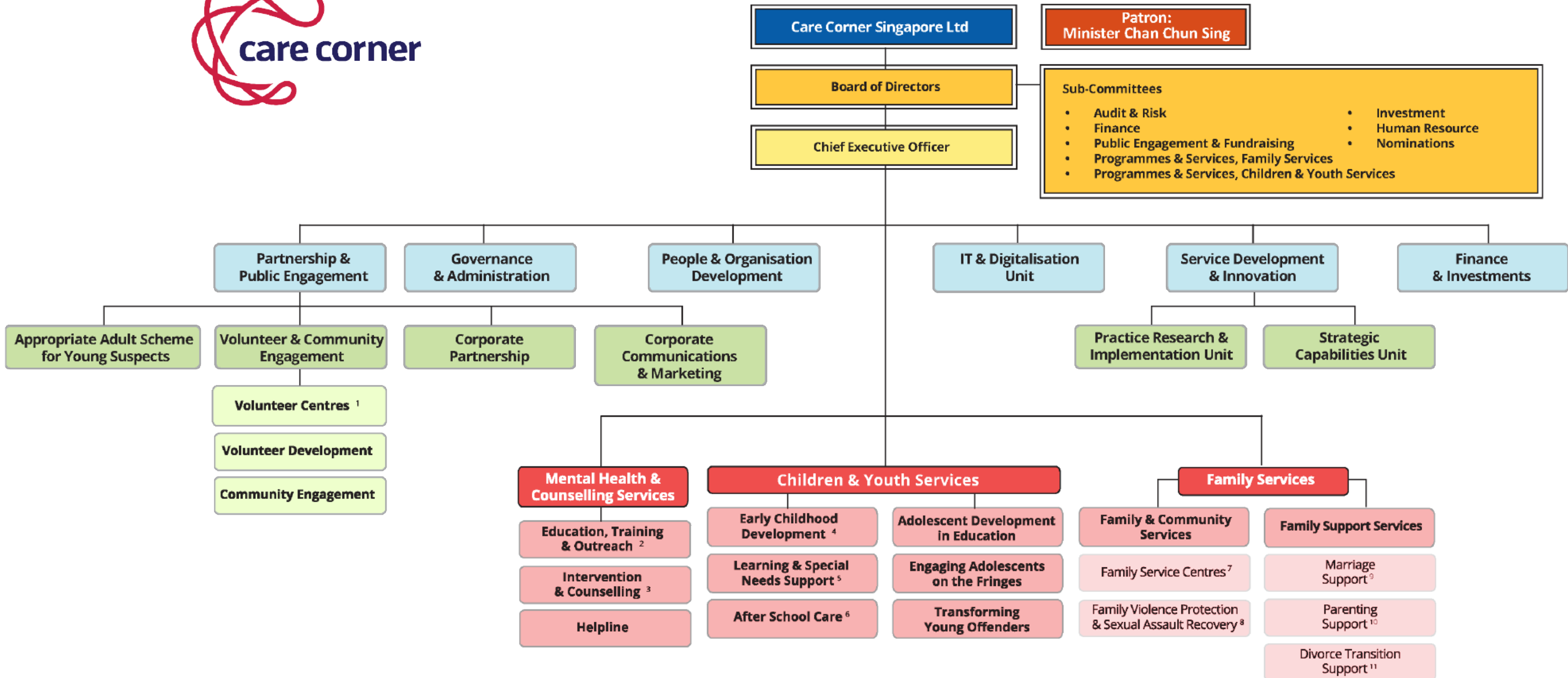
## ORGANISATION’S FINANCIAL COMMITMENT

The organisation is committed to investing in digital transformation initiatives to enhance service delivery and collaboration with internal and external stakeholders. These initiatives encompass process optimization, automation, integrated digital solutions, data analytics, and generative AI. Concurrently, significant investments will be made in renovation projects to upgrade facilities and support evolving operational and service requirements.

## ORGANISATIONAL EXPENDITURE

for every dollar spent, **\$0.90** goes to direct service and the remaining are for overheads and governance costs.

# Organisation Chart



<sup>1</sup> Volunteer Centres (Tampines / Toa Payoh / Woodlands)  
<sup>2</sup> INSIGHT (Mental Health Department) / Counselling Centre  
<sup>3</sup> Counselling Centre / Community Intervention Team (COMIT) / INSIGHT  
<sup>4</sup> Circle of Care Consultancy Services / KidSTART  
<sup>5</sup> Learning and Special Needs (Tampines / Toa Payoh / Woodlands)  
<sup>6</sup> Student Care Centres (Admiralty / Woodlands)  
<sup>7</sup> Family Service Centres (Admiralty / Punggol / Queenstown / Tampines / Toa Payoh / Woodlands)  
<sup>8</sup> Project StART (Protection Specialist Centre)  
<sup>9</sup> Strengthening Families Programme @ FSC (Eunos / Tampines), Families for Life (Woodlands)  
<sup>10</sup> Families for Life (Tampines / Woodlands)  
<sup>11</sup> Strengthening Families Programme @ FSC (Eunos / Tampines / Woodlands)

# Board Directors



**Yong Lum Sung**  
Board Chairman



**Trent Ng Yong En**  
Secretary



**Foo Choon Yeow**  
Treasurer



**Patrick Yeo Hian Chong**  
Assistant Treasurer



**Benny Ang Chun Hwee**  
Director



**Ho Ming Heng**  
Director



**Dolly Koh**  
Director



**Lydia Yam Fo Lai**  
Director



**Suzette Chew**  
Director



**Christopher Teo Chyun Sing**  
Director



**Wilson Tan Siang Hwa**  
Director



**Jean Liu Chuan Jin**  
Director



**Directors' Night Out**



**Stepped down during the year:**  
Rev. Ezekiel Tan Yip Wai (29 August 2024)

# Board Directors

The Board meets regularly with a quorum of at least half of the Board. A total of 4 board meetings were held in Financial Year 2024. The Annual General Meeting was held on 29 August 2024 and an Extraordinary General Meeting was held on 26 February 2025 to approve the proposed adoption of the new Constitution of the Company. Details of the Board of Directors including their meeting attendance are as follows:

Name	Position	Date of First Appointment to Board	Date of Latest Appointment to Board	Board Meeting Attendance	Qualification & Experience
<b>Yong Lum Sung</b>	Board Director  Board Chairman (Appointed on 23.8.2018)	27.3.2013	29.8.2024	4 / 4	<ul style="list-style-type: none"> <li>Chairman and Independent Director, APTT Management Pte Limited</li> <li>More than 30 years of industry experience, having been the Chief Operating Officer of StarHub and in various technical, commercial and general management positions in Singapore Technologies and Dutch multinational company, Philips</li> <li>Bachelor and Master in Electrical Engineering, University of Singapore</li> <li>Graduate Diploma in Accounting and Finance, Association of Chartered Certified Accountants, United Kingdom</li> <li>Advanced Management Programme, Harvard Business School</li> </ul>
<b>Trent Ng Yong En</b>	Board Director  Secretary (Appointed on 29.8.2024)	10.9.2020	29.8.2024	3 / 4	<ul style="list-style-type: none"> <li>Practising Lawyer and Director, Fortress Law Corporation</li> <li>Bachelor of Laws, National University of Singapore</li> <li>Master in Public Policy, Lee Kuan Yew School of Public Policy</li> </ul>
<b>Ezekiel Tan Yip Wai (Rev)</b>	Board Director  Secretary (Appointed on 6.9.2017)	13.8.2015	24.8.2023  (Retired on 29.8.2024)	1 / 1	<ul style="list-style-type: none"> <li>General Secretary / Chief Executive Officer, The Bible Society of Singapore</li> <li>Founder and President, Hope Initiative Alliance</li> <li>Founder and Chief Executive, SowCare Ltd.</li> <li>Life member, Inter-Religious Organisation</li> <li>Member, Inter-Racial and Religious Confidence Circle</li> <li>Assistant Registrar and Licensed Solemniser, Registry of Marriages Singapore</li> <li>Certified practicing management consultant with Singapore Business Advisors and Consultants Council</li> <li>Bachelor in Business Administration (Honours)</li> <li>Masters in Divinity</li> </ul>
<b>Foo Choon Yeow</b>	Board Director  Treasurer (Appointed on 25.8.2022)  (Assistant Treasurer from 26.8.2021 to 25.8.2022)	26.8.2021	29.8.2024	3 / 4	<ul style="list-style-type: none"> <li>Director, Relationship Management, Raffles Family Office</li> <li>Former Vice President of Corporate Strategy &amp; Planning in CapitaLand Group</li> <li>More than 20 years of experience in accounting, corporate finance and treasury</li> <li>Professionally skilled in Leveraged Finance, Capital Markets, Corporate Finance, Project Finance, and Treasury Management</li> <li>Bachelor of Accountancy, Nanyang Technological University</li> <li>Master of Business Administration, Imperial College, United Kingdom</li> </ul>
<b>Patrick Yeo Hian Chong</b>	Board Director  Assistant Treasurer (Appointed on 24.8.2023)	29.8.2024	29.8.2024	3 / 3	<ul style="list-style-type: none"> <li>Partner of PricewaterhouseCoopers LLP Singapore, Markets Leader and Head of Asset and Wealth Management Assurance practice</li> <li>Public Accountant with over 20 years of experience in financial and business advisory</li> <li>Chartered Accountant, Institute of Singapore Chartered Accountants and Institute of Chartered Accountant in England and Wales</li> <li>Bachelor of Accountancy, Nanyang Technological University, Singapore</li> </ul>
<b>Ho Ming Heng</b>	Board Director	14.9.2016	29.8.2024	2 / 4	<ul style="list-style-type: none"> <li>Principal Consultant, D2G Consulting Pte Ltd</li> <li>Former Managing Director, Group Operations and Business Transformation in Great Eastern Life Assurance</li> <li>Bachelor of Science (Engineering) (First Class Honours), King's College, London University</li> </ul>

# Board Directors

Name	Position	Date of First Appointment to Board	Date of Latest Appointment to Board	Board Meeting Attendance	Qualification & Experience
<b>Dolly Koh</b>	Board Director	13.3.2017	29.8.2024	1 / 4	<ul style="list-style-type: none"> <li>Justice of the Peace, Prime Minister's Office</li> <li>Held senior positions and directorships in multinational organisations, listed companies and start-up</li> <li>Former Chief Executive Officer, Singapore National Co-operative Federation</li> <li>Bachelor of Science</li> <li>Master of Business Administration</li> </ul>
<b>Wilson Tan Siang Hwa</b>	Board Director	13.3.2017	29.8.2024	3 / 4	<ul style="list-style-type: none"> <li>Chief Executive Officer, OXYTAP Pte Ltd</li> <li>More than 30 years of senior management experience in the Information and Communication Technology as well as Defence &amp; Environmental industry</li> <li>Bachelor in Computing Science (Honours), Staffordshire University, United Kingdom</li> </ul>
<b>Lydia Yam Fo Lai</b>	Board Director	6.9.2017	29.8.2024	4 / 4	<ul style="list-style-type: none"> <li>Executive Director, Definitum Business Consultants Pte Ltd</li> <li>Chartered Accountant, Institute of Singapore Chartered Accountants</li> <li>Over 20 years of experience in the financial and auditing industry</li> <li>Bachelor of Accountancy (Honours), Nanyang Technological University</li> </ul>
<b>Benny Ang Chun Hwee</b>	Board Director	16.6.2020	29.8.2024	3 / 4	<ul style="list-style-type: none"> <li>Partner at Deloitte &amp; Touche LLP</li> <li>More than 20 years of experience in auditing and advisory in several industries such as insurance, manufacturing, engineering, real estate, biotech, healthcare, hospitality and gaming</li> <li>Former Audit &amp; Risk Committee Member, Marine Parade Town Council</li> <li>Bachelor of Arts (Economics and Social Work), National University of Singapore</li> <li>Professional certification, Association of Chartered Certified Accountants</li> </ul>
<b>Suzette Chew</b>	Board Director	24.8.2023	29.8.2024	2 / 4	<ul style="list-style-type: none"> <li>Executive Director, Group Human Resources at United Overseas Bank</li> <li>More than 20 years of experience as a HR professional in the banking, technology and retail industries at global, regional and country levels</li> <li>Bachelor of Arts &amp; Social Science, National University of Singapore</li> </ul>
<b>Christopher Teo Chyun Sing</b>	Board Director	24.8.2023	29.8.2024	3 / 4	<ul style="list-style-type: none"> <li>Managing Director of Ferranti Computer System, Asia Pacific and Japan</li> <li>More than 35 years of experience in IT and Engineering fields, 20 years were spent in leadership roles in business, financing, operations, services consulting, marketing &amp; communications and product management in MNCs and local SME</li> <li>Bachelor of Electronics Engineering, The University of Western Australia</li> <li>Master of Business Administration, Macquarie University</li> </ul>
<b>Jean Liu Chuan Jin (Dr)</b>	Board Director	29.8.2024	29.8.2024	2 / 3	<ul style="list-style-type: none"> <li>Director, Centre for Evidence and Implementation</li> <li>Founder, Insights Bridge Consultancy</li> <li>Adjunct Assistant Professor, Yale-NUS College and NUS Yong Loo Lin School of Medicine</li> <li>Taught tertiary-level courses on well-being and on health psychology</li> <li>Former consultant to the World Health Organization, assisting with the roll-out of a new mental health framework for the Western Pacific Region</li> <li>Council Member, Agency for Care Effectiveness</li> <li>Formerly assistant professor of psychology at Yale-NUS</li> <li>PhD and Bachelor of Psychology (Hons), from University of New South Wales</li> </ul>

# Board Sub-Committee Members

## Nominations Sub-Committee

Name	Designation	Sub-Committee Meeting Attendance
Mr Daniel Ang Yew Tiong	Chairperson	2 / 2
Mr James Huan Nam Guan	Member	2 / 2
Mr Koh Him Leong	Member	2 / 2
Dr Nehemiah Lim Khay Tham	Member	2 / 2
Mr Yap Poh Kheng	Member	2 / 2
Mr Yong Lum Sung	Member	2 / 2
Rev Ezekiel Tan Yip Wai	Member (resigned on 29 Aug 2024)	0 / 1
Mr Yew Hock Meng	Member (appointed on 24 Oct 2024)	1 / 1

### Terms of Reference

- Provide oversight on the Board's and Sub-Committees' composition, ensuring diversity, optimal structure, and size.
- Ensure the proper renewal and succession of Board members, and Key Appointment Holders in compliance with the tenure limits stated in the Constitution.
- Identify, select and nominate appropriate candidates to serve on the Board and our Sub-Committees to the Board.
- Ensure that management has in place a system to properly induct and onboard new Board Directors, Sub-Committee members and Key Appointment Holders so that they are familiar with their roles and responsibilities.
- Initiate and assist the Board in assessing the Board's effectiveness through regular evaluations.

## Audit & Risk Sub-Committee

Name	Designation	Sub-Committee Meeting Attendance
Mr Benny Ang Chun Hwee	Chairperson	3 / 3
Mr Ho Ming Heng	Member	3 / 3
Mr Wilson Tan Siang Hwa	Member	2 / 3
Mr Benjamin Ng Hock Joo	Member (appointed on 23 May 2024)	2 / 2

### Terms of Reference

- Provide oversight on the organisation's proper management of potential risk areas, such as strategic, financial, operational, reputational, cybersecurity and data security risks.
- Ensure that management has in place practices that comply with the required legislative regulations (for e.g. whistle-blowing policy to ensure concerns raised are independently investigated and appropriate action taken).
- Ensure that management has in place proper audit and risk management practices, which include review and approve the audit plans, appointment of internal and external auditors, annual audit fee, audited financial statements, audit reports including actions taken by management on the auditors' recommendations, and Business Continuity Plans.
- Support the Board by ensuring that management has in place an ESG policy and implementation roadmap.

## Investment Sub-Committee

Name	Designation	Sub-Committee Meeting Attendance
Mr Koh Him Leong	Chairperson	4 / 4
Mr Gan Fong Jek	Member	4 / 4
Mr Steven Ng Keng Kwee	Member	1 / 4
Mr Tan Kia Jin	Member	4 / 4

### Terms of Reference

- Providing oversight on the organisation's Investment policies and portfolio, ensuring their alignment with the organisation's strategic priorities.
- Ensure that management has in place practices that comply with the required legislative regulations.
- Review the performance of our Investment portfolio based on set goals and indicators and make recommendations to the Board on all investment decisions including investment properties.
- Support the Board by taking into consideration ESG principles and factors as promulgated by the Board, in our Investment policies and portfolio.
- Ensure that management has in place policies and systems to manage identified risks related to our Investment policies and portfolio.

## Finance Sub-Committee

Name	Designation	Sub-Committee Meeting Attendance
Mr Foo Choon Yeow	Chairperson	4 / 4
Mr Gan Fong Jek	Member	4 / 4
Mr Soo Khian Seng	Member	3 / 4
Ms Tan Yen Yen	Member	4 / 4
Ms Lydia Yam Fo Lai	Member	4 / 4
Mr Patrick Yeo Hian Chong	Member	3 / 4

### Terms of Reference

- Provide oversight on the organisation's Finance-related matters, ensuring their alignment with the organisation's strategic priorities. This includes financial business planning, annual budgeting exercise, management accounts and performance review, financial strategy to ensure the long-term sustainability of the organisation and guidelines on reserve management.
- Together with Audit and Risk Sub-Committee, provide advice to management to ensure it has in place practices and procedures that comply with the relevant Finance-related legislative regulations and accounting standards.
- Review the performance of our Finance-related policies and practices based on set goals and indicators.
- Support the Board by taking into consideration ESG principles and factors as promulgated by the Board, in our Finance-related policies and practices.
- Together with the Audit and Risk Sub-Committee, ensure that management has in place policies and systems to manage identified risks related to our Finance-related policies and practices (including Anti-Money Laundering and Countering the Financing of Terrorism). This includes having internal controls such as financial audit and reporting; revenue and receipting policies and procedures; procurement and payment policies and procedures; and delegation of authority and limits of approval.

## IT Sub-Committee

During the financial year, the IT Sub-Committee was dissolved by the Board on **13 March 2025**. The following members have stepped down:

- Mr Ho Ming Heng
- Mr Hiew Wee Soon
- Mr Christopher Teo Chyun Sing

# Board Sub-Committee Members

## Human Resource Sub-Committee

Name	Designation	Sub-Committee Meeting Attendance
<b>Ms Suzette Chew</b>	Chairperson	3 / 3
<b>Mrs Ginny Soh</b>	Member	1 / 3
<b>Mr Koh Him Leong</b>	Member	2 / 3
<b>Mr Yong Lum Sung</b>	Member	3 / 3
<b>Mr Yew Hock Meng</b>	Member (resigned on 29 Aug 2024)	1 / 1
<b>Ms Aileen Wong</b>	Member (appointed on 23 Jan 2025)	0 / 0

### Terms of Reference

- Provide oversight on the organisation's HR policies and practices, ensuring their alignment with the organisation's strategic priorities. This includes recruitment, remuneration, benefits, training and development, performance appraisal, disciplinary actions, cessation of employment and succession planning and talent management.
- Ensure that management has in place practices that comply with the required legislative regulations.
- Review the performance of our HR policies and practices based on set goals and indicators.
- Support the Board by taking into consideration ESG principles and factors as promulgated by the Board, in our HR policies and practices.
- Ensure that management has in place policies and systems to manage identified risks related to our HR policies and practices. This includes:
  - o Appropriate insurance policies are taken for Board members, staff and volunteers;
  - o Appropriate plans for the development of future-directed capacity and capabilities;
  - o Appropriate Code of Conduct for Board members, Staff and Volunteers;
  - o Appropriate background and reference checks are conducted for staff with fiduciary or executive responsibilities or who are responsible for the custody of cash for the Organisation;
  - o Appropriate processes to address grievances and resolve conflicts.

## Public Engagement and Fundraising Sub-Committee

Name	Designation	Sub-Committee Meeting Attendance
<b>Mr Gan Fong Jek</b>	Chairperson	2 / 2
<b>Mr Steven Ng Keng Kwee</b>	Member	0 / 2
<b>Mr Soo Khian Seng</b>	Member	2 / 2
<b>Mr Yap Chin Siang</b>	Member (appointed on 29 Aug 2024)	1 / 1

### Terms of Reference

- Provide oversight on the organisation's public engagement, volunteer management and fund-raising initiatives, ensuring their alignment with the organisation's strategic priorities.
- Ensure that management has in place practices that comply with the relevant statutory regulations e.g. conduct of fund-raising activities.

- Review the performance of our reputation and public standing, public engagement, volunteer management and fund-raising initiatives based on set goals and indicators.
- Support the Board by taking into consideration ESG principles and factors as promulgated by the Board, in our public engagement, volunteer management and fund-raising initiatives.
- Ensure that management has in place policies and systems to manage identified risks related to public engagement, volunteer management and fund-raising initiatives.
- Recommend and offer access to networks for the management team to cultivate potential funders, donors and volunteers.

## Programmes and Services Sub-Committees

Programmes and Services, Families Services		
Name	Designation	Sub-Committee Meeting Attendance
<b>Mrs Ginny Soh</b>	Chairperson	2 / 2
<b>Mr Benny Ang Chun Hwee</b>	Member	0 / 2
<b>Ms Andrea Lim Cher Vun</b>	Member	1 / 2
<b>Ms Lim Hai Yian</b>	Member	2 / 2
<b>Dr Jean Liu Chuan Jin</b>	Member	2 / 2
<b>Mr Trent Ng Yong En</b>	Member	2 / 2
<b>Mr Christopher Teo Chyun Sing</b>	Member	2 / 2
<b>Mr Yong Lum Sung</b>	Member	1 / 2

Programmes and Services, Children and Youth Services		
Name	Designation	Sub-Committee Meeting Attendance
<b>Mr James Huan Nam Guan</b>	Chairperson	2 / 2
<b>Mr Gan Fong Jek</b>	Member	1 / 2
<b>Mr Ho Ming Heng</b>	Member	1 / 2
<b>Mr Shashidaran S/O Kaneson</b>	Member	2 / 2
<b>Ms Dolly Koh</b>	Member	2 / 2
<b>Dr Jared Ng Wei Lik</b>	Member	1 / 2
<b>Mr Wilson Tan Siang Hwa</b>	Member	2 / 2

### Terms of Reference

- Provide oversight on the organisation's portfolio of programmes and services, ensuring their alignment with the organisation's vision, mission and strategic priorities.
- Review the impact of our programmes and services including approving or removing programmes and services from our portfolio.
- Review the performance of our programmes and services based on set outcomes, indicators and service standards.
- Support the Board by taking into consideration ESG principles and factors as promulgated by the Board, in our programmes and services.
- Ensure that management has in place policies and systems to manage identified risks related to our programmes and services.
- Review and make recommendations to the Board and/or Finance Sub-committee on procurement/ investment decisions related to programmes and services.

# Senior Management Team



Scan the QR code for detailed profiles



**Christian Chao**  
Chief Executive Officer

Appointed 1/8/2022



**Daniel Chien**  
Senior Director, Seniors Services

Appointed 2/7/2018



**Ian Peterson**  
Director, Family and Community Services

Appointed 1/8/2022



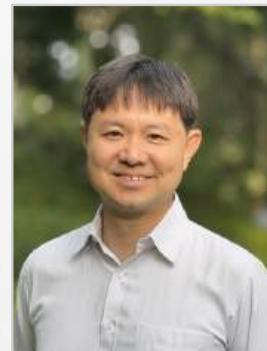
**Patricia Phang**  
Director, Family Support Services

Appointed 1/8/2022



**Ng Su-Ling**  
Director, People and Organisation Development

Appointed 1/7/2024



**Martin Chok**  
Deputy Director, Family and Community Services

Appointed 1/8/2022



**Gary Lim**  
Deputy Director, Partnership & Public Engagement

Appointed 1/10/2023



**Michelle Wong**  
Deputy Director, Finance

Appointed 17/9/2024



**Petrina Tan**  
Head, Corporate Communications and Partnership

Appointed 1/4/2025



**Katherine Loo**  
Head, Corporate Governance and Administration

Appointed 1/3/2021



**Thomas Tan**  
Head, IT and Digitalisation

Appointed 13/4/2020



# Corporate Governance

**Care Corner Singapore Ltd** was registered under the Registry of Companies, now known as the Accounting and Corporate Regulatory Authority (ACRA) in Singapore on 9 December 1981 and registered under the Charities Act on 9 September 1987. The Company is governed by its Constitution (previously referred to as Memorandum and Articles of Association).

The Company is a full member of the National Council of Social Service, has an Institution of a Public Character (IPC) status and is in full compliance with the Charity Code of Governance. The Company received the Charity Transparency Award 2017-2019, 2023-2024, Charity Governance Award 2017 - Special Commendation for Risk Management and Charity Governance Award 2024 - Special Commendation for Governance and Management.

**Unique Entity Number (UEN):** 198105641M  
**IPC Registration No. :** 000367  
**Charity Registration No.:** 0495  
**Registered Address:** 6 Woodlands Square #03-01, Woods Square Tower 2, Singapore 737737  
**Chief Executive Officer:** Mr Christian Chao (appointed on 1 August 2022)  
**Financial Controller:** Ms Michelle Wong Lai Peng (appointed on 1 March 2016)  
**Independent Auditor:** Baker Tilly TFW LLP  
**Bankers:** Oversea-Chinese Banking Corporation Ltd  
Bank of Singapore  
United Overseas Bank Limited  
DBS Bank Ltd  
**Lawyers:** Appointed on an as-needed basis

**Principal Activities:** To promote, champion, and advocate for the well-being of individuals and families in the general Singaporean community, with a focus on people who are vulnerable, under-privileged, marginalised, or at risk, through the provision of social and health care services.

## A. BOARD GOVERNANCE AND SENIOR MANAGEMENT

### Board Roles and Composition

The Board of Directors of Care Corner Singapore Ltd (“the Company”) is committed to maintaining a high standard of corporate governance in line with the principles set out in the Code of Governance for Charities and IPCs. The Board ensures that there is a process to identify, regularly monitor and review the charity’s key risks, including mitigating measures and controls for all key risks. This establishes and maintains a high standard of legal and ethical mode of operations to preserve the interests of all donors, beneficiaries and stakeholders.

The Board assumes the overall responsibility for setting the direction and strategy of the Company to ensure proper stewardship and the fulfilment of its vision and mission. The Board provides guidance to the Senior Management Team who is delegated with day-to-day management and formulation of policies for the Board’s approval. The Board also forms Sub-Committees with specific functions to assist in the discharge of its duties. Each Sub-Committee comprises of members with the relevant skillsets and experience. The Board regularly reviews the Company’s controls, processes, key programmes and events through reports and information provided by its respective Sub-Committees and the Management. Please refer to the Annual Report for the Organisation Chart and details of Board members, Sub-Committee members and Senior Management Team.

There are no Directors (i.e. Board Members) holding staff appointments and the rule of staff not comprising of more than one-third of the Board is not applicable. Staff are not permitted to chair Board or Sub-Committees. Staff provide the Board with complete and timely information, and shall not be entitled to vote or participate in the Board’s decision-making.

### Selection and Recruitment

The Nominations Sub-Committee is tasked with the review process and recommendation of nominated candidates for Director positions; the successful candidates are then elected on to the Board through a majority vote by its members present at a convened meeting. The process for election of Board Directors is documented in our Constitution and potential candidates are reviewed by the Nominations Sub-Committee with a pre-identified set of criteria, including competency assessment, and appropriate background checks conducted.

### Board renewal and Term limits

The Board’s succession strategy for key positions within the board includes: reviewing the qualification, experience, passion, commitment, contribution and past participation levels of current board directors. Board directors’ meeting attendance and training are recorded and tracked.

All Directors (i.e. Board Members) shall hold office until the next Annual General Meeting (AGM) and shall retire and be eligible for re-election as per process stipulated in the Company’s Constitution.

In Financial Year 2024, one Director, Mr Yong Lum Sung had served for more than 10 consecutive years as a Director and as Chairman of the Board since 23 August 2018. The Director term extension was deliberated and approved at the Annual General Meeting held on 29 August 2024. The Company’s amended Constitution, with no objections from our Sector Administrator (MSF) and approved by our Members at the Extraordinary General Meeting held on 26 Feb 2025, permits for the Chairman of the Board to serve in that capacity for up to 10 consecutive years from the initial date of his appointment as Chairman. Mr Yong, as Chairman of the Board, is performing a critical leadership role in steering and guiding the Company and the senior management navigating changes arising from sector developments in the next 1-2 years including strengthening corporate governance structure to future-ready the Company to respond to these changes. The Nominations Sub-Committee is working on succession plan for Board chairman. Other than the Chairman of the Board, no Directors served for more than 10 consecutive years. Re-appointment to the Board will only be considered after a lapse of at least two years.

The Treasurer, Assistant Treasurer and Chairman of the Finance Sub-Committee have a term limit of four (4) consecutive years, as stipulated in the Company’s Constitution. Re-appointment to Treasurer, Assistant Treasurer and Chairman of the Finance Sub-Committee positions will only be considered after a lapse of at least two years. All new members of the Sub-Committees are appointed for an initial term of 3 years with reappointment of subsequent 3-year term(s).

### Induction/Training

All new Directors and Sub-Committee members are given an induction kit which contains key organisational information, Terms of Reference of the Board, office bearers and Sub-Committees, and various policies such as Conflict of Interest Policy, Whistle Blowing Policy, Risk Management Policy, amongst others. They are encouraged to attend an orientation session conducted by the Senior Management Team. Training for Directors are arranged based on their area of involvement in the Company and feedback provided in the Directors’ annual self-assessment of their effectiveness.

### Board Evaluation

The Board conducts an annual self-evaluation to assess its performance, including a discussion on diversity and range of skillsets required by the Company and a review of the key office bearers and Directors (i.e. Board members) finishing their terms of office for succession planning purpose. The annual self-evaluation covers the Board’s effectiveness in areas such as board composition, information and communication, process & risk management, planning and accountability, fundraising, corporate communications & community engagement, relationship with management and disclosure of interest. The findings and recommendations are discussed at subsequent Board meetings. Individual directors are provided opportunities on an annual basis to reflect on their contributions and provide feedback on future roles, training and improvement areas.

## B. STRATEGIC PLANNING AND PROGRAMME MANAGEMENT

The Board reviews and approves the vision and mission of the Company through Board and Sub-Committee meetings.

These are documented and communicated to its members through corporate and management meetings, and to the public through publicity materials such as the company website, annual report and community networking.

The Board approves and reviews a strategic plan for the Company to ensure that the activities are in line with its objectives. The Board periodically reviews and monitors the income and expenditure, and progress reports of the Company's activities through Board and Sub-Committee meetings.

## C. HUMAN RESOURCE AND VOLUNTEER MANAGEMENT

### Human Resource Management

The Company employs paid staff. No staff is involved in setting his or her own remuneration. There are no paid staff(s) (employees) who are close members of the family of the CEO (i.e. Executive Director equivalent) or Directors (i.e. Board Members), and whose remuneration each exceeds \$50,000 during the year.

The HR Sub-Committee reviews and approves documented human resource policies for staff including Code of Conduct for Board members, staff and volunteers. There are HR policies and a HRIS system for regular supervision, appraisal and professional development of staff. The Board together with the HR Sub-Committee approves and reviews annual manpower planning to ensure the recruitment and retention policies are relevant to market conditions and overall organisational objectives.

Total annual remuneration of the top three highest paid staff:

Remuneration band (in bands of S\$100,000)	FY24	FY23
S\$100,001 to S\$200,000	2	2
S\$200,001 to S\$300,000	1	1

Staffing (as at 31.3.2025):

Remuneration band	FY24
Manager	43
Social Worker	164
Counsellor	35
Social Work Related Staff	79
Health Care Related Staff*	3
Educational Therapist	9
Teacher	10
Administrative Personnel	74
General Worker	15
Total	432

\*Health Care Related Staff – includes: Psychologist.

### Volunteer Management

Volunteers – individuals and corporate partners alike – are integral to our service delivery and programme success. In Financial Year 2024, Care Corner engaged 3,067 volunteers, who collectively contributed 42,518 hours of service. The Volunteer and Community Engagement team anchors its efforts on a Volunteer Management Framework that guides the end-to-end volunteer journey — from recruitment and placement to supervision, retention, and review.

All new volunteers undergo a mandatory onboarding briefing and are required to commit to the Volunteer Code of Partnership, which emphasises confidentiality and compliance with the Personal Data Protection Act 2012. To empower volunteers and ensure the safety and well-being of service users, ongoing training sessions are conducted to enhance their capabilities and contributions.

Since August 2019, Care Corner has been appointed by SG Cares to support the Volunteer Centres in Woodlands and Toa Payoh, with Tampines added in October 2022. SG Cares, a national movement under the Ministry of Culture, Community and Youth (MCCY), aims to foster a more caring and inclusive society through community-driven efforts.

In October 2022, we also established the SG Cares Youth Corps Development Team in partnership with Youth Corps Singapore, a division under the National Youth Council. This initiative seeks to strengthen locale-based volunteering and build the youth volunteer management capabilities of community partners through impactful service projects and programmes.

## D. MANAGEMENT OF CONFLICT OF INTEREST

There are documented procedures for Directors and staff to declare actual or potential conflicts of interests to the Board. Such instances may include business transactions or contracts that the Company enter into, dealings and joint ventures with potential partners and contractual agreements with suppliers, service users, beneficiaries or other staff.

Directors make annual declarations of actual or potential conflicts of interests to the Board. Directors abstain and do not vote or participate in decision-making on matters where they have a conflict of interest.

The Directors did not receive any remuneration from the Company during the Financial Year. As such, no Director (i.e. Board Member) is involved in setting his or her own remuneration.

There are no paid staff (employees) who are close members of the family of the CEO (i.e. Executive Director equivalent) or Directors (i.e. Board Members), who receive more than \$50,000 during the year.

## E. FINANCIAL MANAGEMENT AND INTERNAL CONTROL

The Board together with the Finance Sub-Committee ensures internal control systems for financial matters are in place with documented procedures.

- The Finance Sub-Committee reviews the annual budgets before submission to the Board for approval.
- Internal control policies and management review controls in key areas such as procurement, receipting, payment, delegation of authority and approval limits are practised to ensure compliance and the key controls are reviewed regularly to ensure its effectiveness.
- The financial records have been properly maintained and the financial statements give a true and fair view of the Company's operations and finances.

The Company's Reserves Policy, which is to maintain a reserve of not more than 12 months of its annual operating expenditure, is disclosed in its annual report. This cap will be reviewed yearly by the Board. The details of restricted funds and their purpose are included in the Financial Statements. There is no planned timing of use of the restricted funds.

In the Financial Year 2024, the Company did not provide loans to any persons, establishments or related parties.

## F. INVESTMENT GUIDELINES

The Company abides by its Investment Guidelines, which are periodically reviewed and updated, and adopts a moderate stance towards investing of the Company's reserves. In the Financial Year 2024, reserves set aside for investment were placed in fixed deposits, bonds and Treasury Bills.

## G. CONDUCT OF FUNDRAISING ACTIVITIES

The Company has established guidelines for fundraising based on best practices set out by the National Council of Social Service and the Charity Council. Donor's intent with regards to funds received (donations) made for specific or identified designated purposes are strictly observed. Funds in designated accounts will be used for the sole intention of which the designated funds had been established. Any change of use of such funds will only be administered after attaining the consent of the donor who had stipulated the original intention of that donated sum.

Donations collected are properly recorded on the Company's donor management system and accounting system, and promptly deposited by the Company.

The total fundraising expenses of the Company did not exceed 30% of the total receipts from fundraising and sponsorships for the Financial Year 2024. Details of the fundraising activities can be found in the Annual Report. The Company did not engage the services of commercial fundraisers in Financial Year 2024.

## H. RISK MANAGEMENT AND INTERNAL CONTROLS

The Board and Audit & Risk Sub-Committee are assisted by the Management Risk Committee to evaluate the adequacy and effectiveness of the Company's risk management and internal control systems, including financial, operational, compliance and information technology controls.

The Management Risk Committee oversees the risk management framework and guidelines of the Company. It is responsible for, among other things, reviewing the Company's policies, risk management framework, processes and procedures for identifying, measuring, reporting and mitigating key risks in the Company's programmes and operations.

## I. WHISTLE-BLOWING POLICY

The Company's Whistle-blowing Policy aims to provide an avenue for employees and external parties to raise concerns and offer reassurance that they will be protected from victimisation for whistle-blowing in good faith. The policy covers issues of: fraud, corruption, misappropriation, blackmail, bribery, failure to comply with legal/regulatory obligation, significant breach of Company's policies or internal controls including breaches of codes of conduct, non-disclosure of conflict of interest or related-party transactions, endangerment of health and safety of an individual or concealment of any of the above. The policy is to assist the Audit & Risk Sub-Committee in managing allegations of fraud or other misconduct, disciplinary and any other actions that may be initiated following the completion of the investigations are fair and actions taken to correct the weakness in the existing system of internal process, where appropriate, in order to prevent recurrence.

## J. DISCLOSURE AND TRANSPARENCY

The Company makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Directors (i.e. Board members), Sub-Committees and senior management.

### Principal Funding Source

The Company's principal funding source was through grants from The Ministry of Social and Family Development. (Secondary funding sources included Tote Board funding, National Council of Social Service funding, other grants and donations from the corporates or the public.)

### Company Assets

The company assets including the property and passenger vans listed below are held for the sole purpose of supporting its charitable community programmes and activities:

- i. Property at 8 New Industrial Road #06-03 Singapore 536200 purchased in 2010;
- ii. Property at 6 Woodlands Square #03-01 Woods Square (Tower 2) Singapore 737737 donated by a third party; and
- iii. Passenger van plate no. PC1441Z purchased in 2012 for the Youth GO! (North East) programme.

### Related Party Transactions

In addition to the related party information disclosed elsewhere in the financial statements, the following transactions with related party took place at terms agreed between the parties concerned during the financial year:

With related party	FY24 \$	FY23 \$
Administration fee income	834,942	762,279
Payment on behalf by related party	5,587	4,915
Payment made on behalf of related party	43,157	33,522
Receipt on behalf of related party	9,805	58,606

Related party refers to Care Corner Seniors Services Ltd where one director in the Company is also a director of the related party.

### Reserve Policy & Reserve Position

The Company will maintain a reserve of not more than 12 months of its annual operating expenditure. This cap will be reviewed yearly by the Directors.

## K. PUBLIC IMAGE

The Company accurately portrays its image to its members, donors and the public, and has guidelines stipulated in its Corporate Communications policies (including media engagement) and corporate branding guidelines on how mediums of communication is to be used and how stakeholders are to be engaged including a system to approve the use and application of the Company's name and logos by third parties. The public can make enquiry or provide feedbacks through our communication channels available at our company website.

## L. ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) COMMITMENT

The Company takes into consideration ESG factors in our core mission, recognising the importance of sustainable, ethical, and equitable practices.

Our Commitment:

- i. Environmental: We strive to reduce our environmental impact through sustainable operations, energy efficiency, and waste reduction, aligning our projects with environmental stewardship.
- ii. Social: We are dedicated to creating positive social change, emphasising inclusivity, diversity and community engagement, and maintaining good relationships with our stakeholders. Our programmes aim to address and support the needs of underserved and marginalised groups.
- iii. Governance: We uphold the highest standards of integrity, ensuring transparency, accountability, and responsible governance in all we do.

The Company's ESG commitment is a continuous journey towards sustainability, ethical and equitable governance, reflecting our dedication to making a meaningful impact in the communities we serve.

# Governance Evaluation Checklists

Tier 2 - 1 April 2024 to 31 March 2025

S/NO	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?	If you have indicated 'No' or 'Partial Compliance' please explain
<b>Principle 1 – The charity serves its mission and achieves its objectives.</b>				
1	Clearly state the charitable purposes (For example, vision and mission, objectives, use of resources, activities, and so on) and include the objectives in the charity's governing instrument. Publish the stated charitable purposes on platforms (For example, Charity Portal, website, social media channels, and so on) that can be easily accessed by the public.	1.1	Yes	
2	Develop and implement strategic plans to achieve the stated charitable purposes.	1.2	Yes	
3	Have the Board review the charity's strategic plans regularly to ensure that the charity is achieving its charitable purposes, and monitor, evaluate and report the outcome and impact of its activities.	1.3	Yes	
4	Document the plan for building the capacity and capability of the charity and ensure that the Board monitors the progress of this plan. "Capacity" refers to a charity's infrastructure and operational resources while "capability" refers to its expertise, skills and knowledge.	1.4	Yes	
<b>Principle 2 – The charity has an effective Board and Management.</b>				
5	The Board and Management are collectively responsible for achieving the charity's charitable purposes. The roles and responsibilities of the Board and Management should be clear and distinct.	2.1	Yes	
6	The Board and Management should be inducted and undergo training, where necessary, and their performance reviewed regularly to ensure their effectiveness.	2.2	Yes	
7	Document the terms of reference for the Board and each of its committees. The Board should have committees (or designated Board member(s)) to oversee the following areas*, where relevant to the charity: a. Audit b. Finance * Other areas include Programmes and Services, Fund-raising, Appointment/Nomination, Human Resource, and Investment.	2.3	Yes	
8	Ensure the Board is diverse and of an appropriate size, and has a good mix of skills, knowledge, and experience. All Board members should exercise independent judgement and act in the best interest of the charity.	2.4	Yes	
9	Develop proper processes for leadership renewal. This includes establishing a term limit for each Board member. All Board members must submit themselves for re-nomination and reappointment, at least once every three years.	2.5	Yes	

S/NO	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?	If you have indicated 'No' or 'Partial Compliance' please explain
10	Develop proper processes for leadership renewal. This includes establishing a term limit for the Treasurer (or equivalent position).  <b>For Treasurer (or equivalent position) only:</b> a. The maximum term limit for the Treasurer (or equivalent position like a Finance Committee Chairman, or key person on the Board responsible for overseeing the finances of the charity) should be four consecutive years. If there is no Board member who oversee the finances, the Chairman will take on the role.  i. After meeting the maximum term limit for the Treasurer, a Board member's re- appointment to the position of Treasurer (or an equivalent position) may be considered after at least a two-year break.  ii. Should the Treasurer leave the position for less than two years, and when he/she is being re-appointed, the Treasurer's years of service would continue from the time he/she stepped down as Treasurer.	2.6	Yes	
11	Ensure the Board has suitable qualifications and experience, understands its duties clearly, and performs well.  a. No staff should chair the Board and staff should not comprise more than one-third of the Board.	2.7	Yes	
12	Ensure the Management has suitable qualifications and experience, understands its duties clearly, and performs well.  a. Staff must provide the Board with complete and timely information and should not vote or participate in the Board's decision-making.	2.8	Yes	
13	The term limit for all Board members should be set at 10 consecutive years or less. Re-appointment to the Board can be considered after at least a two-year break.  For all Board members: a. Should the Board member leave the Board for less than two years, and when he/she is being re-appointed, the Board member's years of service would continue from the time he/she left the Board.  b. Should the charity consider it necessary to retain a particular Board member (with or without office bearers' positions) beyond the maximum term limit of 10 consecutive years, the extension should be deliberated and approved at the general meeting where the Board member is being re-appointed or re-elected to serve for the charity's term of service. (For example, a charity with a two-year term of service would conduct its election once every two years at its general meeting).  c. The charity should disclose the reasons for retaining any Board member who has served on the Board for more than 10 consecutive years, as well as its succession plan, in its annual report.	2.9a 2.9b 2.9c	Yes	One Director (i.e. Board member) had served for more than 10 consecutive years as a Director and as Chairman of the Board since 23 August 2018. The Director term extension was deliberated and approved at the Annual General Meeting held on 29 August 2024. The Company's amended Constitution, approved on 26 February 2025, permits for the Chairman of the Board to serve in that capacity for up to 10 consecutive years from the initial date of his appointment as Chairman. The reasons for retaining this director beyond 10 consecutive years and the succession plan are disclosed in the annual report.

S/NO	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?	If you have indicated 'No' or 'Partial Compliance' please explain
<b>For Treasurer (or equivalent position) only:</b>				
14	d. A Board member holding the Treasurer position (or equivalent position like a Finance Committee Chairman or key person on the Board responsible for overseeing the finances of the charity) must step down from the Treasurer or equivalent position after a maximum of four consecutive years.	2.9d	Yes	
	i. The Board member may continue to serve in other positions on the Board (except the Assistant Treasurer position or equivalent), not beyond the overall term limit of 10 consecutive years, unless the extension was deliberated and approved at the general meeting – refer to 2.9.b.			
<b>Principle 3 – The charity acts responsibly, fairly and with integrity.</b>				
15	Conduct appropriate background checks on the members of the Board and Management to ensure they are suited to work at the charity.	3.1	Yes	
16	Document the processes for the Board and Management to declare actual or potential conflicts of interest, and the measures to deal with these conflicts of interest when they arise. a. A Board member with a conflict of interest in the matter(s) discussed should recuse himself/ herself from the meeting and should not vote or take part in the decision-making during the meeting.	3.2	Yes	
17	Ensure that no Board member is involved in setting his/her own remuneration directly or indirectly.	3.3	Yes	
18	Ensure that no staff is involved in setting his/her own remuneration directly or indirectly.	3.3	Yes	
19	Establish a Code of Conduct that reflects the charity's values and ethics and ensure that the Code of Conduct is applied appropriately.	3.4	Yes	
20	Take into consideration the ESG factors when conducting the charity's activities.	3.5	Yes	
<b>Principle 4 – The charity is well-managed and plans for the future.</b>				
21	Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. a. Ensure the Board approves the annual budget for the charity's plans and regularly reviews and monitors its income and expenditures (For example, financial assistance, matching grants, donations by board members to the charity, funding, staff costs and so on).	4.1a	Yes	
22	Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. b. Implement appropriate internal controls to manage and monitor the charity's funds and resources. This includes key processes such as: i. Revenue and receipting policies and procedures; ii. Procurement and payment policies and procedures; and iii. System for the delegation of authority and limits of approval.	4.1b	Yes	

S/NO	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?	If you have indicated 'No' or 'Partial Compliance' please explain
23	Seek the Board's approval for any loans, donations, grants, or financial assistance provided by the charity which are not part of the core charitable programmes listed in its policy. (For example, loans to employees/subsidiaries, grants or financial assistance to business entities).	4.2	Yes	
24	Regularly identify and review the key risks that the charity is exposed to and refer to the charity's processes to manage these risks. Set internal policies for the charity on the following areas and regularly review them: a. Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT); b. Board strategies, functions, and responsibilities; c. Employment practices; d. Volunteer management; e. Finances; f. Information Technology (IT) including data privacy management and cyber-security; g. Investment (obtain advice from qualified professional advisors if this is deemed necessary by the Board); h. Service or quality standards; and i. Other key areas such as fund-raising and data protection	4.3	Yes	
25	The charity's audit committee or equivalent should be confident that the charity's operational policies and procedures (including IT processes) are effective in managing the key risks of the charity.	4.4	Yes	
26	The charity should also measure the impact of its activities, review external risk factors and their likelihood of occurrence, and respond to key risks for the sustainability of the charity.	4.5	Yes	
27		4.6	Yes	
<b>Principle 5 – The charity is accountable and transparent.</b>				
28	Disclose or submit the necessary documents (such as Annual Report, Financial Statements, GEC, and so on) in accordance with the requirements of the Charities Act, its Regulations, and other frameworks (For example, Charity Transparency Framework and so on).	5.1	Yes	
29	Generally, Board members should not receive remuneration for their services to the Board. Where the charity's governing instrument expressly permits remuneration or benefits to the Board members for their services, the charity should provide reasons for allowing remuneration or benefits and disclose in its annual report the exact remuneration and benefits received by each Board member.	5.2	Yes	
30	The charity should disclose the following in its annual report: a. Number of Board meetings in the year; and b. Each Board member's attendance.	5.3	Yes	
31	The charity should disclose in its annual report the total annual remuneration (including any remuneration received in the charity's subsidiaries) for each of its three highest-paid staff, who each receives remuneration exceeding \$100,000, in incremental bands of \$100,000. Should any of the three highest-paid staff serve on the Board of the charity, this should also be disclosed. If none of its staff receives more than \$100,000 in annual remuneration each, the charity should disclose this fact.	5.4	Yes	

S/NO	CALL FOR ACTION	CODE ID	Did the charity put this principle into action?	If you have indicated 'No' or 'Partial Compliance' please explain
32	The charity should disclose in its annual report the number of paid staff who are close members of the family of the Executive Head or Board members, and whose remuneration exceeds \$50,000 during the year. The annual remuneration of such staff should be listed in incremental bands of \$100,000. If none of its staff is a close member of the family of the Executive Head or Board members and receives more than \$50,000 in annual remuneration, the charity should disclose this fact.	5.5	Yes	
33	Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. a. Record relevant discussions, dissenting views and decisions in the minutes of general and Board meetings. Circulate the minutes of these meetings to the Board as soon as practicable.	5.6a	Yes	
34	Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. b. The Board meetings should have an appropriate quorum of at least half of the Board, if a quorum is not stated in the charity's governing instrument.	5.6b	Yes	
35	Implement a whistle-blowing policy for any person to raise concerns about possible wrongdoings within the charity and ensure such concerns are independently investigated and follow-up action taken as appropriate.	5.7	Yes	
<b>Principle 6 – The charity communicates actively to instil public confidence.</b>				
36	Develop and implement strategies for regular communication with the charity's stakeholders and the public (For example, focus on the charity's branding and overall message, raise awareness of its cause to maintain or increase public support, show appreciation to supporters, and so on).	6.1	Yes	
37	Listen to the views of the charity's stakeholders and the public and respond constructively.	6.2	Yes	
38	Implement a media communication policy to help the Board and Management build positive relationships with the media and the public.	6.3	Yes	

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#### \$499,999 and above

- Lien Foundation
- UBS Optimus Foundation Singapore Ltd c/o UBS AG, Singapore Branch
- United Overseas Bank Limited

#### \$100,000 to \$499,999

- Community Chest
- Leap Philanthropy Ltd
- Octava Foundation Limited
- Orchard Parksuites Pte Ltd
- Propnex Realty Pte. Ltd.
- Singapore Chinese Girls' School
- Singapore Power Ltd
- UOL Group Limited

#### \$50,000 to \$99,000

- StarHub Ltd

#### \$10,000 to \$49,999

- Capital Group Investment Management Pte. Ltd.
- CFAM Pte. Ltd.
- Chua Xin Rong Gillian
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- Firstcom Academy Pte Ltd
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#### \$5,000 to \$9,999

- ASM Front End Ang Mo Kio Methodist Church (TRAC)
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Blk 345 Woodlands St 32 #01-198 Singapore 730345  
T: 6362 2481 E: wl.fsc@carecorner.org.sg

### CARE CORNER FAMILY SERVICE CENTRE (PUNGGOL)

(Centre slated to open in 2026)  
T: 6978 6594 E: pg.fsc@carecorner.org.sg

### CARE CORNER PROJECT START

Blk 7A Commonwealth Ave #01-672  
Singapore 141007  
T: 6476 1482 E: projectstart@carecorner.org.sg

### CARE CORNER STRENGTHENING FAMILIES PROGRAMME@FSC (EUNOS)

Blk 21 Eunost Crescent #01-2983 Singapore 400021  
T: 6258 0020 E: fam.en@carecorner.org.sg

### CARE CORNER STRENGTHENING FAMILIES PROGRAMME@FSC (TAMPINES)

Blk 287 Tampines St 22 #01-366 Singapore 520287  
T: 6258 0020 E: fam.tm@carecorner.org.sg

### CARE CORNER STRENGTHENING FAMILIES PROGRAMME@FSC (WOODLANDS)

Blk 786B Woodlands Drive 60  
#01-97 Singapore 732786  
T: 6978 4090 E: fam.wl@carecorner.org.sg

### CARE CORNER FAMILIES FOR LIFE (TAMPINES)

Family Nexus @ Our Tampines Hub  
1 Tampines Walk, Our Tampines Hub  
#04-35 Singapore 528523  
T: 6978 4090 E: ffl@carecorner.org.sg

### CARE CORNER FAMILIES FOR LIFE (WOODLANDS)

Blk 786B Woodlands Drive 60  
#01-97 Singapore 732786  
T: 6978 4090 E: ffl@carecorner.org.sg

# Our Service Points

## CHILDREN SERVICES

### CARE CORNER LEARNING AND SPECIAL NEEDS (TAMPINES)

Blk 414 Tampines St 41 #01-297 Singapore 520414  
T: 6694 8568 E: lsn@carecorner.org.sg

### CARE CORNER LEARNING AND SPECIAL NEEDS (TOA PAYOH)

Blk 149 Lorong 1 Toa Payoh #01-973 Singapore 310149  
T: 6259 8683 E: lsn@carecorner.org.sg

### CARE CORNER LEARNING AND SPECIAL NEEDS (WOODLANDS)

Blk 624B Woodlands Drive 52 #01-19 Singapore 732624  
T: 6235 2585 E: lsn@carecorner.org.sg

### CARE CORNER LEARNING AND SPECIAL NEEDS (WOODS SQUARE)

6 Woodlands Square #03-01  
Woods Square Tower 2 Singapore 737737  
T: 6235 2585 E: lsn@carecorner.org.sg

### CARE CORNER STUDENT CARE CENTRE (ADMIRALTY)

Blk 719 Woodlands Ave 6 #01-628 Singapore 730719  
T: 6365 1075 E: am.scc@carecorner.org.sg

### CARE CORNER STUDENT CARE CENTRE (WOODLANDS)

Blk 321 Woodlands St 32 #01- 227 Singapore 730321  
T: 6269 5784 E: wl.scc@carecorner.org.sg

### CARE CORNER CIRCLE OF CARE CONSULTANCY SERVICES

Blk 346 Ang Mo Kio Ave 3 #01-2280  
Singapore 560346  
T: 6835 0921 E: coc.consultancy@carecorner.org.sg

### CARE CORNER KIDSTART

Blk 346 Ang Mo Kio Ave 3 #01-2280  
Singapore 560346  
T: 6835 0921 E: ksa@carecorner.org.sg

## YOUTH SERVICES

### CARE CORNER YOUTH SERVICES (TAMPINES)

Blk 943 Tampines Ave 5 #01-271  
Singapore 520943  
T: 6786 6061 E: admin-ys@carecorner.org.sg

### CARE CORNER YOUTH SERVICES (WOODLANDS RING)

Blk 645 Woodlands Ring Road #01-12  
Singapore 730645  
T: 6364 2203 E: admin-ys@carecorner.org.sg

## MENTAL HEALTH & COUNSELLING SERVICES

### CARE CORNER INSIGHT (YOUTH INTEGRATED TEAM)

6 Woodlands Square #03-01  
Woods Square Tower 2 Singapore 737737  
T: 6978 4217 E: insight@carecorner.org.sg

### CARE CORNER COUNSELLING CENTRE

Blk 62B Lorong 4 Toa Payoh #02- 143  
Singapore 312062  
T: 6353 1180  
E: cccc@carecorner.org.sg

### CARE CORNER MENTAL WELLNESS CENTRE (SPACE@159)

Blk 159 Toa Payoh Lorong 1 #01-01  
Singapore 310159

### CARE CORNER COMIT (ADULT MENTAL HEALTH SUPPORT)

Hotline: 6978 7151  
E: ccu.admin@carecorner.org.sg

### TOLL-FREE MANDARIN COUNSELLING HOTLINE 1800 3535 800



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