



ANNUAL REPORT 2017

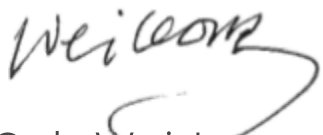


A LETTER FROM OUR CHAIRMAN

Last year we celebrated the 10-year anniversary of our Geylang clinic. Since its inception, Healthserve remains a community movement at heart. A movement about struggle, friendship and celebration, and we are determined to see the lives of every migrant worker lived in dignity.

Faced with a million low-wage migrant workers vulnerable to injury, alienation, and exploitation, we often find ourselves struggling in response to their ever-increasing needs. Time and time again we hear heartbreaking stories of salaries withheld, injuries left untreated, and even physical abuse. Our services continue to expand to meet these needs.

We entered 2018 with much anticipation and excitement for what this next decade would bring. Although we had many dreams both big and small, little could we have foreseen being awarded 2017 Singaporean of the Year. What a surreal and humbling experience this has been. Thank you, to all of our volunteers, donors, and supporters, for playing your part in growing our organization over the years. We could not have done it without you. We look forward to the next ten years working hand in hand with you and our migrant brothers.

A handwritten signature in black ink, reading "Wei Leong", with a large, sweeping flourish underneath.

Dr Goh Wei Leong
Chairman & Co-Founder

ABOUT US

VISION A society where every migrant worker lives a life of dignity.

MISSION

1. To serve disadvantaged migrant workers in Singapore through healthcare, counseling, casework and social assistance.
2. To advocate for and raise awareness of the needs of migrant workers.
3. To bridge communities through meaningful partnerships and being a platform for effective volunteerism.

UEN 200615440H

ADDRESS 1 Lorong 23 Geylang #01-07 Singapore 388352

EMAIL info@healthserve.org.sg

WEBSITE www.healthserve.org.sg

A YEAR IN NUMBERS

10618

medical consultations in our clinics in
Geylang, Jalan Papan, and Mandai

601

work-injury and salary and/or
contractural cases

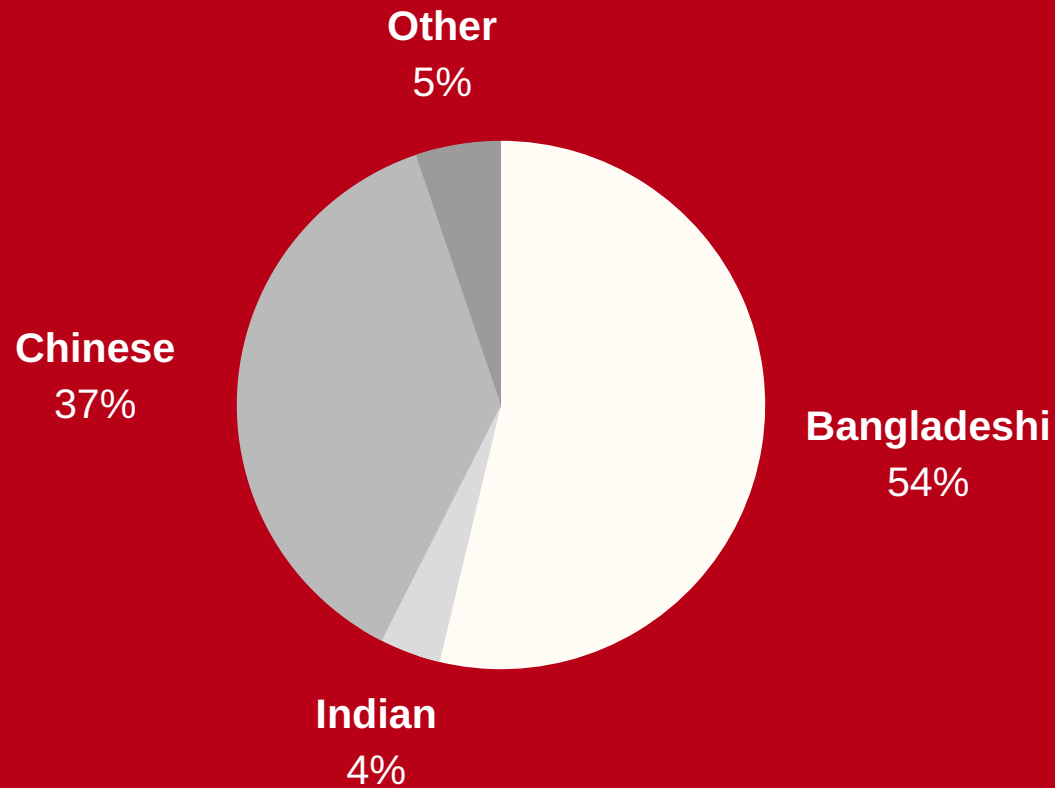
547

active volunteers supporting our clinics,
casework team, and admin

26478

meals served at our Geylang and
Desker Food Programs

MIGRANT WORKERS SERVED IN 2017 BY NATIONALITY





HEALTHCARE

We continue to see demand for high quality, affordable healthcare continue to grow among migrant workers. In response, we lengthened our operating hours at our Geylang and Jln Papan clinics and opened new dental clinics at Jln Papan and Mandai. We are grateful for the hundreds of volunteer doctors, dentists, nurses, pharmacists, and clinic assistants who have stepped up to meet the needs of the migrant worker community.

HEALTHCARE BY THE NUMBERS

1497

specialist consultations, including dental, dermatology, orthopaedic, physical and occupational therapy, and TCM

64%

increase in new patients from the previous year, totalling 4388

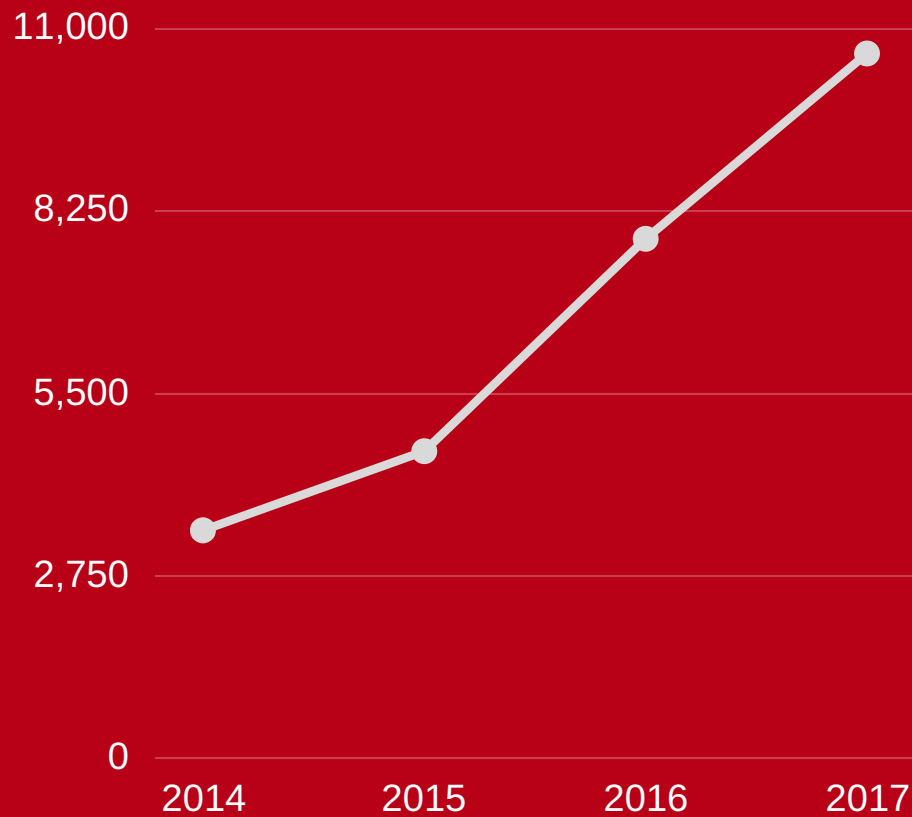
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new dental clinics for a total of 3, one at each of our clinics in Geylang, Papan, and Mandai

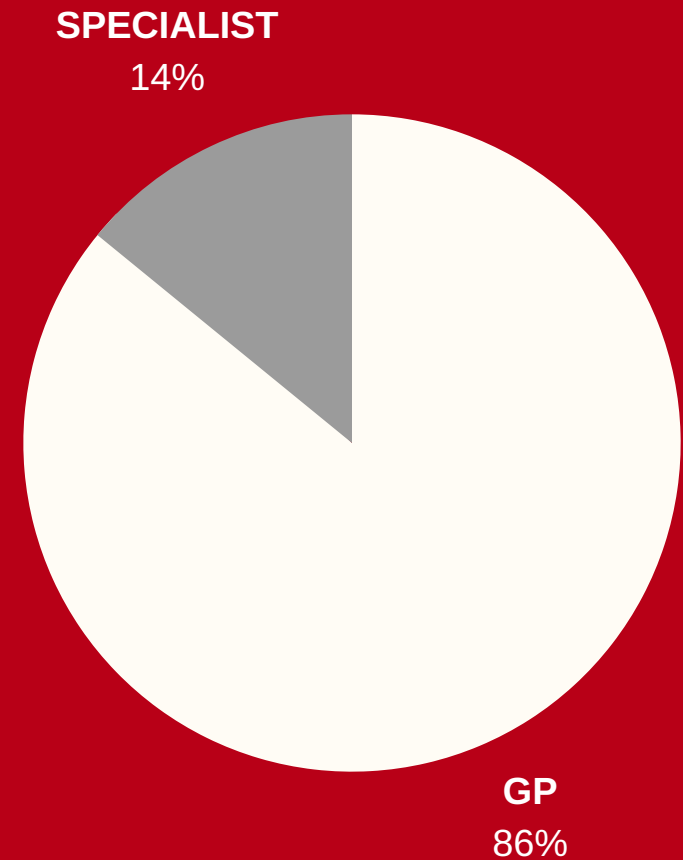
105

volunteer doctors and hundreds of nurses, pharmacists and assistants

CONSULTATIONS OVER THE YEARS



GP VS SPECIALIST CONSULTATIONS





In addition to providing GP services, we also provide specialist services in our clinics. In 2017, we expanded these services to include Traditional Chinese Medicine for workers recovering from work injuries. This service has proved to be popular not only among our Chinese clients but also among our Bangladeshi and Indian clients.



Opening two new dental clinics this year has helped us address the months-long waitlist for migrant workers to receive these services. Offering basic treatments as well as services such as tooth extractions, these clinics have made accessible care that is otherwise cost-prohibitive to the migrant worker community.

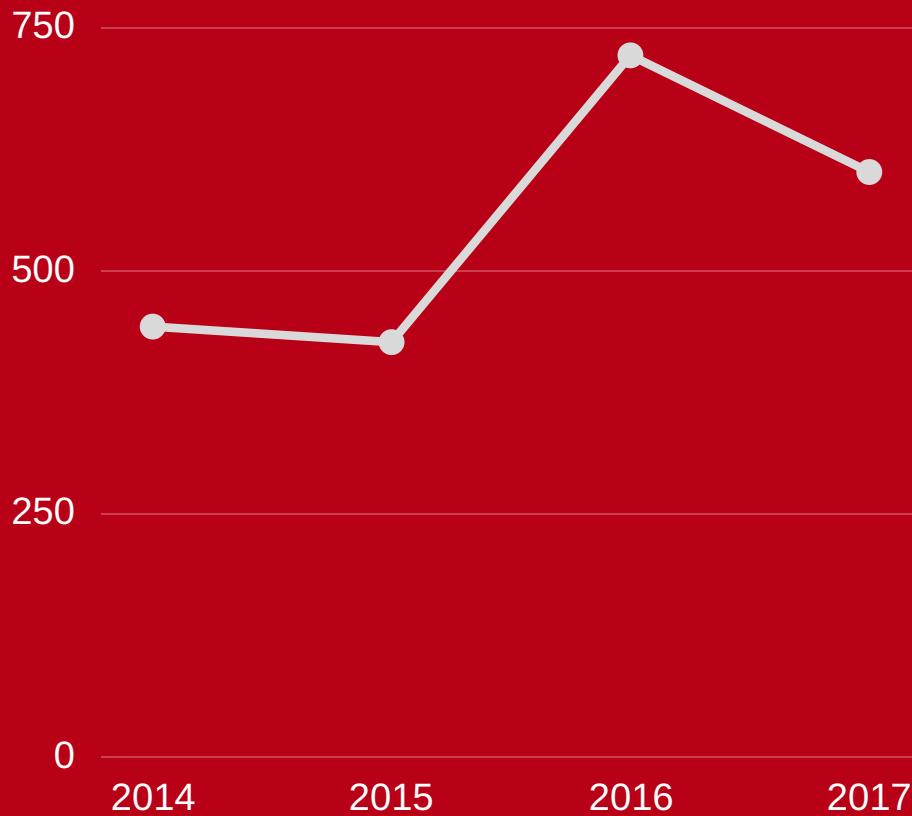
CASEWORK

& social assistance

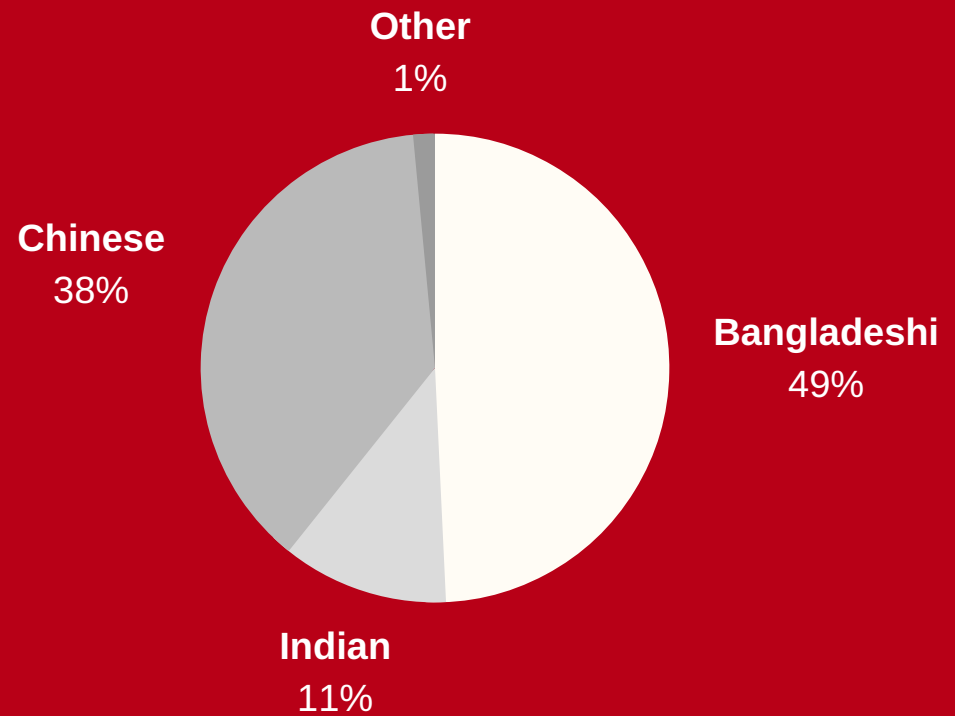
In 2017, our casework offices in Geylang and Little India served **389** injured workers and **212** workers with salary or contractual claims. In addition to advising clients on their disputes and providing social assistance, we accompany workers on their hospital appointments, plan outings to relieve their stress, and lend a listening ear. The friendship is real. Many former clients who return to Singapore drop by our office to say hello and join us for a meal.



CASES OVER THE YEARS



CASES BY NATIONALITY





Some migrant workers are too ill to come into our office for help, so our caseworkers go to them. Our staff and volunteers regularly visit migrant workers in nursing homes and hospitals, bringing hot meals, emotional support, and WICA advice.

AMIR'S STORY*

"HealthServe help me with everything,
always giving me advice and aid."

*name changed

In August 2016, Amir was injured when a 6m steel pipe slammed into his back, causing him to lose consciousness. Amir was taken to a private doctor and sent back to his dormitory. When his pain became unbearable, Amir went to NUH on his own, where the doctor deemed his injury serious enough to warrant 22 days of MC. Amir came to HealthServe's Desker Centre for help in September 2016, devastated and unsure of what to do. To add to his stress, his first daughter was born during this period. Amir became a regular recipient of our social assistance programs and also attended our free physiotherapy and TCM sessions. He credits these sessions in helping his pain management and recovery.

After 9 months, Amir received his notice of assessment and learned that he was awarded \$8,000. This was not enough to cover his expenses back home, much less help him start a new life now that he was unable to do most manual labor. After consulting his options with HealthServe's caseworker, Amir realized he could file a common law claim and return to Bangladesh. Over the subsequent months, Amir called HealthServe regularly to update us on his injury claim. 5 months later, Amir was informed that his case had successfully concluded, with the judge awarding him \$50,000. With this sum, Amir was able to open a small dairy farm and place the remainder in an investment fund. One year after his injury, Amir flew back to Singapore to collect his injury claim. He dropped by HealthServe's office to thank us. He said, "HealthServe help me with everything, always giving me advice and aid." Most importantly, the staff of HealthServe gave him assurance when he felt helpless, and gave him support when he had no one else to turn to. "I pray to God to protect all those people at HealthServe."

SOCIAL ASSISTANCE BY THE NUMBERS

26478

meals served at our Geylang and Desker Food Programmes

2011

MRT top-ups given for workings to attend to appointments with MOM, ICA, their employers and lawyers

73

individuals helped by our emergency assistance funds, totalling \$19,182.

42

individuals housed in our two short-term emergency shelters.



EVENTS & OUTINGS

In 2017, over 850 volunteers organized activities and outings for nearly 2,400 migrant workers.



ENGLISH & COMPUTER CLASSES

Dozens of dedicated volunteers teach weekly English and computer classes at our Tai Seng Centre. At the end of the course, migrant workers receive a certificate of completion in their course: basic computer skills, Microsoft Word, and/or Microsoft Excel.



RESEARCH & ADVOCACY

In 2017, HealthServe staff and volunteers published the following research papers and resources:

"Healthcare-seeking behaviour, barriers and mental health of non-domestic migrant workers in Singapore" by Jia Wei Ang, et al

"Health is my capital: a qualitative study of access to healthcare by Chinese migrants in Singapore" by Wai Jia Tam, et al

"Practical Advice for Doctors Treating Foreign Workers" by Dr Joanna Chan and Dr Dennis Chia

"Practical Advice for Doctors Treating Foreign Workers* served as a platform for HealthServe to facilitate discussion sessions at 2 local hospitals as well as conduct a Migrant Health Forum. The Ministry of Manpower came alongside HealthServe to support these efforts which will continue in 2018.

EDUCATION & ADVOCACY

NUS Selective

In 2017, approximately 150 students from NUS visited HealthServe to spend four days gaining insight into the migrant worker experience and understanding the personal side of medical care.

"I knew that many had construction jobs. I knew they travelled seated at the back of trucks. But knowing was superficial, I never really knew migrant workers at all. I also did not know that migrant workers could be our friends."

-2017 NUS Selective Participant

Singapore Chief Residency Programme

In 2017, approximately 30 young doctor-leaders participated in this collaboration between Healthserve and MOH Holdings. The aim is to broaden their perspectives to include narratives and experiences of the underserved.



BRAVING LIFE

HealthServe published Bangladeshi construction worker, MD Mukul Hossine's, second poetry book in November. The poems were written in Bengali, translated to English by Swagata Sen Pillai and transcreated by Cyril Wong.



VOLUNTEERS & INTERNS

The number of HealthServe volunteers and interns grew exponentially in 2017 to support the expansion of our work. We are grateful to the hundreds of medical professionals, students, and volunteers from all walks of life who commit time regularly to serve and bless the migrant worker community alongside us.

105

Doctors

36

Dentists

28

Nurses

39

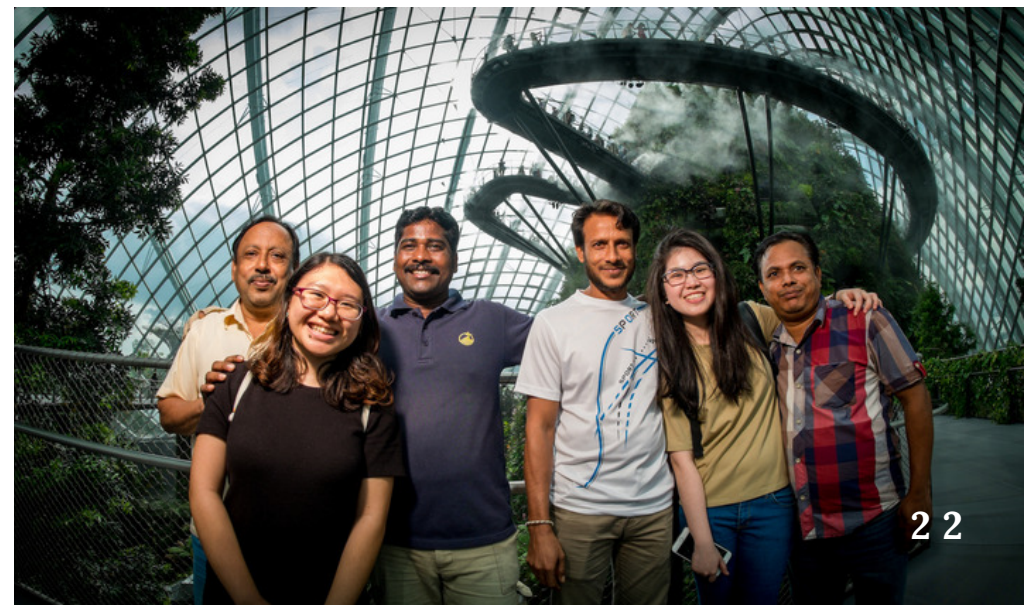
Pharmacists

48

Interns

253

Other Volunteers



DONATIONS

\$1,467,817

Total amount from donations & fundraising received in 2017, coming from 462 individual donors and 47 institutions/corporates

59%

Percentage of donations from individuals

41%

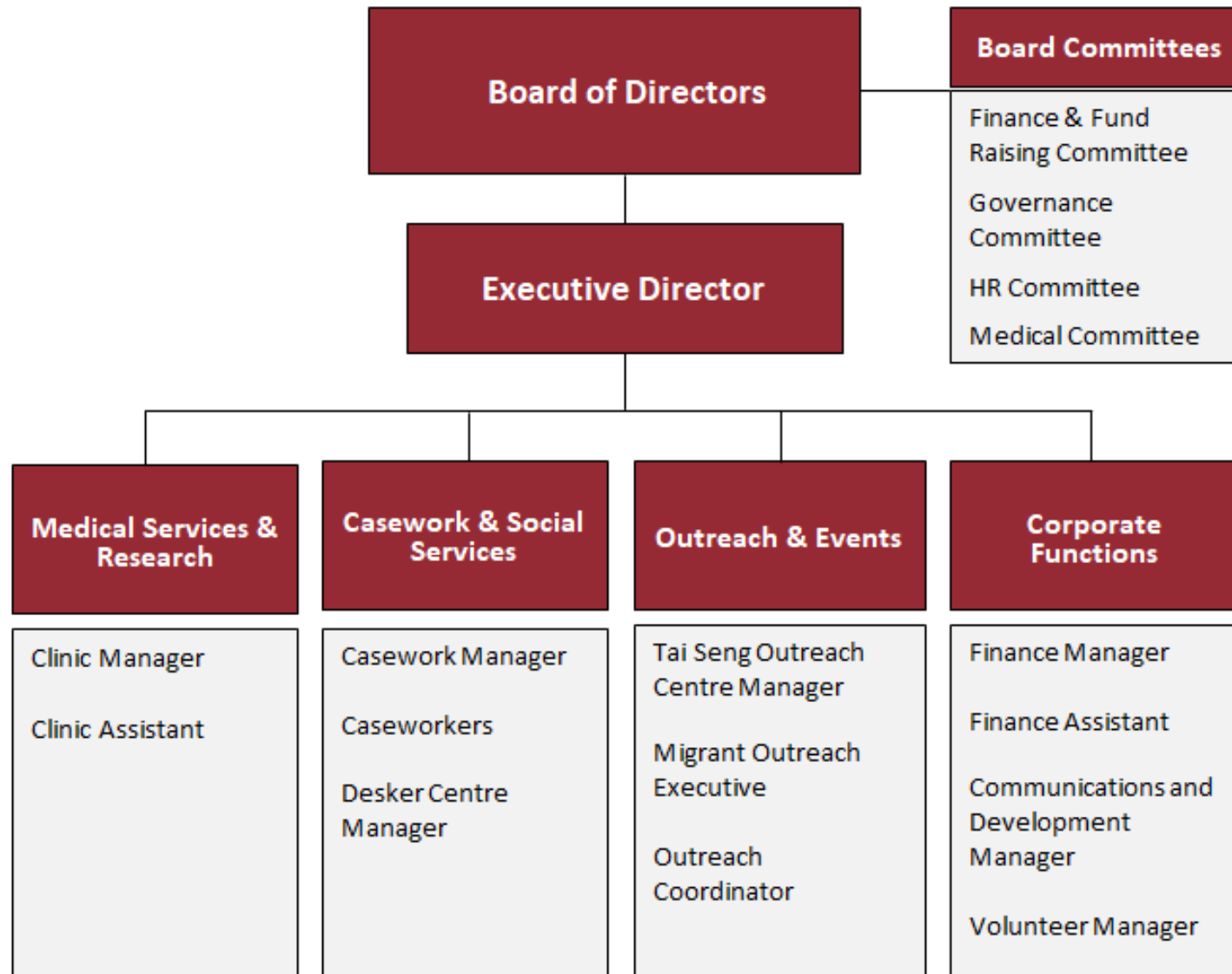
Percentage of donations from corporations, churches, foundations, and others.

\$628,591

Funds raised at HealthServes's 10th Anniversary Gala Dinner, attended by 360 individuals.

RAFFLE ITEM 2 & 3:
SAINT PIERRE
SET LUNCH FOR 2

ORGANISATION STRUCTURE



BOARD OF DIRECTORS

Name	Date of First Appointment	Occupation
Dr. Goh Wei Leong* Chairman & Co-Founder (Chairman, Medical Committee)	17 Oct 2006	General Practitioner, Manhattan Medical Centre
Matthew Saw (Chairman, HR Committee)	1 March 2012	Partner, Lee and Lee
Chan Kum Kit (Chairman, Governance Committee)	20 June 2013	Partner, Verity Partners
Chan Chia Lin (Chairman, Finance & Fund Raising Committee)	1 Aug 2014	Director, Holywell Private Limited
Dr. Soh Ling Ling (Through 1 Aug 2017)	17 Oct 2006	Senior Staff Registrar, Sengkang Hospital
Dr. Chan Lai Gwen (Through 26 Dec 2017)	5 May 2011	Consultant, Tan Tock Seng Hospital
Dr. Calvin Koh (Through 26 Dec 2017)	5 May 2011	Consultant, NCIS & NUH
Dr. Calvin Chong	1 Aug 2014	Assoc. Professor, Singapore Bible College
Susan Kong	17 Aug 2017	Director, QED Law Corporation
Dr. Jeremy Lim	17 Aug 2017	Partner, Oliver Wyman

*HealthServe's Board of Directors has undertaken a renewal process. In 2017, 3 board directors retired and 2 new board directors were appointed. The Directors are satisfied that the Board is currently well represented both in terms of diversity and professional skill set. Because of his medical background and years of building relationships with the migrant worker community, our co-founder Dr. Goh Wei Leong remains uniquely qualified to advance the migrant worker cause. In the circumstances, the Board is of the unanimous view that he continues to serve as Chairman of the Board.

OUR TEAM

COLIN CHIA, Executive Director (through 10/17)

JEFFREY CHUA, Casework Manager

YVONNE LOO, Caseworker

REUBEN YUE, Caseworker (through 4/17)

TIMOTHY CHEONG, Caseworker (Part-time)

JANNA BENARES, Clinic Manager (through 2/17)

DAWN CAPAQUE, Clinic Manager

KAY THOMAS, Clinic Assistant (Part-time, through 11/17)

ERIC LEE, Desker Centre Manager (through 6/17)

DANIEL YEO, Desker Centre Manager

YIMSUNG KEKHRIESILIE, Tai Seng Centre Manager

DANIEL LI, Migrant Outreach Executive

GREGORY LIM, Outreach Coordinator (Part-time)

PEARL QUEK, Finance Manager (Part-time)

VINA SIEW, Finance Assistant

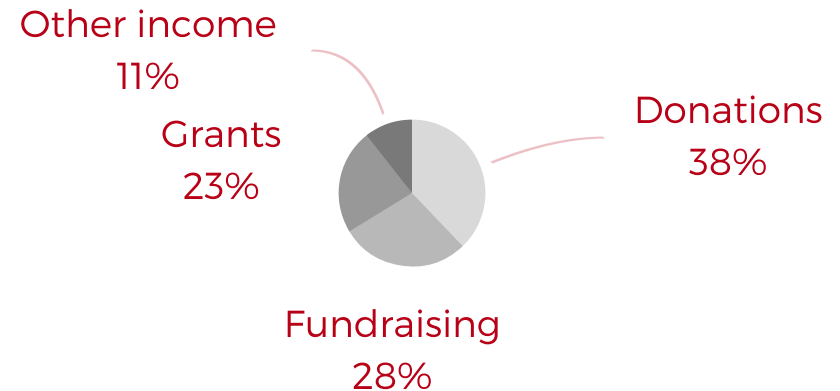
NHACA LE SCHULZE, Communications & Development Manager

WILLY LAU, Volunteer Development Manager

FINANCIALS

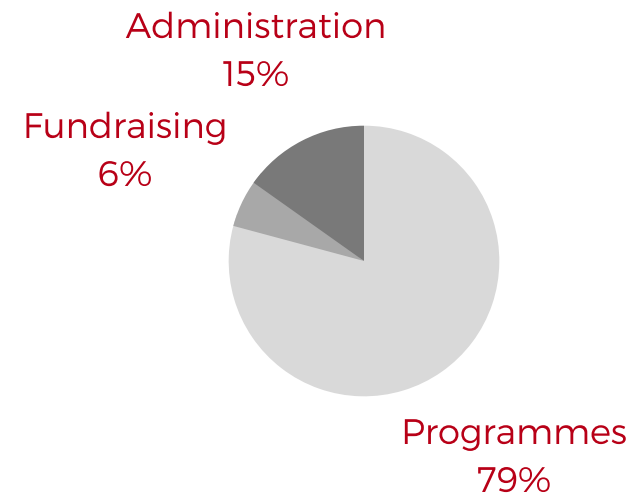
INCOME

Donations.....	839,226
Fundraising.....	628,591*
Government grants.....	513,071
Other income.....	234,534
Total Income.....	2,215,422



EXPENSES

Programmes.....	1,059,310
Fundraising & publicity.....	75,492*
Administration.....	203,102
Total Expenses.....	1,337,904



Surplus this year.....	877,518
Reserves.....	4,114,538

*Fundraising Efficiency Ratio: 12%

CORPORATE GOVERNANCE & ORGANISATIONAL DEVELOPMENT

CONFLICT OF INTEREST POLICY STATEMENT

HealthServe Ltd has put in place its Conflict of Interest Policy (COI) to protect the Organisation's welfare and best interests over and above all priorities and objectives. The COI mandates that no staff or Board Director may engage in any external interest or business that may undermine or conflict with the Organisation's overall welfare. Annual declaration of interests by members of key management personnel and the Board is required.

WHISTLEBLOWING POLICY STATEMENT

HSL promotes an open, transparent, no-rank culture where employees are encouraged to whistleblow about any possible corporate or employee improprieties. HSL's whistleblowing policy is adopted to protect employees from any potential negative consequences for raising these improprieties.

RESERVES POLICY

The reserves that we have set aside provide financial stability and the means for the development of our work. HealthServe's reserves policy targets 2 years of operating expenditure. Our higher reserve ratio in 2017 was boosted by revenue from the Gala Fundraising Dinner which is held only once every 3 years. The reserve ratio is expected to decline over the next 2 years as expenditure is likely to increase with the expansion of our services.

CODE OF GOVERNANCE FOR CHARITIES

HealthServe is committed and adheres to the Code of Governance for Charities & Institutions of a Public Character (IPCs) issued by the Charity Council.

HealthServe Head Office

Geylang Medical & Dental Clinic

1 Lorong 23 Geylang #01-07 Building 4
Singapore 388352

Office Hours: Mon - Fri, 10am - 7pm

Office Tel: 6743 9774

Clinic Hours: Tues & Wed

6:30pm - 9:30pm

Sat 3pm - 5pm

Clinic Tel: 9487 1377

Services Offered: GP, dental,
orthopaedic, dermatology, OTPT,
casework, social assistance,
food programme

Little India Office

85A Desker Road

Singapore 209646

Office Hours: Wed, Thurs & Fri
10am - 10pm

Office Tel: 6493 3282

Services offered: Casework, social
assistance, food programme

Jurong Medical Clinic

5D Jalan Papan, #01-34/36

Aspri Westlite Papan

Singapore 619421

Clinic Hours: Sun 3:30pm - 7:30pm

Clinic Tel: +65 9487 1377

Services offered: GP & dental

Mandai Medical Clinic

Westlite Mandai Dormitory

34 Mandai Estate, #01-15

Singapore 729940

Clinic Hours: Sat 7pm - 9pm

Clinic Tel: 9487 1377

Services offered: GP & dental

Tai Seng Community Centre

#03-01A 8 Pereira Road

Singapore 368026

Centre Hours: Mon - Fri, 7pm - 10pm
Tel: 9384 8556

Services offered: English and
computer classes, health talks, life
skills training & outings



HEALTHSERVE

healing, inspiring & bridging communities