



# ANNUAL REPORT

2018 / 2019

## **OUR VISION**

To make every senior a volunteer.

## **OUR MISSION**

To develop senior volunteers and provide meaningful opportunities to serve the needs of the community.

## **OUR CORE VALUES**

Building Relationships

Innovation

Integrity

Service to Others

Sharing Experience

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# CHAIRMAN'S REVIEW

## FY2018/2019

This financial year marks the year where RSVP embarked on refreshing our brand, strengthening our vision and mission to reflect our aspirations and expectations against a constantly changing social landscape, and applying them in our programmes and services, activities and collaterals.

As we move forward, it is important that we continue to maintain our relevance and premium position in the community as well as grow our volunteer numbers.

### Brand Refresh

We are proud to have our new logo launched by President Halimah Yacob at our 20th Anniversary Charity Gala Dinner on 31 October 2018. With the new logo, we have a strong set of vision and mission statements, core values and tagline.

### A Strong Team of Directors on Board

We have on board a new team of Board of Directors for 2018-2020 that was elected in the 2018 Annual General Meeting. The board now comprises a mix of new and familiar faces:

#### Mr Koh Juay Meng

Chairman and Chair of Volunteer Management

#### Mr Joseph Chia

2nd Vice Chair and Chair of Corporate Partnership and Fund Development Committee

#### Ms Genevieve Chua

Vice Chair and Honorary Treasurer

#### Mr Raymond Chan

Vice Chair and Asst Honorary Treasurer and Chair of Human Resource Committee

#### Ms Marjorie Wee

Honorary Secretary and Chair of Nomination Committee

#### Mr Foo Chee Meng

Board Member and Chair of Programmes Creation Committee

#### Ms Marie Mattar

Board Member and Chair of Corporate & Marketing Communications and Enrichment Committees

#### Mr Ngiam Tong Yuen

Board Member and Chair of Senior Guiding Committee

#### Mr Sunny Chan

Board Member and Chair of Cyberguide and Volunteer Learning Committees

I take this opportunity to thank every member of the board for stepping forward to help navigate RSVP into new areas of senior volunteerism.

### New Partners

In this FY, we have on board Standard Chartered Bank as our new corporate partner. At our Volunteer Appreciation Day on 14 February 2019, we signed a three-year collaboration to develop the capabilities of seniors and to empower them as active volunteers serving the needs of the community. They will also be one of the sponsors of National Senior Volunteer Month 2019 to be held in September.

In addition, we signed another three-year partnership with Singapore Consultancy, a social enterprise that converts senior financial services industry practitioners into management consultants and board directors. Under this partnership, we hope to provide these industry professionals with multiple avenues for them to give back to the community using their skill sets and experience.

### National Senior Volunteer Month 2018

NSVM 2018 was launched on 12 June 2018 by Dr Ang Hak Seng, BBM, Deputy Secretary of Ministry of Culture, Community and Youth (MCCY). It marked the first time that we introduced online registrations for NSVM activities for the year.

With support from MCCY and Council for Third Age (C3A), we curated a series of 35 meaningful activities through collaboration with 43 community partners from social and public services. I am proud to share that we have reached out to 804 volunteers and approximately 11,000 beneficiaries over four months from July to October.

Of this, 500 participants turned up on the opening ceremony day on 8 September. The ceremony was

smaller in scale compared to that of the previous year. A kampung, carnival theme was adopted to suit the heartland, community vibe of the Bishan Community Club venue.

### **International Day of Older Persons (IDOP) 2018**

This is the second year that we organised IDOP. In order to reach out to more seniors through the 16 mini Do-It-Yourself (DIY) events, we printed more "Thank You" cards to accommodate the larger number of partners. More than 20,000 cards were distributed to over 60 Social Service Agencies (SSAs) across Singapore to encourage seniors to pen down their appreciation to anyone they wish to thank. These DIY sessions were organised in the comfort of the partners' centres so that semi-ambulant or physically challenged seniors could be a part of the IDOP initiative without being physically present at the main celebration venue.

The main celebration was held once again at the Lifelong Learning Institute on 29 September 2018. Mr Edwin Tong, Senior Minister of State, Ministry of Law & Ministry of Health, was there to grace the event. A total of 300 attendees, 43 volunteers and 8 SSAs were present to show their support for the initiative.

As part of our effort to digitise gratitude stories, our team produced a video featuring three of these stories to showcase at the main celebration.

### **Fundraising Efforts**

We held our 20th Anniversary Charity Gala Dinner 2018 which was graced by President Halimah Yacob on 31 October 2018 at Marriott Tang Plaza Hotel. 400 guests attended, which included corporate sponsors and donors. A total of \$300,900 was raised through donations, auctions and sales of cookies and postcards.

Another fundraising event was the Charity Golf 2019 held on Wednesday, 8 May 2019, at Singapore Island Country Club. The Guest of Honour was Mr Ng Chee Meng, Minister in the Prime Minister's Office and Secretary-General of the National Trades Union Congress (NTUC). The event raised more than \$490,000.

I would like to take this opportunity to thank our sponsors and donors, without whom we would not have achieved such success.

### **Going Forward**

The upcoming FY marks a very important year for RSVP Singapore as we are now the new National Centre of Excellence in Senior Volunteerism. We have in store future plans, one of which includes a new Memorandum of Understanding that we will be signing in NSVM 2019 to grow senior volunteerism. My team is also working hard to clinch various funding such as the NCSS Organisation Development funding and the Bicentennial One for One funding. Programme funding renewals are also in the works.

For NSVM 2019, we are planning to return to ITE College Central and will continue to promote volunteerism among seniors with the theme launched in NSVM 2017, namely Retire with a Purpose. We target to engage 2,500 volunteers through at least 40 volunteering opportunities with SSA partners to benefit the less privileged over four months from July to October.

### **Thank You**

On behalf of the Board of Directors, I would like to take this opportunity to express my sincere gratitude to all our volunteers and staff for their tireless efforts in the past year. Without the time and effort that all of you have put into the organisation, RSVP would not have been able to achieve what we have thus far. As we continue to grow our programmes and curate more activities, we look forward to having you, your friends and family volunteer with us in the upcoming year.



**Mr Koh Juay Meng**  
Chairman



# 主席的回顾报告

## 2018/2019

今年RSVP Singapore 将会重塑形象，在品牌、活动项目和服务上做出更新。为了配合社会快速变化的发展，我们在品牌与愿景做了适当的审查与调整。这样我们才能确保我们所提供的乐龄服务仍然与社会的需求保持一致。

RSVP在迈向未来与不断增加新义工成员的当儿，必须继续保持在社区中的重要与相关性。

### 标记更新

2018年10月31日，哈莉玛总统在我们20周年慈善晚宴上发布了我们的新标志。我们对此感到自豪。有了新的标志，我们有一套强有力的愿景和使命声明以及核心价值观和口号。

### 董事会

我们在2018-2020财年组建了一个新的董事会团队，该团队是在2018年的年度大会上选出的。董事会现在由新面孔和熟悉面孔组成：

#### 许悦明

主席兼义工管理委员会主席

#### 谢福崧

第二副主席兼公司伙伴关系和基金发展委员会主席

Genevieve Chua

副主席兼名誉司库

#### 陈永成

副主席兼副名誉司库

#### 黄英花

名誉秘书兼提名委员会主席

#### 符致明

董事会成员兼项目创建委员会主席

Marie Mattar

董事会成员兼公司与营销传播和充实义工委员会主席

#### 严崇渊

董事会成员兼乐龄指导委员会主席

#### 曾汉忠

董事会成员兼电脑资讯科技辅导和义工学习委员会主席

我借此机会感谢董事会的每一位成员挺身而出，帮助RSVP迈向乐龄义工服务的新领域。

### 新合作伙伴

今年，我们有渣打银行作为新的合作伙伴。在2019年2月14日的义工感谢日，我们签署了一份为期三年的合作协议，以发展乐龄人士的能力，并授权他们成为服务社区需求的积极义工。他们也将是2019年9月举行的全国乐龄义工月的赞助商之一。

此外，我们还与新加坡咨询公司（Singapore Consultancy）签署了另一项三年的合作协议。新加坡咨询公司是一家将高级金融服务行业从业人员转变为管理顾问和董事的社会企业。在这种合作关系下，我们希望为他们提供多种途径，让他们利用自己的技能和经验回报社会。

### 全国乐龄义工月2018

2018年6月12日，由文化、社区及青年部副常任秘书，洪合成博士发起了全国乐龄义工月2018。这也是我们第一次尝试为我们的全国乐龄义工月的活动提供网上报名。

在文化、社区及青年部和活跃乐龄理事会的支持下，我们与来自社区和公共服务的43个社区合作伙伴合作，策划了一系列35项有意义的活动。我很自豪地告诉大家，从7月到10月的四个月里，我们已经号召了804名义工和11000名受益人加入义工行列，参与我们的活动。

在9月8日，一共有500名参与者出席了开幕典礼。NSVM 2018与前一年相比规模较小，我们采用了甘榜式主题，以便配合碧山民众俱乐的场地。

### 国际老年人日 2018

今年是我们第二次举办国际老年人日（IDOP）。

为了接触更多的乐龄人士以及容纳更多的合作伙伴，我们也印制了更多的“感谢”卡片。我们分发了超过两万张卡片给新加坡60多家社会服务机构，鼓励乐龄人士向任何他们想感谢的人表达他们的感激之情。今年我们也特地在不同的合作伙伴的乐龄活跃中心举办了迷你庆典活动。这样以来，他们就算没参加大型的庆祝活动，也可以成为IDOP计划的一部分。我们一共举办了16个迷你庆典活动。

我们再次在终身学习学院举行了国际老年人日的大型庆典。在9月29日那天，律政部兼卫生部高级政务部长唐振辉出席了本次的活动。一共有300名参与者、43名义工和8家社会服务机构出席了庆典，表示支持这一项倡议。为了数码化这些感恩故事，我的团队制作了一个视频。在大型的庆典上，其中的三个故事通过这个视频展示给大家观赏。

### 筹款活动

我们于2018年10月31日在新加坡万豪唐广场酒店举行了我们的20周年慈善晚宴。除了荣誉嘉宾哈莉玛总统，一共有400位嘉宾出席了这个晚宴。其中包括了企业赞助商以及捐赠者。通过捐款、拍卖、销售的饼干和明信片，我们一共筹集到大约30万块。

另一项筹款活动是在2019年5月8日那天在新加坡岛乡村俱乐部举行的高尔夫慈善活动。这个活动的荣誉嘉宾是总理公署部长、职总秘书长黄志明。通过这次的活动，RSVP筹集了超过49万。

我要借此机会感谢我们的赞助商和捐助者，没有他们，我们就不会取得如此好的成绩。

### 未来一年

我们身为新的全国乐龄志工卓越中心，未来的一年对我们来说是非常重要的。我们已经准备好未来计划。其中也包括在2019签署一份新的谅解备忘录来推广以及培养乐龄义工。我的团队也在努力争取各种基金，如国家福利理事会(National Council of

Social Service) 组织发展基金和开埠200周年纪念社区基金。项目资金上的更新也在进行中。

在2019年的全国乐龄义工月，我们计划重返工艺教育中区学院。我们将继续通过在2017全国乐龄义工月中推出的主题，“享受有意义的退休生活 - 加入义工行列”向乐龄人士中推广义工服务。我们的目标是通过40个义工服务机会，让2500名义工参加，由此帮助弱势群体。这将为期4个月，从7月到10月。

### 感恩

我谨代表董事会，我想借此机会对我们所有乐龄义工与工作人员表达我最诚挚的谢意。如果没有义工们无私的奉献和我们工作人员在幕后不辞劳苦地付出，我们也不会有今天的成绩。随着我们继续发展我们的计划和策划更多活动，我们期待着在新的一年里有你，你的朋友和家人和我们一起来参与义工活动。



许悦明  
主席

# MINUTES OF THE 19<sup>TH</sup> ANNUAL GENERAL MEETING OF RSVP SINGAPORE HELD ON 8 DECEMBER 2018 AT 9.30AM AT THE NATIONAL LIBRARY, IMAGINATION AND POSSIBILITY ROOMS

## 1 Chairman's Welcome

1.1 The emcee, Mr. Soh How Tiong, welcomed everyone to the 19<sup>th</sup> Annual General Meeting (AGM).

1.2 Upon confirmation by the Honorary Secretary that there was a quorum of 30 members for the meeting, the AGM was called to order at 9.30am.

Mr. Koh Juay Meng (Chairman) was invited to address the meeting.

## 2 Chairman's Review

2.1 Mr. Koh thanked the outgoing Board of Directors and proceeded to give the Review for 2017/2018.

### 2.2 Charity Transparency Awards

In November 2018, RSVP Singapore was awarded the Charity Transparency Award by Charity Council.

Mr. Koh thanked Mr. Tong Chew Heng and Mr. Raymond Chan for compiling the requisite report that was instrumental to RSVP winning the award.

### 2.3 Change of Title

Mr. Koh informed that the reason behind the change in title of RSVP "President" to "Chairman" was because the President of Singapore, Madam Halimah Yacob, has recently become RSVP's patron and the change in title was to avoid confusion. The title "Chairman" is also better aligned with other organisations where the role is non-Executive or salaried.

### 2.4 Corporate Refresh Brand

Mr. Koh thanked Ms. Marie Mattar and her team for their hard work in the latest RSVP Singapore's rebranding exercise. He then introduced RSVP's new logo, vision, mission and tagline to members.

### 2.5 National Centre of Excellence

Mr. Koh shared that RSVP Singapore has been appointed the National Centre of Excellence for Senior Volunteerism by the President of Singapore at the recent 20<sup>th</sup> Anniversary Charity Gala Dinner held on 31 October 2018.

### 2.6 Key Events in 2018

Mr. Koh shared the statistics for Charity Gala Dinner 2018, National Senior Volunteer Month 2018 and International Day of Older Persons 2018.

### 2.7 Plans Going Forward: Growing Senior Volunteerism in Singapore

Mr. Koh shared his plans for succession planning and that he will be allocating more responsibilities to the younger board members. He also shared his plans, statistics and personal commitment to promote senior volunteerism in Singapore through RSVP Singapore.

RSVP currently has over 85 partners, with plans to grow the number of corporate partners. For instance, Standard Chartered has been approached to fund RSVP's Centre for Excellence.



There will be three categories of programmes for seniors:

Cause Based, Skill Based, and Event Based. RSVP Singapore plans to have 24 satellite locations for seniors to volunteer in and the Age Well Everyday programme will become a signature programme.

Mr. Koh urged everyone to have a mindset change to achieve the goal of becoming a Centre of Excellence.

### **3 Confirmation of the Minutes of the 18<sup>th</sup> AGM**

The Honorary Secretary, Ms. Marjorie Wee, was called upon to conduct the confirmation of the minutes of the 18<sup>th</sup> AGM.

The minutes were proposed by Ms Marie Mattar and seconded by Mr Joseph Chia. The members voted unanimously to confirm and adopt the minutes of the 18<sup>th</sup> AGM.

### **4 Financial Report and Accounts FY 2017/2018**

The Honorary Treasurer, Ms. Genevieve Chua, presented the Financial Report.

In FY 2017/2018, RSVP Singapore experienced a net deficit largely due to the impairment of ProGuide and an increase in operating expenses in terms of headcount. ProGuide showed losses of \$172,436, and will go into dormancy for the rest of the year until a plan to make it sustainable is formulated. Non-current Assets have also reduced due to the write-off in ProGuide.

Current assets under Care and Share were reduced due to Drawdown.

The Treasurer added that RSVP Singapore raised \$53,993 more in

fundraising and donations than in previous years. Its grant income was \$36,492 higher than the previous year.

Mr. Koh elaborated that ProGuide sought to be an Approved Training Organisation (ATO) through the Singapore Workforce Skills Qualifications (WSQ). Thereafter, even though ProGuide was accredited, it did not have the depth to sustain the operations and thus had to slow down its operations. He added that the Board will re-strategise ProGuide's business model to make it profitable. More updates will follow once these plans have been confirmed.

Mr. Loh Wai Poon asked if there was any possibility of adding a new business portfolio to ProGuide. Mr. Koh acknowledged his suggestion, and said that it was more important to find committed members to lead and explore options with him.

Mr. Chan Pit Seng asked how the deficit of \$239,979 reflected in the Financial Report was computed. Mr. Koh clarified that RSVP Singapore spent a considerable amount of resources to obtain the ATO status. Mr. Koh added that he is looking for someone who is passionate in driving ProGuide as he would be tied up with driving RSVP Singapore as a Centre of Excellence.

The Treasurer added that from an accounting perspective, the ATOs are considered intangible assets. Although it has market value, the Board decided to write it off as an investment since its exact market value cannot yet be determined.

Ms. Jennifer Lam enquired how RSVP obtained the ATO status. Mr. Koh explained that it involved a long application process through WSQ. An external trainer was hired to review all the curriculum in the programme,

and then an application was submitted to WSQ for approval. He added that WSQ has now discontinued awarding such certifications.

The Financial Reports were proposed by Mr. Donald Cheong and seconded by Mr. Sunny Chan. The members voted unanimously to confirm and adopt the Financial Reports for FY 2017/2018.

## 5 Appointment of Auditors

The Honorary Treasurer, Ms Genevieve Chua, was called upon to conduct the reappointment of CA Trust PAC as the auditor for FY 2018/2019.

The motion was proposed by Ms. Marjorie Wee and seconded by Ms. Grace Ng. Members voted unanimously in favour of appointing CA Trust PAC as the auditor for FY 2018/2019.

## 6 Proposed Constitutional Changes

The Honorary Secretary, Ms. Marjorie Wee, was called upon to present the Constitutional Changes. The following items were proposed to be amended:

- Items 1, 2 and 3 as part of RSVP's branding exercise.
- Item 4 as RSVP Singapore is no longer affiliated to RSVP International.
- Items 5 and 6 to ensure alignment with other non-profit organisations in Singapore.
- Item 7 to reflect the updated Volunteer Management process.
- Item 8 to reflect the updated membership renewal procedures.
- Item 9 as RSVP Singapore donates to other external organisations to assist them in their programmes.
- Item 10 to reflect the updated duties of The Treasurer and the title change of The President to The Chairman.

It was proposed and approved at the AGM that the said changes to the Constitution be voted as a block. The Constitutional changes were proposed by Mr. Robert Hong and seconded by Mr. Loh Wai Poon. The members voted unanimously to accept the changes to the Constitution.

## 7 Election of the Board 2018/2020

Mr. Soh How Tiong was called upon to conduct this segment of the meeting.

Each of the nominee /candidate for the Board appointment as listed below was given three minutes to address the AGM and canvass for his/her appointment:

- Mr. Raymond Chan
- Mr. Sunny Chan
- Mr. Joseph Chia
- Ms. Genevieve Chua
- Mr. Alex Eow
- Mr. Foo Chee Meng
- Mr. Koh Juay Meng
- Mr. Loh Wai Poon
- Ms. Marie Mattar
- Mr. Ngiam Tong Yuen (Ms. Marie Mattar addressed the members on behalf of Mr Ngiam who was overseas)
- Ms. Marjorie Wee

Thereafter, the emcee explained the process of voting to the members. Members had to select not more than 10 candidates from the list of 11 nominees who were standing for election.

The e-voting instructions and procedures were as follows:

- Associate members, honorary members and ordinary members with less than one year membership were not eligible to vote.

- Each eligible member were given a voting slip at the point of registration. The voting slip allowed members to enter the voting area.
- Members had to key in the unique number on their voting slip onto a prepared tablet, and then select not more than 10 candidates.
- After voting, the slip will be dropped into a box. Duplicate votes will be treated as void.
- Staff will ensure that voting slips have been dropped and the tablet was ready for the next voter.
- The meeting was then adjourned for the voting process to be followed by verification of votes that were electronically computed. Members were given 30 minutes to cast their votes.

**Ms. Peggy Leong**  
Assistant Manager,  
Volunteer Learning

**Mr. Samuel Lee**  
Assistant Manager,  
Programmes

With input from: **Ms. Chang Wan Xin**  
Associate, Corporate  
Communications

**Ms. Nur Rashidah Khalid**  
Manager, Corporate  
Communications

**Ms. Neo Hong Hong**  
Assistant Director,  
Corporate Partnership  
and Fund Development  
& Corporate  
Communications

## 8 Election Results

The meeting resumed at 12.05pm after the votes had been tabulated. The following members were elected to the Board:

1. Mr. Raymond Chan
2. Mr. Sunny Chan
3. Mr. Joseph Chia
4. Ms. Genevieve Chua
5. Mr. Alex Eow
6. Mr. Foo Chee Meng
7. Mr. Koh Juay Meng
8. Ms. Marie Mattar
9. Mr. Ngiam Tong Yuen
10. Ms. Marjorie Wee

Vetted by:



**Ms Marjorie Wee**  
Honorary Secretary

Approved by:



**Mr Koh Juay Meng**  
Chairman

## 9 Any Other Matters

No matters were raised. The meeting closed at 12.11pm.

Recorded by: **Ms. Nurul Shifa Md Ariffin**  
Senior Associate,  
Programmes

# RSVP SINGAPORE BOARD OF DIRECTORS (2018-2020)



**Mr Koh Juay Meng**  
Chairman



**Mr Joseph Chia**  
2<sup>nd</sup> Vice Chair



**Ms Genevieve Chua**  
Vice Chair and Honorary  
Treasurer



**Mr Raymond Chan**  
Vice Chair and  
Honorary Treasurer



**Ms Marjorie Wee**  
Honorary Secretary



**Mr Foo Chee Meng**  
Board Member



**Ms Marie Mattar**  
Board Member



**Mr Ngiam Tong Yuen**  
Board Member



**Mr Sunny Chan**  
Board Member



**Mr Alex Eow**  
1<sup>st</sup> Vice Chair  
(Resigned w.e.f. 4 June 2019)

# BOARD ATTENDANCE

## Board/Exco Meeting Attendance (BOD 2018 - 2020)

Board/ Exco Members	December 2018 to June 2019
	Attendance
Mr Koh Juay Meng	4/4
Mr Joseph Chia Hock Song	4/4
Ms Marjorie Wee Eng Hua	4/4
Ms Genevieve Chua	4/4
Mr Raymond Chan Wing Shing	3/4
Mr Sunny Chan Han Tiong	3/4
Mr Foo Chee Meng	3/4
Mr Ngiam Tong Yuen	3/4
Ms Marie Mattar	3/4
Mr Alex Eow Yoke Kee (Resigned w.e.f. 4 June 2019)	2/4



# EXECUTIVE DIRECTOR'S REPORT

Thank you for your wonderful support in our 20th Anniversary year.

It has been a year filled with memories, milestones and achievements. And we could not have done it without support from you - our volunteers, our partners and our stakeholders.

## Recognition

As we continue with our work in enabling more seniors to serve the community, it is always heartfelt and encouraging to receive recognition from the sector. On 29 November 2018, we were one of 47 charities recognised for exemplary transparency and governance practices at the Charity Transparency and Governance Awards (CTA) 2018. Introduced by The Charity Council 2016, the CTA recognises charities with good disclosure practices, recommended under the Charity Transparency Framework (CTF). The CTF is closely aligned to the Code of Governance for Charities and Institutions of a Public Character (IPCs).

Another proud moment was our appointment as the National Centre of Excellence for Senior Volunteerism by President Halimah Yacob, which will enable us to push further ahead with our efforts to grow volunteerism for the mid-50s baby boomer generation. We will be looking to extend our efforts with more corporate partners who will encourage their baby boomer staff to start their volunteering journey and to use their skills and experience to help the community.

## Technology

Every year we work on increasing our adoption of technology so we can stay nimble as a small team and significantly improve our work processes and provide more effective services. In August 2018, we completed the full migration of our Volunteer Management System over to Trampoline Limited's Volunteer Optimizer (VOOP). Kudos to our tireless Volunteer Management Team led by Treasa and Jesslyn for patience and perseverance and our VOOP team from Trampoline Kum Seong and Chi Kit for their on-going dedicated support.

To enable a smoother path for reporting on our many programmes and data analytics, we picked

up Tableau Desktop. While we are still in the infant stages of using this tool, we look to better understand our data and better operationalise and maximise the potential of this tool to help us in our everyday work. We would like to thank TechSoup and Tableau Software for their support.

## People Development

Leadership and career development for our team is a topic close to my heart. Over and above ensuring the delivery and implementation of our programmes, a large part of the work of the senior management team is managing team alignment and strategic alignment.

Every year, we take time out to engage in at least one team activity of learning, sharing and bonding. Understanding each other better helps us to work closer as a team, align better in our work and keep our teams motivated.

The senior management team was fortunate to be able to spend one day in a Coaching in Action! Workshop to experience coaching at work and learn some essential coaching skills. My thanks to Debbie Seah, who for two years in a row, has volunteered her time to facilitate these leadership workshops for us.

For our staff retreat, we planned a day of bonding, learning and fun. Adding to the group dynamics this year, two Board members and our Chairman joined us for the day at Enabling Village. We started the day with having our personality profiled via the DISC profiling tool and we were able to better understand what motivates us and how we address conflict.

Following that was a visit to Samsui Kitchen, an inspiring initiative which trains persons with disability and prepare them for employment in food preparation and kitchen operations. Being there reminded us that listening to your heart and pushing your ideas forward can create amazing outcomes for the community.

Thank you CP Tham, our HR Committee member, who facilitated the DISC session and Ang Kian Peng of Samsui Supplies who arranged for the session in Samsui Kitchen.

Following this was a team activity and art therapy where we noticed that there were team members who took to it with more intensity than others. I am pleased to say that we spotted some hidden talents in the form of budding Picassos, Monets and Ken Sugimoris.

### Volunteer Achievements

To conclude, this was a year of many first achievements.

Our Cyberguide seniors were the first to attend, develop and teach a micro:bit coding course. They also managed to put together a list of projects which showed the usage of micro:bit in senior related which was showcased to President Halimah during the charity dinner.

From January to April, we launched and completed our first series of pre-dementia activities conducted by certified trainers.

Media coverage on our work has increased. We had 11 television appearances on primetime news, current affairs shows and popular talkshows, all in different languages - double that of the previous FY.

We received recognition from the Ministry of Culture, Community and Youth in the Committee of Supply Debate 2019 for our work in senior volunteerism. This marks a first for us.

Do spend some time to look into these projects in the rest of the report.

Hope to catch up with you again next year for more updates on our new collaborations, the inclusion of sports into our programmes and more adventures for seniors.



**Meng Fong**  
Executive Director

## Overview of Achievements FY 2018/2019

Programmes & Committees	Number of Active Senior Volunteers	Number of Beneficiaries Served	Number of Volunteer Hours Clocked
Admin Support	77	-	7,713
Corporate Communications	19	-	228
Corporate Partnership and Fund Development	173	1,194	3,258
Episodic (Including IDOP and NSVM 2018)	1,286	8,656	3,705
Volunteer Management	254	-	1,165
<b>BEFRIENDING</b>			
Enriching Lives of Seniors	79	2,349	5,735
Mentally Disadvantaged Outreach	56	1,528	3,190
Mentoring	67	212	1,809
MyBuddy	9	36	389
<b>GUIDING</b>			
Senior Guiding	231	155,045	14,709
<b>TRAINING</b>			
CyberGuide	129	2,254	11,428
Enrichment	42	354	658
Volunteer Learning Centre	26	593	221
Pre-Dementia (HAPPY & AWE)	30	66	802
<b>Total</b>	<b>2,478</b>	<b>172,221</b>	<b>54,206</b>

# OUR STAFF



**Chan Jun Ren**  
Associate - Programmes



**Chang Wan Xin**  
Associate - Corporate  
Communications



**Chern Shu Xuan**  
Associate - Programmes



**Chris Toh**  
Senior Manager - Corporate  
Partnership and Fund Development



**Dianty Binte Din**  
Senior Associate -  
Volunteer Learning



**Donald Cheong**  
Senior Associate -  
Volunteer Learning



**Francis Toh**  
Senior Associate -  
Corporate Services



**Fu Shi Shi**  
Manager -  
Volunteer Management



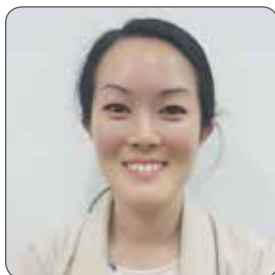
**Grace Low**  
Manager -  
Volunteer Learning



**Jesslyn Wu**  
Senior Manager - Programmes &  
Volunteer Management



**Judy Tan**  
Senior Manager -  
Volunteer Learning



**Lilian Ng Lai Lin**  
Manager - Corporate Partnership and  
Fund Development



**Meng Fong**  
Executive Director



**Neo Hong Hong**  
Assistant Director - Corporate  
Partnership and Fund Development &  
Corporate Communications





**Ng Mei San**  
Senior Manager -  
Corporate Services



**Nur Rashidah Khalid**  
Manager - Corporate &  
Marketing Communications



**Nurul Shifa Md Ariffin**  
Senior Associate -  
Programmes



**Peggy Leong**  
Assistant Manager -  
Volunteer Learning



**Savitha Udpa**  
Manager - Programmes



**Samuel Lee**  
Assistant Manager -  
Programmes



**Siew Li Ting**  
Associate - Programmes



**Treasa Ho**  
Manager -  
Volunteer Management



**Velda Lim**  
Senior Associate -  
Corporate Partnership  
and Fund Development



**Wendy Teo**  
Senior Associate -  
Corporate Services

# CORPORATE & MARKETING COMMUNICATIONS COMMITTEE (CMCC)

## Committee Members

Chairman:	Ms Marie Mattar
Members:	Ms Fawziah Mattar
	Ms Janet Siah
	Mr Jeffrey Law (Feb - Dec 2018)
	Ms Mainu Syed
	Mr Richard Lim

The foci for Corporate and Marketing Communications Committee (CMCC) in FY2018/2019 were to set in motion the decisions made during the brand refresh exercise held in

June 2018, and impact its brand in the community through increased media exposure, mentions in government speeches and academic studies.

## Brand Refresh

Refreshing the RSVP brand after 10 years since its last rebranding and in a constantly changing socio-economic landscape, this meant that its vision, mission, core values and motto have to be dynamic and sustainable.

The new logo created did away with the globes, downplayed the acronym and used specific blue and gold colours. All these emphasise the fact that the organisation has come into its own and it concretised its undisputed position in the area of senior volunteerism.

The bold type-based logo reflects this positioning. The colours used: mandarin gold signifies its high standards of professionalism and integrity in senior volunteerism; dark cornflower blue reflects its maturity in its service to its publics.

The new logo was unveiled at the 20<sup>th</sup> Anniversary Gala Charity Dinner on 31 October 2018 by President Halimah Yacob, RSVP's patron.



President Halimah Yacob, who is also RSVP's Patron, unveiling the new logo at RSVP's 20<sup>th</sup> Anniversary Charity Gala Dinner on 31 October 2018.

## New Collaterals

All collaterals were redesigned to incorporate the new corporate colours and design elements. The collaterals included RSVP's programme brochure, programme booklet, corporate folder, flyers, corporate slides, corporate t-shirts, newsletters, email blasts, and pull up banners. The website and social media pages were also updated.



The new corporate t-shirt incorporates the new corporate colours and features the new logo.

## Wall Panels Revamp

The MPH wall panels were updated with the new branding and corporate colours. One wall panel incorporates the “Empowering Seniors to Share and Serve” theme with photos of volunteers in the

different services. The other wall features RSVP’s two key initiatives “Retire With A Purpose” and National Senior Volunteer Month with related photos.



Left: MPH wall panel incorporating “Empowering Seniors to Share and Serve” theme. Right: MPH wall panel featuring “Retire With A Purpose” and National Senior Volunteer Month initiatives

## Acrylic Panels for Enrichment Activities

The length of the wall outside the MPH on Level 8 showcasing RSVP milestones needed a makeover. Since it is not possible to record the many more milestones RSVP has surpassed, it was decided that it is time to showcase instead, the many activities carried out by the various Activity Circles and Enrichment classes. They have all supported RSVP’s outreach projects in one way or another.

In addition to the existing acrylic panels for media clippings, Photography Activity Circle and Drawing class, new ones were installed for Gavel Club, Gourmet Activity Circle, Karaoke Activity Circle, Ukulele Activity Circle and Videocast Activity Circle, with an additional one for RSVP’s upcoming major events.



Additional acrylic panels were installed along the walkway at level 8. Each Activity Circle now has a spot to showcase their activities.

## Production of New Videos

In video production for RSVP, consideration was given to two target segments. As such, two videos were produced – a corporate video to cater to our partners, corporations and sponsors; the other for volunteer recruitment with emphasis on interviews with volunteers regarding their volunteering journey with RSVP.

The Committee was immersed in the video filming – briefing the film production company, coordinating

and liaising with the volunteers and beneficiaries at the different centres; arranging for interviews with selected volunteers from each service.

The two videos were screened at the 20<sup>th</sup> Anniversary Charity Gala Dinner and subsequently used by RSVP staff for corporate meetings, roadshows and Open House@RSVP.

## Communication Materials for Major Events

CMCC intensified its communications and design portfolios for all RSVP major events during this financial year, namely National Senior Volunteer Month Fiesta, International Day of Older Persons

(IDOP) 2018, Charity Gala Dinner 2018, Volunteer Appreciation Day 2019 and Charity Golf 2019. It is the key contributor for communications and publicity.

### National Senior Volunteer Month Fiesta (8 September 2018)

- Publicity - flyers, posters, newspaper ads, Facebook, LinkedIn, email blast
- Press release and speeches for GOH and Chairman
- Follow-up post on Facebook, LinkedIn and email blast

### International Day of Older Persons (29 September 2019)

- Design - postcards, stage backdrop
- Production of IDOP booklet including gathering of stories
- Press release and Chairman's speech
- Follow-up posts on Facebook, LinkedIn and email blast

### 20th Anniversary Charity Gala Dinner (31 October 2018)

- Production of commemorative magazine
- Minister Grace Fu's message for magazine
- Speeches for GOH and Chairman
- Volunteer stories
- Press release (coordinated with MCCY & Istana)
- Press coverage on event day
- Design - invite cards, stage backdrop, publicity banner, programme leaflet
- Follow-up posts on Facebook, LinkedIn and email blast



Charity Gala Dinner commemorative magazine cover incorporating the event theme "Smart Serving Seniors for a Smart Nation" and the 20th anniversary logo.

### Volunteer Appreciation Day (14 February 2019)

- Production of commemorative magazine
- Minister Grace Fu's message for magazine
- Speeches for GOH and Chairman
- Coordinate recording of video message by President Halimah Yacob
- Volunteer stories
- Press release (coordinated with MCCY)
- Press coverage on event day
- Design - invite cards, stage backdrop, publicity banner, programme leaflet
- Follow-up posts on Facebook, LinkedIn and email blast



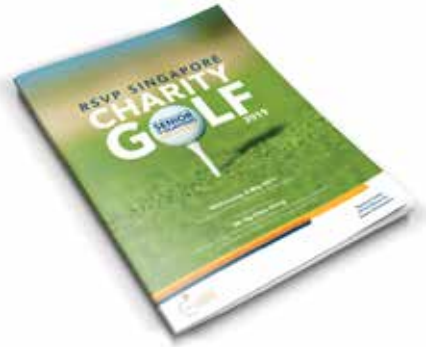
Volunteer Appreciation Day 2019 commemorative magazine cover. The design captures the light-heartedness of the event.



Staff and volunteers at the Istana on 23 January 2019 for the recording of a special message by President Halimah Yacob for Volunteer Appreciation Day.

## Charity Golf (8 May 2019)

- Production of commemorative magazine
- GOH and Chairman message for magazine
- Speeches for GOH and Chairman
- Press release (coordinated with NTUC)
- Press coverage on event day
- Design – invite cards, stage backdrop, publicity banner, programme leaflet
- Follow-up posts on Facebook, LinkedIn and email blast



Charity Golf 2019 commemorative magazine cover. A simple design befitting the event.

## Media Coverage

Through the concerted effort of both CMCC and RSVP management, media coverage increased from 44 to 46 mentions (5%) as compared to last FY.

Increases were seen in television, radio and other media forms which is reflective of the shift to digital platforms. For instance, there was a 54.5% increase in TV mentions compared to the last FY from 5 to 11 mentions.

The highest increase was for 'Other Media Forms', which refer to videos/stories posted by government agencies on their social media platforms (e.g. Infocomm Media Development Authority, National Council of Social Service, Ministry of Communications and Information) and mentions in government speeches and academic studies.

In recognition of RSVP being the National Centre of Excellence of Senior Volunteerism, the organisation was called upon more frequently to give views on issues related to seniors in Singapore. Our volunteers, including our Chairman, were featured in major media on topics such as Digital Inclusion, Budget 2019 and several new government policies.

RSVP was also featured twice as guests on CNA938's radio show "Singapore Retro". Volunteers shared their memories of Singapore of yesteryear such as theme parks and street food of the past.

## Media Dashboard

FY 2018/2019 | JULY 2018 - JUNE 2019

46

▲ 5%\*

NUMBER OF TIMES RSVP WAS MENTIONED/QUOTED

\*Increase as compared to FY 2017/2018

26

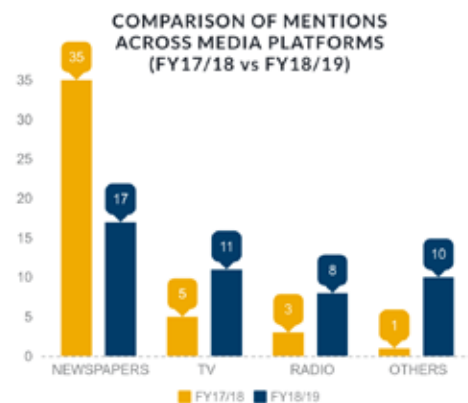
NUMBER OF MENTIONS WHICH WERE IN ENGLISH

16

NUMBER OF MENTIONS WHICH WERE IN MANDARIN

4

NUMBER OF MENTIONS WHICH WERE IN MALAY



### TOP TOPICS

- Senior volunteerism
- SG Cares
- Seniors learning IT
- Active ageing
- Budget debate



Chairman Juay Meng with Minister Heng Swee Keat at Budget 2019.

## Media List

### Newspaper

#### English

##### November 2018

- The Straits Times, 1 November: "More opportunities soon for senior volunteerism: Halimah"

##### February 2019

- The Straits Times Online, 14 February: "More volunteer opportunities for seniors under new agreement"
- The Straits Times, 15 February: "More volunteer opportunities for seniors under new agreement"

##### March 2019

- The Straits Times, 5 March: "Borrow Twice As Many Physical Library Books from April 1"
- The Straits Times, 19 March: "GetActive! Singapore to revive Pesta Sukan to commemorate bicentennial"
- The Straits Times, 20 March: "Pesta Sukan returns for bicentennial celebrations"
- The New Paper, 20 March: "Singapore brings back Pesta Sukan"

#### Mandarin

##### November 2018

- Lianhe Zaobao, 1 November: "义工组织策划培训及节目 鼓励年长者加入义工行列 (Volunteer organisation plan training and encourage seniors to join volunteers)"

##### February 2019

- Channel 8 Online, 14 February: "新加坡乐龄义工组织同渣打银行合作 协力推动年长人士投入义工行列" (Collaboration between RSVP Singapore and Standard Chartered Bank to promote senior volunteerism)

- Channel 8 Online, 14 February: "新加坡乐龄义工组织同渣打银行合作 推动乐龄人士投入义工行列" (RSVP Singapore collaboration with Standard Chartered Bank to promote senior volunteerism)

##### March 2019

- Lianhe Zaobao Online, 5 March: "勇闯数码丛林 乐龄义工学而优则教 (Senior volunteer who overcomes digital barrier now teaches others)"
- Lianhe Wanbao, 5 March: "阿伯原本不懂科技现指导老人用手机"(Senior who overcomes digital barrier now teaches mobile phone to other seniors)"
- Channel 8 News Online, 8 March: "扩大关怀新加坡支援网络 政府将于不同地区设义工综合中心 (Expanding care for Singapore support network - Government will set up volunteer centres in different regions)"
- Lianhe Zaobao, 10 March: "身体力行打造3C社会 (Building a 3C society)"
- Lianhe Zaobao Online, 20 March: "重燃公众运动热情 60年代复古体育嘉年华8月将重现 (60's retro sports carnival will reappear in August to rekindle the public's enthusiasm in sports)"

#### Malay

- Berita Harian, 15 February: "Lebih banyak peluang warga emas jadi relawan (More opportunities for seniors to be volunteers)"
- Berita Harian Online, 15 February: "Lebih banyak peluang warga emas jadi relawan (More opportunities for seniors to be volunteers)"

### Radio

#### English

##### July 2018

- CNA938, 3 July: Night Chat with Susan Ng (Interview with Chairman & Elaine)

##### June 2019

- CNA938, 15 June: Our Town (Interview with Amidah and Morni)
- CNA938, 22 June: Singapore Retro (Interview with Marie, Pit Seng and Su Yin)
- CNA938, 30 June: Singapore Retro (Interview with Marie and Tong Yuen)

#### Mandarin

##### February 2019

- LOVE 97.2FM, 21 February 2019: Interview with Ho Soo Pong

##### March 2019

- 96.3HaoFM, 4 March 2019: "生活加热点" (Life Hot Spot) - (Interview with Juay Meng & Grace)
- Capital 95.8FM, 22 June 2019: "优雅人生" (Elegant Life) - (Interview with Volunteers Susan, Li Li and Lik Kwok)
- Capital 95.8FM, 29 June 2019: "优雅人生" (Elegant Life) - (Interview with Grace, Lina, Pauline, Florence, Richard)



Our volunteers on CNA938's Singapore Retro sharing their memories of the past. (Left to right: Chan Pit Seng, Leong Su Yin, Marie Mattar and Ngiam Tong Yuen)



Volunteers on Capital 958 discussing our new HAPPY Programme.



Volunteers on Capital 958 sharing about their active lifestyle through line dancing.

## Television

### English

#### February 2019

- Channel News Asia, 14 February: CNA Singapore Tonight (Volunteer Appreciation Day 2019)
- Channel News Asia, 19 February 2019: Singapore Budget Forum 2019: Ask the Finance Minister

#### March 2019

- Channel News Asia, 8 March: Committee of Supply Debate 2019 (Chairman on the panel)
- Channel 5, 15 March: News 5 (Mention of RSVP in SPS Baey Yam Keng's interview on Senior Volunteerism)
- Channel News Asia, 19 March: CNA Singapore Tonight (GetActive! Singapore 2019)

### Mandarin

#### October 2018

- Channel 8, 19 October: 玉建煌崇 (Yu Jian Huang Chong) Dialect Talkshow Ep 10 - (Interview with Chairman & Su Yin)

- - (Volunteer Chin Wang sharing about Silver IT Fest 2018)
- Channel 8, 21 October: 空中访民情 (A Conversation with Minister) EP4 - (Chairman sharing about Senior Volunteerism)

#### February 2019

- Channel 8 News, 22 February: "预算案大家谈 2019 (Chairman participated in Singapore Budget Forum 2019)

### Malay

#### March 2019

- Suria, 9 March: Belanjawan & Anda 2019 (Budget & You 2019) Episode 2 (Executive Director Meng Fong speaking about RSVP and the Budget and Volunteer Amidah sharing on her volunteering journey)

#### June 2019

- Berita Mediacorp, 23 June 2019: Suria Berita (Hari Raya Celebrations)

## Other Media Forms

#### June 2018

- IMDA Singapore YouTube, 5 June: Digital Inclusion, Silver Infocomm Wellness Ambassadors 2018 (Interview with Volunteer Han Min and Basrai)
- IMDA Singapore YouTube, 5 June: Digital Inclusion, (People of Singapore: Volunteer Chin Wang)

#### January 2019

- January 2019, AARP + Foreign Policy Group Report
- Singapore: The Aging Readiness & Competitiveness Report: Small Innovative Economies
- January - March 2019 Issue, NHG Lifewise: Happy Together (Interview with Volunteer Raymon Huang)
- MCCY and Community, 3 January: "#CareforSomeone: One-on-one with Ho Soo Pong"

#### February 2019

- MCCY Speeches/Motion of Ageing with Purpose and Dignity, 13 February: "Ensuring that Singaporeans are active and connected through their senior years"
- Speech by Ms Grace Fu, Minister for Culture, Community and Youth at Volunteer Appreciation Day 2019, 14 February: "Recognising the importance of senior volunteerism and active seniors"

#### March 2019

- Ministry of Communications and Information YouTube page, 4 March: "MCI COS2019: Together, We Meet Tomorrow (Feature on Noorjahan)"
- MCCY Speech at the Committee of Supply Debate 2019, 8 March: "Cultivating caring communities for all (Senior Volunteerism)"

- 29 March 2019, NCSS Social Service Tribe Website: "Pursuing Growth Whilst Helping Seniors Seek Meaning (Featuring Senior Manager Jesslyn Wu)

#### April 2019

- Instagram, 5 April: Charlene Sim (@msclak) Instagram post
- Instagram, 3 April: Fauzie Laily (@fauzielaily) Instagram post
- Centre for Social Development Asia (CSDA) & Chartered Institute of Management Accounts (CIMA), 18 April: "Part 2 - Resourcing for the Future (Pages 48 - 51)"
- SGCares & National Council of Social Service, April: "Caring for the Community Starts with You and Me (Pages 11 - 14)"



Senior Manager Jesslyn Wu featured on NCSS's Social Service Tribe website

## Looking Ahead

As RSVP assumes a more prominent role in the social service sector primarily in the growth of senior volunteerism, it will move towards reasserting and

establishing a strong RSVP brand and positioning to its stakeholders with CMCC taking a more strategic and forward planning role.

# CORPORATE PARTNERSHIP & FUND DEVELOPMENT (CPFD) COMMITTEE

## Committee Members

Chairman:	Mr Joseph Chia
Members:	Mr Koh Juay Meng
	Mr Ngiam Tong Yuen
	Mr Raymond Chan
	Ms Marie Mattar

CPFD is pleased to report that RSVP was adopted by Singapore Island Country Club (SICC) May Day Charity 2018 and MCC Land (Singapore) Pte Ltd as one of their official charities in the year 2018/2019. Two major fundraising events, namely the 20th Anniversary Gala Charity Dinner and Charity Golf 2019 were organised. With the generous and continual support from its donors and partners, a total of \$897,723 was raised for the fiscal year.

A major milestone for RSVP Singapore was bringing on-board a new corporate partner Standard Chartered Bank (SCB) to support its Centre of Excellence for Senior Volunteerism.

RSVP Singapore signed a Memorandum of Understanding (MoU) with SCB for a three-year partnership to develop the capabilities of seniors and to empower them as active volunteers serving the needs of the community.



In support of National Integration Council's initiative to foster workplace integration efforts under the Community Integration Fund (CIF) Workplace Integration Resources (WIRe) programme, RSVP Singapore was listed as one of the approved partners that companies can choose to work with. Under this programme, CPFD will work closely with corporates to execute meaningful CSR projects for the beneficiaries they support and to inspire their employees to serve the needs of the community.



26 events organised,  
1,194 beneficiaries served, with  
the support of  
531 volunteers

## Corporate Partnerships

CPFD introduced a new CSR Menu which includes 35 activities to facilitate corporates in planning for their CSR events to align with their preferred causes. In the year, the team continued to introduce new CSR events and activities, bring on board five new

corporate partners (Cogent Holdings, TUV SUD Asia Pacific, WWTBF Pte Ltd, Standard Chartered Bank and iFly Singapore) and ensure that the needs of existing corporate partners are met.





Tuan Sing volunteers joined 40 MDOP clients from BCARE Fame Club for a DIY ice cream making workshop before a session of snow play at Snow City on 26 Jul 2018.



Longstanding corporate partner assisted seniors from Tembusu Senior Activity Centre (SAC) on a Japanese Paper Doll workshop on 6 Sep 2018.



Hitachi Aqua-Tech volunteers befriended and guided 45 seniors to make a coaster craft at Whampoa Lorong Limau RC on 29 Aug 2018.



Aluminium Offshore volunteers assisted seniors from Orange Valley Senior Activity Centre (SAC) for a mooncake making workshop on 21 Sep 2018.



PEC volunteers accompanied 21 Down Syndrome Association (DSA) clients on a tour around Indian Heritage Centre, followed by an interactive art & craft session on 10 Nov 2018.



Cogent volunteers hosted and befriended 14 seniors from Lion Befrienders at their office to celebrate Christmas on 18 Dec 2018.



Thanks to TUV SUD Asia Pacific, 23 children from Yio Chu Kang Primary School were treated to an OMNI theatre movie screening at Science Centre on 24 May 2019.



Pon Asia volunteers manned game booths to bring joy to 31 MDOP clients from Institute of Mental Health (IMH) on 30 May 2019.



Volunteers from Credit Suisse spent their Saturday morning with 35 MDOP clients from Anglican Care Centre (Hougang) for a sand art bottle making workshop on 8 Jun 2019.

## 20th Anniversary Charity Gala Dinner

On 31 October 2018, RSVP celebrated its 20th anniversary with its volunteers, donors, corporate and programme partners. RSVP was honoured to have Mdm Halimah Yacob, President of the Republic of Singapore and Patron of RSVP Singapore, to grace this milestone event. About 400 guests attended the event at Marriott Tang Plaza Hotel to share RSVP's commemorative '20 Years of Senior Volunteerism' and vision of growing 'Smart Serving Seniors for a Smart Nation'.

During the dinner, President Halimah Yacob announced the appointment of RSVP Singapore as the Centre of Excellence for Senior Volunteerism and unveiled RSVP's new logo alongside Chairman Koh as a showcase of RSVP's rebranding efforts.

The inaugural Founding President's Award created in honour of Dr Philbert Chin was presented to Mr Sunny Chan, Board Member, for his dedicated contributions towards RSVP.

Guests at the dinner were entertained by an impressive drum recital opening act by Ogen Heartbeats and singing performances from Ms Faridah Ali Chang, Mr Robert Fernando and RSVP volunteers Ms Josephine Leong and Ms Cheong Kim Noi.

Thanks to the generous support of the donors, proceeds from the night's auction and sale of baked cookies by RSVP Gourmet Activity Circle volunteers, over \$300,000 was raised to fund RSVP's community service programmes served by its senior volunteers.



Mr Sunny Chan receiving Founding President's Award from President Halimah Yacob and Chairman Koh.



President Halimah Yacob celebrating RSVP's 20<sup>th</sup> Birthday with Chairman Koh and Board Members of RSVP.

## CNY Fundraising Campaigns

A total of \$3,000 was raised from the Chinese New Year (CNY) Charity Bazaar Sale for clothing and accessories kindly donated by Mr Toh Hup Choon.

The RSVP's CNY card mailer campaign also grossed donations of close to \$10,000 from the public.



Crowds looking through shirts and pants at CNY Charity Bazaar.

## Charity Golf 2019

On 8 May 2019, RSVP organised a golf tournament at Singapore Island Country Club (SICC) Bukit Course, Sime Road.

The Guest of Honour was Mr Ng Chee Meng, Minister in the Prime Minister's Office and Secretary-General of the National Trades Union Congress (NTUC).

During the dinner, a Memorandum of Understanding was signed between RSVP Singapore and Singapore Consultancy for a three-year partnership to engage former senior executives from the financial service industry to embark on a volunteering journey in the social service sector.

With the generous support of RSVP's sponsors, donors and matching grants, over \$400,000 was raised.



MCC Land CEO Mr Tan Zhi Yong, Chairman Koh and Golf Tournament Director Mr Sunny Chan at the Charity Golf 2019.



### RSVP Singapore Charity Golf 2019

Left to Right: Golf player, Chairman Koh, Minister Ng Chee Meng, Golf Organising Chairman Mr Joseph Chia, Golf Tournament Director Mr Sunny Chan and Executive Director Ms Meng Fong.

## On the Horizon for 2019/2020

CPFD will focus on organising another Charity Golf in 2020, due to positive response received from the golfers and sponsors. Exyte (formerly known as M+W) Singapore has expressed interest in working with RSVP for the next Charity Golf event. As part of CPFD's 2019/2020 fundraising activities, there are plans to also have a Charity Movie Screening to raise funds for the various community service programmes.

CPFD will continue to engage more corporates to grow their CSR awareness and to extend more

outreach talks to their employees. Apart from working with SCB on the initiatives under RSVP's Centre of Excellence for Senior Volunteerism, RSVP will be scaling up the "Retire With A Purpose" (RWAP) programme by reaching out to their business partners.

Discussions are also ongoing with Ministry of Culture, Community and Youth (MCCY) and National Volunteer Philanthropy Centre (NVPC) on collaboration for the RWAP initiative.

# VOLUNTEER MANAGEMENT

## Committee Members

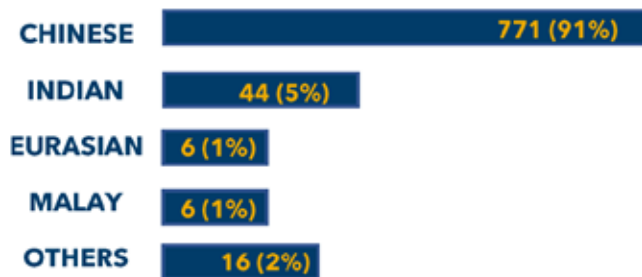
Chairman:	Mr Alex Eow (Jun 2017 - Mar 2019)
Interim Chairman:	Mr Koh Juay Meng (appointed in May 2019)
Members:	Mr Chan Pit Seng
	Mr Foo Chee Meng
	Ms Lim Kim Lan
	Ms Linda Quek
	Mr Ron Pereira
	Ms Doreen Tan
	Mr Tai Yen Keong (Jun 2017 - Mar 2019)



## GENDER



## ETHNICITY



## BREAKDOWN OF MEMBERSHIP TYPE



## Open House

The Volunteer Management Committee (VMC) conducted 12 Open House sessions this financial year, drawing in an average of 32 attendees per session. During these Open Houses, information about RSVP and programmes were provided, while

experienced volunteers from different programmes shared their volunteering journeys at RSVP. The aim is to inspire potential volunteers to take the first step towards volunteerism.

**385 attendees**

**214 (56%) registered for activities**

**100 (26%) converted to members**

## Volunteer Engagement Survey 2019

**99%** satisfied volunteers  
**99%** will continue volunteering with RSVP  
**98%** will recommend RSVP to friends  
**96%** feel appreciated



VMC conducted the annual volunteer engagement survey in September 2018 for the purpose of seeking feedback and members' and active volunteers' satisfaction level. Questions were targeted at programmes and activities as well as their volunteering experience. The results were very encouraging and indicated that 99% of the volunteers were satisfied and they will likely continue volunteering with RSVP.

## Volunteer Appreciation Day 2019

The annual Volunteer Appreciation Day 2019 was held at Suntec Singapore Convention and Exhibition Centre on 14 February 2019, which coincided with Valentine's Day. The Guest-of-Honour was Ms Grace Fu, Minister for Culture, Community and Youth.

The theme was 20<sup>th</sup> Anniversary Celebration and VMC thanks Ms Neela Barve for her contribution in designing the 20<sup>th</sup> Anniversary logo. Mr So Hon Fatt was awarded "Volunteer of the Year 2018" while Ms Elaine Teng, Ms Gillian Mui and Ms June Low were awarded "Special Commendation Award". VMC would like to offer its heartiest congratulations to the award recipients.



Volunteer of the Year 2018 & Special Commendation Award Recipients  
Left to Right: Ms June Low (Special Commendation), Mr Koh Juay Meng (Chairman), Mr So Hon Fatt (Volunteer of the Year 2018), Ms Grace Fu (Guest of Honour), Ms Elaine Teng (Special Commendation), Ms Gillian Mui (Special Commendation), Mr Alex Eow (Ex-committee Chairman)

## Community and Corporate Outreach

In support of RSVP's appointment as the National Centre of Excellence for Senior Volunteerism, Volunteer Management had been organising various community roadshows to promote senior volunteerism. The Committee also took part in corporate outreach. VMC reached out to retiring mature staff through lunchtime talks and workshops and introduced the "Retire With A Purpose" initiative. Since January 2019, the Committee had participated in 19 community and corporate events, reaching out to over 2,000 participants.

VMC foresees increasing participation in community and corporate events in the next FY which will help

to increase the visibility of RSVP and promote senior volunteerism to the larger community.



Corporate Outreach at AXA

Volunteer Ms Josie Ho conducting a volunteerism workshop for 15 employees during AXA Corporate Social Responsibility week.

## New Initiatives And Upcoming Plans

Moving forward, RSVP plans to grow our membership. Volunteer Management is considering allowing regular episodic volunteers who contribute similar volunteering hours as regular volunteers to have the opportunity to become RSVP members.

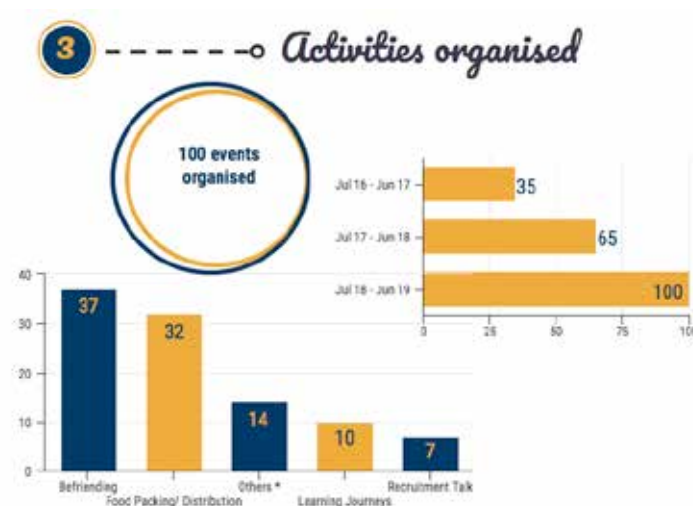
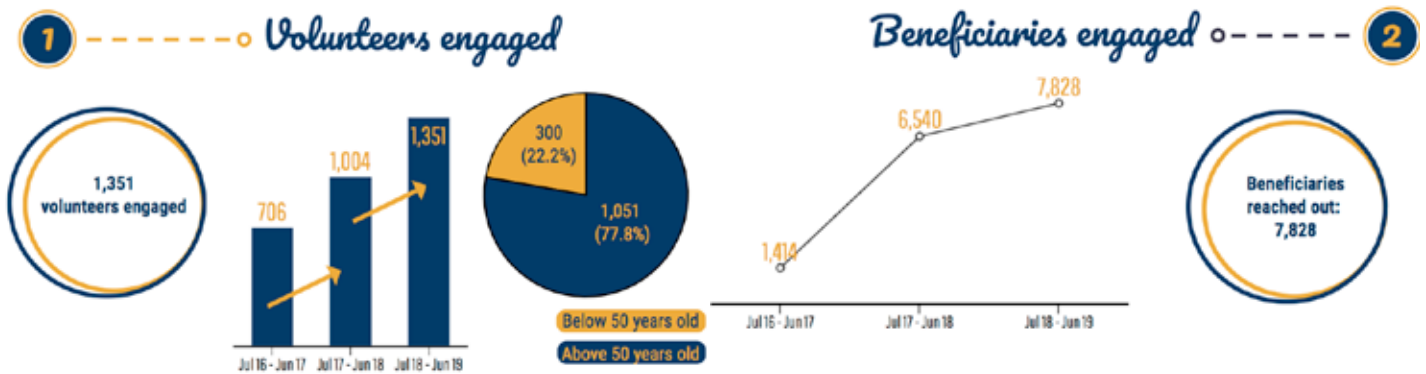
For the upcoming FY, membership fee and renewal will be waived in celebration of RSVP's 20th anniversary. VMC will take this opportunity to review the membership fee structure with the objective of making it more affordable to join RSVP as members.

# EPISODIC VOLUNTEERING PROGRAMME

The Episodic Volunteering Programme (EVP) allows seniors to kickstart their volunteering journey on an ad-hoc basis. This also allows them to discover their preferred volunteering area at their own pace. The programme serves a variety of beneficiaries such as children from low income families, frail elderly and people with special needs.

From July 2018 to June 2019, a total of 100 ad-hoc activities were organised, successfully reaching out to 1,351 volunteers. This is a 25.6% increase as compared to the previous FY.

In order to attract more seniors and to retain the current pool of volunteers, the programme has collaborated with more Social Service Organisations (SSOs) to provide varied volunteering opportunities. Some of the activities include learning journeys to various locations, food related activities and befriending sessions to nursing homes. Recognising that volunteers prefer more time to interact with beneficiaries directly, more befriending outreach activities were organised this FY.



## Upcoming Plans For 2019/2020

The EVP will look for opportunities to collaborate more with other departments and programmes to curate more activities for volunteers. This will serve as a mode of recruitment for our regular programmes in hope that the episodic volunteers will convert to become regular volunteers of our programmes.

Based on volunteer feedback, the programme will also aim to provide a wider variety of volunteering activities, focusing on more befriending activities and learning journeys.



**13 Jul 2018**  
**Gardening at Bishan Park**

Volunteers spent the morning doing maintenance work at the Therapeutic Garden inside Bishan Park which involved pruning, weeding and mulching.



**20 Jul 2018**  
**Cook with Me**

Volunteers prepared the ingredients and cooked the dishes together with the residents of Society for The Aged Sick and befriended them during the session.



**21 Sep 2018**  
**Interpretation at Sree Narayana Mission Nursing Home**

Students from Madrasah Al Ma'araif documented residents' stories. Volunteers interpreted and translated stories according to language needs of the residents (Hokkien and Tamil).



**11 Dec 2018**  
**Soup Kitchen @ Willing Hearts**

Volunteers cut and prepared the ingredients that were needed to cook the meals for 5,000 beneficiaries island wide at Willing Hearts.



**14 Jan 2019**  
**Spring Cleaning at Kheng Chiu Loke Tin Kee Home**

Volunteers spring-cleaned and packed residents' old clothes, and threw away expired tidbits or items that were kept in the cupboards to provide a conducive environment for them to live in.



**15 Mar 2019**  
**Befriending at NTUC Health Nursing Home (Geylang East)**

Volunteers befriended and engaged the residents from NTUC Health Nursing Home in Karaoke Sing-along, thumbprint art and a game of Bingo.



**24 Apr 2019**  
**Learning Journey to Lee Kong Chian Natural History Museum**

Volunteers embarked on a Learning Journey together with students from Naval Base primary school to LKCNHM where they interacted with, befriended and took care of the students.



**21 May 2019**  
**The Food Bank Singapore**

Volunteers sorted and categorised food items at Food Bank's warehouse, which will be distributed and delivered to more than 130 member beneficiaries.



**1 Jun 2019**  
**Baking workshop with Down Syndrome Association (DSA)**

Volunteers had an interactive and fun hands-on baking session with the children from DSA during their June holiday break.

# ENRICHING LIVES OF SENIORS PROGRAMME

## Team Leaders:

Mr Lai Chong Kian	Pioneer Zone 8 and 9 RC
Ms Low Peck Choo	Pioneer Zone 8 and 9 RC
Mr Khoo How Ghee	King George's Avenue SAC
Mr Koh Yew Khoey	NTUC SilverACE (Bukit Merah)
Ms Lim Geok Pee	Orange Valley SAC (Woodlands Peak)
Mr Ling Lik Kwok	Care Corner TOPS (Blk 205)
Ms Seet Hwee Hong	Yong-en Care Centre
Mr Tung Fook Weng	NTUC SilverACE (Redhill)
Ms Goh Seok Yee (Jan 2019 - May 2019)	AWWA SAC
Ms Chan Kuan Heng (Jan 2016 - Jun 2019)	Whampoa Lorong Limau RC

The Enriching Lives of Seniors Programme (ELSP) is one of RSVP Singapore's core befriending programmes. It aims to empower senior volunteers to make a difference in the community through befriending and engaging lonely seniors in the community.

This year, dedicated teams of volunteers served a total of 5,735 hours, conducting engaging activities such as exercises, singing, puzzle games, and handicraft in various Senior Activity Centres (SACs), Residents' Committees (RCs) and nursing homes.

ELSP organised nine learning journeys for beneficiaries to various places of interest in Singapore. These places include Singapore History Gallery, Chinatown Heritage Centre, Lee Kong Chian Museum, and Gardens By The Bay. These activities have been very well received by the beneficiaries.

In line with the goal to create more opportunities for seniors to be engaged, many new activities were introduced this year. Balloon Sculpting was one such

activity, done by the RSVP Balloon Activity Circle (BAC). Not only did the senior beneficiaries enjoy it, but it was also a valuable opportunity for the BAC members to contribute back to the community. The BAC will eventually tour all the ELSP partner centres, and the programme will provide more of such platforms in the next FY for other Activity Circles in RSVP to as well.



ELSP volunteers engaging the seniors from Yong En Care Centre in Karaoke.



Volunteers Ms Lim Kwan Kwan, Ms Goh Seok Yee, Ms Virginia Phoon and Ms Helen Lim leading a Bingo game at AWWA SAC.



Volunteers Ms Christina Ou, Ms Sally Lee, Mr Ling Lik Kwok, and Mr Woon Song Teck leading an ELSP session at Care Corner Toa Payoh Outreach Programme for Seniors (TOPS).





RSVP Balloon Activity Circle teaching seniors from Whampoa Lorong Limau RC how to sculpt balloon poodles.



Learning Journey to Gardens By The Bay with beneficiaries from Orange Valley Senior Activity Centre (Woodlands Peak) and volunteers from Qing Jian Realty Group Pte Ltd.



Learning Journey to Yakult Factory with beneficiaries from NTUC SilverACE (Redhill).



Volunteer Mr Lai Chong Kian leading HAPPY Exercise at Whampoa Lorong Limau Residents' Committee

ELSP also introduced the Healthy Ageing Promotion Programme For You (HAPPY) Programme - a cognitive and physical exercise designed to engage seniors both mentally and physically. The exercise was developed by National University Health System and promoted by Agency for Integrated Care. Volunteer Mr Lai Chong Kian incorporated Body Counting, a simple exercise segment involving physical and cognitive movements to the ELSP sessions at Pioneer Zones 8 and 9, and Whampoa Lorong Limau Residents' Committee. The senior beneficiaries thoroughly enjoyed themselves and ELSP aims to promote HAPPY exercise to more ELSP

sites next year. Please refer to the Enrichment Report for more information about the HAPPY programme.

ELSP is committed to inspiring both beneficiaries and volunteers to lead active lifestyles and will continue to create new programmes and activities in ELSP to achieve that goal. In next FY, volunteer involvement in the programme will increase as we plan to co-create new activities with the volunteers leaders to tap on their rich experiences. ELSP will also expand to more sites across Singapore.

**Partners**

- AWWA SAC**
- Care Corner TOPS Blk 205**
- King George's Avenue SAC**
- Orange Valley Woodlands**
- Pioneer Zone 8 RC**
- Pioneer Zone 9 RC**
- SilverACE @Bukit Merah SAC**
- SilverACE @Redhill SAC**
- Whampoa Lorong Limau RC**
- Yong En Care Centre**

**10 Community Partners**



**19 Outings**



**79 Regular Volunteers**



**2349 Beneficiaries**



# MENTALLY DISADVANTAGED OUTREACH PROGRAMME

## Committee Members

Chairman:	Ms Linda Quek
Committee Members:	Ms Mary Lye
	Ms Lindy Chin (Oct 2010 - Feb 2019)
Team Leaders:	Ms Agnes Lam (IMH Mobile Library)
	Ms Joyce Chong (IMH Ward)
	Ms Lim Kim Eng (B.CARE Fame Club)
	Ms Amidah Binte Rajab (ACC-Bukit Batok)
	Ms Gillian Mui (ACC-Bukit Batok)
	Ms Jek Ho (ACC- Hougang)
	Ms Sheila Lim (OcTAVE @ IMH)

The Mentally Disadvantaged Outreach Programme (MDOP) was launched in 2001. The programme aims to engage persons with mental health illness (PMHIs) in activities that strengthen emotional links with volunteers. This, in turn, serves as a support channel to help re-integrate them into society. Through weekly engagements with beneficiaries, volunteers can build lasting relationships with them and understand their needs better. The volunteers are given the autonomy and space to create new content for their beneficiaries. Activities conducted range from simple ones such as singing, light exercises and colouring to more functional ones

such as baking, craftwork, storytelling, discussion and puzzle games.

MDOP would like to thank National Council of Social Service (NCSS) for their support of the programme through the NCSS-Tote Board Social Service Fund in the past years. The funding ended in March 2019. The programme was awarded the Silver Volunteer Fund from Council of Third Age in April 2019, helping to grow its volunteer numbers and beneficiary outreach. MDOP was also featured together with committee member Ms Mary Lye in SG Cares and NCSS's Caring for the Community Starts



Ice cream making at Snow City with beneficiaries from Fame Club @ Bcare sponsored by Tuan Sing.



Corporate sponsor Pon Asia planned a fun-filled mini carnival for beneficiaries from IMH Wards and Mobile Library.



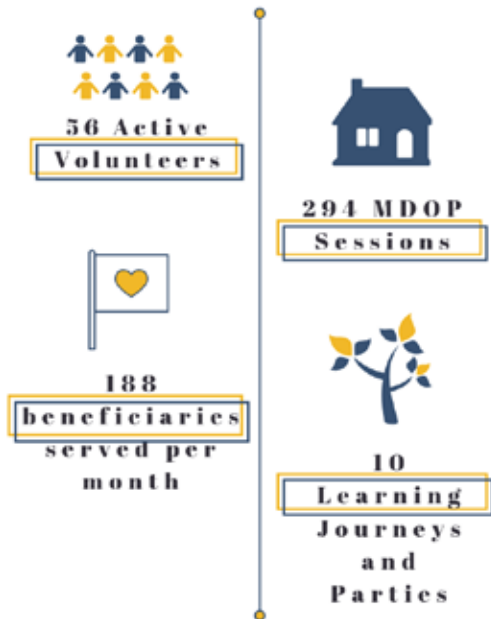
Bi-weekly craftwork sessions with beneficiaries from Fame Club @ Bcare.



Beneficiaries from Anglican Care Centre- Hougang enjoying the sand art activity and thumbprint art sponsored by Credit Suisse.

# COMMUNITY PARTNERS

- 1 Alzheimer's Disease Association - New Horizon Centre (Toa Payoh)
- 2 Anglican Care Centre - Bukit Batok
- 3 Anglican Care Centre - Hougang
- 4 Bethesda Care Centre, FAME Club 242
- 5 Bethesda Care Centre, FAME Club 574
- 6 IMH Wards
- 7 Mobile Library @ IMH
- 8 OcTAVE Outpatient Rehabilitation Centre @ IMH



with You and Me publication in April this year. RSVP is honoured and heartened that the volunteers' hard work is recognised, and knowing that it contributes to the wellbeing of the beneficiaries in Institute of Mental Health (IMH) certainly encourages everyone to do even better next year.

MDOP continues to work closely with IMH, IMH rehabilitating centre as well as various community psychiatric outreach centres (Bethesda Care Centre-FAME CLUB, Anglican Care Centre-Bukit Batok, Anglican Care Centre - Hougang) to serve the needs of the clients. The team is pleased to announce that its volunteering efforts has extended to two new centres - OcTAVE Outpatient Rehabilitation Centre @ IMH and Alzheimer's Disease Association - New Horizon Centre (Toa Payoh).

During this Financial Year (FY), MDOP beneficiaries thoroughly enjoyed the learning journeys, carnivals and festive parties that were specifically planned for them.

MDOP also received greater corporate support where corporate volunteers took part in three of the carnivals and parties organised. The team would like to give special thanks to Tuan Sing Holdings Limited, Pon Asia and Credit Suisse for sponsoring its events. The corporate volunteers came with open minds and were very receptive towards the beneficiaries as they gained better understanding of their conditions. The team hopes to conduct more of such meaningful outreach events by inviting like-minded corporate partners on board.

In the next FY, the team will continue to extend to more psychiatric outreach centres as well as dementia care centres to serve a wider range of beneficiaries. Through these efforts, RSVP looks forward to building a more inclusive society as it recruits more volunteers to serve and learn more about PMHIs.



Annual Christmas party at NEWater Plant with beneficiaries from Fame Club @ Bcare.

# MENTORING PROGRAMME

## Team Leaders:

Mr Chang Swee Wah	Paya Lebar Methodist Girls' School
Ms Esther Wong	Marsiling Primary School
Ms Fatema Saifuddin Gandhi	CHIJ Katong Primary School
Ms Eva Won	Yio Chu Kang Primary School
Ms Malligesvari d/o Krishnaraj	Naval Base Primary School
Ms Chong Gek Eng (Mar 2016 - Apr 2019)	Xishan Primary School
	Teck Ghee Primary School
	AMKFSC Spright Academy (Cheng San)

RSVP's Mentoring Programme continues to give volunteers the opportunity to serve as mentors to at-risk school primary children from low income families. Each week, volunteers engage students

in activities such as storytelling, arts and craft, and puzzle games to demonstrate and impart moral values such as perseverance, responsibility and empathy to them.



Volunteer Mr Bardin Jean-Michel Francois assisting students to unleash their creativity through craftwork at Naval Base Primary School



Volunteers Ms Cynthia Yuen, Mr Steven Lim and Mr Tan Kim Lan watching a video with children from Marsiling Primary School.



Students from Holy Innocents' Primary School competing in the words formation game challenge.



Circle Time at Xishan Primary School conducted by volunteer Ms Malligesvari. Students sharing their thoughts on what they have learnt.

To better equip volunteers with the necessary skills and knowledge to engage the children of today, a two-day Mentoring Workshop for senior volunteers was conducted in March 2019 this year. The workshop was conducted by Singapore Children's Society and covered topics ranging

from psychosocial needs of children, strategies to engage children and child management tips. The training was well-received by volunteers and RSVP will continue to equip volunteers with relevant knowledge and skills to keep up with the needs of children today.



RSVP volunteers attended a Mentoring Workshop in March 2019

This year the programme brought 70 students and 15 volunteers from three different schools to various places of interest in Singapore such as Gardens By The Bay and Lee Kong Chian Natural History Museum for learning journeys. 20 students from Paya Lebar Methodist Girls' School also went to National Junior College for a workshop on vermicomposting. Through the workshop, students learned the value of conservation and recycling through a fun and interactive home-made vermicompost worm factory. RSVP believes that such experiential learning are crucial to the development of children, and will continue to plan more meaningful learning journeys for students next year.

Typically, volunteers organise annual year-end parties for the students to celebrate the end of the school year. However, the students of Holy Innocents' Primary School planned the year end party for the volunteers instead. This gesture proved that the volunteers have made a positive impact on the students and the bonds fostered with the volunteers were evident in the appreciation notes.



Volunteer Ms Amidah Rajab preparing items for vermicomposting



Students pen down their heartfelt messages for the senior volunteers



Volunteers Mr Lloyd Chan, Mr Bardin Jean-Michel Francois, Mr Han Cheng Kwang, Mr Daniel Chiong, Ms Jessica Lim, Ms Eva Won, Ms Saroja D/O Chellappah Canagaratnam, Ms Malligesvari D/O Krishnaraj, Ms Lim Kim Eng with students from AMKFSC Spright Academy (Cheng San)

RSVP also piloted the mentoring programme at AMKFSC Spright Academy (Cheng San) and AMKFSC Spright Academy (Seng Kang) during the school holidays as an effort to increase the reach and impact of the programme. RSVP looks forward to bringing more community partners on board to this programme.

The programme expanded the scope of outreach to include youths by collaborating with Touch Community Services and supporting their InterSACT intergenerational buddy programme. Volunteers facilitated meaningful conversations with youths through interactive activities such as cooking, prawning and photo-walks. These activities were designed to allow volunteers and youths to share life stories and impart values.

RSVP also collaborated with Crest Secondary School as part of an effort to pilot Intergenerational Outreach in the community. In this programme, a team of seven volunteers spent six weeks practising and training with the youths, and put up an hour of performance for 30 seniors at All Saints Home. Performances included plate spinning, diabolo performance, and singing. The volunteers also participated in RSVP's National Senior Volunteer Month 2018 as roving performers that day.



Volunteer Cheong Kim Noi performing at NSVM 2018.



RSVP volunteers performing with students from Crest Secondary School at All Saints Home.

## Future Plans

This year has been a year of many pilots, and the programme will continue to innovate and inject new activities to enrich both the volunteers and the students. Discussions are in progress with Salvation Army and Singapore Children's Society to reach out

to families of incarcerated individuals, low income families, and other community groups. RSVP looks forward to many more new programmes coming up next year.



**212 Mentees**



**11 Partners**



**67 Senior Volunteers**

# MYBUDDY PROGRAMME

MyBuddy Programme is an impactful programme which aims to reduce the loneliness of the seniors and give them encouragement such that they will be able to look after themselves and have a brighter outlook on life.

This year, the programme welcomed a new partner, Lions Home For The Elders (Bishan). Volunteers would visit the less active senior residents in the Home by engaging them on a more personal and one-to-one basis every week. The pilot aims to reduce self-imposed isolation of seniors living in a residential care facility.

RSVP's partnership with Khoo Teck Puat Hospital

continues this year, and volunteers continue making weekly home visits to seniors who have been recently discharged from the hospital and require social support at home. Volunteers engage seniors in conversations, activities, and light exercises to keep them active, and also provide health care support through monitoring the senior's blood pressure and giving them regular reminders to take medication.

In total, volunteers conducted over 173 visits to socially isolated seniors this year. Moving forward, RSVP looks forward to expand the programme to other hospitals or nursing homes to engage more socially isolated seniors in the community.



MyBuddy volunteer Ms Fan visits a group of beneficiaries at Lions Home for the Elders (Bishan).



MyBuddy Volunteer Ms Malligesvari and Ms Diana Soh painting with seniors at Lions Home for the Elders (Bishan).



**Partners**

**Khoo Teck Puat Hospital  
Lions Home for the Elders (Bishan)**



**Number of Volunteering Sessions  
173**

# SENIOR GUIDING PROGRAMME

## Committee Members

Chairman:	Mr Ngiam Tong Yuen
Deputy Chairperson:	Ms Tan Siew Eng
Member:	Mr Gurdip Singh
	Ms Tay Sock Ngin Tina
	Mr Lee Chwee Seng Vincent

The Senior Guiding (SG) Programme is one of RSVP's core programmes where volunteers provide guiding services to visitors and learn new skills while doing their duties. In this FY, SG made good progress in forming new partnerships and strengthening relationships with existing partners.

SG's partnership with the National Heritage Board (NHB) deepened as the pilot project at Tampines Gallery was renewed for another year. Through NHB, SG also expanded RSVP's Guiding services to Wisma Geylang Serai Heritage Gallery where volunteers assist as gallery sitters since its opening in February 2019.

SG acquired four new partners this FY:

- National Library Board (library@Harbourfront) from August 2018 where senior volunteers guided elderly library users on NLB's Seniors Tech and Read (STAR) Programme, accessing Wireless@SG and e-Services and general library users on the Oculus Go VR facilities.

- Indian Heritage Centre from September 2018 where senior guides facilitate craft activities and traditional games during their special events such as Open Houses, cultural, festive and holiday programmes.
- Sengkang General Hospital from September 2018 where senior guides assist visitors at the e-Registration kiosk and do concierge duties at the Accidents and Emergency Department.
- Singapore Art Museum (SAM) from May 2019 where senior guides conduct peer-guiding on selected contemporary artworks at SAM's Mini Mobile Museum programme at regional libraries in English, Mandarin and Chinese dialects.

To date, the programme has expanded RSVP's guiding presence to 12 venues.

## Senior Guiding Partners and Volunteer Count (From July 2018 - June 2019)

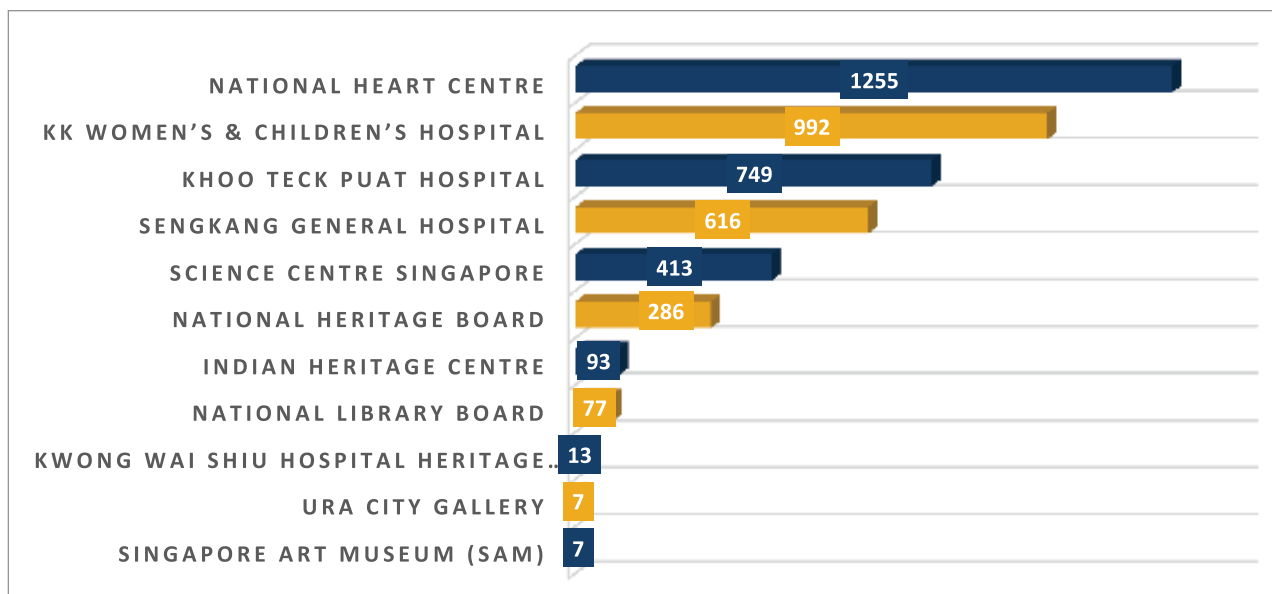
National Heart Centre Volunteers: 53	KK Women's and Children's Hospital Volunteers: 30	Khoo Teck Puat Hospital Volunteers: 24	Indian Heritage Centre Volunteers: 24	
	Singapore Science Centre Volunteers: 31	National Heritage Board - Wisma Geylang Serai Heritage Gallery Volunteers: 28	Sengkang General Hospital Volunteers: 25	National Library Board - library@Harbourfront Volunteers: 18
URA City Gallery Volunteers: 18			Kwong Wai Shiu Hospital Heritage Gallery Volunteers: 7	Singapore Art Museum Volunteers: 6



## Total Volunteer Count In All 12 Venues: 273

The number of unique senior guides has increased from 152 in the last FY to 231 in this FY. Out of the 231 senior guides, 27 of them are committed to two venues or more.

### Number of Volunteer Sessions\* from July 2018 to June 2019: 4,506



\*Each volunteer session is 3 to 4 hours long



## Looking Forward

As the Guiding programme expands to more venues and the number of senior guides increases, communication with the senior guides has become more important than ever. Thus, SG have appointed a Team Coordinator for each venue and has reinforced feedback sessions. SG is looking forward to better communications with the partners and better ownership and team spirit with the guides.

Similarly, SG will continue working with existing partners to explore wider responsibilities for the senior guides to stretch and challenge them. SG

is expecting an expansion with National Heritage Board at Kreta Ayer Heritage Gallery and new opportunities with URA City Gallery after their major revamp in FY19/20.

Special thanks to the enthusiastic Committee, staff and volunteers who have made it all possible. The team will continue to bring more guiding opportunities to the volunteers by increasing the number of partners that RSVP will work with.



Volunteers facilitating activity for Pongal Celebration at Indian Heritage Centre. Left to right: IHC Staff, volunteers Annie Khoo, Evelyn Tan, Low Wai Poon, Tai Yen Keong.



Volunteer Yap Sew King (third from left) guiding visitors at Wisma Geylang Serai Heritage Gallery.



Volunteer Connie Tham (left) peer-guiding at SAM Mini Mobile Museum.



Volunteer Tai Yen Keong (center) guiding visitors at Kwong Wai Shui Hospital Heritage Gallery.



Volunteer Chee Chat San (right) attending to a visitor at Sengkang General Hospital Emergency.



Volunteer Christina Lim (left) guiding a visitor at National Heart Centre Cardiac Clinic.



Volunteers preparing for a Senior Tech and Read (STAR) session at library@harbourfront - Vivocity. Clockwise left to right: Alison Foo, Lee Keng Mun, Susan Ong, Ng Bee Yong, Ada Chow.



Volunteers attending a training session at Science Centre Singapore. Left to right: Esther Lim, Katherine Chng, Mary Ong, Susan Ong.



Volunteer Evelyn Tan (left) guiding visitors at National Heart Centre Cardiac Clinic.

# CYBERGUIDE PROGRAMME

## Committee Members

Chairman:	Mr Sunny Chan
Members:	Mr Ong Han Min
	Mr Lam Tuck Choy
	Mr Han Cheng Kwang
	Mr Donald Cheong
	Mr Richard Cheong
	Ms Cheow Chin Wang
	Ms Harriet Seah Kim Eng

With the increased awareness of the need for digital literacy and inclusion in the community, courses offered by the Cyberguide programme have been fully registered throughout the year.

To achieve Cyberguide's aim to encourage more seniors to be more IT savvy, RSVP partnered the National Silver Academy (NSA), utilising subsidies by

Council for Third Age (C3A) for its courses. With this partnership, courses are now offered at a lower rate, in addition to being claimable under SkillsFuture Credit. The subsidy is now applied to RSVP's IT courses and has been in effect since January 2019.

RSVP joins 25 other community-based partners who are in partnership with NSA.

## Digital Awareness and Literacy Courses for Community

Apart from the monthly Silver Infocomm Junction (SIJ) training courses at RSVP, Cyberguide has forged partnerships with other organisations to extend its reach to the community to promote digital literacy.

In September 2018, RSVP collaborated with NTUC Learning Hub to roll out the "Silver Digital Creators", a series of courses for seniors who have embraced technology and are ready to bring their digital skills to the next level. 30 RSVP volunteers were trained by Apple, equipping them to train other seniors higher level IT courses such as Coding and Movie Making. ,

RSVP also collaborated with National Library Board,

NTUC Learning Hub, Infocomm Media Development Authority (IMDA) and Apple to bring IT classes to the public libraries. Since September 2018, over 300 seniors have benefited from close to 30 sessions held at the public libraries at Toa Payoh, Woodlands, Bishan, Bedok and Jurong East.

Furthermore, RSVP has reached out to seniors at Senior Activity Centres (SAC). Seniors at Kwong Wai Shiu Active Ageing Hub and the Care Corner Active Ageing Hub in Toa Payoh were enrolled for IT Courses. Since December 2018, more than 140 seniors have benefited from these classes which were conducted in English, Mandarin and dialects.



Volunteers at Kwong Wai Shiu Active Ageing Hub.

## Digital Literacy Awareness Talks for Organisations

Recognising the popularity of digital literacy awareness, RSVP held a Digital Literacy Awareness Talk at Char Yong (Dabu) Association which reached out to 80 seniors. In the upcoming FY, RSVP will look at working with new partners at new locations to hold more of such talks.



Volunteers setting up system at the Char Yong (Dabu) Association Digital Literacy Awareness Talk.

## Silver IT Fest 2019

In October 2018, RSVP participated as a trainer in the second Silver IT Fest (SITF) organised by IMDA in the year. This annual public training continues to be a platform for RSVP to reach out to seniors in the community and encourage them to continue learning new IT skills and applications for active daily living. There were two runs of SITF at RSVP's

premises in March/April 2019 and June/July 2019 with over 40 classes and more than 500 seniors.

Course offerings were also expanded by including iOS/macOS courses such as "Introduction to iMovie" and "Using MacOS - High Sierra" in addition to the existing courses.

## Seniors Can Fly

Six Cyberguide trainers have gone beyond micro:bit coding and successfully completed a drone coding course conducted by ITE College West's Espace staff. They are now able to programme drones to fly in a group.

Plans are in place to launch a new drones course to reach out to IT savvy seniors who are looking to upskill themselves outside of basic IT courses.



Volunteers programming drones to fly.

## Future Plans

RSVP recognises the shift in the learning needs in the community and the incoming younger seniors from the Merdeka Generation. The seniors in this generation are more IT savvy and are looking for more exciting use of technology. To cater to

these needs, Cyberguide will look into lifestyle applications development. To address the digital literacy needs of the community, RSVP also plans to increase its pool of bilingual and dialect-speaking trainers.

# VOLUNTEER LEARNING

## Committee Members

Chairman:	Mr Sunny Chan	
Members:	Mr Foo Chee Meng	Ms Josephine Ho
	Mr Chan Pit Seng	Dr Woo Huay Lit
	Mr Richard Cheong	Ms Judith Chew
	Ms Noorjahan Kamaruddin	

In FY2018/2019, Volunteer Learning Centre (VLC) conducted 31 runs of volunteer courses, reaching out to 539 participants. Of these, near 50% were volunteers from the Open House who attended the 15 runs of Be An Effective Volunteer course. VLC continues to be a programme to prepare new RSVP volunteers and to continually develop our existing pool of active volunteers, empowering them to better serve individually and as a group in the RSVP community programmes.

VLC introduced a handful of key initiatives in 2018/2019 to improve the programme's outcome and to meet the growing needs of RSVP volunteer development including:

- Increasing the frequency of "Be An Effective Volunteer (BEV) Workshop" to cater to new RSVP volunteers**

With the increased volunteer recruitment to drive new volunteer intake, Volunteer Learning (VL) kept pace to meet the training needs of the new volunteers. Beginning April, VL increased its course runs for BEV from once to twice a month to equip all new volunteers with an overview of volunteering and the programmes available at RSVP.

- Sustaining the SkillsFuture Ambassador Talk outreach through "BEV" course intake**

Keeping with RSVP's partnership commitment with People's Association, RSVP now conducts lunch talks on the SkillsFuture Ambassador initiative. This lunch talk concept is offered to RSVP new volunteers who attend the BEV course and the pool of seniors who are interested but unable to attend the original afternoon talks. This successfully reached out to over 140 participants.

- Upskilling RSVP Volunteers**

Beyond the regularly conducted BEV training course, VLC worked closely with other RSVP programmes to upskill volunteers. Three runs of "Developing Emotional Intelligence for Volunteerism", "Providing Customer Service as A Volunteer" and "Gaining Appreciation for Counselling Older Adults" were conducted throughout the FY to equip volunteers with the relevant skillsets to harness their volunteering engagement with others.

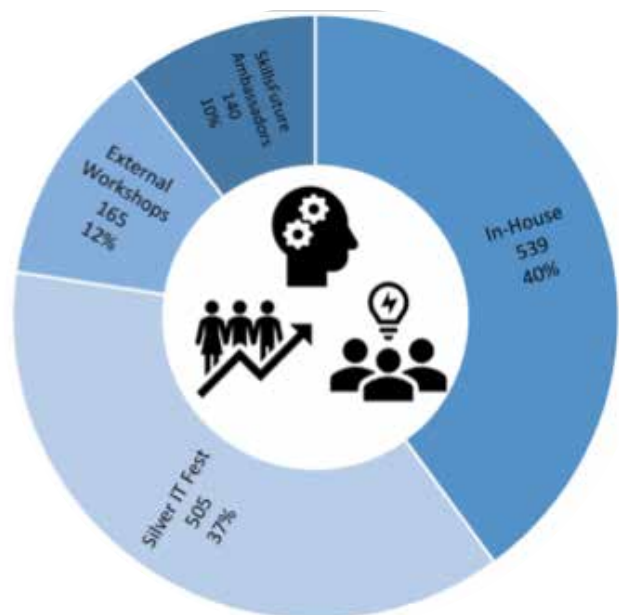




VL courses conducted by volunteer trainers for potential and active volunteers

In the FY, there was a mix of VL courses, workshops and public talks which successfully reached out to 844 seniors.

Apart from the SkillsFuture lunchtime talks, VL also coordinated workshops including the first Merdeka Generation Package Briefing session conducted by Agency of Integrated Care (AIC) in April 2019 which gathered a total of 62 registrations. The Parcel Walker programme also offered micro job opportunities for seniors and a self-defence workshop to encourage seniors to lead an active lifestyle.



## Moving Forward

Work is underway for RSVP to develop volunteer learning courses in partnership with Social Service Institute (SSI), the training arm of NCSS. SSI has appointed RSVP to pilot volunteer learning development courses for volunteers in Singapore in their Training Network Model. VL will focus on

equipping RSVP volunteers as well as providing domain training for other volunteer organisations and volunteers from the public. With the increase in demand for VL courses, VL will actively seek out new facilitators to meet the demand for courses in the upcoming FY.

# ENRICHMENT COMMITTEE

## Committee Members

Chairman:	Ms Marie Mattar
Vice - Chairman:	Mr Richard Cheong
Members:	Mr Chan Pit Seng
	Ms Fawziah Mattar
	Mr Donald Cheong
	Ms Mary Ong

### Art and Cultural

- Balloon Sculpturing
- Drawing
- English Conversation
- Line Dance
- Photography
- Ukulele

### Health and Wellness

- Taiji
- Yoga

The Enrichment Committee held its annual meeting with the instructors of enrichment classes and team leaders of Activity Circles (AC) in early 2019 to revisit the terms of reference for carrying out courses and AC activities. All enrichment activities are under the purview and supervision of the Committee.

### Enrichment Classes

In addition to the on-going Drawing, English Conversation, Line Dance, Taiji and Yoga classes; 12 Balloon Sculpting, three Basic DSLR Photography and eight Ukulele sessions were held to encourage more members to take up these active ageing pursuits. The response to the three classes was encouraging with sufficient participation.

Enrichment classes will continue to bring senior interest groups together to learn a skill taught by seniors themselves. Intangibly, we have seen these interest groups from enrichment classes develop

bonding as a community for social support of one another. Where skills are honed in classrooms, RSVP also provides an avenue for the class to evolve to an Activity Circle when they become proficient in their skills to perform as volunteers for external events organised by RSVP Singapore and its partners.

With this organic growth of our seniors from Enrichment Classes to Activity Circles for RSVP Singapore events and impacting the community, we see opening the classes to beyond RSVP members as a natural path to take in 2019/2020.



Line Dancers Performing at NSVM Fiesta 2018.



Drawing session in action.



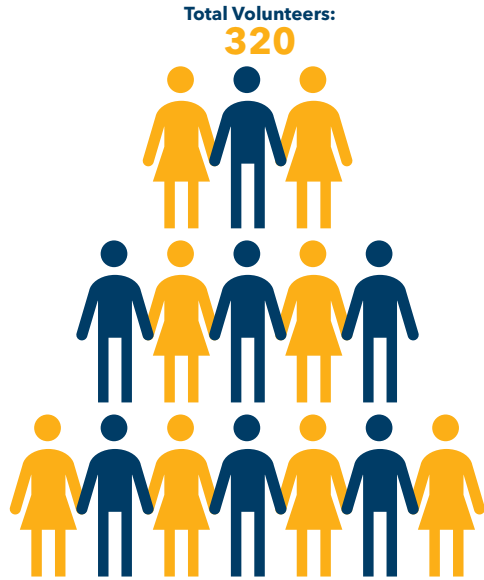
Yoga session in action.



Taiji session in action.

**Activity Circles**

1. Balloon Activity Circle (BAC)
2. Gavel Club
3. Gourmet Activity Circle (GAC)
4. Karaoke Activity Circle (KAC)
5. Photography Activity Circle (PAC)
6. Ukulele Activity Circle (UAC)
7. Video Cast Activity Circle (VAC)



Activity Circles (AC) have increased their volunteering activities with 320 volunteers across all the seven groups. Clocking a total of 1,148 volunteering hours, they reached out to 1,314 beneficiaries of all ages from various SSAs, as well as the general public. They volunteered in RSVP's major events, outreach activities and CSR projects run by the Corporate Partnership & Fund

Development division. ChefSR was one of the ACs heavily involved in CSR projects.

GAC which was originally formed now has two segments - Gourmet Celebrations which handles in-house festive gatherings while ChefSR concentrates on outreach activities specifically through CSR projects involving beneficiaries and corporates. All members in ChefSR are certified with Food Hygiene skills.



UAC Performing at 20<sup>th</sup> Anniversary Charity Gala Dinner.



GAC-ChefSR mooncake making with Orange Valley SAC (Woodlands Peak) and corporate partner Aluminum Offshore.



BAC demonstrating their skills at NSVM Fiesta 2018.



KAC volunteers outreach at NTUC Health Chai Chee with corporate partner Pon Asia.



VAC in action at the Istana.



PAC in action at the International Day of Older Persons event.



# PRE-DEMENTIA PROGRAMMES

## Pre-Dementia Wellness Initiatives

In line with the national thrust towards mental wellness, RSVP adopted the “Age Well Everyday” (AWE) Programme as well as “Healthy Ageing Promotion Programme for You” (HAPPY) in the first half of 2019.

**Age Well Everyday (AWE) Programme** is a collaboration with NUS Mind-Science Centre (NUSMS) and is an offshoot of the Dementia Prevention Programme from the Jurong Ageing Study. Its focus is on Active Ageing and Healthy Lifestyle for seniors and on ways to reduce the

risk of dementia. The programme consists of 12 sessions, covering health education topics, mindful awareness practices, physical exercises and music reminiscence and rhythm.

12 RSVP volunteers completed training at NUSMS and were certified as trainers. They conducted the first course in January 2019 involving 25 participants. This was followed by maintenance sessions. Another six RSVP volunteers, 18 to-date, will begin the next course in July 2019.



AWE graduating class with decorations courtesy of Balloon Activity Circle.



AWE Programme Briefing.



AWE Programme “Mindful Awareness Practice” segment.

**Healthy Ageing Promotion Programme for You (HAPPY)** is a partnership with Agency for Integrated Care (AIC) and National University Health System (NUHS). This 'Healthy Ageing Promotion Programme for You' (HAPPY) is aimed at promoting healthy ageing, delaying physical, cognitive and social frailty

through physical exercises and brain stimulating activities.

Nine RSVP members were trained and certified as trainers by NUHS to begin the first course in May 2019 at RSVP Singapore for 20 participants. HAPPY sessions continued weekly after the run of this first course.



HAPPY participants and three HAPPY trainers



A typical HAPPY exercise session consists of the "Stepping with Counting" segment, simple stretches and blood pressure monitoring.

## Future Plans

Plans have been put in place for both programmes to expand in terms of the number of senior volunteer trainers, number of sites and number of senior participants in the next three years.

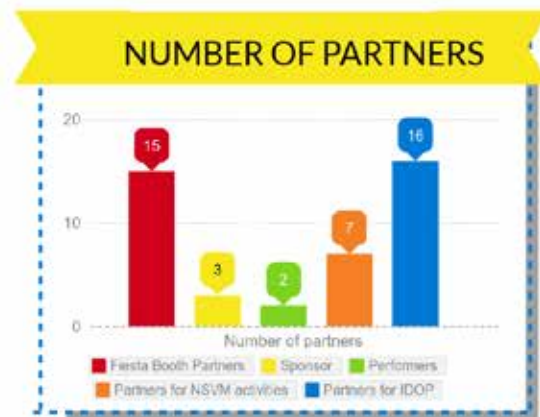
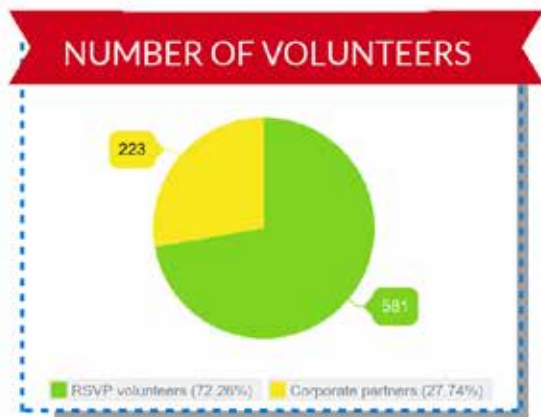
# NATIONAL SENIOR VOLUNTEER MONTH 2018

National Senior Volunteer Month 2018 (NSVM) 2018 was launched on 12 June 2018 by Dr Ang Hak Seng, BBM, Deputy Secretary of Ministry of Culture, Community and Youth (MCCY). This also marks the first NSVM where RSVP launched online registrations for its activities.

With support from MCCY and Council for Third Age (C3A), RSVP curated a series of 35 meaningful activities through collaboration with 43 community

partners from social service and public service. It reached out to 804 volunteers and approximately 11,000 beneficiaries over four months from July to October.

Championing the SG Cares movement, NSVM 2018 culminated in a grand celebration on 8 September. 500 participants turned up that day, including volunteers, community partners, government agencies and members of the public.



**804**  
VOLUNTEERS

**11,000**  
BENEFICIARIES

**12/06**  
LAUNCH DATE

**35**  
ACTIVITIES

**43**  
PARTNERS



NSVM Fiesta on 8 September 2018 had a turnout of 500 people, of which 130 are RSVP volunteers.

Besides outreaching to individuals to join as volunteers, corporates were invited to join in to contribute as part of their Corporate Social Responsibility (CSR) efforts.

In addition, for the International Day of Older Persons (IDOP) celebration, more than 500 seniors were engaged to share the importance of showing gratitude by giving thanks to their loved ones through simple acts of gratitude.

# INTERNATIONAL DAY OF OLDER PERSONS 2018

2018 marks the second International Day of Older Persons, or IDOP organised by RSVP. This year, RSVP gathered eight new stories of gratitude in addition to the eight stories featured in 2017's IDOP booklet of these three stories were featured in a video that was shown during the main celebrations. Additionally, the number of "Thank you" cards printed was increased to accommodate a larger number of partners. Around 20,000 cards were distributed to over 60 Social Service Agencies (SSAs) across Singapore.

This year, RSVP recognised the need to reach out to more organisations and initiated mini Do-It-Yourself (DIY) celebrations. These DIYs were held throughout August and October. The DIYs held at the partners'

locations allowed RSVP to engage more seniors and share the importance of showing gratitude. Besides training their staff, trained RSVP volunteers were also deployed to help conduct these DIY events.

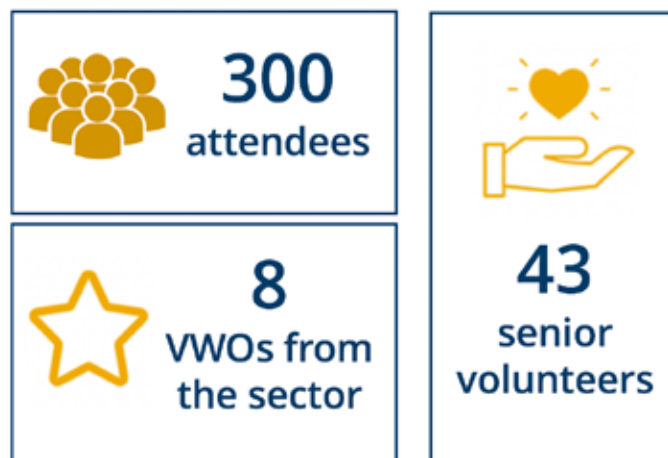
At the main celebrations held on 29 September at the Lifelong Learning Institute, 300 seniors, guests and senior volunteers spent half a day celebrating IDOP. The main celebrations featured special performances by various SSAs, RSVP volunteers and a special batik art demonstration by renowned batik artist Mr Sarkasi Said.

In the next FY, RSVP will continue to reach out to new partners and encourage them to conduct DIY celebrations at their centres.

## DIY Mini Celebrations (Aug - Oct 2018)



## Main Celebrations (29 Sep 2018)





Group photo with Guest of Honor SMS Edwin Tong, RSVP Chairman Koh Juay Meng, guests and seniors from various activity centres.



Qigong performance by seniors from Pacific Activity Centre (Sunshine CCK).



Sing-a-long session by RSVP Karaoke Activity Circle.



Batik Demonstration by Mr Sarkasi Said.

# BOARD MEMBERS' BIO-DATA

## Mr Koh Juay Meng (Chairman)



An entrepreneur with over 30 years' experience in IT and supply chain logistics, Juay Meng is actively involved in the community serving on various advisory committees. He is a passionate advocate for senior volunteerism and harnessing the full potential of seniors. He is also Chairman of Punggol North CCC and Treasurer of Thye Hua Kwan Moral Charities.

Juay Meng sits on LTA's Active Mobility Advisory Panel, Merdeka Generation Communications and Engagement Taskforce, SG Cares Steering Committee and Singapore Business Federation Sub-Committee on Aged Workforce. He was formerly on MOH's Eldershield/Careshield Review Committee and the NCSS Volunteer Resource Committee.

## Mr Joseph Chia (2<sup>nd</sup> Vice Chair)



Joseph, a retired business man, joined RSVP in its pioneering years and was formerly the Chairman of the Cyberguide Programme from 2002 to 2007. He was instrumental in organising RSVP's first Seniors Computer Day in 2002. The event was a success and it helped build RSVP's reputation as a leader in ICT training for seniors in Singapore. Joseph was co-opted onto the Board in late 2016. Joseph has been actively involved in social work. He is currently the Chairman of Ding Yi Music Company, Programme Director of Rotary Club of Singapore and the Board and Exco Member of Singapore After-Care Association. He is also the Honorary President for Singapore Hui Ann Association and Singapore Hui Hwa Pugilistic Association.

## Ms Genevieve Chua (Vice Chair and Honorary Treasurer)



Genevieve was co-opted into the Board in January 2017. Genevieve was accorded a Fellow Chartered Accountant of Singapore status by the Institute of Singapore Chartered Accountants (ISCA) in May 2016. She is currently the Chief Executive Officer of OVOL Singapore Pte Ltd. Her previous appointments in community service include Honorary Treasurer of the Print & Media Association Singapore, Council Member of ISCA, Honorary Treasurer of the Financial Planning Association of Singapore. She is currently the Co Vice-chair of Programme for the Endorsement of Forest Certification - an NGO based in Geneva which promotes sustainable forest management.

**Mr Raymond Chan  
(Vice Chair and Assistant Honorary Treasurer)**



Raymond was co-opted into the Board in March 2017. He has more than 30 years of auditing, finance and risk management experience in various MNC financial institutions across United Kingdom, Hong Kong, Singapore and Japan. He is currently an Executive Director, Chief Operating Officer in Market and Liquidity Risk in DBS Bank. Apart from being the Assistant Honorary Treasurer in RSVP, he also chairs the Human Resources Committee. He was an internal auditor in RSVP for the financial year ending 30 June 2015. He also participates actively in Corporate Social Responsibility activities at his current employer. In addition, he volunteers as a mentor at Enactus.

**Ms Marjorie Wee (Honorary Secretary)**



Marjorie has extensive experience in legal practice, specialising in corporate and maritime law. She also lectured on maritime and marine insurance law at the Singapore Maritime Academy of the Singapore Polytechnic. She formerly served as a Consultant in the Otto Group of Companies. Marjorie has held Board appointments in several private and public listed companies as well as in non-profit organisations, including Council for Third Age. She is the Honorary Secretary of RSVP and currently chairs several committees including Nomination and Programmes Creation. She is also Chairman of Siong Keng Hoon Foundation Limited - an organisation incorporated for charitable purposes.

**Mr Foo Chee Meng (Board Member)**



Chee Meng has been a member of RSVP and a Cyberguide trainer since 2015. He also serves on the Volunteer Management Committee as Mediator. He has over 40 years of experience in education with roles in policy development, administration, management, mentoring principal for vice-principals, and teacher training. Prior to retirement, he was Principal of Maha Bodhi School and Assistant Director in the Educational Technology Division of the Ministry of Education. He has also served as council member in the 9th to 12th Schools Council (1989 to 1992), National Institute of Education Council (1991 to 1996), and National Internet Advisory Committee (1996 to 1997).

**Ms Marie Mattar (Board Member)**



Marie has been actively involved in RSVP since 1998 and was on RSVP's Board from 2000 to 2012 and held the position of 2nd Vice President from 2004 to 2006. She was Chairman of the Public Education Programme from 2005 to 2008, followed by Advisor of Active Ageing Seniors Programme from 2008 to 2010. In 2005, she was a member of the Fund Development Committee and contributed for seven years. She was also the Chairman of the Corporate Communications Committee/ Corporate & Marketing Communications Committee for 13 years since 2000, before briefly stepping down and then resuming the position in early 2018. She is currently the Chairman of the Corporate Communications Committee and Enrichment Committee overseeing the activities of the Enrichment classes and Activity Circles, and RSVP's 20th Anniversary Celebrations.



### Mr Ngiam Tong Yuen (Board Member)



A Chemical Engineer by training, Tong Yuen is an accredited Principal Mediator with Singapore Mediation Centre (SMC), 7 years with PUB followed by 30 years with Exxon. He worked in different capacities including as Division Head, Operations Head and Plant Manager. He was the Former VP and Council member of the Institution of Engineers, former member of Singapore Polytechnic Chemical and Life Sciences Advisory Committee. He is now the Chairman of the Advisory Committee for Management Systems and Product Certification (AMCP) for TUV SUD and is co-chairman of the Technical Committee for Conformity Assessment Standards Committee (CASCO) of the Singapore Standards Council. He is also an Assessor for the Engineering Accreditation Board (EAB). Tong Yuen is the first recipient of the President's Volunteerism & Philanthropy Awards 2015 (Senior).

### Mr Sunny Chan (Board Member)



Sunny is presently the Chairman of the Cyberguide programme and Volunteer Learning Centre. Sunny has been a strong supporter of RSVP's training function including VLC since he joined the organisation in 2011. He facilitates programmes in the VLC, arranges trainers for Silver IT Fest and corrects all outstanding problems faced by Silver IT Care. He was also instrumental in leading M+W in two charity golf events benefitting RSVP Singapore in 2012 and 2016. Prior to his retirement, he was the Vice President (Site Services) for TECH Semiconductor Singapore Pte Ltd and was instrumental in setting up the Regional Headquarters for Hewlett Packard in Hong Kong. Besides these, Sunny has volunteered in schools and industries, serving for more than 22 years on the Board of the National Youth Achievement Award Council. For his contributions and dedication to RSVP, Sunny was presented the inaugural Founding President's Award during RSVP's 20th Anniversary Charity Gala Dinner in 2018.

### Mr Alex Eow (1<sup>st</sup> Vice Chair) Resigned w.e.f. 4 June 2019



Alex Eow Yoke Kee recently retired from an active business life at 65, having worked for 24 years in the telecom and exhibition marketing industries. After which, Alex started his entrepreneurial business in 2002, which he then sold to a British MNC. He then restarted another business in marketing, consultancy and training in 2009. He is now semi-retired and enjoys contributing to societies with his knowledge, experience and expertise.

Alex was previously a board member of RSVP Singapore for 2008 to 2010, and was the Chairman of Cyberguide before shifting focus on Rotary International community operations. He returns to RSVP in 2017 as its 1st Vice President, taking charge of the Senior Volunteer Training Center.

# DONORS AND BENEFACTORS

## Donations \$50,000 and above

Standard Chartered Bank  
Tote Board

## Donations \$10,000 - < \$50,000

MCC Land (Singapore) Pte Ltd  
Rolex Singapore Private Limited  
Trialblazer Foundation Ltd  
Tialoc Singapore Pte Ltd  
Ngiam Tong Yuen  
Jean Ngiam Wu Po Kim  
M.Tech Products Pte Ltd  
Ronald Ong Whatt Soon

Sian Chay Medical Institution  
Chew How Teck Foundation  
Fuji SMBE Industries Pte Ltd  
Woh Hup (Private) Limited  
Yenn Dar Pte Ltd  
Exyte Singapore Pte Ltd  
Air Liquide Singapore Pte Ltd

## Donations \$5,000 - <\$10,000

Chan Han Tiong Sunny  
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E.id Projects Pte Ltd  
Eastern Carpets

Financial Planning Association of Singapore  
Pei Hwa Foundation Limited  
Pon Asia Holding Pte Ltd  
Tuan Sing Holdings Limited  
Wong Liang Feng

## Donations \$2,000 - <\$5,000

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RSVP Singapore The Organisation of Senior Volunteers was registered as a society on 19 October 1999 and was accorded charity status under the Charities Act on 28 October 1999.

ROS Registration Number: ROS 0307/1998 WEL

Charity Registration Number: 01394

UEN Number: S99SS0039L

Registered address: 9 Bishan Place #08-02/ #09-03 Junction 8 (Office Tower) Singapore 579837

The Charity has complied with the Code of Governance for Charities and IPCs. RSVP Singapore's Governance Evaluation Checklist can be viewed from the Charity Portal at [www.charities.gov.sg](http://www.charities.gov.sg)

Banker: DBS Bank, Standard Chartered Bank (Singapore) Limited

Auditor: CA TRUST PAC

**RSVP Singapore  
The Organisation of  
Senior Volunteers**

9 Bishan Place #08-02/#09-03  
Junction 8 (Office Tower),  
Singapore 579837

 6259 0802

 6259 0805

 [general@rsvp.org.sg](mailto:general@rsvp.org.sg)

 [www.rsvp.org.sg](http://www.rsvp.org.sg)