



Annual Report

GENERAL INFORMATION

Vision: A world 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.

General Information: Founded in 2006, HealthServe is a non-profit organization dedicated to serving the interests of migrant workers in our community regardless of ethnicity, gender, language and religion. HealthServe is registered as a charity under the Charities Act and is approved as an Institution of Public Character (IPC) since 2011.

UEN: 200615440H

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

Email: info@healthserve.org.sg

Website: www.healthserve.org.sg



TRANSFORMING LIVES TOUCHING HEARTS

Dear friends,

2014 was a busy and exciting year for HealthServe as we widened our outreach to serve the injured and exploited migrant workers in our community.

Healthcare remains the core of what we do. We saw strong growth in consultations at our clinics, particularly in Jurong, where word of our presence spread among the migrant workers living in the vicinity. Recognizing the need to treat health holistically, we expanded our work in counseling and other mental health support services. We also assisted a greater number of workers in injury and non-injury case management, and in the provision of social assistance. Providing medical, social and emotional support made a real difference in the lives of our fellow human beings who serve and contribute to Singapore.

2014 was also a year of leadership transition for HealthServe, as our co-founder and Executive Director Tan Shin Yong passed the baton to Colin Chia in November 2014. We are deeply grateful to Shin Yong for his years of tireless service and invaluable contributions as our volunteer executive director. His passion for serving the migrants has left an indelible mark on Healthserve.

Looking ahead, in 2015 we envision to:

1. Establish a new clinic in Mandai Westlite Dormitory, which will allow us to reach out to workers living in the north of Singapore.
2. Introduce a dental clinic and expand our Geylang premises to incorporate new rooms for counseling and physiotherapy.
3. Enlarge and better engage our pool of volunteers.

Our work and growth would not have been possible without the tremendous support of our volunteers, donors and partners. We are deeply grateful for your partnership and generous support to help ensure that the disadvantaged amongst the migrant worker community continue to be served, and look forward to continued engagement with you.

Dr Wei-Leong Goh
Chairman, Co-founder
HealthServe



*"I received help from HealthServe after I had a work injury. During this period of time HealthServe restored my **peace and happiness**.*

*The brothers and sisters of HealthServe are **my family**."*

*-Yin Da Hong
Migrant worker*

2014 YEAR IN REVIEW

3,424 consultations
1,279 new patients
19,887 meals served
26 community events
216 work injury cases
226 non-injury cases
57 clients received counseling
123 volunteer professionals
54 workers housed in our shelter

HEALTHCARE

Healthcare is the heartbeat of HealthServe. At our clinics in Geylang and Jurong, migrant workers who do not receive adequate medical care from their employers can consult a doctor and get medication for a flat fee of \$5, allowing them to access high quality healthcare at an affordable price. This fee is often waived for those who cannot afford it.

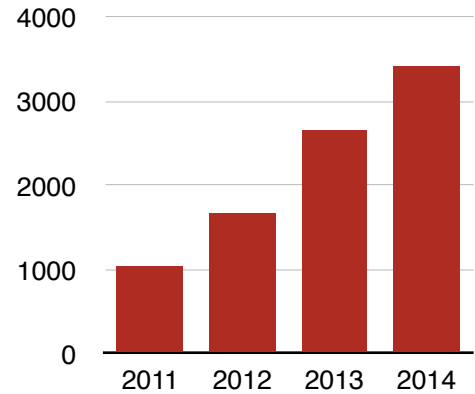
We run thrice weekly GP services in Geylang and weekly GP services in Jurong. In addition, we offer monthly orthopaedic, dermatology and occupational and physiotherapy services at Geylang, catering to construction workers who tend to face a higher risk of injuries at the worksite or suffer reactions to the hazardous materials they work with.

In 2014, with a volunteer team of 35 doctors and 65 clinic assistants, we attended to 3,424 consultations at our clinics, of which 1,279 involved new patients.

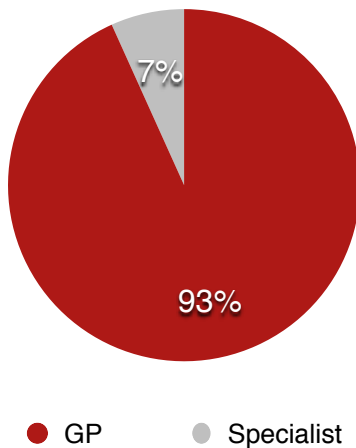
In addition to our clinics, HealthServe organizes health screenings and talks to teach workers healthy lifestyle habits, with the help of student volunteers from the National University of Singapore Yong Loo Lin School of Medicine. In 2014, over 500 workers attended 5 health talks and 3 health screenings.



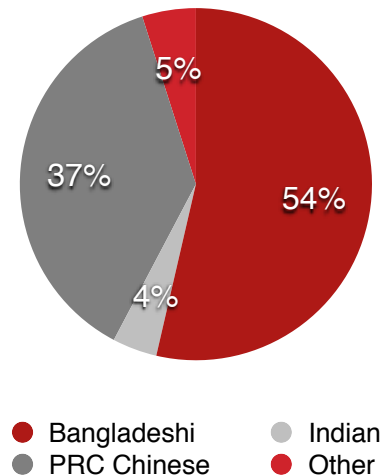
Total Number of Consultations



Breakdown of Consultations



Patients by Nationality

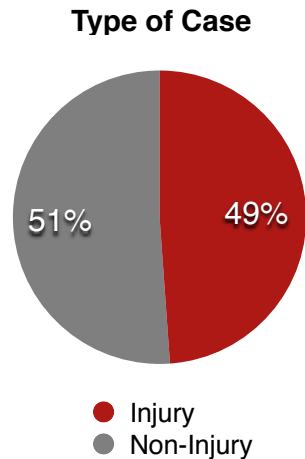


CASEWORK & COUNSELLING

HealthServe assists migrant workers with work injury claims and to resolve salary-related and other contractual issues.

In 2014, we attended to 216 injury-related cases, and 226 non-injury cases. The application for compensation can be a protracted and often bewildering process for the injured workers. We accompany these workers on follow-up hospital visits, assist with obtaining medical reports, legal advisory and mediation with the Ministry of Manpower and employers. Our casework team receives referrals from Tan Tock Seng Hospital, National University Hospital, and Changi General Hospital.

An injured worker or one in the middle of a dispute will also face tremendous psycho-emotional stress as he struggles to cope with his uncertain future. We believe in holistic healing, and visit injured workers in hospitals and nursing homes, while our trained volunteer counselors offer counselling services to workers who need it. In 2014, our volunteer counsellors worked with 57 clients.



SOCIAL ASSISTANCE

For many workers, the waiting period for work injury compensation or resolution of the dispute may last several months to more than a year. During this period, they are not allowed to work. The unfortunate amongst these workers may receive no income, and be unable to afford daily necessities such as food and lodging. To meet these needs, HealthServe offers a variety of social assistance programs to these unemployed migrant workers.

Geylang Food Project: HealthServe provides unemployed workers with free meals twice daily, in collaboration with the Migrant Workers Centre. We served 19,887 meals in 2014.

EZ-link top-up: To assist workers with transport costs, we offer workers \$20/month to top up their EZ-link cards. We provided 590 workers with EZ-link top-ups in 2014.

Shelter: HealthServe runs an emergency shelter for workers who have nowhere else to stay. We housed 54 workers in 2014.

Emergency fund: This fund provides financial assistance on a case-by-case basis to migrant workers with emergency needs, for example medical bills, living assistance, and funds if the worker is suddenly sent home with an unresolved case. This emergency fund helped 24 migrant workers in 2014.

COMMUNITY EVENTS & OUTREACH

We aim to build a community where migrants feel safe and supported. Workers waiting for work injury compensation or resolution of their disputes are often discouraged and disheartened with little to do to pass the time while waiting. In collaboration with educational institutions, churches, and companies, we organized 26 community events for our migrant workers. These events included Chinese New Year, Hari Raya and Deepavali celebrations, as well as excursions to Gardens by the Bay and Sentosa. 1,707 migrant workers participated in these events in 2014.

To build the migrants' skills as they wait for the outcome of their cases, our volunteers run weekly English and computer classes at our Tai Seng and Geylang centres. The Tai Seng Centre is open Monday to Friday and is a safe community for migrants to come relax and learn and grow together.

EDUCATION, RESEARCH & ADVOCACY

HealthServe's research, education, and advocacy efforts aim to raise awareness and increase understanding of the problems migrant workers face.

Research & Advocacy: In August 2014, Stephanie Chok authored "Risky Business: Death and Injuries on Singapore's Construction Sites", a qualitative paper examining the factors that increase the risks construction workers face on the worksite. We also worked with universities and other researchers to carry out research to inform our advocacy efforts. We started projects with NUS researchers on the quality of catered food given to Bangladeshi workers, as well as on the under-declaration of salary in "In-Principle Approval" documents.

Education: HealthServe partners with the NUS Yong Loo Lin School of Medicine to offer an elective to students interested in exploring and learning about the health needs of the migrant worker community in Singapore. In 2014, over 200 third year students took up this elective, gaining an insight into the issues related to migrant workers. We also offer an internship program through Republic Polytechnic, Ngee Ann Polytechnic, the NUS Law Faculty, and Singapore Management University. We took in 11 interns in 2014.

*"The HealthServe attachment has reminded me of the importance to **stay humble**, to **empathize** and to treat every human being **equally** with **respect** and **without prejudice**."*

-YLLSM student

VOLUNTEERS AND DONORS

The work of HealthServe would not have been possible with the support of our many volunteers, donors and partners.

In 2014, we were blessed with 405 volunteers. These include doctors and other medically trained workers, lawyers, counselors, retirees, homemakers, church groups, students as well as migrant beneficiaries. Our volunteers work alongside our staff to run our clinics, process cases, provide counseling and advice, and organize activities and classes. We run monthly volunteer orientation sessions for new volunteers and people wishing to learn more about HealthServe's activities.

HealthServe relies primarily on donations from the private individuals and institutions to fund on operations. Over the year, we have seen an increase in institutional donors, including foundations, corporates, financial institutions and churches. In 2014, 41% of our donations were from institutional donors, and the remaining from individuals

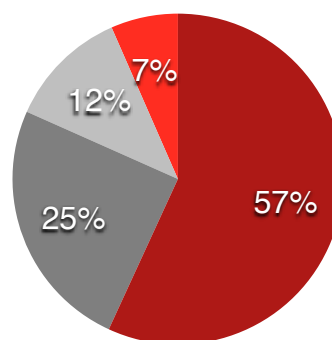
Volunteer Statistics

- 35 doctors
- 65 clinic assistants
- 3 counselors
- 5 lawyers
- 15 administrative assistants
- 271 event volunteers

Donor Statistics

- 38 institutional donors
- 245 individual donors

Breakdown of Donations by Donor



- Individual
- Corporates
- Foundations
- Churches



LEADERSHIP & STAFF

Board of Directors

Dr Goh Wei Leong, Chairman & Co-Founder
(Chairman, Medical Committee)
General Practitioner, Manhattan Medical
Centre

Dr Chan Lai Gwen
Consultant, Tan Tock Seng Hospital

Dr Calvin Koh
Gastroenterologist, National University
Hospital

Matthew Saw (Chairman, HR Committee)
Partner, Lee and Lee

Chan Kum Kit (Chairman, Governance
Committee)
Co-Founder & Managing Partner, Verity
Partners

Dr Soh Ling Ling
General Practitioner, Manhattan Medical
Centre

Chan Chia Lin (Chairman, Finance and
Fund Raising Committee)
Director, Holywell Private Limited

Professor Calvin Chong
Associate Professor, Singapore Bible
College

Management and Staff

Tan Shing Yong, Executive Director
(up to October 2014)

Colin Chia, Executive Director
(from November 2014)

Clinic & Medical Services
Magdeline Teo, Clinic Manager
(part-time)

Case and Social Work
Jeffrey Chua, Casework Manager
Sylvyn Lim, Case Worker

Events and Dormitory Outreach
Eric Lee, Manager
Timothy Cheong, Program Manager
(part-time)
YimSung Kekhriesilie, Tai Seng Centre
Manager

Research & Advocacy
Jacqueline Tan, Communications Executive
(part-time)
Stephanie Chok, Research Assistant
(part-time)

HR, Finance and Administration
Karen Tan, Finance Manager
(part-time)
Vina Siew, Admin and Account Assistant

FINANCIAL SUMMARY 2014

Income

Donations	1,518,957
Government grants	25,482
Other income	<u>96,196</u>
Total income	1,640,635

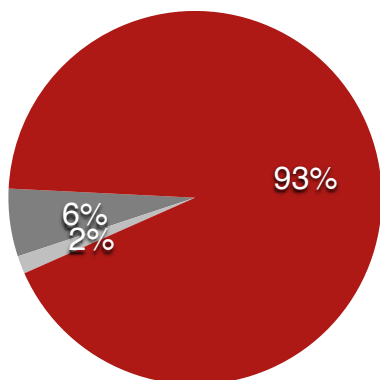
Expenses

Program-related expenses	739,406
Fundraising expenses	53,856
Operations and administration	<u>148,996</u>
Total expenses	942,258

Overall Balance 698,377

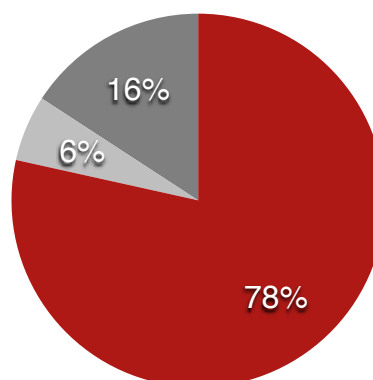
Reserves as at the end of 2014 1,523,340

Income



- Donations
- Government grants
- Other income

Expenses



- Program-related expenses
- Fundraising expenses
- Operations and administration

For queries, please contact us at:

Geylang Clinic

1 Lorong 23 Geylang
#01-07 Building 4
Singapore 388352
Tel: +65 6743 9774
Fax: +65 6743 9174

Jurong Clinic

21 Yung Ho Road
#02-01 The Agape
Singapore 618593
Tel: +65 8364 9901

info@healthserve.org.sg