



ANNUAL REPORT 2016



A LETTER FROM OUR CHAIRMAN



Healthserve has much to be thankful for in 2016. We are most encouraged to see the increase in the number of volunteers and interns all wanting to make a difference in the lives of the migrant worker in Singapore. Working hand in hand with our amazingly dedicated staff team, the warm friendship and creative energy was certainly evident in the numerous lives changed. Critical to this new energy and expansion was the opening of the Desker Centre where we have a emergency shelter, communal meals and life giving activities.

With the success of 2016/17, we are mindful of our raison d'tre as we approach 2017/18. We constantly seek to realign ourselves to our vision of 'A society where every migrant worker lives a life of dignity'. It is about asking 'why' we do what we do, all over again.

Thank you for your support and partnership.

Dr Goh Wei-Leong
Co-Founder & Chairman

HEALTHCARE

Healthcare- the heartbeat of our organisation. We continue to prioritise providing high-quality, affordable healthcare to migrant workers in need. Our 3 clinics in Geylang, Jurong, and Mandai served over 3500 unique patients in 2016, many of whom return for follow-up consultations.



BY THE NUMBERS

7822

total consultations, including GP, dermatology, orthopaedic, physical and occupational therapy

2665

new patients: 1270 in Geylang, 608 in Jurong, and 472 in Mandai

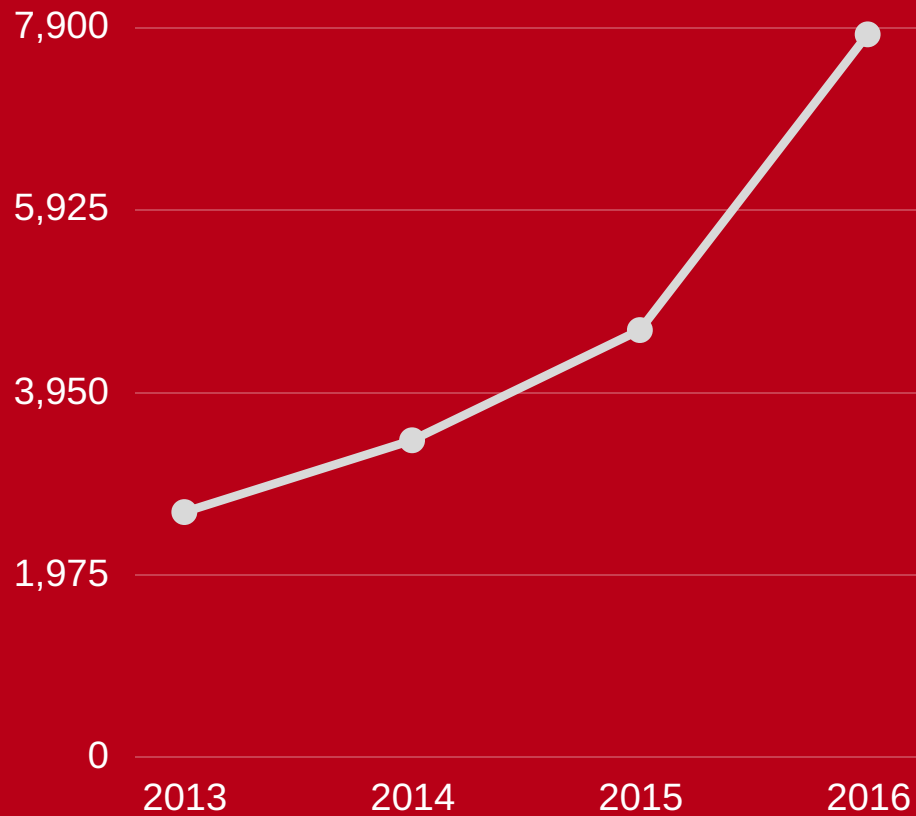
525

dental cleanings, scalings, and tooth extractions

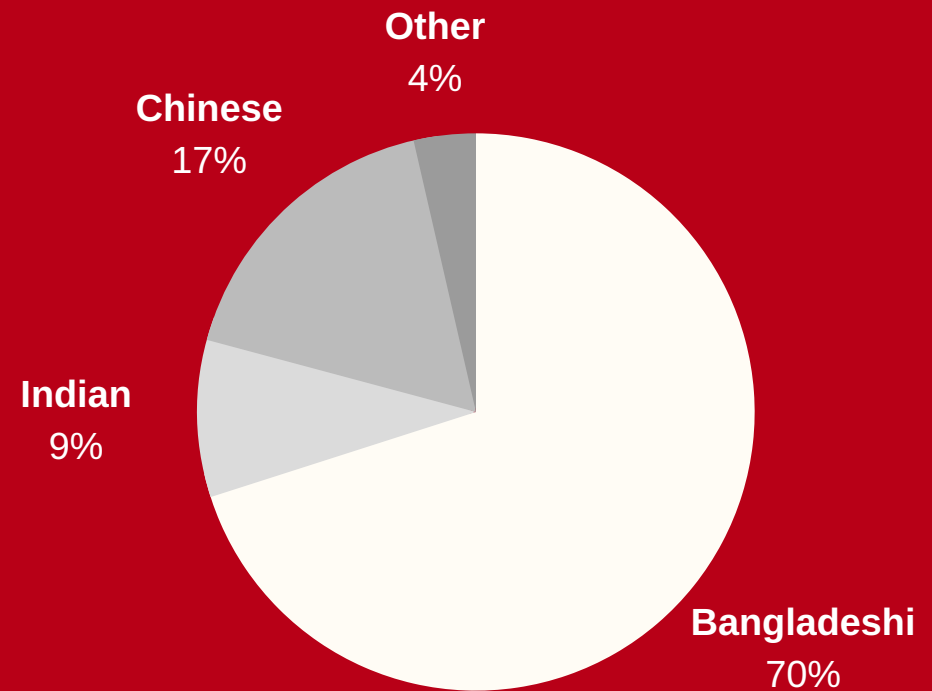
71

volunteer doctors and hundreds of nurses, pharmacists and assistants

CONSULTATIONS OVER THE YEARS



PATIENTS BY NATIONALITY



In addition to our clinics, we partner with educational institutions and go into the communities where migrant workers live and socialise to offer mobile health screenings and talks. In 2017, we conducted 6 mobile health screenings, including vision screenings, reaching over 1,497 migrant workers. Our 6 health talks reached 145 beneficiaries.



CASEWORK

Our caseworkers support migrant workers suffering from work injuries, unpaid salaries, and other disputes with their employers. We journey with them every step of the way - from reporting their work injury, accompanying them on hospital appointments, liaising with MOM, ICA, and their employers on their behalf to providing a sympathetic ear, caring for their mental health, and sending them off at the airport after they receive their compensation. In 2016 we assisted 488 injured workers and 233 workers on non-injury related disputes.





ZHANG

Zhang (name & photo changed) is a migrant worker from Henan, China. Zhang suffered a serious injury due to a workplace accident and was unable to work. His employer disputed his injury and refused to pay him any MC wages. He turned to HealthServe for help. In addition to providing Zhang with social assistance, our case workers helped Zhang fight for his medical leave and MC wages, write to MOM, and to ultimately get his full injury compensation. Through this period, we also provided Zhang with emotional support and counselling. Before boarding his flight home, Zhang wrote, “After I was injured, I felt both physical pain and emotional pain. The brothers and sisters at HealthServe, with their patient help and support, lifted my spirits. The emotional pain has gone away.”

MONIR

Monir (name and photo changed), from Bangladesh, fell at the worksite and injured his spine. His employer refused to bring him to a hospital even though he suffered debilitating pain. Monir went to the hospital on his own. Though the hospital doctor noted that an MRI was necessary, his employer refused to pay for the procedure. Instead, the employer cancelled Monir's work permit, and attempted to repatriate him by enlisting thugs to "accompany" him to the airport. At the airport, Monir approached ICA officers for help. HealthServe assisted Monir with medical care, social assistance, and helped mediate with MOM and his employer for fair treatment. Monir was able to get an MRI and is currently awaiting his injury compensation.



SOCIAL ASSISTANCE

Our social assistance programs are designed as short-term relief programs for needy workers who cannot afford basic necessities such as food, transport, medical care and housing. We have two food programmes - one in Geylang and a second in Little India - as well as two emergency shelters.



BROTHERS SERVING BROTHERS

Concerned over the high rates of high blood pressure and cholesterol among injured migrant workers, a volunteer came up with a new idea: what if we served a home cooked meal, made with less salt and oil, chock full of vegetables, as a part of our food programme? Thus started our Wednesday lunch programme at Desker, homemade with love by volunteer injured workers, for injured workers.



EVENTS & OUTINGS

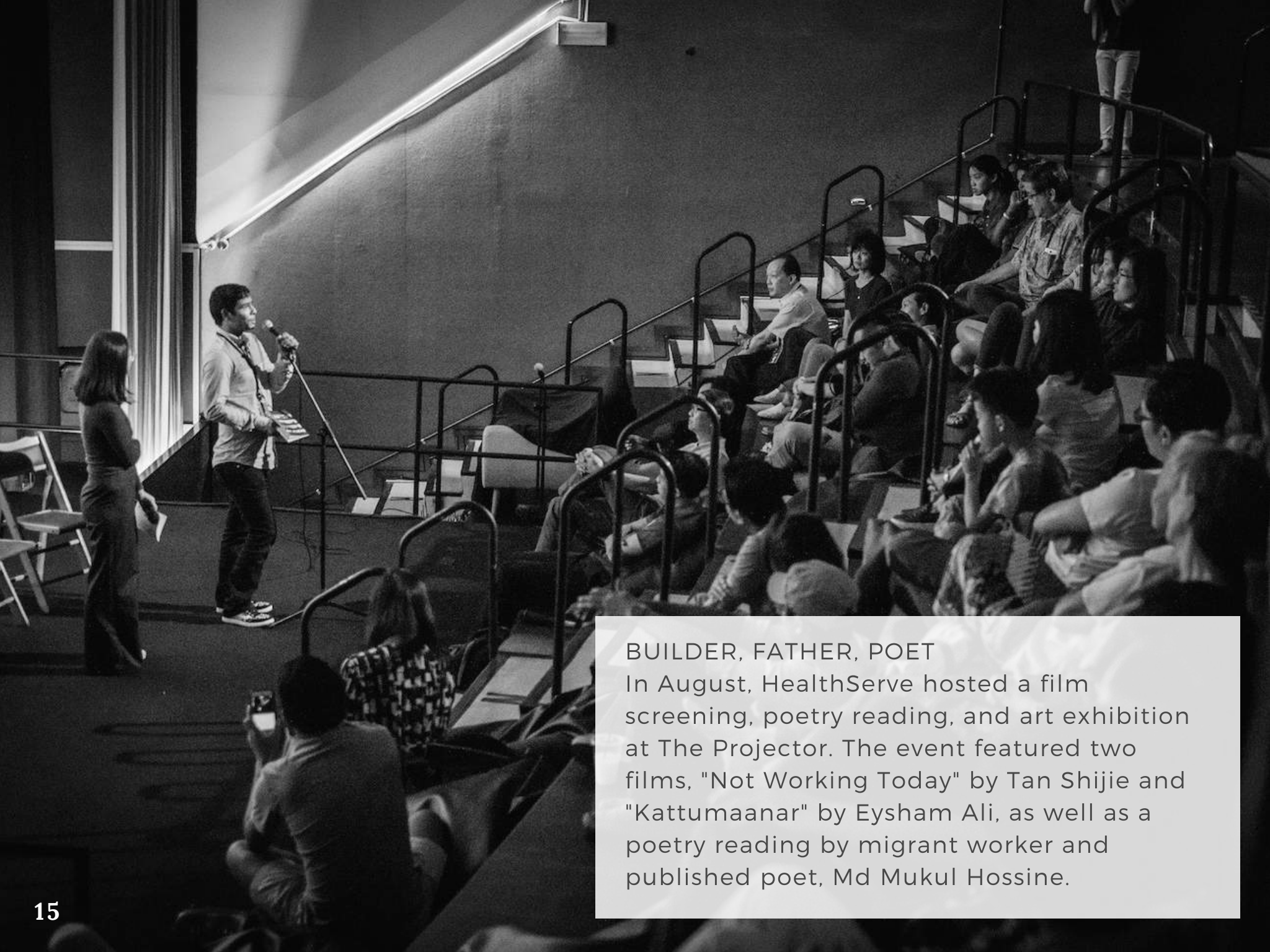
Waiting for the outcome of their case is an emotionally trying time for migrant workers. Many fall into depression over their uncertain future and inability to provide for their families. Individuals and groups come alongside HealthServe to plan outings and events for these injured workers in order to build community and help take their minds off their situation. In 2016, over 50 events were planned by nearly 1,000 volunteers.



RAISING AWARENESS

HealthServe envisions a day when our services will no longer be needed - a day when every migrant worker is free to live and work with dignity and equity. We believe that one way to realise this vision is to spread awareness about the multi-faceted reality of migrant workers in Singapore - their contributions, struggles, and achievements. We do this by giving talks at schools and hospitals, running a selective course through NUS medical school, expanding our volunteer base, and organising large awareness events annually.





BUILDER, FATHER, POET

In August, HealthServe hosted a film screening, poetry reading, and art exhibition at The Projector. The event featured two films, "Not Working Today" by Tan Shijie and "Kattumaanar" by Eysham Ali, as well as a poetry reading by migrant worker and published poet, Md Mukul Hossine.

SAMASAMA

HealthServe partnered with ToGatherTogether over Labour Day weekend to host SAMASAMA, an art exhibition aimed at redefining migrant workers. Over the course of the 3-day event, nearly 500 guests visited the art and story showcase, which included a guided exhibition tour, a tour of the Mandai Westlite Dormitory, and dinner with migrant workers.



*A reflection poem by Chu Lee Voon, an NUS medical student,
after going through our week-long selective course*

Hey there brother, how're you doin'
Could I come in for a bit?
No difficult questions, no money involved
I'd just like to have a sit

Oh hello little friend, sure you may
Please make yourself at home!
I've food I cooked and stories to tell
I'm so glad you have come

Hi, I'm V, I'm 23
Just a year older than you
I came to Singapore not too long back
With a diploma from school

You ask me if I like it here
With good pay and nice food too
But I can only think of my sister at home
Who's the same age as you

Hey, I'm K, I'm here to stay
Since 15 years ago
I've a wife, 2 sons and a mother
Who's steadily getting old

These years I've been too far away
To watch the kids as they grow
But how much papa loves them
If they would only know

Hi, I'm Fu, nice to meet you too
Let me recount to you the story
Of how I was working, got beaten up
And then fired by my company

I didn't want to blow it up
But I've a family and my mum's 90
Even if the court grants me compensation
I'd still be sent back to my country

It only takes the heart and soul
To put yourself out there
And if you only stop to listen and feel
There's so much they would share

Their blood, sweat, tears and hardened faces
Hide all that they've to bear
But you cannot say you didn't know
If you didn't try to care

VOLUNTEERS

Our clinics and offices rely in the generous contribution of part-time professional volunteers and full-time student interns to keep us running. We wouldn't be able to do it without them.

71

Doctors

19

Dentists

20

Nurses

13

Pharmacists

28

Interns

151

Clinic Assistants



DONORS

52%

Individuals make up the bulk of our donations and give anywhere from \$5 - \$50,000.

25%

Foundations. A small number of foundations have supported our work throughout the years

6%

Corporates. Corporations give to HealthServe through their CSR programs

17%

Other donors, including schools, churches, and other community organisations

OUR TEAM



COLIN CHIA, Executive Director • JEFFREY CHUA, Casework Manager • ERIC LEE, Little India Centre Manager • JANNA BENARES, Clinic Manager • DANIEL YEO, Caseworker
REUBEN YUE, Caseworker • YIMSUNG KEKHRIESILIE, Tai Seng Centre Manager
VINA SIEW, Finance Assistant • NHACA LE SCHULZE, Communications Manager
PEARL QUEK, Finance Manager (Part-time) • GREGORY LIM, Outreach Coordinator
(Part-time) • TIMOTHY CHEONG, Outreach Coordinator (Part-time)

BOARD OF DIRECTORS

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

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

Chan Kum Kit
(Chairman, Governance Committee)
Managing Partner, Verity Partners

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

Dr Calvin Koh
Associate Consultant,
National University Hospital

Dr Chan Lai Gwen
Consultant,
Tan Tock Seng Hospital

Dr Soh Ling Ling
Senior Staff Registrar,
Sengkang Hospital

Professor Calvin Chong
Associate Professor,
Singapore Bible College

FINANCIALS

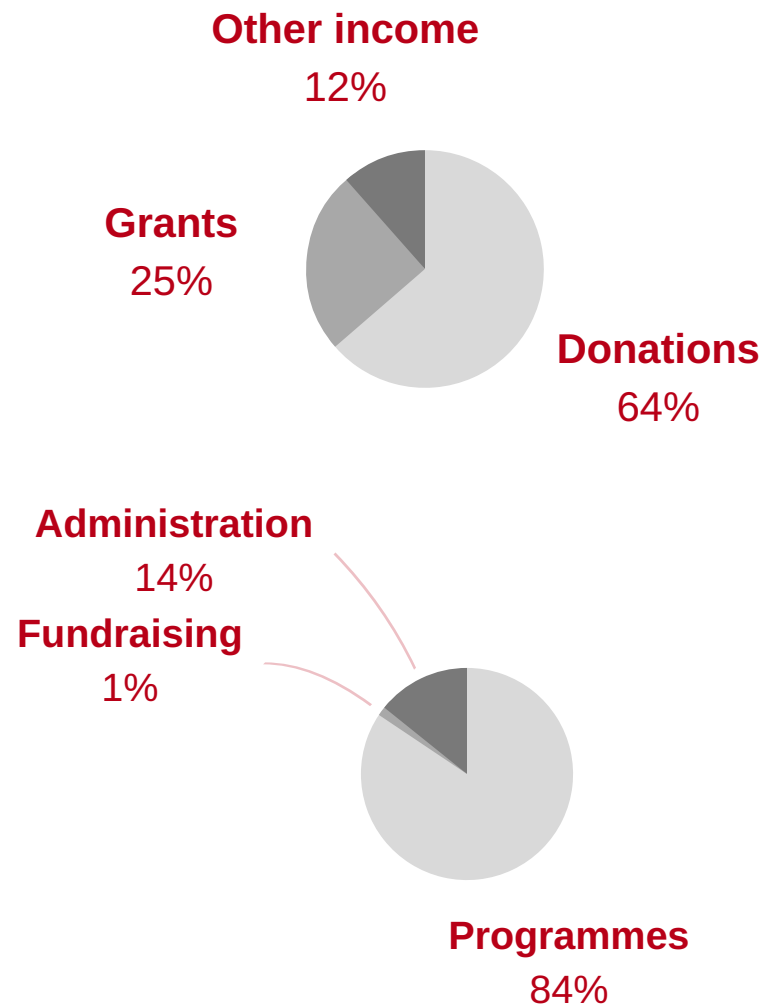
INCOME

| | |
|------------------------|-----------|
| Donations..... | 1,123,266 |
| Government grants..... | 438,249 |
| Other income..... | 203,295 |
| Total Income..... | 1,764,810 |

EXPENSES

| | |
|---------------------|-----------|
| Programs..... | 892,030 |
| Fundraising..... | 14,498 |
| Administration..... | 150,372 |
| Total Expenses..... | 1,056,900 |

| | |
|------------------------|-----------|
| Surplus this year..... | 707,910 |
| Reserves..... | 3,164,758 |



GENERAL INFORMATION

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

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HEALTHSERVE

healing, inspiring & bridging communities