

HEALTHSERVE LTD  
ANNUAL REPORT 2011

Date: 23 May 2012  
Address: Healthserve Ltd, 1 Lorong 23 Geylang#01-07 Building 4 Singapore  
388352

MISSION AND OVERVIEW

1. The mission of Healthserve Ltd, has expanded in both the Geylang and Jurong regions with new community work to explore and new partners to work with. There is a greater awareness at Healthserve to align with society needs as she grapples with migrant issues as well as helping the local needy Singaporeans.
2. The scope and extent of various programs within Healthserve Ltd is summarized as follows:
  - a. Healthserve Clinics – providing low cost primary healthcare services particularly to migrant workers and needy Singaporeans, the clinic saw about 1600 patients in the last year, with 50 volunteer doctors and clinic assistants. Healthserve provides travel vaccination for schools and community groups for their overseas learning projects. We serve about 250 people going for overseas trips.
  - b. Geylang Food Project – providing free meals to injured migrant workers on special passes, the project saw a total of 6923 meals served.
  - c. Help Desk – 131 workers with work injury and employment issues sought advice and counseling by Healthserve staff and volunteers.
  - d. Migrant Classes – These classes were conducted regularly in both Geylang and Jurong to engage migrant workers and provide them with useful skills in English and computer studies.
  - e. Service Learning and Outreach Partnerships - Healthserve Ltd partnered with students and staff from many educational institutions to raise awareness, empathy and acceptance of vulnerable and marginalised communities. Orientation programs were also conducted for more than 150 people annually.
  - f. Career Centre – Healthserve Ltd also serves the needs of students by running a career centre in Assumption Pathway School.
  - g. Community Events – Healthserve Ltd organizes health, cultural and sport events for the migrant workers and the socially underprivileged reaching more than 1500 beneficiaries; the most recent one being a Carnival cum Health Screening event in Taman Jurong in Oct 2011 reaching to Singaporean families.

## OPERATIONS

3. The existing operations and potential future developments are as follows:

a. Geylang

- i. The existing work is ongoing and active, namely the clinic service, food programs for needy migrant workers, help desk, pro-bono legal advice and volunteer introductions and orientations.

b. Taman Jurong

- i. The Existing work comprises a weekly low-cost clinic, as well as outreach work to the dormitories, which occur 5 times a week.
- ii. Possible future developments include serving the needs of needy Singaporean families living in low-cost rental flats in the Yung Kuang Rd area. Healthserve Ltd is exploring the potential to play a role in the health management and child development. Isolated elderly individuals have also been identified as a potential group that needs help.

## MANPOWER AND STAFFING

4. The New manpower developments are as follows:

- a. Mr Chang Chian Hui is likely to join soon as a permanent staff. Possessing a post-graduate qualification in family and marriage therapy, he will be able to spear-head the work in Taman Jurong.
- b. Mr Klavin has joined as a full time staff to co-ordinate our programmes at Assumption Pathway School.
- c. Ms Sharon Ganga is a Medical Social Worker who is an active volunteer with Healthserve Ltd. She is being recommended as a board member for consideration.

## INTERNAL GOVERNANCE

5. In accordance to Institution of Public Character governance guidelines, the Board resolved the following:

- a. Audit Committees are to be established in the areas of Human Resource, Finance, Operation and Medical Services to ensure alignment with best practices and to strengthen board governance.
- b. Ms Annie Low, being Honorary Treasurer for the 1<sup>st</sup> year of Healthserve Ltd's IPC status, continue onto a second year.
- c. For instances where there are actual or potential conflicts of interest,

Board members are to abstain from decisions by physically being absent for the duration of the discussion.

- d. For staff planning retreats, the Board will continue to be involved in staff vision and institutional mission.

#### FINANCE

6. The audited financial statement for the financial year ended 31 December 2011 was received.
7. The Board resolved to create a reserve fund for emergencies, and will appoint a Partnership Development Team to engage donors regularly to provide sustainable funding.
8. A new auditor will be appointed for next financial year 2012.

Submitted By  
Mr Tang Shin Yong  
Executive Director  
With concurrence with  
The Board of Healthserve Ltd

### Regular Services @ HealthServe Ltd

S/N	Names of Programme/Activities with Brief Description	No of Beneficiaries (Jan-Dec 2011)	No of Volunteers	Staff Strength
1	<u>Medical Clinic</u> - Our clinic is open on Tues & Wed (7pm-9pm) & Sat (3pm-5pm). We provide low-cost medical services(\$5/-medical consultation;\$12/- medicine and injection)to the poor and needy.Jurong clinic is opened on sundays from 5pm -7pm	1600	50	2
2	<u>Social Assistance</u> - We provide meals to Special Pass(injured migrant workers) valued @\$2.50 on a regular,weekly basis(7 x 2 meals).The recipient can obtain a meal at our vendor's stall. In addition, we give transport and phone allowances to injured migrants who have no income. Approximately 121 Pax were provided for the whole year	6923 meals per year	5	4
3	<u>Help Desk</u> -Daily advise to the Migrant.We do case management with injured migrants who have issues regarding workman compensation and salary dispute.	131	4	4
4	<u>Internship Program</u> -Students from various educational institutions can opt to do their internship at Healthserve for a period of 4 months where they are actively involved in Healthserve's activities and programs.	2	NIL	1
5	<u>Community Learning/Service Learning/CIP</u> -Students can opt to do their school projects at Healthserve that is supposed to benefit their community partners. Activities include helping out at our thriftshop,providing video IT/website services,conducting survey about the community,as clinic assistants and participating in student community education for a day or few times a week.	120	2	2

### Structured Programmes @ HealthServe Ltd

S/N	Names of Programme/Activities with Brief Description	No of Beneficiaries (Jan-Dec 2011)	No of Volunteers	Staff Strength
1	<u>School Program</u> -This is a character building programme that we conduct at Assumption Pathway School in conjunction with their Monfort Dev Program on every Tue and Thur for one hour and based on the school term calendar.	40	9	3
2	<u>Orientation @ Healthserve</u> - This is held on the last Tue of every month from 7pm-9pm. Participants attended a structured program which includes a field visit to a dormitory to gain on-site experience , a group reflection and discussion .	150	NIL	2
3	<u>Classes for Migrants</u> -We conduct English ,Computer & Art Classes. Classes are held weekly (excluding public holidays)	60	5	3
4	<u>Dormitory Office</u> -We run a civic centre to promote health, English classes	145	20	5
5	<u>Elderly Outreach</u> -We befriend the elderly,sing and do art therapy with them	40	2	1

### Events @ HealthServe Ltd

S/N	Names of Programme/Activities with Brief Description	No of Beneficiaries (Jan-Dec 2011)	No of Volunteers	Staff Strength
1	<u>Cultural Events</u> -We organise cultural events,sports and art activities for Chinese and South Asian Migrants	900	120	7
2	Health screening at Taman Jurong	200	17	5