

2013 HealthServe Executive Director Summary

Last year, HealthServe attended to 2,646 consultations at both our clinics and provided 188 injured workers with social assistance, gave out 20,378 free meals, and assisted 203 workers with contractual and salary disputes. We assisted injured migrant workers through accompanying them on hospital visits, legal advice, provision of free meals and other forms of social assistance (MRT card top-up etc).

HealthServe also supports the mental and emotional health of the migrant workers through the provision of counselling services, English and computer classes and recreational activities at our Tai Seng Welcome Centre and in the Averic Pappan dormitory.

1. HealthServe Structured Programmes:

These activities provide a much needed social support for workers who have sustained injuries in their course of work and have no means to take care of themselves, and are often left languishing for months on end while awaiting resolution to their cases.

- GP Clinics in Geylang (Tues, Wed 7-9pm and Sat 3-5pm)
- GP Clinics in Taman Jurong (Sundays 5-7pm)
- Social Assistance Programmes at Geylang (Monday to Fridays)
- Geylang Food Project (Monday to Saturdays Lunch and Dinners)
- Specialist Clinic - Monthly Orthopedic Clinic
- Specialist Clinic - Monthly Dermatological Clinic
- Probono legal clinic at Geylang on a monthly basis
- Welcome Centre activities in Jalan Pappan (Mon, Tues and Thurs)
- Welcome Centre activities in Tai Seng (Mon, Tues and Thurs)

2. HealthServe Partnerships with Educational Institutions:

Partnerships with schools have proven to be an invaluable experience for students. They help raise awareness of the plight of migrant workers as well their contributions to society.

- NUS Medical Students Electives
- Saw Swee Hock School of Public Health Survey for 600 migrants at Jalan Pappan
- Ngee Ann Polytechnic internships
- NUS law School internships
- Internships from overseas universities
- Short-term Service Learning projects with junior colleges, polytechnics and universities

3. HealthServe Awareness Programmes:

Various awareness programmes were conducted with potential partners and volunteers keen to look at migrant health, legal and social issues:

- Duke-NUS Medical School
- Doctors from NUH Infectious Disease Department
- NUS Law Students
- Ngee Ann Polytechnic School of Humanities
- NUS Social Work Students
- Orientation for 150 volunteers annually
- Conduct talks for interest groups from the general public, schools, churches and other community organisations.

4. HealthServe Monthly Events

HealthServe promotes events around festivities and public holidays, working with volunteers and partners to organise social outings for migrant workers. Such events and outings have proved to be beneficial for the migrant workers, creating a community and leisure space for them. The events also benefit injured workers who are often stranded in Singapore for more than 6 months with no job and no

income. These cultural and social events are organised for migrant workers living near Geylang, Tai Seng, Kian Teck and Jalan Pappan dormitories.

5. HealthServe Partnerships Events:

The partnership programmes seek to raise resources to benefit the workers directly and the following were conducted:

- Health Talk for migrant workers at Dibashram with TWC2
- Geylang Food Project supported by Migrant Workers Centre
- Funding Support by Charities and Foundations
- Programmes and events supported by VWOs and churches

6. HealthServe Advocacy

HealthServe seeks to work with NGO partners and MOM to advocate on the following:

- Advocate for migrant worker safety, rest and liveable wage
- Advocate for social support provision for injured workers

7. HealthServe Fundraising events as follows:

A) Musical Concert - Voices from the Heart, 20-21 July 2013

B) JAHOC (Just a Handful of Coins), 17 Aug 2013

C) Sing a Song Charity Dinner, 6 Sep 2013

8. Audited Accounts:

The year saw the formation of a fund raising and audit pro-tem committee to develop financial sustainability for the long term.

- Annual Income: \$1,011,797
- Annual Expenses: \$734,294

9. Future Plans:

A. Find a new welcome centre at a dormitory as the Jalan Pappan lease expired in Oct 2013

B. Recruit one clinic assistant to co-ordinate our GP clinics

C. Develop a network of pro-bono legal resources and representation for the migrant legal cases

D. Conduct mental health survey and the well-being of injured workers

E. Expand the Board and implement structural and HR reforms in line with future plans

We thank our chairman, board members, staff, partners, supporting charities, volunteers and our migrant friends for making the work at HealthServe ever so meaningful!

Tang Shin Yong

Executive Director

HealthServe Limited