

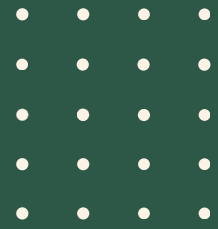


2025 Annual Report

Sincerity Excellence Resilience Value People Enabler



OUR MISSION & VISION



Mission: To **Help, Heal & Honour** our seniors, caregivers and families.

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

At Jia Ying we aim to

Sincerity Excellence Resilience Value People Enabler



Table of Contents

01	Messages from Our Leaders
03	Board & Team Members
05	Financial Information & Impact Numbers
09	2025 Milestones Overview
29	Recognitions and Gratitude
35	Partner List
36	Contact Details and Office Locations

Message from the President

2025 has been a year of meaningful progress for Jia Ying Community Services Limited. As an organisation we have continued to strengthen our ability to serve the community while preparing for the future.

A significant milestone this year was the completion of our transition to a Company Limited by Guarantee (CLG). This reflects our commitment to strong governance, accountability and sustainability, ensuring that Jia Ying remains well-positioned to meet the evolving needs of our Hougang community in the years ahead.

We are also grateful for the support and confidence of our partners, including DBS Foundation, whose Social Connectedness and Nutrition Programme will enable us to reach and support 600 seniors during a span of two years. Such collaborations demonstrate the impact that can be achieved when organisations come together with a shared purpose.

On behalf of the Board, I extend my sincere appreciation to our dedicated staff, selfless volunteers, generous community partners, donors and supporters. Your dedication and commitment have been instrumental in advancing our mission and creating meaningful outcomes for the seniors and families we serve.

As we look ahead, we remain committed to building a stronger, more connected and caring community. Thank you for being part of Jia Ying's journey.



*Helen Kuan,
President*

Message from the Executive Director

At Jia Ying Community Services Society, our mission has always been to help, heal and honour the seniors and their families within our service boundary. Behind every number in this report is a person — a neighbour, a grandparent, a friend. They are our people, and we carry that responsibility with both joy and a deep sense of purpose.

2025 marked a significant milestone for our organisation: we completed our transition from a society to a Company Limited by Guarantee (CLG), strengthening our governance foundations as we look toward the future. It is also a year where we dedicated ourselves to building a firm foundation necessary to grow and scale our impact - a firm foundation means building strong working relationships with each other.

We are deeply grateful to DBS Foundation for their generous invitation to Jia Ying to participate in their Social Connectedness and Nutrition Programme. Over the next two years, this partnership will extend care and connection to 600 seniors in our community — a testament to what is possible when the private and social sectors come together with shared purpose.

None of this would be possible without the remarkable ecosystem of people who stand alongside us. To our volunteers who give their time and warmth freely, our community partners who walk this journey with us, and the schools whose students have brought energy and compassion into the lives of our seniors — thank you.

And to every member of the Jia Ying team: what you do every day goes far beyond job descriptions. It is heart work as much as hard work. Your dedication, your care, and your commitment to one another and to those we serve is what made 2025 a year to be proud of. We did not achieve what we did alone — we did it as a TEAM.



*Brian Chan,
Executive Director*

Board Members



Helen Kuan

PRESIDENT



Jason Chia

VICE PRESIDENT



Kian Liew

TREASURER



Joelle Wang

SECRETARY



Richard Lai

ADVISOR



Joseph Thomas

MEMBER



Eric Yip

ADVISOR

Team Members



From Left to Right:

Left side: Vanessa Vaune (Partnership & Philanthropy Manager), Cindy Peh (Programme Manager), Chloe Ng (Programme Executive), Brian Chan (Executive Director)

Right side (Back Row): Jennifer Ong (Finance & Admin Assistant Manager), Sarah Ong (Centre Manager), Leon Wang (Finance & Admin Director)

Right side (Front Row): Si Hui (Programme Executive), Monica Lim (Programme Executive), Jasmine Ng (Programme Assistant Manager), Siew Wah (Senior Social Worker)

Financial Overview

Financial Performance

Net Position

\$45,849

Surplus

Turnaround from
(\$161,185) deficit

Total Income

\$1.15M

FY2024 restated: \$649K

+77%

Total Expenditure

\$1.10M

FY2024 restated: \$810K

+36%

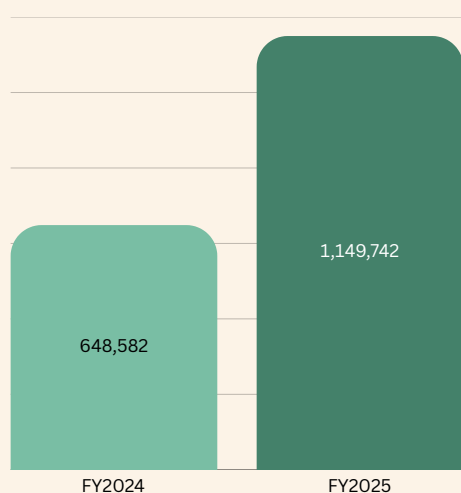
Total Funds

\$408,272

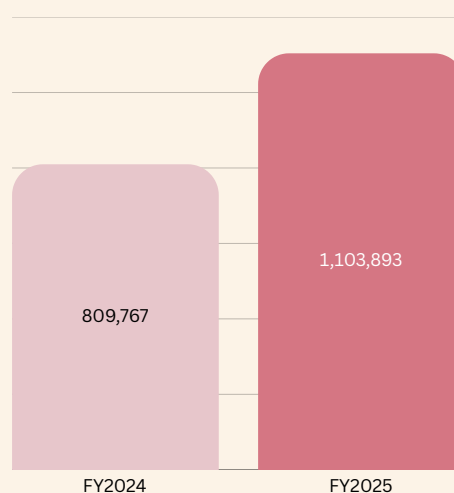
FY2024: \$362,423

+13%

FY2024 comparatives were materially restated. \$234,390 of AIC grant income was reversed out of FY2024 (recognised early), hence the FY2024 deficit and depressing the base for year-on-year comparison.



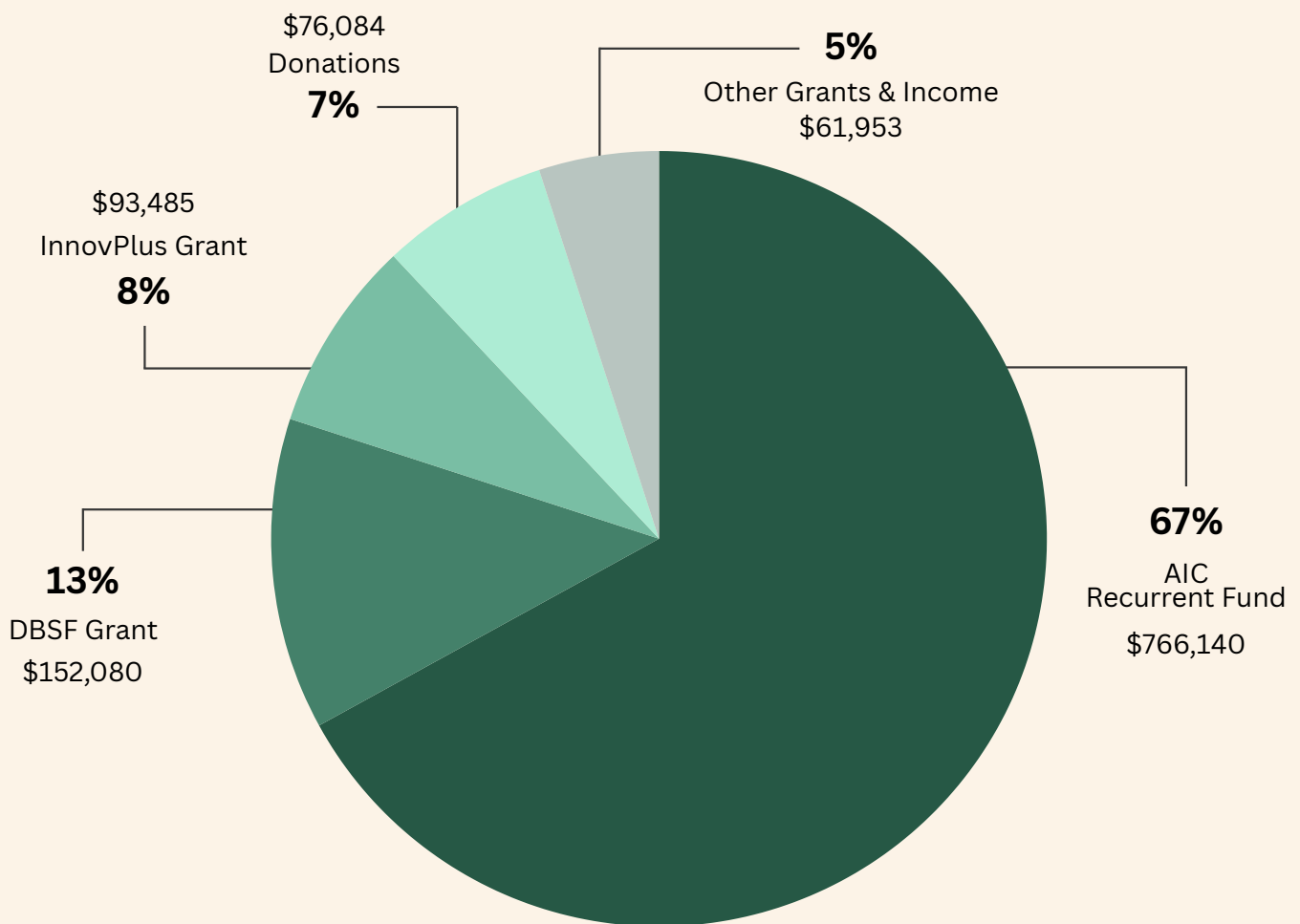
Income



Expenditure

Financial Information

Income Breakdown

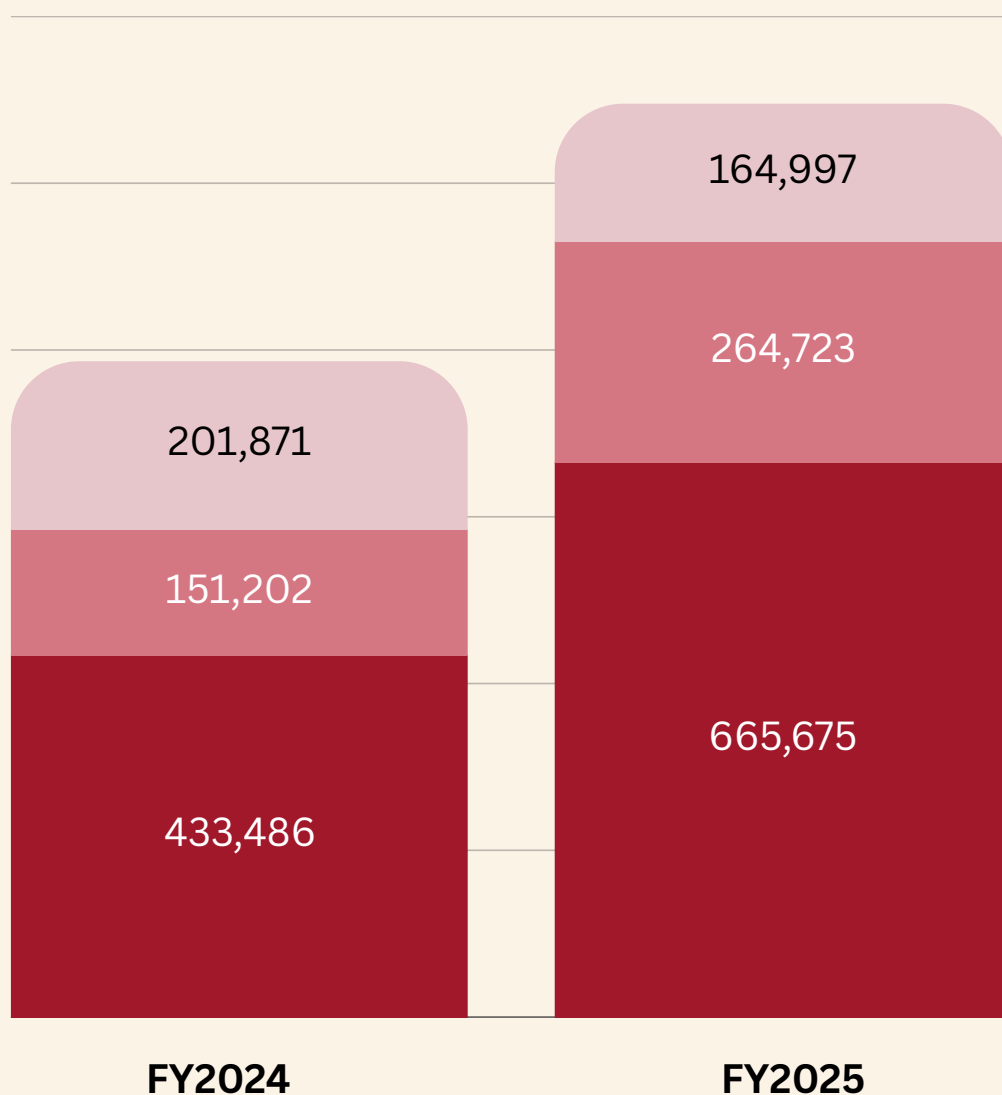


Financial Information

Expenditure

54% of total expenditure. Growth reflects headcount expansion to support new programmes.

- Employee Costs
- Programme Costs
- Other Admin Costs



IMPACT NUMBERS

881

Seniors engaged

1,490

Seniors outreached

44

BnB seniors engaged
(at-risk)

196

Seniors engaged
under Ground Up
Initiative (GUI)



2025 MILESTONES OVERVIEW

This 2025 milestone overview highlights our key accomplishments, core collaborations, and signature events throughout the year, demonstrating our overall growth and impact.



Year at a glance

Drone Soccer

We introduced more seniors to Drone Soccer in 2025. It is an excellent cognitive, hand-eye activity and intergenerational too!



Supermarket Shopping



Through the DBS Foundation Nutrition and Social Connection Programme, seniors enjoyed healthy meals and supermarket shopping alongside DBS volunteers. Beyond groceries, the programme fostered meaningful social connections and reduced isolation.



Ngee Ann Polytechnic Visit

Ngee Ann Polytechnic students spent time engaging with our seniors through conversations and hands-on activities. These interactions encouraged intergenerational friendships and meaningful exchanges between young and old.





ITE Central Visit

ITE students connected with our seniors through interactive activities and shared experiences. The programme strengthened intergenerational understanding while creating joyful moments for both seniors and students.



Mother's Day

We celebrated and honoured the mothers in our community with games, activities, and appreciation gifts. The event brought seniors together to feel valued, recognised, and celebrated.



Father's Day

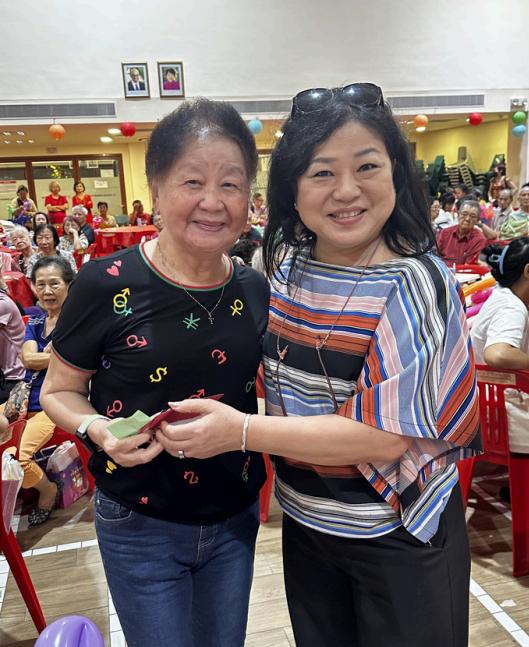
Our Father's Day celebration recognised the contributions of senior men through fellowship, activities, and appreciation gifts. It provided an opportunity for connection and community bonding.



InterGenerational (InterGen) Programme



Students regularly visited our centres to interact with seniors through games, conversations, and activities. These sessions fostered mutual learning while bridging generational gaps.



Mid Autumn Festival

Seniors celebrated the Mid-Autumn Festival through songs, games, festive treats, and goodie bags. The event promoted social interaction and cultural appreciation within the community.



InterGen Carnival

A large-scale SG60 celebration bringing together seniors, families, students, volunteers, and community partners. Through performances, carnival games, and shared experiences, the event strengthened community bonds across generations.





InterGen Carnival





Durian Party Outreach

Our Durian Party outreach attracted many first-time visitors to Jia Ying. By combining free durians, games, and social interaction, we successfully introduced more seniors to our services and programmes.



Dumpling Festival

Seniors gathered to celebrate the Dumpling Festival through cultural activities and festive treats. The event created opportunities for social connection while preserving cultural traditions.





Cargill Outing

Over 90 seniors, including socially isolated and frail seniors, enjoyed a refreshing outing to Gardens by the Bay alongside Cargill volunteers. The experience promoted active ageing, social participation, and meaningful community engagement.



AIRE Health Talk

AIRE conducted an educational session on incontinence, equipping seniors with practical health knowledge and encouraging open discussions on an often-overlooked topic.



Brisk Walk

Regular brisk walks at locations such as Marina Bay Sands, Changi Beach, and Mandai Boardwalk encouraged seniors to stay physically active while enjoying nature and social interaction.



PL Carnival

Our seniors participated in a lively school carnival, enjoying games and interactions with students. The event fostered intergenerational connections while providing seniors with a fun and engaging experience.



100KMfor100K Campaign

Our Executive Director undertook a 100km run to raise awareness and support for mental wellness among seniors and caregivers. The campaign highlighted the importance of mental wellbeing while rallying community support for our cause.



GTC Summit



Volunteer Highlights



Linda Lee



19 years

Eileen Chew



19 years

Jennifer Tan



18 years

Irene Foo



18 years

**Thank you for being with us
for 15 + years!**

**Your dedication and kindness
have touched countless lives!**

Here's to many more!

Doris Gan



18 years

Wang Kee



18 years

Ken Lim



17 years

Ah Mui



15 years



Lee Keow



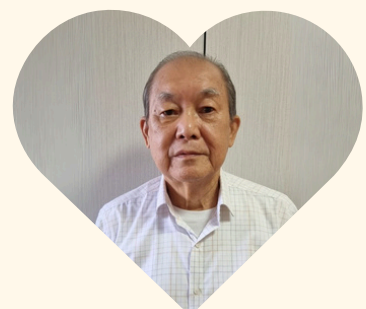
Ngoing Keng



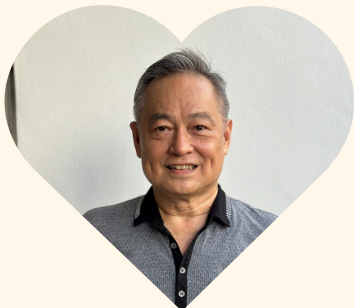
Poh Tin



Emily Soh



Frank Koh



Woo Siew Cheong



Sharon Tang



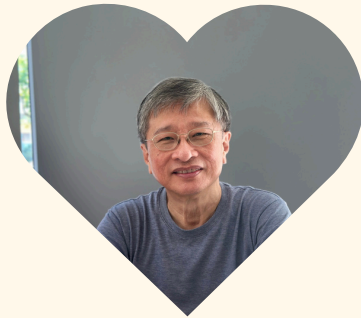
Doris Chew



Phua Snowna



Jenny Teo



James Tan



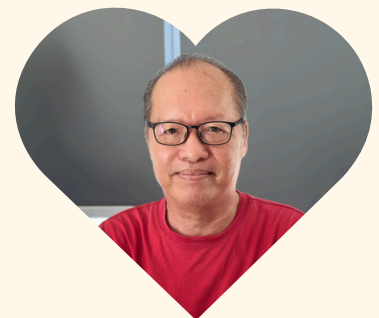
Esther Ho



Richard Lee



Lim Ah Soon



Caleb Goh



Jeffrey Loh



Tan Sio Kee



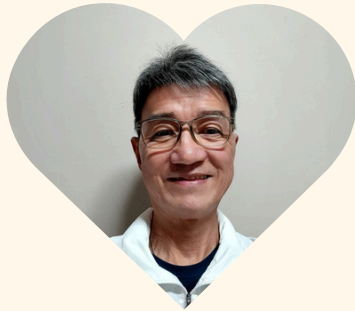
Teo Chui San



Foo Seh Watt



Helen Tay



Samuel Wong



Boon Eng



Siew Luan



May Lim



Flora Wong



Agnes Ng



Jenny Lee



Jiun Sien



Sonia

Our repair clinic volunteers





Thank you to all of our partners

Aire
Anderson Serangoon JC
Association of Drone Soccer Singapore
Cargill Cares Singapore
DBS Foundation
Digital For Life
Edible Garden City
Fei Yue Community Services
Health Promotion Board
Hougang Community Club
Hougang NPC
Hougang Sheng Hong FSC
Infocom Media Development Authority
ITE College Central
Ngee Ann Polytechnic
Opsis Emotion AI
Pancare Medical
Presbyterian Community Social Services
Singapore Pools
Smart Nation Singapore
St Luke's Eldercare
Xinmin Secondary School
Yio Chu Kang Primary School

Our Centres



Jia Ying Active Ageing Centre @ Blk 19

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

Telephone: 6281 5025

Jia Ying Active Ageing Centre @ Blk 25

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

Telephone: 6343 0530



Jia Ying Active Ageing Centre @ 245 (Satellite)

245 Hougang Street 22, #01-149, (Resident Network) Singapore 530245

Jia Ying Active Ageing Centre @ 705 (Satellite)

Blk 705 Hougang Avenue 2 #01-247, (Resident Network) Singapore 530705



A heartfelt Gratitude

Thank you for your support

Your support transforms lives.
Join us in building brighter futures.

*Together we can help, heal, and honour
seniors and their families in the
community.*

