



MISSION

To Build a Caring and Cohesive Community where We Assist the Needy, Bond the People and Connect the Community.



To help the less fortunate through local assistance schemes and programmes Dond The People

To bond the community through projects and programmes so as to bring members of the community closer to one another

onnect
The Community

To develop strategic partnerships with corporate and community partners to better serve our residents



STRENGTH IN DIVERSITY

CDCs bring together people of different backgrounds, perspectives, and skills. By drawing upon each and everyone's unique strengths, CDCs create an umbrella of care in the community to build a better future for generations to come.

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FROM OUR CHAIRMAN'S DESK



The Community Development Councils (CDCs) were founded in 1997 to strengthen Singapore's social fabric by fostering strong bonds, community ownership and self-help among residents. As we take stock of an eventful yet fulfilling 2019, Chairman of the Mayors' Committee, Ms Low Yen Ling, shares how the CDCs play a key role in bringing together community members across all walks of life.



How has the community benefitted from CDCs' work in 2019?

The CDCs, being close to the ground, can adapt and respond to emerging and felt needs of the community quickly. The CDCs are now able to do more to fulfil our 'ABC' mission to **Assist** the needy, **Bond** the people, and **Connect** the community. We have a \$75 million grant from Budget 2020 and since 2018, the CDC matching grant cap has been increased to \$40 million annually.

Last year, the CDCs assisted over **155,000 beneficiaries** and bonded more than **1 million** residents. We did this through a broad range of schemes and programmes, and with the support and resources of some 3,400 partners that came forward to meet the needs of the community.

Together with my fellow Mayors, I would like to thank our District Councillors, community and corporate partners, as well as our volunteers for their time and contributions.

Beyond the programmes curated based on each district's special needs, what were some common themes or work done by the five CDCs?

many islandwide programmes that complement the Government's efforts to build stronger communities. Since 2015, the CDCs have collaborated to launch 20 flagship initiatives. For example, the SkillsFuture Advice (SFA)@ CDC and SkillsFuture Festival (SFF) was started with the aims to inculcate a passion for lifelong learning in Singaporeans and encourage residents to pursue skills mastery for a better future. In 2019, the CDCs organised more than 1,800 SFA workshops for 55,000 participants, and the five decentralised SFFs reached out to more than 20,800 residents. Given the current economic climate, the role of the CDCs to help workers stay relevant and employable is especially critical and there will be no letup of our efforts in this area.

The CDCs also partnered social service agencies and the National Arts Council (NAC) to organise an 11-day WeCare Arts Exhibition under the WeCare Arts Fund@ CDC which attracted close to 7,000 residents. The exhibition brought the arts to the local community and also made the arts more accessible to vulnerable residents. It showcased the artistic skills and talents of senior beneficiaries in activities such as photography, batik painting and dance.

Our CDCs have been working together to organise



Was there any highlight in 2019 which was particularly memorable for you?

Our CDCs organised five 9-day Bicentennial roadshows that brought the Bicentennial celebrations into the heartlands. We worked with local community partners such as schools and non-profit organisations to include features that are unique to the districts in the CDC's respective roadshows. Residents not only learnt about Singapore's history, but also interesting facts about the districts they live or work in. More than 74,100 residents attended the roadshows.

These celebrations provided us the opportunity to reflect on our shared history, and how our nation's values and strength in diversity help us to move forward together as one.

With Coronavirus Disease 2019 (COVID-19) reaching our shores in January 2020, how have CDCs' work shifted to achieve the ABC mission?

COVID-19 has presented unprecedented challenges to communities throughout the world, not least here in Singapore. In the first quarter of 2020, while the Government fought the pandemic, the CDCs worked relentlessly on our community-building efforts. With the help and resources of our partners, we raised more than \$160,000 (in cash and in kind) and launched 18 initiatives which reached out to over 4.500 beneficiaries. Since then, we have gone on to raise \$6.8 million more (in cash and in kind) and rolled out more than 70 initiatives and served over 390,000 beneficiaries. These efforts range from showing appreciation to our frontline workers, to boosting our financial and career support for vulnerable groups and individuals facing job and income loss. We will continue to develop creative approaches in engaging our residents and partners as we seek to build a caring and cohesive community in the new normal. It is vital for us to rally together as a nation in these challenging times.

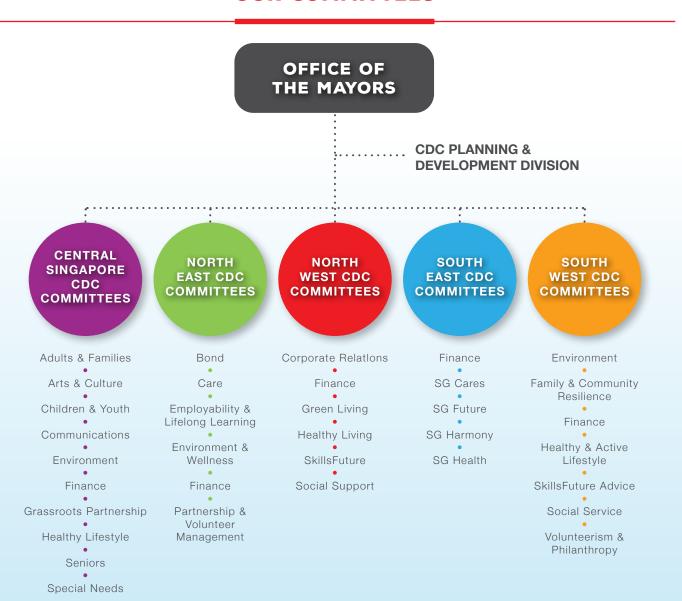
What is a key message that you would like to leave readers with?

As we continue our fight against COVID-19, I encourage everyone to unite, persevere and overcome the storm together. Despite the challenges, many of our stakeholders, district councillors, corporate and community partners as well as volunteers, have responded to our call to give back. This whole-of-community effort pools together our resources to bolster our community and nation. Let's keep sharing and giving. With SG Together in action, we combine our diverse strengths and resources to build an even more resilient, inclusive and cohesive community.





OUR COMMITTEES





OUR DISTRICT MAP

SOUTH WEST DISTRICT

Chua Chu Kang, Jurong and West Coast Group Representation Constituencies (GRCs), and Bukit Batok, Hong Kah North, Pioneer and Yuhua Single Member Constituencies (SMCs).

NORTH WEST DISTRICT

Holland-Bukit Timah, Marsiling-Yew Tee, Nee Soon and Sembawang GRC, and Bukit Panjang SMC.

CENTRAL SINGAPORE DISTRICT

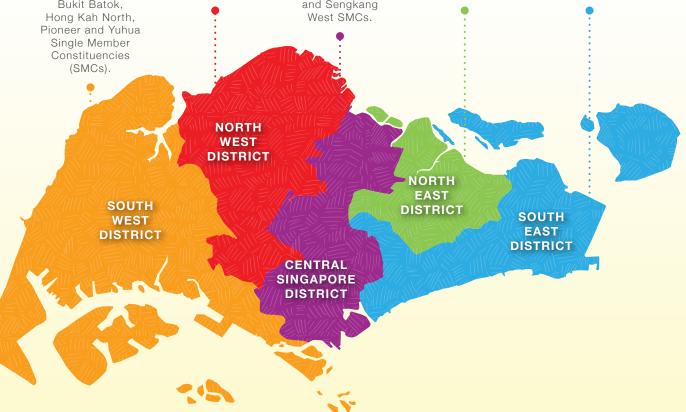
Ang Mo Kio, Bishan-Toa Payoh, Jalan Besar and Tanjong Pagar GRCs, and Potong Pasir, Radin Mas and Sengkang

NORTH EAST DISTRICT

Aljunied, Pasir Ris-Punggol and Tampines GRCs, and Hougang and Punggol East SMCs.

SOUTH EAST DISTRICT

East Coast and Marine Parade GRCs, and Fengshan, MacPherson and Mountbatten SMCs.





OFFICE OF THE MAYORS

The Office of the Mayors in Singapore serves the residents in the five districts. Each district is helmed by a Mayor who also serves as a Chairman of the Community Development Council in that particular district.

From left to right:

- Dr Teo Ho Pin
 Mayor of North West District,
 Chairman of North West CDC
- Ms Low Yen Ling
 Chairman of Mayors' Committee,
 Mayor of South West District,
 Chairman of South West CDC
- Mr Desmond Choo
 Mayor of North East District,
 Chairman of North East CDC
- Ms Denise Phua Lay Peng
 Mayor of Central Singapore District,
 Chairman of Central Singapore CDC
- Dr Mohamad Maliki Bin Osman Mayor of South East District, Chairman of South East CDC



The five Mayors at Jewel Changi Airport for the official launch of CapitaLand Cares @ CDC programme.





STRENGTH IN ADVERSITY

The social, economic and health crisis brought on by the COVID-19 pandemic in 2020 posed unprecedented challenges to communities throughout the world.

In Singapore, CDCs rallied those more able to help the less able, and served as rallying points for the outpouring of community giving and support. Diverse stakeholders, from individuals to corporates, came together in a strong showing of support for the wider community in these difficult times.

The following pages highlight five of our key efforts in fighting COVID-19 in 2019.





CENTRAL SINGAPORE CDC'S 'STRONGER TOGETHER' INITIATIVES

CENTRAL SINGAPORE CDC

To bolster divisions' efforts in providing care and support to the community through the COVID-19 period, Central Singapore CDC has introduced various 'Stronger Together' initiatives.

One such initiative is to support the 23 divisions within the district with the 'Stronger Together' Grant of up to \$10,000 per division. The grant aims to organise various ground-up community projects that raises awareness of COVID-19 measures, or shows appreciation through gifting of CARE Packs to "everyday heroes" for their selflessness in the fight against COVID-19, etc.

Apart from providing funding to the various divisions, the CDC also aggregated resources and connected partners to support the community's pressing needs during this pandemic.

Expressing her thanks, Mdm Siew Kwee Chan, a resident of Henderson-Dawson shared, "I feel grateful towards the various organisations that have stepped up during these tough times. I hope Singaporeans can stay united, supporting each other. We can get through this and emerge stronger, together."

The CDC connected partners with the community to put together and distribute Care Packs to help residents cope with COVID-19.



Mayor Denise Phua, together with volunteers from Kampong Glam taking residents' temperatures, distributing surgical masks, and helping to share tips on how to stay safe.



During the #BYOB hand sanitiser distribution, Keith and Terri, student volunteers from Singapore Boy's Brigade pledged their commitment to serve and share information about safe practices with Buona Vista residents.

Before the start of circuit breaker, volunteers from Potong Pasir assisted with regular temperature taking to ensure the safety and wellbeing of residents.



NORTH EAST CDC'S SUPPORT PROGRAMMES @ NORTH EAST

NORTH EAST CDC

North East Support Programmes aim to provide financial and relief support for those in need. To better support these vulnerable residents, especially those who experienced reduced income or loss of employment during the COVID-19 period, North East (NE) CDC enhanced the processes of their Support Programmes so that residents can receive timely support.

By streamlining and digitalising its processes – from simple online application to digital disbursement of financial assistance through PayNow, the CDC made its existing assistance schemes such as Mayor's Helping Hand, WeCare @ NE Fund, and North East Growth

Fund etc. more accessible for those who need it most. To help residents with employment support, the CDC also harnessed technology to provide virtual coaching sessions and launched virtual career fairs.



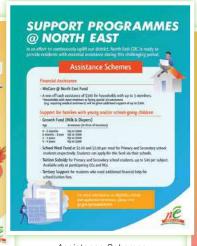
North East Growth Fund



Assistance Schemes and Employment Support



Infographic Summary of the past few months' efforts



Assistance Schemes



WeCare @ North East Fund



NORTH WEST CDC'S COVID-19 SUPPORT FOR RESIDENTS

NORTH WEST CDC

North West CDC joined hands with community partners and volunteers to build resilience and togetherness in the community, while providing a more coordinated support for vulnerable children, families, and seniors affected by the pandemic.

CDC adopted a two-pronged approach, and the first was to empower and support partners and volunteers to organise ground-up initiatives. For example, to show appreciation to frontline workers, North West Youth Assembly members designed and made terrariums, which was presented to the team at the 4th Singapore Civil Defence Force Division.

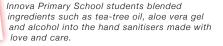
The second approach was to empower and support the Grassroots Organisations (GROs) in the district by providing a grant of at least \$380,000 for the 19 divisions to organise local social support programmes to meet the urgent needs of vulnerable residents more effectively, such as purchasing essential items for residents, or providing digital training to seniors.

Echoing the CDCs' sentiment of building resilience, Mr Dylan Soo, Head of Department, Innova Primary School shared, "We encourage students to do good for the community as part of character building. We hope they will continue to step forward and help others in need."



North West Youth Assembly presented the hand-made terrariums to frontline workers of the 4th Singapore Civil Defence Force Division.







SOUTH EAST CDC'S BROKERING COMMUNITY SUPPORT FOR COVID-19

SOUTH EAST CDC

To provide additional resources for the Social Service Agencies (SSAs) to support the less privileged families, South East CDC rallied its partners to donate and distribute essential hygiene and cleaning items useful during the COVID-19 period.

A total of 29 SSAs benefitted from the donation of almost 3,000 disposable masks, over 1,000 hand sanitisers and 200 hand soap and floor cleaners by See Mee Club, G3 Blue Technology, and Lendlease. The team at JCI Mandarin (Singapore) helped distributed some of these items, and also created an accompanying infographic brochure to guide elderly recipients in practicing better self-care during the period.

One of their volunteers, Shanice Neo, said, "It was very heartwarming and encouraging to see that despite our personal anxieties about the virus, the community really came together to help one another."





Members of JCI Mandarin (Singapore) assisting with a Care Pack Distribution.

Member of JCI Mandarin educating resident how to use the products.



SOUTH WEST CDC'S DISTRIBUTION OF SOUTH WEST CARE PACKS TO FRONTLINE WORKERS

SOUTH WEST CDC

To spread cheer and give a morale booster to essential service and frontline workers in Bukit Batok, South West CDC worked with corporate and community partners to distribute 720 specially curated South West Care Packs on 20 March 2020 as part of Festive Cheers @ South West.

Alongside immunity-boosting and personal hygiene items contributed by partners such as Koh Kock Leong (KKL) Enterprise Pte Ltd, Procter & Gamble (P&G), Singapore Hotel and Tourism Education Centre (SHATEC), and Saniswiss Singapore, children from PCF Sparkletots Preschools Bukit Batok and Keming Primary School also made 'Thank You' cards to show their appreciation and gratitude.

Abdul Azeem bin Shaik Amin, an 11-year-old Keming Primary School student, whose mother is a frontliner shared, "We are doing our small part by giving them motivation and showing them gratitude for their efforts. I hope they like our cards."



Celebrating the multi-stakeholder effort to bring cheer and encouragement to our frontliners in the healthcare and transport sectors.

720 South West Care Packs were prepared for the frontliners, together with Thank You cards and Thank You boards from primary school students and pre-schoolers in the district.





Bus drivers, as part of the essential services workforce, receiving the South West Care Packs from a P&G volunteer.

SMRT staff receiving the South West Care Pack from a P&G volunteer at Bukit Batok MRT Station.





Mayor Low Yen Ling and Adviser to Bukit Batok GROs Mr Murali Pillai distributing the South West Care Pack to healthcare staff at Bukit Batok Polyclinic.



STRENGTH IN UNITY

Working together as one, the five CDCs tap on their extensive networks to aggregate resources from different Ministries and Government Agencies, as well as corporate and community partners. Through the CDCs' common flagship programmes which not only supports the Government's efforts in promoting a caring, inclusive, resilient and future-ready Singapore, CDCs also help engender and spread goodwill among the people.

The following pages highlight five common flagship programmes in 2019.





SKILLSFUTURE ADVICE (SFA) @ CDC AND SKILLSFUTURE FESTIVAL (SFF) @ CDC



SKILLSFUTURE ADVICE (SFA) @ CDC

Promoting lifelong learning to help Singaporeans stay relevant and competitive in an ever-changing job market.

Initiated and supported by former Minister for Education, Mr Ong Ye Kung, SkillsFuture Advice (SFA) @ CDC is part of the delegated Government function given to the CDCs.

Since 29 October 2017, the CDCs have conducted more than 3,700 SFA workshops and engaged almost 105,000 unique participants. This far exceeded their three-year target of 80,000 participants, which is a good indication of the CDCs' concerted efforts to reach out to different segments of the society.

The CDCs and SkillsFuture Singapore (SSG) will be extending their partnership for another three years.

SKILLSFUTURE FESTIVAL (SFF) @ CDC

Inspiring more residents to embrace the spirit of lifelong learning and skills mastery.

The SkillsFuture Festival (SFF) returned for a second year, with over 40 exciting workshops, experiential learning and lifestyle activities. These offerings aim to encourage more residents to embark on their own learning journey.

Following the good turnout from the first SFF held in July 2018, the five CDCs continue to work closely with various community, education and industry partners to bring learning closer to the residents. Residents could also connect with other participants and learning partners while gaining new knowledge.

The five Festivals attracted more than 20,800 participants in 2019.



CDCS ROADSHOWS IN SUPPORT OF SINGAPORE BICENTENNIAL

Bringing Singapore's rich 700-year history into the heartlands.

In support of the nationwide Bicentennial celebration, as well as to continue the momentum of storytelling from the main launch by Prime Minister Lee Hsien Loong, the CDCs put together a series of five roadshows in the heartlands to reach out to more residents.

The respective CDCs worked with local community partners to add a localised element unique to their district, and rallied individuals as well as members of different communities to share stories from their past. Residents in turn, learnt more about their own neighbourhood and its transformation across generations.

Each roadshow lasted nine days, ensuring that more residents get a chance to learn about Singapore's and their district's history. The five roadshows held between April to August attracted more than 74,100 visitors.





WECARE ARTS FUND @ CDC AND WECARE ARTS EXHIBITION

Increasing arts access among vulnerable residents to foster inclusivity and empowerment.

The creative efforts of elderly beneficiaries from participating Social Service Agencies (SSAs) across the five districts were showcased at the WeCare Arts Exhibition in September 2019. Minister for Culture, Community and Youth, Ms Grace Fu, graced the opening ceremony at Wisma Geylang Serai as the Guest-of-Honour.

The 7,000 residents who visited the 11-day exhibition got an intimate glimpse into the seniors' life stories through featured artwork and artistic activities that included photography, batik painting and dance.

The WeCare Arts Exhibition is under the umbrella of the WeCare Arts Fund @ CDC programme, which aims to make the arts more accessible to vulnerable residents. Since 2014, it has impacted about 12,200 residents through more than 500 projects.







LAW AWARENESS WEEKS (LAW) @ CDC 2019

Making legal advice and literacy more accessible for everyone.

In its fifth year, Law Awareness Weeks (LAW) @ CDC 2019 continues to promote awareness and understanding of the law in the community through decentralised legal talks.

A suite of 52 legal talks were held across the five districts in the weeks following the launch on 4 September 2019, by Senior Minister of State for Law and Health, Mr Edwin Tong. The talks covered a range of topics, such as Advance Legal Planning and Consumer Protection, and attracted a large total turnout of 1,558 residents. It was also the first time that talks on taboo topics were rolled out online as a webinar series to reach beyond those who attended the physical talks.







CAPITALAND CARES @ CDC

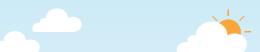
Bridging the gaps for the vulnerable communities.

The partnership between CapitaLand Hope Foundation (CHF) and the five CDCs was established since 2011 and has generated various programmes catering to the physical well-being of underprivileged children.

In 2019, CHF and CDCs extended their collaboration to include helping seniors and children in areas of care giving and befriending programme for seniors, home safety and improvement programmes for vulnerable families and seniors as well as distribution of vouchers for essential items to needy children. 5,000 seniors and children benefitted from the partnership.









STRENGTH IN HARMONY

Each district has its own unique needs and priorities. The respective CDCs bring diverse solutions to the community that address the residents' needs through innovative solutions and collaboration, at the same time ensuring that different segments of the society are always cared for.

These collective efforts of the CDCs can be seen in the multiple, niche programmes developed in line with social needs. They engage and bring together members of the community, to foster a caring, harmonious, inclusive and united Singapore.

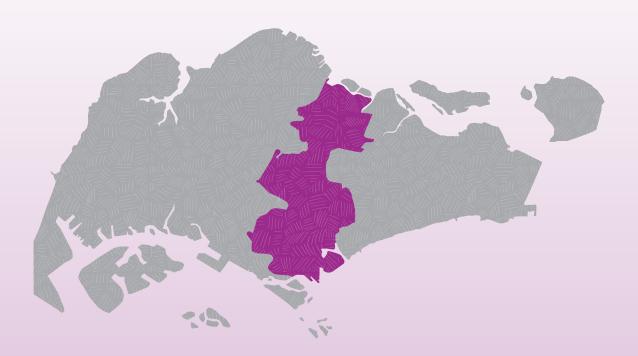
The following pages highlight the respective CDCs' flagship programmes in 2019.







Central Singapore CDC envisions itself as a Do-Good District, with a focus on helping residents live The Better Life. The CDC supports those doing poorly, enables those doing well to do better, and encourages everyone to do good together. Read about the three highlighted programmes in FY2019. To learn more, please visit www.cdc.gov.sg/centralsingapore.





'BLESS OUR CITY' GRANT PROGRAMME

Building a more collaborative and holistic social service eco-system through addressing service gaps for communities in need.

The 'Bless Our City' Grant Programme was launched on 13 May 2019, marking the start of a two-year joint initiative between Far East Organization (FEO) and Central Singapore Community Development Council (CS CDC). The \$1 million grant programme seeks to support and strengthen social service and community organisations' work with five groups in the community: ex-offenders, migrant workers, people with disabilities, persons with mental health issues, and vulnerable families and individuals.

The grant will help up to 50 organisations address service gaps for these groups by covering the costs of existing and/or upcoming projects that provide direct assistance or support in underserved areas of these communities. In the process, the programme hopes to give strength to the work by the social service and community organisations and raise greater awareness of these causes.



Caregivers and members from Voices of Rare, Rare Disorders Society (Singapore) singing "Love Is Not Rare" at the launch of the grant.



(From R-L) CEO of FEO, Mr Phillip Ng; Executive Director of FEO, Mrs Dorothy Chan; GOH, Minister Chan Chun Sing; and Mayor Denise Phua launching the 'Bless Our City' grant programme with various social service and community organisations.



Resident from PERTAPIS Halfway House, Dean, spending precious quality time with his family during the weekly visitations.

We are grateful for the 'Bless Our City' grant because it helped us run our programmes such as the sports rehabilitation. We had the opportunity to bring in our residents' families – their children, wives and parents – to go through this rehabilitation and recovery journey together with them.

Mr Muhammad Sufian Salim
Deputy Head of Home, PERTAPIS Halfway House



'CENTRAL SINGAPORE MARKET'



GOH and GRA to Bishan East – Thomson, Mr Chong Kee Hiong, partners from Capitaland, Land Transport Authority, SMRT Experience and The X Collective, District Councillors and farmers at the launch of the inaugural Central Singapore Market.



Community gardner from Teck Ghee Zone J RC sharing about homegrown vegetables.

Promoting greater inclusivity, sustainability and healthy living through a community market.

Started as Farmers' Market @ Central Singapore in 2016, the programme was enhanced and rebranded as the 'Central Singapore Market' (CSM) in 2019 to offer a fresh spin on typical farmers' markets and to better meet the needs of residents. Beyond the usual fare of healthier choice offerings and local produces, CSM also advocates an eco-friendly mission and features performances from the disability community.

The 'Central Singapore Market' is unlike others in Singapore. It features home grown farmers, craftsmen and artistes. The specially curated market aims to support local businesses and promotes social causes such as: healthy living, environmentally-conscious living, and inclusion of people with disabilities.

CSM comprises both ad-hoc mini pop-ups lasting four to five hours in community spaces within the district and a regular monthly event held at Bishan MRT on the last Saturday of every month. In 2019, almost 20,000 residents visited the series of CSM.



The experience has been great! Some of us have become friends and we help one another, and it is a delight interacting with the community and residents.

Mr Janson Chan

Chief Executive Officer, Mushroom Kingdom





'MY DIGITAL BOOTCAMP'

Empowering disadvantaged upper primary students with digital skills for the future.

Recognising that access to technology has become a key determinant of quality of life, 'My Digital Bootcamp' offers upper primary students from disadvantaged backgrounds the opportunity to develop digital skills beyond those currently offered by school and community-based coding programmes.

The first initiative to be rolled out under the CS CDC's SkillsFuture Junior movement, 'My Digital Bootcamp' prepares the students for an increasingly competitive and technologically advanced world through fun and engaging activities where they learn logical reasoning, algorithmic thinking, pattern recognition, abstraction, decomposition, debugging or problem-solving. The programme is supported by United Overseas Bank (UOB), which donated \$500,000, raised through UOB Group Commercial Banking's annual Lunar New Year fundraising drive with its clients.

To encourage continued learning and practice beyond the two-day workshop, each child will take home a special digital-making kit comprising a coding card game, micro:bit device, programmable smart car, 3D pen and resource materials.



GOH and Minister for Communications and Information, Mr S Iswaran; Mayor Denise Phua; Head of Group Commercial Banking, UOB, Mr Eric Tham; Principals, teachers and students from Pathlight School and Townsville Primary School at the launch of 'My Digital Bootcamp'.



At UOB, we believe that education has the ability to change lives and communities for the better. We hope that through our support, it will encourage the children to explore interests in technology and open them to possibilities.

Mr Eric Tham

Head of Group Commercial Banking, UOB





Students fabricating an LED ring at the soldering and circuitry workshop.

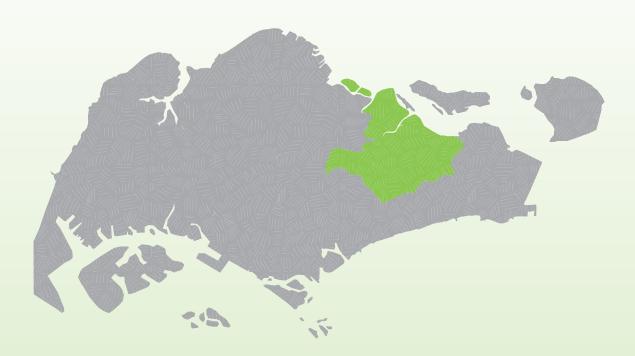


Students exploring items in their Digital-Making Tool Kit, such as micro:bit.





The North East CDC aims to build a caring and cohesive community for its residents. The CDC administers local assistance programmes and plans outreach social programmes, making the district a great place to live and work. The following are three highlighted programmes by the CDC in FY 2019. To learn more about the CDC, please visit www.cdc.gov.sg/northeast.





ART MARKET @ NORTH EAST

Celebrating the artistic talents and abilities of Social Service Agencies (SSAs) beneficiaries as a community.

The inaugural Art Market @ North East was held on 12 and 13 October 2019, showcasing the works and talent of beneficiaries from 12 SSAs in the district.

The two-day event held at Our Tampines Hub, saw over 33,000 visitors who perused the works and bought art pieces and merchandise handmade by the beneficiaries. Besides helping to raise awareness for the respective SSAs' causes, the Art Market also provided the beneficiaries and artists an opportunity to showcase their talents and earn income for themselves.

NE CDC also worked with Shopee, making the merchandise available through an online shopping platform, expanding both the awareness and reach of the merchandise to a much wider community.



Member of public viewing the art exhibition.



Crystal has Autism Spectrum Disorder, and it was difficult to communicate with her initially. We discovered her artistic talent when we gave her pen and paper to try and convey what she wanted through writing and drawing. We are grateful that the Art Market @ North East not only showcases her talent, but also raises awareness for people with special needs.

Mr Tay Eng Huat

Father of Crystal, a beneficiary of North East CDC's assistance scheme



Some handmade merchandise by SSA beneficiaries.



DPM Heng with Host Mayor Desmond Choo & ITE student volunteers.



STARS OF SYAWAL

Spreading festive joy to the community's vulnerable seniors.

In celebration of Syawal which follows the Ramadan month of fasting for Muslims, Stars of Syawal is a Hari Raya lunch in collaboration with Muslim Religious Organisations and Social Service Agencies to extend care to low-income elderly in the community, regardless of their faith and ethnic backgrounds.

180 seniors, most of whom live alone, were invited to join in the festivities over food on 15 June 2019. The lunch served as a platform for volunteer befrienders to connect with the seniors, filling gaps in outreach programmes, and to encourage abled seniors to remain active in the community, while ensuring those less-abled seniors do not feel social isolation through constant engagement.

The Hari Raya lunch not only brought festive cheer to the seniors, it also gave us the opportunity to gather more insights into their needs beyond financial assistance.

Mr Abdul Matin Mirza

Chairman of the East Mosque Cluster



Event Volunteers having their photo taken with Mr Shamsul Kamar, PBM.



Young and multi-racial, Has Buskers and Fun Division showcased their talent and impressed everyone at the event.





MCDONALD'S LEARNING CARNIVAL



Navigating the maze with the use of digital tool.



Participant's attempt on drone flying.

Participants at the health screening station.

Empowering employees to remain relevant by fostering a learning mindset.

Employees of McDonald's Singapore attended a series of learning sessions between 19th August to 5th September 2019, designed to empower them on lifelong learning, while raising awareness of digital disruptions.

NE CDC collaborated with various learning partners such as Employment Employability Institute (e2i), NTUC Learning Hub, Institute of Technical Education and SSA Culinary Institute etc., providing McDonald's workforce the opportunity to learn how to maximise SkillsFuture resources, use e-learning platforms such as ULeap, and even engage in digital activity such as drone flying. More than 1,500 employees participated in the full-day sessions designed to foster a learning mindset and ensuring relevancy in a rapidly changing work environment.

On top of learning more of SkillsFuture initiatives and a plethora of opportunities to sign up for courses, the Health Promotion Board (HPB) also came on board to advocate healthy living and provide health screening.



Participants trying out work interest profiling tool during SkillsFuture Advice workshop.





The North West CDC prioritises the well-being of residents. Embracing the vision of building a Caring and Healthy North West Community, North West CDC fosters greater community engagement and stronger programme ownership to create bigger positive impact. Check out the three highlighted programmes by the CDC in FY 2019. To learn more about the CDC, please visit www.cdc.gov.sg/northwest.





CLEAN TOILETS @ NORTH WEST

Transforming public toilet culture by fostering collective ownership.

Clean Toilets @ North West is a culmination of 3P (people, private and public) efforts to co-create a viable solution to encourage better toilet hygiene standards and improve toilet safety for the community.

North West Community Development Council (NW CDC) worked with corporate and community partners with expertise in the fields of construction, interior design, environment and public education to develop a set of guidelines to help privately-owned coffeeshop toilets achieve a set of design, maintenance and usage outcomes. One example is the use of slip-resistant floor tiles to provide better grip and reduce risk of falls.

The CDC unveiled a fully-operational model toilet in a coffeeshop in Bukit Panjang on 20 January 2020, and has partnered with a few more coffeeshops that expressed interest in adopting the initiative.



Mayor Teo Ho Pin sharing about the functional and robust design features of the model toilet at the launch of Clean Toilets @ North West.



We worked hard with partners to ensure practicality and sustainability of toilet design as users are more likely to try and keep a toilet clean when the environment is welcoming.

Mr Gerard Heng

Sunray Woodcraft Construction Pte Ltd





The Clean Toilets @ North West initiative is the culmination of 3P (people, private and public) sectors putting their minds together and taking action to co-create a viable solution to enhance the state of public toilets across the District.



NORTH WEST SUSTAINABILITY REPORT

Championing sustainability and promoting sustainable living in the District.

Building on the previous 10-year Eco Plan, the CDC launched the Sustainability Plan 2030 (SP 2030) in 2018, adopting eight of the United Nations' Sustainable Development Goals. The action plan with concrete milestones enabled the CDC to promote sustainability in all forms and to continually track and review their performance vis-à-vis the sustainability outcomes. The results are published in the North West Sustainability Report which takes stock of the district's achievements.

Realising the North West district's long-term sustainability visions requires a whole-of-community effort. Over the years, NW CDC rallied and worked with community and corporate partners ranging from large corporations and small-medium enterprises, to schools and social service agencies to champion sustainability. An appreciation lunch was held on 23 September 2019 to recognise the contribution and longstanding commitment and support from the 13,000 volunteers and 260 corporate and community partners who contributed the previous year.



North West Brisk Walking Club, one of North West CDC's key flagship programmes, has grown to become the largest brisk walking club in Singapore with 148 clubs and over 69,000 members. (The programme is under SDG3 – Good Health and Well-being)

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We are very glad to do our part to help build a tight-knit and caring community and will continue to support NW CDC in their sustainability journey, and contribute towards making a positive, sustainable impact!

Mr Chia Ngiang Hong

Group General Manager of City Developments Limited (CDL)



Recycle @ North West, one of North West CDC's key flagship programmes where residents are educated on proper recycling practices and encouraged to practise active recycling.

(The programme is under SDG12 - Responsible Consumption and Production)

Minister Lawrence
Wong, Mayor Teo
Ho Pin, corporate
and community
stakeholders
launching the North
West Sustainability
Report 2018 at the
North West Partners'
Appreciation Lunch.





SkillsFuture Advice @
North West, one of North
West CDC's key flagship
programmes, provides
residents with an overview
of the future economy and
future jobs. Participants
are able to gain a better
understanding of their
strengths and identify
opportunities for skills
upgrading. (The programme
is under SDG4 – Quality
Education)



LAUNCH OF NORTH WEST 911



Mr Jonathan Tan, North West volunteer, sharing about North West 911's guides to 14 different emergency scenarios.



A North West resident showing his newly downloaded North West 911 mobile application.



Minister Ong Ye Kung and Dr Teo Ho Pin launching the North West 911 emergency preparedness mobile app to help Singaporeans respond to emergencies, both locally and abroad, more effectively.

Boosting emergency preparedness capabilities through a volunteer-driven mobile application.

Supported by North West CDC (NW CDC), five NW CDC volunteers fully funded and developed the North West 911 application (app) which aims to boost the knowledge and build capabilities of the residents so that they would be able to respond better and even apply the acquired lifesaving skills in an emergency. The resource app will equip residents with essential information and knowledge to mitigate and survive 14 different emergency scenarios.

With a long-term goal of forming a community of lifesavers in the district, NW CDC worked with schools and Grassroots Organisations to promote the app and engage the wider community. A core group of teachers and students in four schools were also selected to undergo a "train the trainer" course, enabling them to impart emergency response skills to others through workshops.

In line with the launch of the app, the CDC also broadened the scope of the North West Emergency Relief Fund to include a wider range of emergencies and circumstances faced by families to include the 14 different emergency scenarios, such as a breadwinner falling ill to infectious diseases. The beneficiaries of the fund have been expanded to cover caregivers, healthcare workers, and other individuals in the District requiring urgent assistance.

I am grateful to the CDC for supporting us and giving a platform to put our ideas into action. I firmly believe that the application will aid Singaporeans, whether when locally or abroad, in responding more effectively to emergencies.

Mr Jonathan Tan

Chairman of Bukit Panjang Emergency Preparedness Resource Team







Spanning the scenic eastern coast of Singapore, the South East District is home to over half a million residents. The CDC collaborates and co-creates a range of programmes with partners and residents, with the aim of nurturing an active and vibrant district where residents and stakeholders feel a strong sense of belonging. Check out the three highlight programmes in FY 2019. To learn more about the CDC, please visit www.cdc.gov.sg/southeast.





SCHOOL LIFE FUND @ SOUTH EAST

Empowering the lives of underprivileged youths through supporting their schooling needs.

The idea for the School Life Fund @ South East was mooted by long time community partner Project Happy Feet (PHF), a not-for-profit organisation, and the celebrity chefs participating in PHF's 5th "Chefs for a Cause" fundraising event. 80% of the proceeds were donated to School Life Fund @ South East to support underprivileged students from primary, secondary, or special needs schools in the South East district in the purchase of school supplies.

One partner supported through the fund is the Singapore Indian National Development Association (SINDA), which tapped on the fund to support their annual nationwide "Back to School Festival 2019" event. 142 students from the SE district each received \$120 worth of Popular bookstore vouchers and a \$60 BATA voucher.



Founder of Chef for a Cause, Jimmy Chok, Dr Maliki Osman and students from ITE, preparing a delightful salad for the guests.

66

With these vouchers, my mother is able to buy assessment books for me. This motivates me to work harder and improve on my weaker subjects. I am also excited to start my Secondary School journey with new stationery and school shoes.

Ruthra Raj Issac Student, South East district







All smiles with the family at the Back to School Festival voucher presentation ceremony.



SOUTH EAST CDC ECO EFFORTS I'M AN ECO AUDITOR & ECO SHOP ME @ SOUTH EAST



Two Sisters Pantry's Container Recycling Programme to encourage customers to donate their extra containers.

I regularly encourage my customers to bring their own shopping bags and containers. They have been very receptive as many share the same beliefs and understand the purpose behind these practices.

Mr Stephen Lim
Owner of Two Sisters Pantry



Enterprising Mums United's upcycling workshops with the community.

Eco Auditor Outreach to residents.



Building network of eco nodes to promote ecofriendly habits in the community.

As part of South East Community Development Council (SE CDC)'s eco efforts, the CDC introduced the Eco Shop Me @ South East initiative, a spin-off from the existing I'm an Eco Auditor programme, where an 'Eco Auditor' in each household encourages family members to embark on a mind-set and behaviour change, and adopt an eco-friendly lifestyle. The new initiative targets businesses willing to incorporate eco-friendly practices into their operation, enabling residents to shop sustainably and strive towards a greener lifestyle. These businesses also helped share the materials of I'm an Eco Auditor programme with their patrons and on their social media.

SE CDC partnered the South East Regional Office of the National Environment Agency (NEA) to identify suitable retail, lifestyle, and food and beverage (F&B) businesses to participate in the initiative. One such Eco Shop was a grocery store who beside encouraging customers to bring their own shopping bags, also provided a discount to customers who brought their own containers and installed a sterilising machine to clean donated containers for reuse.



Eco Auditor Outreach at Hawker Centres.



3M STEP-UP CHALLENGE @ SOUTH EAST 2019

Exercising together as a community to do good for the vulnerable.

The 3M Step-Up Challenge @ South East 2019 kept the South East community on the go from 30 April to 31 July 2019 with a campaign to exchange exercise hours for 3M household products for vulnerable residents.

Two new exercises, kids' Zumba and adult piloxing, were introduced at the event's launch in April to engage more participants from various age groups. This edition of the event drew 27 new partners, including the Singapore Prison Service where inmates contributed exercise minutes from their group workout and aerobic stepping exercises.

Retaining the exchange mechanism introduced in 2018 where 3M Singapore will donate a product for every 30 minutes of exercise accumulated, meant more groups in the community can now contribute to a good cause. Close to 32, 600 participants from 80 community partners including corporations, grassroots organisations, and schools from all across the island worked up a sweat clocking 47,000 hours of exercise. This was exchanged for 18,000 household products worth over \$126,000 which benefitted over 3,000 needy families and elderly in the community.

I felt grateful to be able to help the elderly. We do not always get this opportunity and it was great to see them smile upon receiving the products. The joy I bring them makes me happy too.

Mohammad Haiziq Bin Suwami Student



GOH doing the mass kids Zumba workout during launch on 30 Apr 2019.

ITE students carried out distribution at Blk 113 Fengshan during Finale.



Working staff from companies located at Paya Lebar Square attempting the vertical challenge on 7 Jun 2019.

Participants clocking exercise hours with trampoline at our public roadshows at Paya Lebar Square.





The South West CDC envisions a district where people care for one another, and where community ties are warm and resilient. To this end, the CDC is guided by its South West Future Plan to forge partnerships, and roll out programmes and activities to address evolving social needs and future-proof the community. The following pages highlight some of the CDC's programmes in FY 2019. To learn more about the CDC, please visit www.cdc.gov.sg/southwest.





Sustainable South West masterplan.

SUSTAINABLE SOUTH WEST



The multiple stakeholders involved also symbolise how everyone can and should play their part for a more sustainable South West District for all.

Co-developing sustainability plans for the district, as a community.

Sustainability is an important goal for the South West District. With the maturing of the 10-year Environment and Community Plan South West, the CDC formed a steering committee comprising diverse stakeholders to drive the conceptualisation of the new Sustainability South West (SSW) masterplan. Focus group discussions with representatives from corporates, government agencies, grassroots organisations and schools were held to gather views and feedback.

Designed 'for the community, by the community', the SSW masterplan was launched at Clean & Green Singapore 2019. It aims to nurture an environmentally-conscious community that practices eco-lifestyles and community ownership, by placing sustainability at the forefront of a district boasting significant green cover.

At the launch. residents could contribute to the masterplan's display with their coloured totems of common elements in a community, such as buses and buildings. A steering committee comprising representatives from the People, Public and Private sectors was formed to drive the formation of the new

66

The focus group discussions opened up conversations among different members of the community and it was eye-opening hearing them share their experiences. I learnt that even for serious issues such as sustainability, messages can be conveyed just as effectively through fun and games.

Ysmael Delacruz

Member of ITE College West's Green Ambassadors Club



CAREGIVING @ SOUTH WEST (EMPOWER)

Empowering caregivers through a caregiving network.

Caregiving @ South West is a three-year programme to Celebrate Caregivers and Caregiving, Support Caregivers, and Empower A Caring Community for Caregivers.

Launching the third and final Empower pillar of the programme, the South West Community Development Council (SW CDC) aims to empower caregivers in the district by building a caregiving network to provide care and support.

The South West Caregivers Hotline (62586683) offers residents with one-stop, round-the-clock service to caregiving resources and information, as well as referrals to social service agencies or caregiving partners. An Empowerment kit provided caregiving information and resources for caregiving partners to bridge knowledge gaps among staff, as well as a training and incentive scheme to empower vulnerable residents to supplement their income by providing respite caregiving.

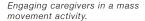


Launching the third and final wave of Caregiving @ South West, the Empower pillar.

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I have been my husband's main caregiver since late 2018 and I am glad to now have the opportunity to work, as well as engage respite services when I need them.

Ms Asnah Binte Yusoh
Resident of South West District







Showcase of Pastel Nagomi Art as a relaxing activity that caregivers can engage in for respite, as well as do with their care recipients.

A sample Freelance Caregivers
Training session was conducted for
the caregivers present.





LOVE-IN-A-BENTO @ SOUTH WEST

Spreading festive cheers through delivery of themed food bentos.

Started in 2015 as a collaboration between Singapore Hotel and Tourism Education Centre (SHATEC) and SW CDC, Love-in-a-Bento @ South West spread cheers to vulnerable seniors with mobility issues through delivery of food bentos on special or festive occasions. In 2019, CDC worked with more partners, such as Grab Singapore and Movement for the Intellectually Disabled of Singapore (MINDS) to prepare and deliver the food.

Over 200 corporate volunteers as well as volunteers with special needs worked together to prepare and deliver the themed food bentos door-to-door, bringing National Day festivities to 250 seniors.

James enjoyed placing stickers onto the food containers. The initiative was a great way for our clients to give back as it allows us to come full circle from the support we receive.

Mdm Rahayu and Mr Yee Wee Tang, Country Head of Grab Singapore, flagging off the fleet of Grab cars making the bento-meal delivery.

Special needs volunteers are involved in the bento preparation, like Ms Joanna Welikande (first from left).



Autism Association Singapore caregiver to Mr James Kor



Love-in-a-Bento @ South West delivers warm meals to vulnerable residents with special-themed bentos to mark festive occasions.

Marking the successful run of Love-in-a-Bento @ South West.



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Mr Lim Boon Lye, BBM

(Vice-Chairman) Bukit Batok CCC CDWF

Mr Tang Yee Kit, Samuel, BBM

SKILLSFUTURE ADVICE

Chairman

Mr Lim Der Shing, PBM

Vice-Chairmen

Dr Goh Mong Song, PPA(P)

Dr Joshua VM Kuma, PBM

(Vice Chairman) Taman Jurong CCC CDWF

Mr Tan Chye Hee, Gilbert

Members

Ms Ang Ai Ling, Irene

Ms Chew Soo Gim, Elim, PBM

Ms Heng Chee Bee, Margaret, BBM

Mr Teo Tzu Lim, Alan

Mr Yap Khiam Wee, Derrick

SOCIAL SERVICE

Chairman

Mr Quek Chun Hou, Terence, PBM

Vice-Chairman

Mr Liew Chong Boon, Adrian, PBM

(Secretary) Boon Lay CCC CDWF

Secretary

Ms Daphne Liew

Members

Mr Sardar Aslam, PBM

Mr Goh Seo Hian, Julian

Mr Leng Chin Fai

Mr Lim Hui Jie

Mr Lim Kee Thuan, Steven, PBM

Mdm Rahayu Binti Buang, PPA(G)

Dr Tan Ban Leong, Kenny

Mr Tan Chin Yew, Joseph

Mr Wang Swee Kit, Winston, PBM

VOLUNTEERISM & PHILANTHROPY

Chairman

Mr Tan Kang Uei, Anthony

Vice-Chairman

Mr Lue Kok Keong, Eric

Mdm Tang Gar Keow @ Angie Tang, PBM

Secretary

Mr Chan Chee Mun, Timothy

Members

Mdm Ho Hui Ching, Suzanne

Mr Koh Kong Wen, PBM

Mr Ng Ching Leong, Derek

Mr Tan Kim Chooi, Jude

Mr Teo Wee Wee, James, PBM

(Vice Chairman) Yuhua CCC CDWF



MANAGEMENT COMMITTEE MEETINGS AND ATTENDANCE FOR THE FINANCIAL YEAR

Members' attendance for meetings held during Financial Year (FY) 2019 are as follows:

	No. of Meetings Held	No. of Meetings Attended
Ms Low Yen Ling Chairman	3	3
Dr Mohamad Maliki Osman <i>Member</i>	3	1
Dr Teo Ho Pin* Member	3	3
Ms Denise Phua Lay Peng Member	3	2
Mr Desmond Choo Member	3	3
Mr Desmond Tan Member	3	2
Ms Lim Kar Yee Secretariat	3	3
Ms Lim Sheau Huei Member (Stepped down on 31 January 2020)	2	2
Ms Lau Siew Ching Member (Appointed on 1 February 2020)	1	1
Ms Irene Lee Liang Tang Member (Stepped down on 15 July 2019)	1	1
Mr Kelvin Thong Thian Poh Member (Appointed on 16 July 2019)	2	2

	No. of Meetings Held	No. of Meetings Attended
Ms Yang Mei Ling Treasurer	3	3
Mr Roy Chew Pei Wei Member	3	3
Ms Dulcie Eng Pei Wen Member (Stepped down on 31 January 2020)	2	2
Ms Yong Puay Khim Member (Appointed on 1 February 2020)	1	1

^{*} Mayor Teo Ho Pin have served for more than 10 years and is appointed by Prime Minister Lee Hsien Loong, Chairman of People's Association Board as Chairman of North West CDC.



FINANCIAL INFORMATION

FINANCIAL YEAR ENDING 31 MARCH 2020

STRUCTURE

The Community Development Council (CDC) is managed by a Council comprising the Chairman and members. The Council is appointed by the Chairman or Deputy Chairman of the People's Association Board of Management. The CDC is governed by the People's Association (CDC) Rules.

MANAGEMENT OF CONFLICT OF INTEREST

A member of the Council or the sub-committee who is in any way, directly or indirectly, interested in a transaction or project or other matter of the Council or sub-committee shall disclose the nature of his interest at the first meeting of the Council or subcommittee at which he is present after the relevant facts have come to his knowledge.

A disclosure shall be recorded in the minutes of meeting of the Council or sub-committee and, after the disclosure, that member:

- a. Shall not take part in any deliberation or decision of the Council or sub-committee with respect to that transaction or project; and
- Shall be disregarded for the purpose of constituting a quorum of the Council or subcommittee for such deliberation or decision.

WHISTLE BLOWING POLICY

The CDCs adopt the People's Association's guidelines on handling of possible irregularities which provides an independent avenue to raise concerns about actual or suspected irregularities or breach of policies to laws or regulations.

STAFF REMUNERATION

The Charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.

FINANCE MATTERS

Description of instrument setting up the charity

The CDC Project Management Fund Committee was set up as a Fund governed by Rules and Regulations.

Review of financial state

The financial year period of 2019 refers to 1 April 2019 to 31 March 2020. The amount of donations raised for the financial year was \$15.1 million. This was an increase of \$1.0 million compared to FY2018 (\$14.1 million). The Fund has also recorded a surplus of \$14.2 million for the financial year. Overall, there is an accumulated surplus of \$88.8 million.

Related entity

People's Association

FUNDING

The CDC is financially supported by donations and Government grants.



RESERVE POLICY

Our reserves position:

	FY2018	FY2019	% Increase/ Decrease
Unrestricted Funds (Reserves) (S\$)	\$ 74,559,453	\$ 88,788,533	19%
Restricted/Designated Funds:			
- Building Fund	NA	NA	NA
- Others	NA	NA	NA
Endowment Funds	NA	NA	NA
Total Funds (S\$)	\$ 74,559,453	\$ 88,788,533	19%
Annual Operating Expenditure (S\$)	\$ 45,282,882	\$ 50,256,054	11%
Ratio of Reserves to Annual Operating Expenditure	1.65:1	1.77:1	

The reserves that CDCs have set aside provide financial stability and the means for the development of CDCs' programmes and services. The Councils carry out quarterly reviews on the amount of reserves that are required to ensure that these are adequate to fulfil our continuing obligations.

Banker : OCBC Bank

External Auditor: Deloitte & Touche LLP

Central Singapore CDC

HDB Hub Bizthree 490, Lorong 6 Toa Payoh #07-11

Singapore 310490 Tel: 6750 7500 Fax: 6370 9945

North East CDC

1 Tampines Walk #04-31 Our Tampines Hub Singapore 528523 Tel: 6424 4000

Fax: 6424 4000

North West CDC

900 South Woodlands Drive #06-01 Woodlands Civic Centre Singapore 730900 Tel: 6248 5566

Fax: 6219 1176

South East CDC

Fax: 6432 1355

Wisma Geylang Serai 1 Engku Aman Turn #03-02 Singapore 408528 Tel: 6432 1300

South West CDC

The JTC Summit 8 Jurong Town Hall Road #26-06 Singapore 609434

Tel: 6316 1616 Fax: 6316 7250

CPD @ People's Association

9 King George's Avenue Singapore 208581 Tel: 6340 5359

Fax: 6346 8657















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