

Forging Ties

Annual Report FY 2022/2023



Table of Contents

01 Total Impact	02 Chairman's Message	03 Executive Director's Message	04 Management Board & Sub-Committees
05 Investment Policy & Conflict of Interest Staff	06 Counselling Programme	08 The Seniors Helpline	10 Highlights of the Year
12 Volunteer Development	14 Home Maintenance Service	15 Counselling Associate eNabling Prog.	16 Active Ageing & Awareness
17 Adv. Professional Staff Devt.	18 Code of Governance	20 Media Features	21 Acknowledgements & Support Us

About Us

VISION

To be a leading Social Service Agency specialising in gero-counselling for older persons, their family members, and caregivers.

MISSION

To promote the well-being of older persons with a special focus on the social and psychological aspects of their health through engaging, enabling and empowering them in active ageing.

VALUES

Selfless in service
Acceptance
Genuineness
Excellence
Commitment
Compassion

CORP. INFO

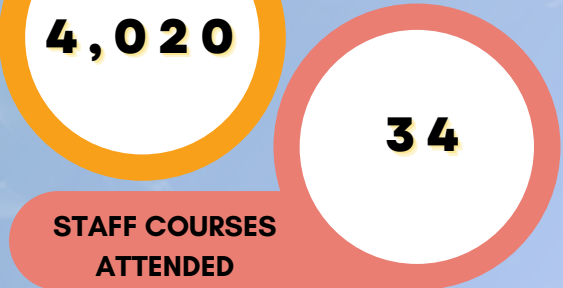
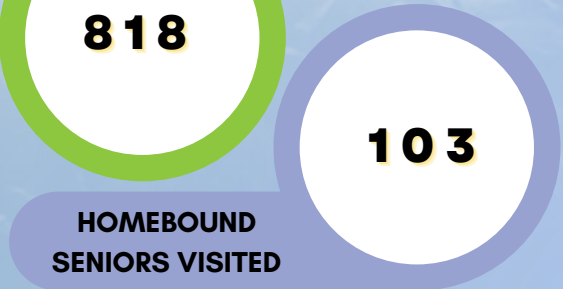
Charity Reg No. 1010/2008
Date Registered as a Society under ROS Charity Under the Charities Act 1 July 2008
IPC Reg No. IPC000628
IPC 01/06/22 - 31/05/25
Banker DBS
Auditor Helmi Talib LLP



Total Impact

Total Beneficiaries Served

14,259



Chairman's Message



“ We are thankful for all the sacrifices made by members of the Board of Management, staff and volunteers in meeting the challenges. It was all hands on the deck. ”

At SAGE Counselling Centre, our staff has worked tirelessly in the past year to ensure uninterrupted service and in reaching out to our clients. Since the Covid-19 pandemic, service delivery has changed, resumed and expanded. We are thankful for all the sacrifices made by members of the Board of Management, staff and volunteers in meeting the challenges. It was all hands on the deck.

To ensure better integrated care and to help shape the future direction of SAGE Counselling Centre, an impact evaluation study was conducted by NUS Saw Swee Hock School of Public Policy in FY2022/2023. The Centre received positive feedback on its Counselling Programme and the Seniors Helpline. The findings show that equipping seniors with coping skills, or just lending a listening ear will strengthen their resilience and will let them know they have a community to fall back on, even when the going gets tough.

In FY22/23, SAGE Counselling Centre had served a total of 14,259 clients in its Counselling Service, The Seniors Helplines and other developmental and upstream programmes. The services provided by the Home Maintenance Service continued to be in demand and the handymen in the programme continued to meet the electrical and plumbing works required by the elderly and in particular the needy and less privileged.

Moving forward, SAGE Counselling Centre will continue to build on its existing services, focusing on our counselling and home maintenance services. The Centre plans to expand its services through the establishment of a new centre in Singapore.

On behalf of the Management Committee of SAGE Counselling Centre, I thank the governmental funders, our corporate partners, donors and volunteers for their steadfast support for SAGE Counselling Centre, without which we would not be able to reach the wider community as we had done in the past year.

Thank you also to all members of our Board of Management, advisors, staff, partners and volunteers for walking this journey with us. We will emerge stronger as an organization with your support.

Koh Eng Soon, Tim
Chairman

Executive Director's Message

In FY22/23, we welcomed the easing of Covid-19 community measures in allowing us to open up our premises. This change of tide has allowed us to renew ties with our volunteers and beneficiaries. The joy of meeting one another physically has created much buzz at the Centre. Clients, volunteers and staff met over workshops, counselling sessions and social activities. So much laughter and interaction resumed, reminding us to be thankful and grateful for little things.

Besides face-to-face counselling with our counsellors, groupwork sessions for seniors started its momentum once again. The return to routines and socializing is very important for both the psychological-emotional health, crucial for our seniors to build their social network again.

Art jamming and music workshops and new programmes such as intergenerational activities were introduced.

During Covid-19, there were instances of strained relationships at home fronts and the rise in mental health concerns amongst the seniors. The lack of physical activities resulted in rapid loss of muscle mass in seniors. The impact of Covid-19 on seniors can be easily overlooked while the economy is trying to catch up on lost time and the working population re-adjust to a hectic work pace again.

SAGE Counselling Centre is always grateful to a team of faithful volunteers who have been supporting our work. The Volunteers' Appreciation Day was held physically at a hotel after a hiatus of two years to thank our volunteers for standing with us through the good times as well as challenging transitional time during Covid-19.

While the monthly evening webinars have become a mainstay since Covid-19, we attempted a new afternoon webinar to reach out to individual seniors as well as seniors attending centre-based services at Active Ageing Centres (AACs) and Senior Care Centres. Together with celebrity Mr Moses Lim and our reminiscence walk ambassador Mr Chhua, we hosted a six-session of reminiscence of yesteryears. Seniors were invited to share their experiences growing up in Singapore in the early years. Many AACs who introduced our webinar to their recipients reported high attendance rate and good feedback.

Our home maintenance services continued to receive requests for their services. 840 completed jobs were done in FY22/23, nearly doubling the job orders of the previous year. This was made possible with the Community Silver Trust Fund. As this fund is coming to an end, we hope to continue to raise fund for this service to serve the needy poor seniors.

All these are achieved with the strong support from our Board and our dedicated team of staff and volunteers who have been most adaptable, and thus making the resumption of activities possible. We are always thankful to the staff and volunteers who welcomed the physical meetings with zeal and passion.

Grace Lee
Executive Director



“ Nothing beats regaining back normalcy for the seniors while they are happily ushered to their routines and social gatherings. ”

Management Board



Chairman

Mr Koh Eng Soon Tim



Vice Chairman

Dr Kan See Mun



Honorary Secretary

Ms Seng Yuh Jen



Honorary Treasurer

Mr Lim Wee Lim



Assistant Treasurer

Mr Robert Fu Qiguo



Board Member

Dr Chan Kin Ming

PBM



Board Member

Mr Zulkifli Bin
Mohammed



Board Member

Dr Cheng Yuanshan



Board Member

Dr Grace Ding
(Wong Mei Lin Grace)

Joined 19 Nov 2022

Advisors



Honorary Advisor

Dr Esther Tan
PB, PBM, BBM



Honorary Advisor

Dr Lui Hah Wah Elena
PBM



Honorary Advisor

Ms Lee Soo Kwan



Legal Advisor

Mr Charles Leong

Sub-Committees

HR Committee

Dr Grace Ding (*Chair*)
Ms Seng Yuh Jen

Finance Committee

Mr Lim Wee Lim (*Chair*)
Mr Robert Fu Qiguo

Programmes & Services

Dr Kan See Mun (*Chair*)
Ms Seng Yuh Jen
Mr Koh Eng Soon Tim

Fundraising

Mr Koh Eng Soon Tim (*Chair*)
Mr Robert Fu Qiguo
Dr Chan Kin Ming *PBM*
Mr Zulkifli Bin Mohammed
Dr Cheng Yuanshan

Internal Audit

Mr Robert Fu Qiguo (*Chair*)
Mr Kwan Chung Ming

Investment Policy

Investments are needed for capital preservation and growth of excess funds. As a social service agency, we realise the importance of generating investment income to build up our reserves and to supplement our income from government grants and charitable activities.

At SAGE Counselling Centre, all investment decisions are carefully considered at the Board of Management level. Each time a decision policy is made, a Board Resolution is passed and properly documented before any action is taken. When investing, the Board of Management takes into consideration the following:

- Availability of funds for operation for the next 12 months
- Accessibility of suitable investment instruments offered by banks
- Risk and Return. As we are dealing with public funds, care is always taken to avoid high-risk investment.
- Investment timeline to ensure that cash flow for operation is not disrupted.

To be prudent, to date our investment is only limited to placing excess funds in Fixed Deposit with major banks in Singapore.

Conflict of Interest

There are documented procedures for Management Committee members and staff to declare actual or potential conflict of interest to the Management Committee. Management Committee members make annual declarations of actual or potential conflict of interest to the Management Committee. Management Committee members abstain and do not vote or participate in decision making on matters where they have a conflict of interest.

Staff



L-R: Ryan Lim, Lack Li Lian, Melvin Wong, Berlinda Tan, Grace Lee, Shannen Ang, Vintier Chong, Don Yew, Meritta Ooi, Yeo Chee Keong

Executive Director

Ms Lee Siew Luan, Grace

Centre Manager

Ms Ang Hwee Hong, Shannen

Asst. Snr. Counsellor

Ms Tan Yi Ling, Berlinda

Counsellors

Mr Wong Kok Chew, Melvin
Mr Yeo Chee Keong

Asst. Snr. Social Worker

Ms Lack Li Lian

Admin and Finance Executive

Ms Chong Sin Yee, Vintier

Snr. Programme Executive

Mr Yew Chee Wei, Don

Programme Executive

Ms Ooi Inn Gee, Meritta

Asst. Programme Executive

Mr Ryan Lim

Counselling Programme



Counselling, being the core programme for us for SAGECC focuses on serving seniors who are 50 and above, as well as their caregivers/family members with regard to issues faced by the older persons. With the relaxation of Covid-19 restrictions, we saw a drastic increase of clients coming to our Centre for counselling.

Our counsellors networked with other social service agencies to provide a collaborative practice approach to support our clients beyond the counselling room. Inter-agencies case discussion and home visits were made.

The importance of taking proactive steps to care for the mental health of the seniors cannot be overemphasized. This is also in line with the national movement of caring for the mental health of the community in order to build a Healthier Singapore.

Apart from providing the individual counselling, the counsellors also conducted groupwork to provide a platform for seniors to share their struggles, and to provide them a voice in a small and safe group of seniors. The participants learned to provide support for one another, and felt empowered to be able to help each other. Our counsellors helped them to identify their personal strengths. Through the group sessions, they learnt to process their difficulties and saw growth in themselves. The groupwork participants have often ended the group work programme happier and stronger and having made new friends.

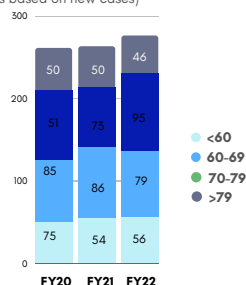
In FY22/23 alone, a total of seven groups from Active Ageing Centres and Seniors Group Home attended either our Expressive Therapeutic Activities or Guided Autobiography programme.

Our Expressive Therapeutic Activities uses art making, clay work, and cards to help the seniors express their inner feelings. Guided Autobiography helps the seniors to write and share their life stories.

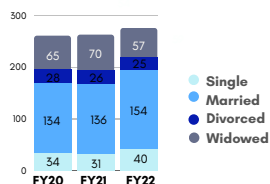
This very meaningful journey of self-discovery, reflection, and celebration helped them connect with their past, facilitated them in moving ahead with a clearer sense of purpose and appreciation of life.

CASE PROFILE

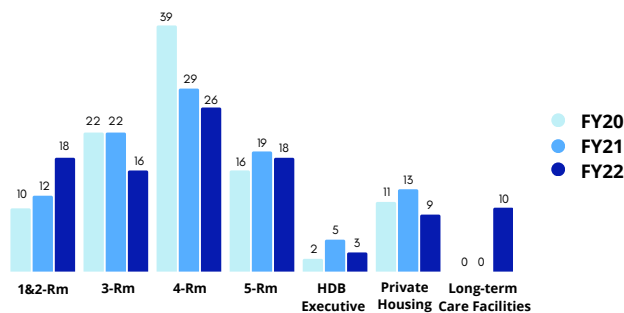
AGE (numbers based on new cases)



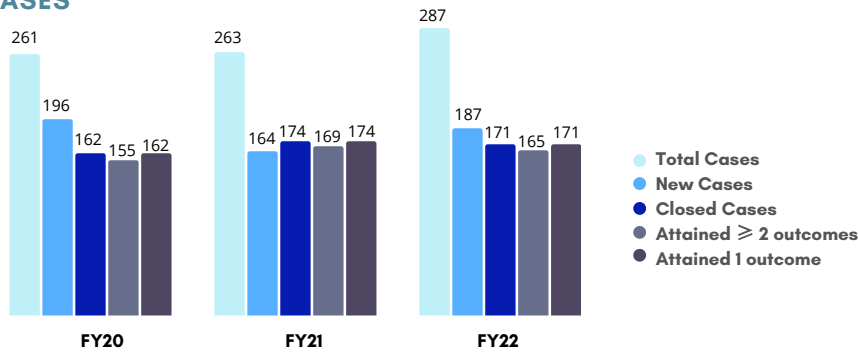
MARITAL STATUS (numbers based on new cases)



HOUSING (% based on new cases)

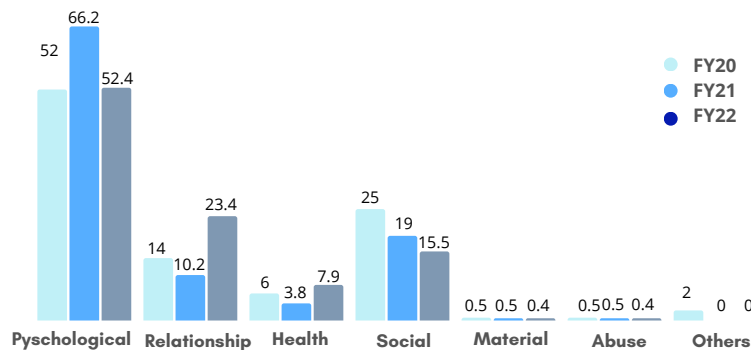


CASES



PRESENTING ISSUES

(% based on new cases)



Top 3

- ① **Psychological**
e.g. Anxiety, depression, loss and grief
- ② **Relationship**
e.g. Strained relationships with family or friends.
- ③ **Social**
e.g. Loneliness, Isolation and boredom

Madam C's Story

Mdm C, 59-year-old, single, was referred for counselling from a hospital as she was experiencing caregiver's stress from being the caregiver for her 89-year-old mother who was diagnosed to have dementia. She has the help of a foreign domestic helper and she holds a full-time job.

For 10 years, she lived and cared for her mother before and after work. She visits her mother in the hospital when she is ill. When her mother's dementia became severe, Mdm C's grief for her mother's loss of health, ability to communicate, and cognitive abilities overwhelmed Mdm C. Coupled with work stresses and failing to meet work schedules, she was often tired and felt very alone.

When she started counselling at SAGE Counselling Centre, Mdm C experienced low mood and low energy level. She suffered from high anxiety and heightened alertness at night for fear that her mother may be awake at night, and may fall.

Through counselling, Mdm C learned to process her mental and physical stresses and recognised the grief processes that she was going through. She learned to care for her own needs and saw the importance of doing so. She took steps to exercise and reconnect with friends. Instead of focusing on her mother's deteriorating condition, she focused on activities and meaningful conversations with her friends.

Mdm C's mother passed away in 2022. Though sad, she was psychologically prepared for her passing. At present, Mdm C's mood and energy level has very much improved. The year-long journey with Mdm C has been instrumental to her growth as caregiver and as an individual.

The Seniors Helpline

1800 555 5555



Since 2005, The Seniors Helpline (SHL) has been supported by a team of passionate and trained volunteers. This team has volunteers who are fluent in various languages and dialects.

This service is provided for seniors aged 50 years and above and for their family members and caregivers. Our volunteers would listen attentively and patiently to the callers as they share their concerns and needs. Sometimes upon identifying the callers' needs for community resources, volunteers would refer them to respective agencies or link them to activities that can help meet their needs. With callers with more critical issues, options were given to them to seek face-to-face counselling at the Centre. Across FY22/23, regular supervision by staff and incremental trainings by internal or external trainers were conducted for our volunteers to provide support and to ensure quality service delivery.

In FY22/23, the helpline received a total number of 8,930 calls, which is about 26% decrease from last financial year. New callers comprise of 1,090 calls, about 12% of total calls received. Since Covid-19, our volunteers have been answering the helpline calls through a hybrid arrangement, such as physically at the Centre or remotely from their homes. We observed a decrease in the number of calls when the government announced the easing of community and border measures and opened for more activities in the communities from April 2022.

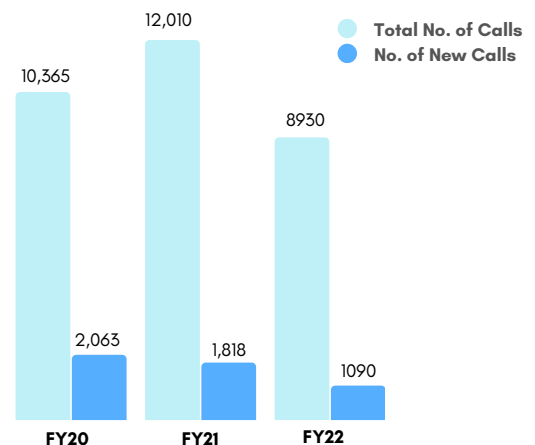
The decrease in the number of calls could also be due to the set-up of multiple new helplines by various social services and governmental agencies to attend to the growing needs of the seniors and community mental health.

During this period, the helpline also received enquiry calls on matters related to advisory on safe management measures for Covid-19, new governmental or social service agencies schemes, social issues such as phone and email scams.

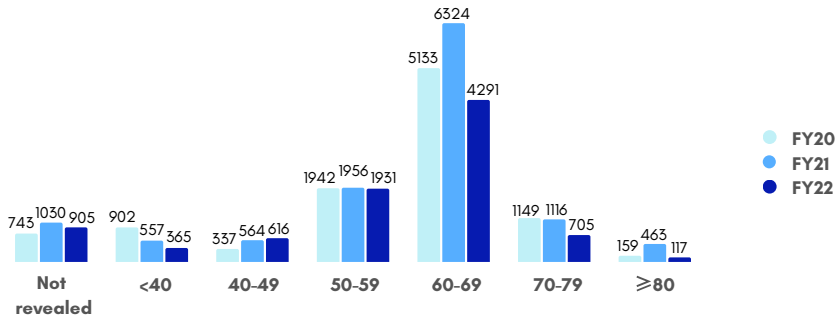
We observed that a group of regular callers have made lesser calls. These callers have updated the volunteers that they have more physical activities to attend now than before and have received more assistance rendered to them. With the relationship built over time through calling the Seniors Helpline, they were happy to share with us the positive change in them.

The most noticeable challenge faced by the callers are often loneliness and social isolation. The callers also encounter issues such as conflicts with their spouse or partners, family members, friends or colleagues, anxiety or stress, depression, and psychological conditions such as psychosis and addiction.

CALLS



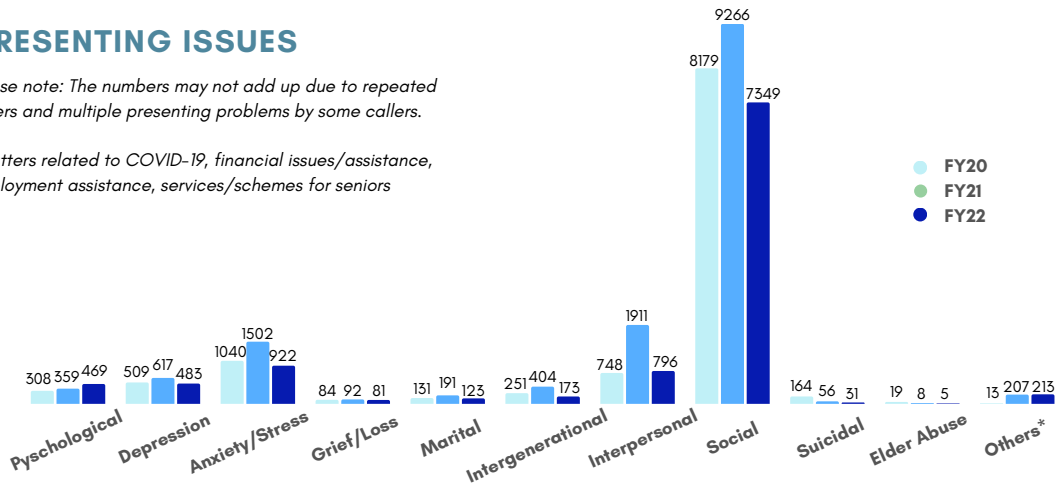
AGE GROUP OF CALLERS



PRESENTING ISSUES

Please note: The numbers may not add up due to repeated callers and multiple presenting problems by some callers.

*Matters related to COVID-19, financial issues/assistance, employment assistance, services/schemes for seniors



Madam Ang's Story

Madam Ang, a mother of three, who is in her mid 50s, started calling The Seniors Helpline when she suffered a stroke at the age of 49. She became wheelchair bound and dependent on her husband and children. She felt hurt that she was asked to pay for her care services provided by her family members as she had cared for them unconditionally before she had the stroke. The family was always in conflicts because of monetary issues.

The Helpline became her pillar of emotional support when she was alone at home. She had no one to turn to share her thoughts and feelings. The Helpliners were not only able to listen to her attentively but were also able to give her sincere advice and psychoeducation on how to improve her relationships and interactions with her husband and children.

Madam Ang had also obtained information of the community resources from the Helpline and with the encouragement from the Helpliners, she was able to approach the various agencies personally and received the services and assistance she needed.

The improvement in her relationships with her family members and the accomplishments of obtaining the resources she required have raised her self-confidence and independence. Recently, she expressed her thoughts that she is more fortunate than others and is thankful for what she has received from the Helpline and the various agencies. She is determined to approach and appreciate her life more positively.

Highlights of

Apr

Programme Evaluation



Students from the Master programme at NUS Saw Swee Hock School of Public Policy evaluated Programme Effectiveness, the Relevance of Counselling Programme and the Seniors Helpline. The findings show that programme's outputs and outcomes are consistent with national policy and eldercare landscape, as well as meeting beneficiaries' psychological needs.

Corporate Video Production



To build awareness of SAGE Counselling Centre's services, a corporate video was produced by a production house. It can be found on our YouTube channel here: <https://youtu.be/aklj-1J2qno>

Day Webinar with Mr Moses Lim



Mr Moses Lim (top left) and Mr Chhua Bak Siang (top right).

From Jan to May 2022, we were honoured to have celebrity Mr Moses Lim and our Reminiscence Walk Ambassador Mr Chhua Bak Siang to bring seniors on a walk down memory lane through a series of seven webinars on food, fashion, housing and transport.

Nov

Annual General Meeting



Mr Zulkifli Bin Mohd
Board Member
(15 yrs)



Ms Lee Soo Kwan
Hon. Advisor
(10 yrs)



Dr Cheng Yuanshan
Board Member
(5 yrs)



Ms Seng Yuh Jen
Hon. Secretary
(5 yrs)



Ms Berlinda Tan
Asst Snr Counsellor
(5 yrs)



Mr Don Yew
Snr Programme Exe
(5 yrs)



On 19 Nov 2022, SAGECC held its 14th Annual General Meeting at Grand Copthorne Waterfront Hotel. It was the first physical meeting after two years. In the meeting, long service awards were presented to the Board of Management and staff.

the Year

Aug

MOU with THKMC



Mr Tim Koh, Board Chairman (right)

On 19 Aug 2022, Mr Tim Koh, Board Chairman, signed a Memorandum of Understanding (MOU) with Thye Hua Kwan Moral Charities (THKMC) at Beo Crescent Active Ageing Centre. As part of the agreement, we will provide individual counselling, groupwork such as expressive therapeutic activities and guided autobiography for their seniors.

Sep

Community Chest Heartstrings Walk 2022



On 10 Sep 2022, 36 participants including board members, staff and volunteers attended the Heartstrings Walk at Marina Bay Sands. The event was graced by the Guest-of-Honour was Mr Heng Swee Keat, Deputy Prime Minister and Coordinating Minister for Economic Policies.

Nov

Staff Retreat



On 4 Nov 2022, our team of 10 staff went onboard a yacht for some sailing, water activities and barbeque.

Dec

SWCDC District Meeting



On 12 Nov 2022, SAGECC set up a booth at the invitation of SouthWest CDC.

Intergen. Event

On 2 Dec 2022, 6 families joined our inter-generational activity. In groups, grandparents, parents and children painted their own BearBrick through acrylic pouring.



Volunteers' Appreciation Day 2022

The first physical Volunteers' Appreciation Day after three years was held on 10 Dec 2022.

We took this opportunity to honour the 80 volunteers in attendance, among whom were outstanding volunteers who rose to the occasion in serving our clients.



Volunteer Development

"The motivation to volunteer is unique and personalised to each individual. It is not an easy decision but once decided, it will be a lifetime's commitment". That is how our "Volunteer of the Year" Mdm Mary Chang described her passion, she further added, "I will continue to serve as long as my health permits me too." This feeling is resounded by Mdm Tay Sheau Yin also known as "Xiao Yin Jie" when she received her 30-year Long Service Award during the Volunteers' Appreciation Ceremony on 10 Dec 2022. She came to know Mary, 26 years ago when Mary first joined SAGE Counselling Centre as a volunteer. Mary and Xiao Yin Jie are in their 80s. They frequently visit their cohort mates who have stopped volunteering. This spirit of promoting the well-being of older persons and empowering them in active ageing is encapsulated in our Mission Statement to our volunteers.

SAGE Counselling Centre has a total of 102 volunteers of which 78 were active volunteers. A high percentage of our volunteers are senior citizens. They want to volunteer as a way of giving back to the society and serving with likeminded people. Therefore, our signature annual Basic Volunteer Training painstakingly creates opportunities for trainees to bond among themselves and stresses on the importance of peers' support.

The countless hour of role plays and peers' review allows for complete strangers to cultivate a relationship more than being an acquaintance, thus transforming them into their new role as volunteers. The volunteers expanded their social circles and activities such as finding a new friend for potluck, or similar interest group. In FY22/23, 14 new volunteers have signed up with us with 12 of them completing Basic Volunteer Training.

Volunteers are familiar with our frequent meetings, comprising case conference, festive celebrations and incremental training. In FY22/23, we gradually resumed our physical activities, starting with a mid-autumn festival celebration held at the centre, we participated in Community Chest Heartstrings Walk held at MBS. We held the first physical Volunteers' Appreciation Day after three years on 10 Dec 2022 with 80 volunteers attended. We ushered a new year with our Lunar New Year gathering with food, fun and catching up with one another. These events certainly recharged the volunteers to continue their journey of providing empathy and compassion in serving our clients.



Mdm Tay Sheau Yin (left), volunteer with 30 years service with Executive Director Ms Grace Lee (right).



Ms Mary Chang Jen Kwang (right), volunteer of the year 2022 with Board Chairman Mr Tim Koh.



Mr Pho Boon Kee (right), volunteer with the highest volunteering hours.



Lunar New Year celebration with volunteers.

Award Recipients

5 Years Service

Audrey Tan Ai Lan
Biji Paul
Goh Seu Boi Francesca
Lee Gek Ling Joey
Ng Chai Beng Joanne
Pho Boon Kee
Radha Chillavaras
Tan Hock Hwee Sam

Tan Ah Voon
Wong Ai Li
Zhu Huixing

30 Years Service

Tay Sheau Yin

Volunteer of the Year 2022

Mary Chang Jen Kwang

10 Years Service

Cyndy Lim Bee Hong

Highest Volunteering Hours

Pho Boon Kee

Star Performers 2022

Ting Siew Ngeok Abigail
Anne Margaret Lim Chwee Thong
Winnie Angelina
Jean Lum Hung Yee

Active Volunteers

Anne Margaret Lim Chwee Thong
Araviinthansai S/O Subramaniam

Audrey Tan Ai Lan
Catherine Soo Soon Imm
Chan Sock Kan Cecilia
Cheng Siew Gek Lucy
Chia Choo Hia
Chiang Soo Koon James
Chin Lee Huang
Chng Cheng Cheng
Cyndy Lim Bee Hong

Diane Heng
Doris Leong Siew Ngan
Fong Kok Choy Charles
Foo Yang Chiang Justin
Goh Seu Boi Francesca
Heng Jiamin Gladys
Ho Kwek Ching Lucy
Hoang Thi Kim Chi
Jean Lum Hung Yee
Joy Choong Soo Yin
June Lee Han Choon
Khng Thiam Bin
Lai Siu Yin
Lai Yee Ling
Lau Hwee Hun Carol

Lau Peng Chuah Albert
Law Siok Kwan Alison
Lawrence Leong Pui Lim
Lee Gek Ling Joey
Lee Poh Leng
Lee Puay Khoon Jim
Lee Swee Gee
Lee Yen Ching Serene
Leow Siew Ching Anny
Lim Lea Wah
Lim Wee Choo
Linda Mok Boh Guan
Loh Siew Mei
Loon Soh Mei (May)
Mak Yuet Kuen Eleen
Mary Chang Jen Kwang
Michael Chew
Ng Bee Huay
Ng Chai Beng Joanne
Ng Kooi Em
Ng Lee Ngeok (Jane)
Ong Ming Ying
Parekh Nidhi Sachin
Pho Boon Kee
Saloni Shirish Balekundri
Sandhya Yeachuri

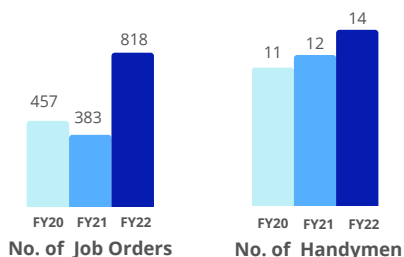
Shi Jing (Julie)
Sim Vina
Sona Pranav Kumar (Dr)
Sowmya Nitin Chokhani
Sukanya Shastri
Sylvia Costa
Talwar Zarine
Tan Bee Yan Irene
Tan Jin Kee
Tan Joo Geok
Tan Pheng Boon
Tay Sheau Yin
Teh Phooi Sim
Teoh Eam Khwang (Dr)
Ting Siew Ngeok Abigail
Wang Kwei Fang
Winnie Angelina
Wong Ai Li
Wong Geok Foong Helen
Wong Lay Kiow Regina
Wong Woon Hong Katherine
Yap Jiamin
Yeo Ay Moh Jocelyn
Yeo Siew Tiang
Yew Chai Hock
Zhu Huixing

CST-Funded Projects

Since FY11/12, SAGE Counselling Centre (SAGECC) has been tapping on Community Silver Trust (CST) grants funded by the Ministry of Health (MOH) and administered by the Agency for Integrated Care (AIC). The CST grants provided SAGECC the opportunity to run a whole range of intervention and developmental “upstream” programmes to complement and support our core services.

Home Maintenance Service

Home Maintenance Service (HMS) first began in 2013 to provide free basic home repair to Singapore Citizens and PRs 50 years old and above. They must be recipients of ComCare Assistance Scheme or eligible blue CHAS holders with a household monthly income per person of \$1,200 and below.



Kudos to our Handymen

1. Ho Khwai Weng
2. Tan Hock Hwee
3. Tan Leong Guan
4. Soong Meng Hock
5. Tan Teck Loon
6. Tan Kia Tong
7. Gwee Toon Eng
8. Ow Ken Loon
9. Toh Kai Thong
10. Eng Guo Wei
11. Chua Yi Kai
12. Tan Ah Voon
13. Yeo Yong Meng (*resigned in Mar 2023*)
14. Oh Yew Tiong (*resigned in Mar 2023*)



Since 2018, HMS has served a total of 2,487 eligible households with repair work ranging from changing light bulbs, leaking tap and choked sinks, to reinstating toilet flushing systems. The cases more than doubled from the year, from 383 jobs (FY21/22) to 818 jobs (FY22/23) after the Covid-19 pandemic. Since opening, many seniors have sought assistance ranging from minor to major repairs at home.

The HMS programme is grateful to have a team of 14 handymen islandwide from various professions such as sales, the military and retired plumbers/electricians. The programme also works very closely with the community partners, receiving referrals from different partners such as AIC, SGO, SSO, Active Aging Centres, Hospitals and Senior Care Centres.

Mdm Lim's Story

Mdm Lim, 52-year-old is a single parent and the case was referred by a FSC social worker as she is shifting from a 2-room HDB rental flat in the east to a similar flat type in the west region.

Mdm Lim suffered from depression for many years. She complained of severe eczema, lower back pain and weak knees. She wanted her new HDB rental flat to be cosy and comfortable for two of her children who were living with her and two others who will be returning to live with her. She requested to install two lights and a new water heater. After the installations were completed, she was so grateful for this service. She hopes to settle down and find a job in the near future to be self-reliant.

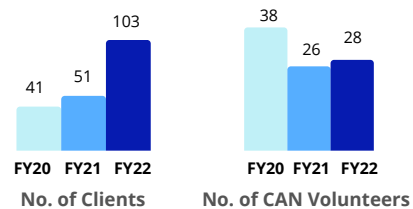
Counselling Associate eNabling Programme

Counselling Associate eNabling (CAN) programme is an enhanced befriending service injected with elements of basic counselling skills, provided to seniors, who require psychosocial emotional support, by our trained volunteers. It gives the seniors the opportunities for social interaction and a sense of being part of the community with the aim of reducing social isolation and loneliness. CAN hopes to improve the social well-being of the seniors and help them gain self-reliance by enhancing their social and coping skills through regular home visits or phone calls.

In FY22/23, our 28 CAN volunteers have reached out to 103 seniors who were discharged from the Centre's counselling service or referred by other social service agencies. These home visits and phone call contacts had strengthened the recovery and reduced the risks of relapse for seniors through the building of their social networks, and these are evidenced and tracked by a Pre and Post Life Satisfaction Index (LSI) questionnaire administered

by the CAN volunteers at the beginning and end of the CAN service rendered to the seniors.

We have also organized 8 case conferences and training sessions in FY22 that allowed the CAN volunteers to discuss the challenges they encountered in the service / programme and enhanced their skills and knowledge to better attend to the seniors.



Mr K's Story

Retiree Mr K, 77-year-old, was referred to CAN for additional psycho-socio-emotional support by his counsellor because of his depressive and anxiety symptoms. Mr K was filled with despair over his restricted mobility, poor vision, and insomnia. He used to be very active physically.

Because of the challenges he faced daily, he stopped many of his social activities. Though Mr K is staying with his wife and youngest son, he was alone at home half the time as his wife and son are busy with their work. After being introduced to a Counselling Associate (CAN) volunteer, he is checked-in weekly.

Mr K was able to receive emotional support from sharing with the volunteer on his worries about his

health issues. The CAN volunteer was always patient with Mr K. Mr K receives psychoeducation or information on his conditions to help relieve his worries, giving him the encouragement and assurance instead of focusing on his negative emotions. He also learned to manage difficult emotions.

Gradually, through the regular tele-conversations with the counselling associate volunteer, Mr K became less depressed, and felt a lot more calmer. He was willing to resume morning exercises and makes friends again. He would spend his free time reading the newspaper and watching the news on TV. He had been going out more regularly too despite still having the mild knee pain after his knee replacement surgery.

Active Ageing & Awareness

We work closely with community partners and seniors to organize talks and workshops to motivate lifelong learning and enhance emotional stability, life and social skills of seniors.

As the Covid-19 pandemic measures relaxed, we adopted a hybrid approach to our programmes by continuing to offer free monthly online talks, while reopening our doors to welcome seniors for our art and music-related workshops.

A total of 16 webinars were delivered either in English or Mandarin and we reached out to a total of 1,729 attendees. The talks served to educate and impart knowledge on gerontology topics that cover both physical and mental health of seniors. In October 2022, our webinar on Sarcopenia, delivered in mandarin by Dr Frederick Koh from Sengkang General Hospital, achieved a record

turnout of 527 attendees.

We ran seven workshops, six of which were held in-person at our centre, and one held online, in partnership with Volunteer Centre@Boon Lay. We offered an intergenerational workshop, Acrylic Pour Bear, that our seniors and their family members could partake in together while discovering how art can help improve mental wellness and forge family ties.

Through the resumption of physical activities, including weekly art and music jamming sessions, our seniors not only reconnected with familiar faces, but also had opportunities to meet like-minded peers and form new friendships. In total, 583 seniors were introduced to and/or benefitted from various art and music activities.



Snippet from the webinar on Sarcopenia.



Intergenerational Acrylic Pour Bear.



Seniors music jamming session.

Ms Koh's Story

Ms Marie Koh, 51-year-old, enjoys all art-related activities, because in her words, "there is no right or wrong in arts. Rather, it is an individual connection between the art form and self."

She has come a long way since she first got to know about SAGE Counselling Centre in 2020 and sought our counselling services. Her involvement soon expanded to art activities, when she signed up for Creative Acts of Care (CAOC), an eight-session therapeutic art programme from December 2022 to January 2023 held at the Centre.

Through the weekly group sharing facilitated by an art therapist, Marie found herself not only able to understand herself better, but also understand her peers and bond with them over a shared interest in art.

As a freelance actress, Marie naturally values freedom

of expression and is now able to manifest it in her artmaking and journey of self-growth.

Even after CAOC, Marie remains involved in the centre's programmes, joining the open studio sessions and ad-hoc volunteering opportunities. Fuelled by her love of art, Marie has since been inspired to more artwork and her dream is to sell them.

One wish that she has for seniors is that "祝愿我们有个心灵健康的人生下半场。" (May we be physically, mentally and spiritually healthy for life.)



L-R: Marie chatting with her peers; Marie working on her art piece; One of Marie's completed work.

Adv. Professional Staff Devt.

For FY22/23, our staff have attended 34 courses clocking a total of 315 training hours. For the professional staff, apart from group clinical supervision, our individual counsellors also attended one-to-one clinical supervision with external clinical supervisor. In total we have 136 clinical supervision hours from group and individual clinical supervision.



The professional staff in a supervision session with external clinical supervisor Mr Tan Boon Huat (centre).

“The training was an eye-opener that was foreign and empowering as it enabled me to explore the depths of a self which so often has been masked with layers of emotions and behaviours. The principles and understanding I grasped is well integrated into my personal arsenal. I learned to be mindful knowing that whatever confronts the eye, that is a lot more beneath it.”

- Mr Melvin Wong, Counsellor



“The Professional Certificate in Mental Health course has reinforced my belief that recovery in mental health is possible and real. This recovery is a journey, not a destination. Open up to somebody and you don't have to go through the journey on your own.”

- Ms Lack Li Lian, Asst Senior Social Worker

“In attending the Essentials of Gerontology for Community-Based Professionals, I learnt that the knowledge about issues surrounding eldercare, such as ageism, and effective communication with seniors can improve my work and interactions with seniors. I am also able to refer to the case management approach when identifying help for seniors in need.”

- Ms Meritta Ooi, Programme Executive



Code of Governance

S/N	Code Guidelines	Code ID	Response
Board Governance			
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied
2	Are there governing board members holding staff appointments? <i>(Skip items 3 and 4 if "No")</i>		No
5	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied
6	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied
7	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied
8	Is there any governing board member who has served for more than 10 consecutive years?		Yes
9	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years. <i>Mr Zulkifli Bin Mohammed is the only long standing board member as we value his guidance in serving the Malay community.</i>	1.1.13	Complied
10	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied
Conflict of Interest			
11	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied
12	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied
Strategic Planning			
13	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied
Human Resource and Volunteer Management			
14	The Board approves documented human resource policies for staff.	5.1	Complied
15	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied
16	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied
17	Are there volunteers serving in the charity?		Yes
18	There are volunteer management policies in place for volunteers.	5.7	Complied
Financial Management and Internal Controls			
19	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied
20	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied

S/N	Code Guidelines	Code ID	Response
21	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied
22	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied
23	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied
24	Does the charity invest its reserves (e.g. in fixed deposits)?	6.4.3	Yes
25	The charity has a documented investment policy approved by the Board.		Complied

Fundraising Practices

26	Did the charity receive cash donations (solicited or unsolicited) during the financial year?		Yes
27	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied
28	Did the charity receive donations in kind during the financial year?		Yes
29	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied

Disclosure and Transparency

30	The charity discloses in its annual report — (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied
----	--	-----	----------

Management Committee Meetings Attendance in FY22/23

Mr Koh Eng Soon, Tim	- 4/4	Ms Seng Yuh Jen	- 4/4	Mr Lim Wee Lim	- 4/4
Dr Kan See Mun	- 3/4	Mr Zulkifli Mohamed	- 4/4	Dr Grace Ding	
Ms Lee Soo Kwan	- 4/4	Dr Chan Kin Ming	- 2/4	(Wong Mei Lin Grace)	- 4/4
Mr Robert Fu Qiguo	- 3/4	Dr Cheng Yuanshan	- 3/4		

31	Are governing board members remunerated for their services to the Board? (<i>Skip items 32 and 33 if "No"</i>)	7.2.3	No												
34	Does the charity employ paid staff?		Yes												
35	No staff is involved in setting his own remuneration.	2.2	Complied												
36	The charity discloses in its annual report — (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied												
	<table border="1"> <thead> <tr> <th>Remuneration of Staff</th> <th>FY22/23</th> <th>FY21/22</th> </tr> </thead> <tbody> <tr> <td>\$150,001 - \$200,000</td> <td>1</td> <td>1</td> </tr> <tr> <td>\$100,001 - \$150,000</td> <td>1</td> <td>0</td> </tr> <tr> <td>\$50,000 - \$100,000</td> <td>8</td> <td>9</td> </tr> </tbody> </table>	Remuneration of Staff	FY22/23	FY21/22	\$150,001 - \$200,000	1	1	\$100,001 - \$150,000	1	0	\$50,000 - \$100,000	8	9		
Remuneration of Staff	FY22/23	FY21/22													
\$150,001 - \$200,000	1	1													
\$100,001 - \$150,000	1	0													
\$50,000 - \$100,000	8	9													

37	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family* belonging to the Executive Head* or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that there is no paid staff, being a close member of the family* belonging to the Executive Head* or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied
----	---	-----	----------

Public Image

38	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied
----	--	-----	----------

Media Features

In FY22/23 SAGE Counselling Centre continue to publicise of our programmes and services to the public. We were featured in media platforms, such as English newspaper, radio. We took the initiative to create a new video and push it to digital platforms.



CAPITAL FM95.8



12 Apr 2022

Loss and Grief



31 May 2022

*Elderly relationship with
adult children*



5 Jul 2022

Volunteerism



6 Sep 2022

*Dementia and caring
for persons with dementia*



1 Nov 2022

Caregivers' Stress



THE STRAITS TIMES



16 May 2022

*More seniors tapped helplines
last year over issues like
pandemic fatigue, uncertainty*



2 Jan 2023

*Care Corner offers free
counselling for seniors to
help them cope with loss*



To get to know SAGE Counselling Centre's services, please head over to our website and YouTube channel.

<https://sagecc.org.sg/#/>
<https://youtu.be/aklj-1J2qno>



849 Followers

Acknowledgements

SAGE Counselling Centre gratefully acknowledges the generous contribution from individuals and corporations, who made donations between 1 April 2022 to 31 March 2023. We **THANK YOU** for donating to and supporting our programmes. Each donation helps us to enhance the total well-being of older persons, their caregivers and family members.

DONORS

\$ 500 and above

Anand Mohan Ramchand
Audrey Tan Ai Lan
Chan Siew Lai
Efinity Pte Ltd
Ho Wai Han
Jaclyn Lee Zhiying
Koh Ah Yang
Lok Li Li
Ong Ming Ying
Su Wei Xiang
Tan Weiming Brian
Tan Yi Ling Berlinda
Tay Chui Guek
Wong Shui Cheung Benny

FUNDERS, PARTNERS AND STAKEHOLDERS

Agency for Intergrated Care
Chee Hoon Kog Active Ageing Centre
Community Chest
InterContinental Singapore Robertson Quay
JW Marriott Hotel Singapore South Beach
Kwong Wai Shiu Hospital
Ministry of Health
National Council of Social Service
National University Health System
Parkroyal Collection Pickering
SASCO Senior Citizens' Home
Saw Swee Hock School Of Public Health, NUS
South West Community Development Council
Thye Hua Kwan Moral Charities Ang Mo Kio Cluster Support
Volunteer Centre @ Boon Lay
Yong-en Active Hub

Support Us

Our services and programmes are made possible with kind donations and committed volunteers. With your donations and support, we can continue to run our programmes and services for seniors and their family members or caregivers.

More information on donations : <https://sagecc.org.sg/#/donation>

More information on volunteering : <https://sagecc.org.sg/#/volunteersOpportunities>

SCAN TO DONATE



Account Name : SAGE Counselling Centre
UEN : T08SS0025E
Account Number : 005-901741-0

Steps:


- 1 Open your bank's mobile application and scan the QR code (left).
- 2 Key in your intended donation amount.
- 3 In the reference field, please enter: Mobile no.<space>NRIC/FIN/UEN
- 4 Confirm your donation and send.
- 5 Call 6354 1191 should you require any further clarification on donation.

FORGING

SAGE COUNSELLING CENTRE


UEN: T08SS0025E




 1 Jurong West Central 2 #06-04 Jurong Point Shopping Centre
Singapore 648886

 6354 1191

 www.sagecc.org.sg

 reception@sagecc.org.sg

 SAGECC

 Mon - Fri, 8.30am - 5.30pm

 Call us if you are facing difficulties, or need a listening ear:

1800 555 5555
The Seniors Helpline

Member of



Supported by



TIES