



# 2022 Annual Report



COMMUNITY SERVICES SOCIETY

# Help, Heal and Honour

## Mission

To serve the community  
through holistic good  
works & acts of kindness





# Core Values

SINCERITY

EXCELLENCE

RESILIENCE

VALUE PEOPLE

ENABLER

Jia Ying Community Services Society is a member of NCSS

UEN: TOISS0100D

Charity Registration No.: 01714

IPC Registration No.: ROS 0115/2001

IPC Period: Active till 31/12/2023

Auditor: Fiducia LLP

Banker: Malayan Banking Berhad

All photos in this annual report were taken in compliance with safe management measures.

" I am glad that younger and capable people are coming onboard as board members and key directors. I am confident that the new team (both management and board) will bring JYCSS to higher heights, commitment and servanthood for the benefit of our seniors and our community."

- Jason Quan, President

2,500

Seniors Under JYAAC Care

31

HDB blocks Under JYAAC Care

> 7,000

Seniors in Attendance

**CNY Celebration**

**Mother's Day Celebration**

**National Day Celebration**

**GTC Christmas Celebration**

**Hari Raya Celebration**

**Sembawang Hot Springs**

**Health Talks**

**Food Distribution**

**Health Screenings**

**F1 Charity Events**

**Floral Arrangement  
(ITE Students)**

**Art and Craft  
Workshop**

**Movie Screening  
@ PS**

**Flora Design**

**Care Pack  
Distribution**

**Volunteer  
Appreciation Day**

**Christmas Lucky  
Draw**

**Chong Pang Market  
Outing**

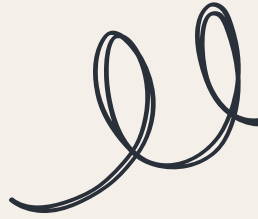
**Digital Workshops**

**Nagomi Arts**

**Lunch Outing**

# The year in review

---



**Jia Ying Community Services Society (JYCSS) has come a long way transiting from student care centre to a neighbourhood link centre to a senior activity centre (SAC) and now to an active aging centre (AAC).**

The new active aging centre faces many challenges in the early stages of implementation; manpower constraints and fundings were some of the key challenges.

Thankfully the Ministry of Health (MOH) and Agency for Integrated Care (AIC) had acknowledged these concerns, provided assistance and increased the funding quantum to meet the demands of operating an active ageing centre.

JYCSS officially transited from a SAC to an AAC in April 2022. We have reached the first year of our operations as an AAC and I'm glad that we are able to meet the first-year targets set by AIC. We have also increased our manpower requirements from 4 full time staff to 8 full time staff within the year.

Moving forward, I believe JYCSS will be able to serve our seniors and community more effectively and efficiently with the use of technology and having more volunteers to help in the areas of befriending, buddying, active ageing programmes, visitation etc.

Singapore population is aging rapidly. By 2030, one in four Singaporeans (23.8%) will be over 65 years old. As such, the government acknowledge more AACs are needed to address the needs of seniors. By 2025, the number of active ageing centres will be doubled to 220 as MOH expands the scale and scope of the services of these centres.

These centres are go-to points for seniors, and provide services such as active ageing programmes, buddying and befriending, and information on and referral to care services.





**The scope of these active ageing centres will be increased. Eventually, each centre should be responsible for 1,000 to 4,000 seniors, and work with community networks such as grassroots organisations and general practitioners (GPs) to address seniors' health and social needs.**

We must be prepared to provide such services going forward or we will not be able to fulfil the obligations of an AAC.

It is timely that the JYCSS board will be undergoing a board renewal. I am glad that younger and capable people are coming onboard as board members and key directors. I am confident that the new team (both management and board) will bring JYCSS to higher heights, commitment and servanthood for the benefit of our seniors and our community.

Together we serve with dignity and integrity through act of kindness.

Thank You and Best Regards.



Jason Quan, President

Jia Ying Community Services Society  
(Jia Ying Active Ageing Centre)

# Centre Director Message

---



**This is an exciting time for the social service, healthcare, and community care sectors.**

The government is rolling out Healthier SG – a multi-year strategy to transform the healthcare system.

Active ageing centres play a critical role in Healthier SG. The Ministry of Health is working with centres to expand and enhance their services to seniors and the community. As an active ageing centre, Jia Ying currently serves more than 2,600 seniors in our community. This number is expected to grow.

To prepare and ensure that Jia Ying continues to grow as an active ageing centre and deliver quality services to seniors, Jia Ying will focus on four strategic areas: **people, processes, programmes** and **partnerships**.

**People.** The new Active Ageing Service model require new competencies to deliver new services. Jia Ying will invest in the training and development of staff to meet these competencies. Job design and performance management are important to ensure job roles can support Jia Ying's delivery of services to seniors and the community.

**Processes.** Digitization of information and streamlining of processes to increase productivity is important to support Jia Ying as an active ageing centre. Jia Ying will implement a digital transformation strategy.

**Programmes.** Jia Ying is moving towards evidence-based active ageing programmes – programmes that have been tested and proven effective. Data will be used to monitor and track seniors' progress, advise seniors on their overall wellbeing and recommend actionable steps and programmes.



**Partnerships.** Partners bring niche value-add services to seniors and volunteers complement centre's work with their contributions and expertise. Jia Ying will develop a volunteer management framework to recruit, attract, train, and retain volunteers. Jia Ying will also focus on building fund-raising capabilities and a network of funders to support its work with seniors and the community.

With these four strategic areas, Jia Ying will be in a position to build a community that help, heal and honour seniors and their families.

Brian Chan  
Centre Director

Jia Ying Community Services Society  
(Jia Ying Active Ageing Centre)





# Centre Manager Message

---



**We are happy to present Jia Ying Community Services Society's 2022 Annual Report. Let me take a moment to draw your attention to a topic that is dear to our hearts: the needs of our ageing population.**

As we are all aware, there is an increasing number of seniors living in our community, and many of them are dealing with difficulties that come with ageing.

Everyone should have the chance to grow old in their communities, close to their loved ones and the people they know and trust. That is why Jia Ying has been working hard to give our seniors a community that they can find help, healing and a place that honour them.

Together with volunteers from Glad Tidings Church and from the community, Jia Ying has been offering buddying, befriending, and tele-befriending services to seniors in 2022. We want to help our seniors keep their independence and quality of life while reducing the stress on their caregivers.

Besides buddying and befriending, Jia Ying collaborates with volunteers and community partners to assist seniors with services such as house-cleaning, repairs, and getting seniors to participate in social activities.

We are pleased to report that the lives of seniors in our community have significantly improved as a result of your contributions to Jia Ying.

And with the commitment from the staff team, volunteers and partners, we have personally witnessed the positive impact Jia Ying's work have made on people's lives.

We recognize the importance of volunteers and the invaluable contributions they have made. Going forward, we plan to provide training to Jia Ying's volunteers on areas critical to senior and community care so that together, we can better serve our seniors and the community.



Growing old is a natural process and everyone deserves to age with respect and dignity. Jia Ying is dedicated to building a community that help, heal and honour our seniors and their families.

Finally, I'd want to thank everyone for their support of Jia Ying and the seniors we serve. We can improve the lives of seniors and their families by working together.

Let's keep striving to build a caring community that respects and values our seniors.



Islynn Tan  
Centre Manager

Jia Ying Community Services Society  
(Jia Ying Active Ageing Centre)

# Special Thanks!

## Helen Kuan

---



**Thank you!** On behalf of Jia Ying Community Services Society, we wish to express our deepest gratitude and heartfelt thanks to Helen Kuan!

Helen has been serving the community and volunteering with Jia Ying Community Services Society since 2004. She served as a board member, Vice President and President of Jia Ying Community Services Society.

Helen's contributions and heart-work at Jia Ying Community Services Society have made a tremendous and life changing impact on the seniors and the community.

We wish Helen the very best in all her future endeavours! **Thank you!**



Helen Kuan  
Immediate Past President

Jia Ying Community Services Society  
(Jia Ying Active Ageing Centre)

# Special Thanks!

## Eddy Chan

---



**Thank you!** On behalf of Jia Ying Community Services Society, we wish to express our heartfelt thanks and deepest gratitude to Eddy Chan!

As the immediate past Centre Director, Eddy has been instrumental in leading Jia Ying Community Services Society to transit to the new Active Ageing Centre model. Eddy has served as a board member, Vice President and President of Jia Ying Community Services Society.

Eddy's heart-work and selfless contributions to seniors in our community and Jia Ying Community Services Society have left a deep impact in the lives he has touched!

We wish Eddy the very best in all his future endeavours! **Thank you!**



Eddy Chan  
Immediate Past Centre Director

Jia Ying Community Services Society  
(Jia Ying Active Ageing Centre)

# Key Directors and Board Members



**Jason Quan, President**



**Tang Kah Heong, Treasurer**



**Jasmine Kwek, Secretary**



**Joelle Wang, Member**



**Charles Jenu, Member**



**Serene Chan, Member**



**Jason Chia, Member**



# Management Team



From left to right (front): Brian Chan (Centre Director), Cindy Peh (Programme, Head), Kenneth Toh (Programme Executive), Jasmine Ng (Senior Programme Executive)

From left to right (back): Ong Si Hui (Programme Executive), Islynn Tan (Centre Manager), Le Ya-Chieh (Administrative Executive), Natalie Yang (Programme, Head)



# 2022 HIGHLIGHTS

## CNY Celebration





**Celebrating  
Chinese New  
Year  
Together!**



# Highlights of 2022



**National Day Celebration**



**Gardens by the Bay Outing by SG United and Asiaworks**



**Health Screening**

# Highlights of 2022



**F1 Charity Event by Singapore Tourism Board**



**Sembawang Hot Spring Visit**



**Art and Craft Workshop**

# Programmes



**Plaza Singapura Movie Screening Outing**



**Weekly Bingo**



# Programmes



**Health Promotion Board Talks**



**Daily Morning Exercise**



# Programmes



**House Cleaning By Student Volunteers**



**Floral Arrangement Workshop**



# Thank you volunteers for your generous contribution and support!



**Lee Linda**  
17 YEARS



**Eileen Chew**  
17 YEARS



**Tan Lay Kheng Jennifer**  
16 YEARS



**Foo Kui Luan Irene**  
16 YEARS



**Gan Ai Nghoh Doris**  
16 YEARS



**Chang Wang Kee**  
16 YEARS



**Lim Tow Keng Ken**  
15 YEARS



**Wong Ah Mui @  
Wong Pui Leng**  
13 YEARS



**Tan Poh Tin**  
12 YEARS



**Lee Suan Neo Jenny**  
12 YEARS



**Loo Yit Ming Susan**  
12 YEARS



**Mary Tan**  
12 YEARS

# Thank you volunteers for your generous contribution and support!



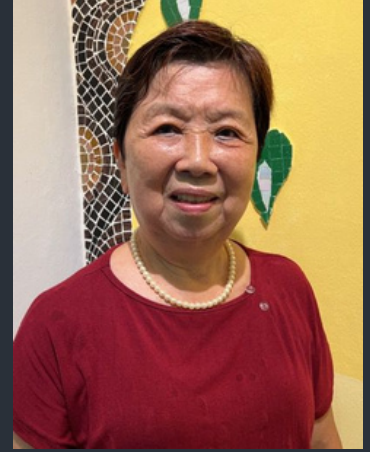
**Wong Sang Kwee**  
11 YEARS



**Tay Helen**  
11 YEARS



**Flora Wong Kuan Yuen**  
11 YEARS



**Tan Sio Kee**  
10 YEARS



**Ler Boon Eng**  
10 YEARS



**Lee Lee Keow**  
9 YEARS



**Ang Sew Lian**  
9 YEARS



**Lian Ah Heok**  
8 YEARS



**Lee Kim Eng**  
7 YEARS



**Ong Siew Luan**  
6 YEARS



**Tang Hwee King Sharon**  
5 YEARS



**Ho Jiun Sien**  
4 YEARS

# Thank you volunteers for your generous contribution and support!



**Phua Snowna**  
4 YEARS



**Doris Chew**  
3 YEARS



**Kok Zhu Ying Djulianah**  
3 YEARS



**Goh Juay Peng Caleb**  
2 YEARS



**Fatimah Binte Abdul Rahiman**  
1 YEAR



# Quotes from volunteers

**"Good morning" and "Thank you" from smiling faces before and after my exercise with the Elderies boost my morale. As for home visits I could feel the warm welcome and gratitude shown towards us as well as the staff of Jia Ying for our help. I sincerely thank Jia Ying Active Ageing Centre for giving me the opportunity to keep myself physically and mentally fit through these activities. To all my fellow volunteers: Keep up the good work.**

**— TAN POH TIN**



**My journey as a volunteer has been very enriching and humbling. I share my time with the seniors but in return, they have taught me a lot about life. I cherish these life lessons. I am very grateful to them for giving a chance to add meaning to my life. I give but I receive a lot more in return.**

**— SNOWNA PHUA**

感谢佳音活跃乐龄中心给我们这个平台与社区的年长人士互动，所谓'赠人玫瑰，手有余香'在探访的过程中，我们学会如何做个好聆听者，与她们建立的关系也丰富了我們的人生。

**— ANGELA YAP (GTC)**



# Quotes from volunteers

在反思中，我发觉我的朋友圈已扩大了！其中几位朋友是我在佳音活跃乐龄中心（简称为“佳音”）做义工时结交的。我非常珍惜我和他们在这些年里所结的友谊。



我要表扬佳音的员工，他们很棒地服务并关怀社区人民。

我想特别向杨美琼 (Natalie) 和黄月琴 (Jasmine) 致谢。感谢你们俩位致力奉献于佳音；你们的贡献追溯到佳音在后港大牌19座运营的第一间中心！赞！

**-ALICE TAN**

**It's my pleasure to volunteer my services back to the society. Moreover I also benefited from it physically and mentally.**

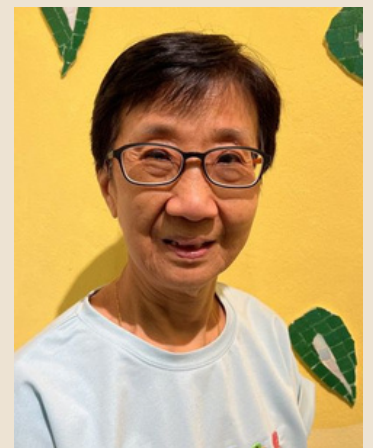
**-SHARON TANG & HO JIUN SIEN**



1) I started to volunteer when I stopped work to look after the children. I started at Covenant Family Service Centre, helping at their library. I also conducted playgroups, enrichment classes for them.

2) God keeps me going. He provides all the needs. Jia Ying gave us training for hair cutting, motivate others to lead in exercises, etc. The staffs and people at the centre also keep me going. You feel happy seeing them smile, talking to you and thanking you too. Being able to give whatever talents we have to others also keeps me going.

3) When you cannot get the materials required or not appreciated, you will feel whether it's worth volunteering. So far, I am blessed without any setback.



**-DORIS GAN AI NGOH**

# Quotes from volunteers



**“Volunteering became a shared journey for my wife, Irene, and me. When she discovered that Jia Ying Active Ageing Centre was in need of male volunteers, she encouraged me to join her. Initially hesitant, her persuasive words won me over, and I agreed without hesitation.**

**As we delved into our volunteering experience, a profound sense of purpose and belonging enveloped us. We felt privileged to give back to our community, igniting a fire within us. Every moment as a volunteer was engaging and eye-opening, challenging us to find ways to make life more meaningful for everyone.**

**One of the highlights of our journey was the opportunity to forge new friendships within the community. By fostering social interactions and communication, both during centre activities and outdoor ventures, we were able to connect with incredible individuals. Each encounter brought us immeasurable joy, trust, mutual understanding, and a deep sense of satisfaction.**

**Reflecting on our volunteer work, Irene and I firmly believe that volunteering is not merely an act of kindness, but a transformative experience for both the volunteers and those we serve. It is a privilege to be part of something bigger, where compassion and selflessness unite, creating a better world for all.”**

**Quote: “Volunteering is not just about giving back; it’s a transformative experience that unites compassion and selflessness to create a better world.”**

**– Lim Tow Keng Ken & Foo Kui Luan Irene**



**Can reach out to help and interact with the needy people and be the bridge between the residents and Jia Ying Active Ageing Centre.**

**- FLORA WONG**

# Finance & Governance Disclosure

Jia Ying Community Services Society (JYCSS) is committed to prudent usage of funds and donations received to conduct centre's programmes and activities. JYCSS only raise funds when the need requires and currently have more than one year's operating reserves.

Our reserve policy is to keep at least one year's operating funds. In 2022, JYCSS received 68% of her annual funding from government grants and the rest from programme activities and donations. For the same year, Jia Ying had an annual expenditure of \$333,739 with an income of \$407,861.

JYCSS has complied with 21 out of 21 guidelines of the Code of Governance Evaluation Checklist for Institutions of a Public Character (IPCs) and large Charities. The full checklist is available at [www.charities.gov.sg](http://www.charities.gov.sg).



## Funding summary

**\$41,404**

Donations

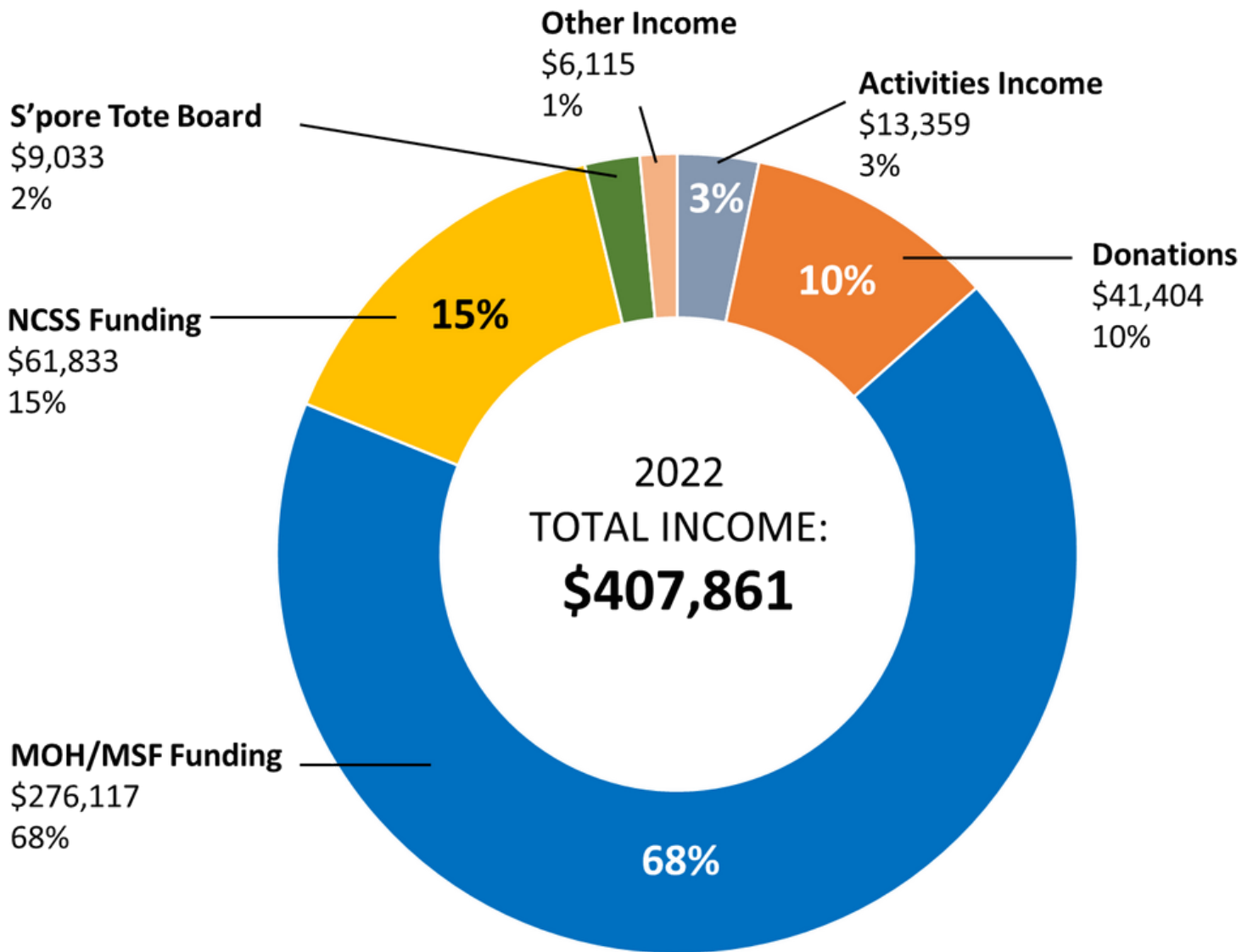
**\$346,983**

Government Funding

**\$19,474**

Others

# Sources of Income



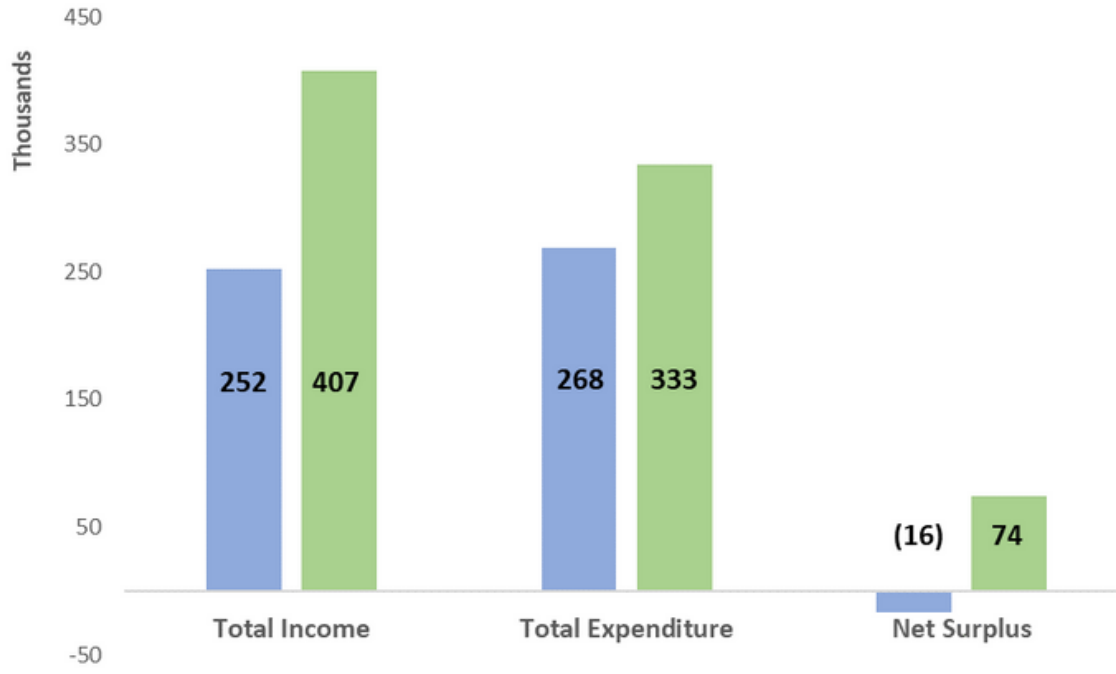
## Ratio of Funds to Annual Operating Expenditure

2022	2021
0.70	0.87

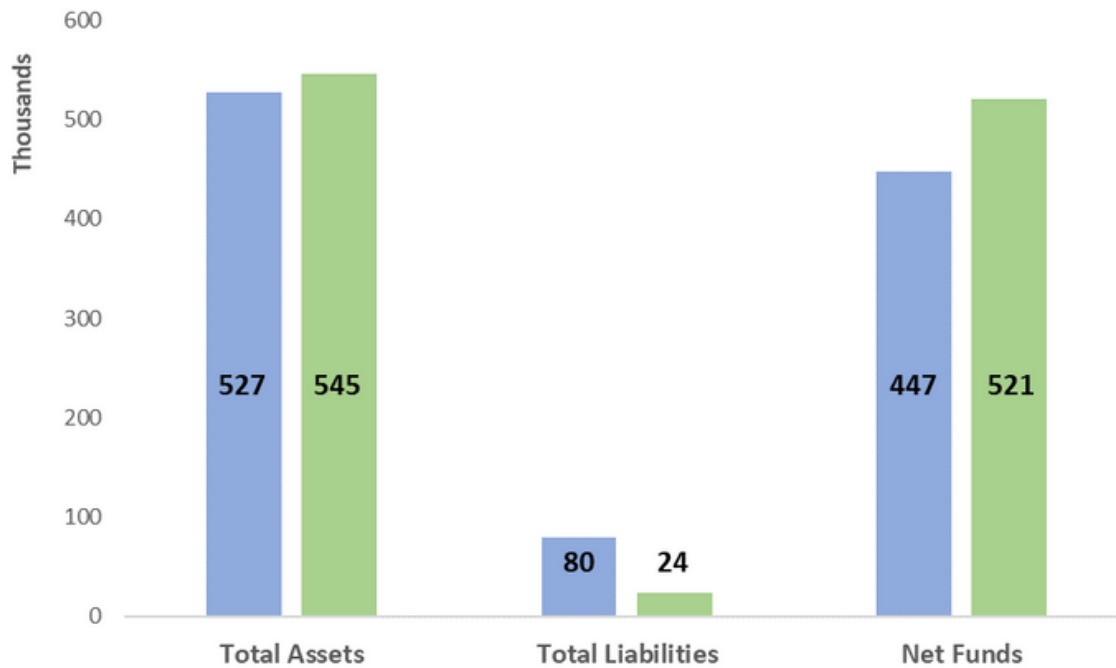
For the 2022 audited financial statement, please visit [jiaying.org](http://jiaying.org)

# Financial Summary (2021/2022)

### Income & Expenditure (2021 / 2022)



### Balance Sheet (2021 / 2022)



We'd like to thank all our  
volunteers, members,  
partners and donors for  
their generous *support*



### *Acknowledgements*

We like to acknowledge the contributions of volunteers, partners and members who worked selflessly for the benefit of seniors and their families.

**Ministry of Health**

**Agency for Integrated Care (AIC)**

**Health Promotion Board**

**Ministry of Social and Family Development**

**Singapore Tourism Board**

**Glad Tidings Church**

**Hougang Community Club**

**Kovan Paya Lebar Community Club**

**Paya Lebar Zone 4 Residents' Committee**

**SG Cares**

**I.T.E College (Central)**

**Esplanade**

**North-East CDC**

**Nanyang Junior College**

**Hougang Secondary School**

**Tan Tock Seng Hospital**

# Our Centres

## Head Office

1 & 3 Valley Road, Singapore  
534449

Telephone: 62887456

Email: [enquiries@jjaying.org](mailto:enquiries@jjaying.org)

## Jia Ying Active Ageing Centre

Blk 19, Hougang Avenue 3, #01-  
187, Singapore 530019

Telephone: 6281-5025

## Jia Ying Active Ageing Centre @25

Blk 25, Hougang Avenue 3,  
#01-442, Singapore 530025

Telephone: 6343-0530



Member of:



Appointed by  
MOH/AIC:



Supported by:







To serve the  
community through  
holistic good works &  
acts of kindness

Help  
Heal  
Honour

