

# VOICES



**Lifelong Learners of  
Central Singapore - P28**

**Top 10 Skills of the  
Future - P10**

**Skills for Good  
Festival - P8**

**Grandma Mary Ho, 83**  
Leader of her band

## LEARN FOR LIFE

**ALSO INSIDE: Whampoa's Hawker Gems, Businesses for Good, & more...**

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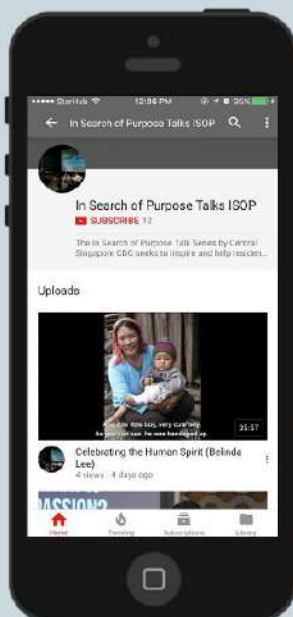
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**editorial advisers**

Denise Phua  
Daren Shiau

**editorial team**

Lim Sheau Huei  
Kris Ye  
Tiffany Ong  
Christopher Chen  
Cheryl Lew

**publishing & design**

Central Singapore CDC  
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Second-generation business owner, **Tony Ting**, shares how Swee Choon keeps up with technological trends.





Minister Josephine Teo, Mayor Denise Phua and Mr Ng Cher Pong celebrating Central Singapore CDC's SkillsFuture Advice programme reaching out to 6,000 participants in July 2018.

Penduduk yang dihormati,

Terdapat banyak sebab untuk mengamalkan tabiat pembelajaran sepanjang hayat.

Di CDC Central Singapore, kami percaya terdapat sekurang-kurangnya tiga sebab yang baik di sebalik kepercayaan kuat kami dalam "Pembelajaran Untuk Kebaikan":

Pertama, kita **belajar demi kebaikan diri kita** supaya dapat kekal relevan, secara profesional mahu pun secara peribadi.

Kedua, kita **belajar demi kebaikan orang lain** di mana kita boleh menggunakan pengetahuan dan kemahiran kita untuk memberkati orang-orang di sekeliling kita.

Ketiga, kita **belajar demi kehidupan**. Walaupun selepas tamat persekolahan, setiap warga perlu dan harus terus belajar.

Bengkel Nasihat SkillsFuture dan inisiatif pembelajaran sepanjang hayat yang lain adalah antara cara kita boleh menggalak pembelajaran sepanjang hayat di kalangan penduduk kita.

Sertai kami di bengkel Nasihat SkillsFuture percuma kami yang dikendalikan dalam bahasa Inggeris ([bit.ly/SFAEng](http://bit.ly/SFAEng)) atau Mandarin ([bit.ly/SFAChi](http://bit.ly/SFAChi)).

Nantikan bengkel Nasihat SkillsFuture dalam Bahasa Melayu dan Tamil yang bakal menemui anda tahun 2019 ini!

Ayuh kita pupuk sebuah daerah yang dipenuhi pelajar sepanjang hayat yang bersemangat!

Yang ikhlas,

**Denise Phua**  
Mayor, Central Singapore District

அன்பார்ந்த குடியிருப்பாளர்களே,

வாழ்நாள் கற்றலைப் பழக்கமாக்கிக் கொள்ள பல காரணங்கள் இருக்கின்றன.

"நல்லதுக்காகக் கற்பதில்" வலுவான நம்பிக்கை வைத்திருக்கிறது மத்திய சிங்கப்பூர் சமூக மேம்பாட்டு மன்றம். இதற்குக் குறைந்தது மூன்று நல்ல காரணங்கள் இருப்பதாகவும் நாங்கள் நம்புகிறோம்.

முதலாவதாக, நமது தொழிலிலும் தனிப்பட்ட வாழ்க்கையிலும் காலத்திற்கேற்ப திறன்களை வளர்த்துக்கொண்டு நமக்கு நல்லது செய்வதற்காக நாம் கற்கவேண்டும்.

இரண்டாவதாக, நமது அறிவாற்றலையும் திறன்களையும் சமூகத்திற்காகப் பயன்படுத்தி மற்றவர்களுக்கு நல்லது செய்வதற்காக நாம் கற்கவேண்டும்.

மூன்றாவதாக, நாம் வாழ்நாள் முழுவதும் கற்கவேண்டும். முறையான பள்ளிப் படிப்பை முடித்தபிறகு, ஒவ்வொருவரும் தொடர்ந்து கற்பது அவசியம்.

நமது குடியிருப்பாளர்களிடையில் வாழ்நாள் கற்றலை ஊக்குவிப்பதற்காக, ஸ்கில்ஸ்:பியூச்சர் ஆலோசனைப் பயிலரங்குகளையும் மற்ற வாழ்நாள் கற்றல் திட்டங்களையும் நாங்கள் நடத்துகிறோம்.

ஆங்கிலத்தில் ([bit.ly/SFAEng](http://bit.ly/SFAEng)) அல்லது மண்டரின் ([bit.ly/SFAChi](http://bit.ly/SFAChi)) மொழியில் நடத்தப்படும் இலவச ஸ்கில்ஸ்:பியூச்சர் ஆலோசனைப் பயிலரங்குகளில் பங்குபெறுங்கள்.

2019-ல் எதிர்வரவிருக்கும் தமிழ், மலாய் ஸ்கில்ஸ்:பியூச்சர் ஆலோசனைப் பயிலரங்குகளையும் தவறாமல் எதிர்பார்த்திருங்கள்!

நமது மாவட்டம் முழுவதிலும் வாழ்நாள் கற்றலை ஆவத்தை வளர்த்திடுவோம்!

உங்கள் உளமார்ந்த,

**டெனிஸ் புவா**  
மேயர், மத்திய சிங்கப்பூர் மாவட்டம்



# Dear residents

There are many reasons to adopt the habit of lifelong learning.

At Central Singapore CDC, there are at least three good reasons behind our strong belief in “Learning for Good”:

Firstly, we **learn for the good of ourselves** to be relevant, both professionally and personally.

Secondly, we **learn for the good of others** where we can use our knowledge and skills to bless those around us.

Thirdly, we **learn for life**. Even after exiting our formal school years, everyone should and must continue to learn.

The SkillsFuture Advice workshops and other lifelong learning initiatives are ways by which we encourage lifelong learning amongst our residents.

Join us for our free SkillsFuture Advice sessions in English ([bit.ly/SFAEng](http://bit.ly/SFAEng)) or Mandarin ([bit.ly/SFACHi](http://bit.ly/SFACHi)).

Do also look out for our upcoming 2019 Malay and Tamil SkillsFuture Advice workshops!

Let us cultivate an entire district of passionate lifelong learners!

Yours sincerely,

**Denise Phua**  
Mayor, Central Singapore District



**Ms Denise Phua, Mayor,**  
Central Singapore District

亲爱的居民，

我们有充分的理由养成终身学习的好习惯。

中区社区发展理事会坚定地支持终身学习，至少有以下三个很好的理由：

首先，我们为了自身而学习，让我们在专业与个人领域与时俱进。

第二，我们为他人而学习，我们可以用学来的知识和技能帮助我们周围的人。

第三，我们应该“活到老，学到老”，即使离开了学校，每个人都应该也必须继续学习。

我们通过开办“技能创前程@中区社区”及其他终身学习活动来鼓励居民终身学习。

欢迎参加我们用英语讲解的“技能创前程@中区社区”([bit.ly/SFAEng](http://bit.ly/SFAEng))或用华语讲解的学习坊([bit.ly/SFACHi](http://bit.ly/SFACHi))。

让我们建立一个人人热忱地参与终身学习的社区！

潘丽萍女士 谨启  
新加坡中区市长





Grassroots Adviser **Mr Darryl David** listening to a 98-year-old resident at a block party at Ang Mo Kio-Hougang.



Grassroots Adviser **Mr Chong Kee Hiong** and residents sharing a toast at a temple dinner at Bishan East-Thomson.



Grassroots Adviser **Mr Ang Hin Kee** describing the Digital TV starter kit to a resident during a house visit.



Grassroots Adviser **Ms Joan Pereira** greeting students at the PCF Sparkletots Graduation Concert at Henderson CC.



Grassroots Adviser **Ms Denise Phua** and residents at the One Community Fiesta Walk at Marina Barrage.



Grassroots Adviser **Assoc Prof Dr Yaacob Ibrahim** with residents at the launch of the Community Art Gallery at Whampoa Park Connector.





BISHAN NORTH

Grassroots Adviser **Mrs Josephine Teo** and residents at the Active Ageing Committee National Day Family Brisk Walk at Bishan-Ang Mo Kio Park.



BUONA VISTA

Grassroots Adviser **Mr Chan Chun Sing** and families at the Mid-Autumn Festival Celebration at Buona Vista CC.



JALAN KAYU

Grassroots Adviser **Dr Intan Azura Binte Mokhtar** with children painting their paper lanterns at Jalan Kayu's Mid-Autumn Celebration.

## ON THE GROUND

Just some of the ways our **Grassroots Advisers** have been serving their residents...



KRETA AYER - KIM SENG

Grassroots Adviser **Dr Lily Neo** and residents sharing a toast at the Kreta Ayer-Kim Seng National Day Dinner.



MOULMEIN - CAIRNHILL

Grassroots Adviser **Mr Melvin Yong** presenting Mid-Autumn "Mooncakes with Love" made by grassroots leaders to a resident at Owen Road.





Grassroots Adviser **Mr Sitoh Yih Pin** interacting with residents at the Embracing Parenthood event at Potong Pasir CC.



Grassroots Adviser **Dr Chia Shi-Lu** shares a toast with a family at the Queenstown National Day Dinner.



Grassroots Adviser **Dr Lam Pin Min** with Prime Minister Lee Hsien Loong and residents at the Sengkang West 12th Anniversary Celebration and Fernvale CC Ground-Breaking Ceremony.



Grassroots Adviser **Ms Indraneel Rajah** learning CPR techniques with senior residents at Tanjong Pagar-Tiong Bahru's Community Safety Day.



Grassroots Adviser **Dr Ng Eng Hen** speaks with NSmen at the Toa Payoh Central National Day Dinner.



Grassroots Adviser **Mr Chee Hong Tat** with residents at the Toa Payoh West-Balestier National Day Observance Ceremony.





Grassroots Adviser **Mr Sam Tan** having a fun time with residents at the inaugural National Day Street Party at Redhill Road.



Grassroots Adviser **Mr Gan Thiam Poh** celebrating Singapore's birthday with residents at the Sengkang South National Day Dinner.



Grassroots Adviser **Mr Lee Hsien Loong** celebrating Mid-Autumn with residents at the Teck Ghee Lantern Night.



Grassroots Adviser **Mr Saktiandi Supaat** presenting Gift Sets to parents at the Embracing Parenthood event at Toa Payoh East CC.



Grassroots Adviser **Mr Heng Chee How** greeting young residents at the Whampoa National Day Celebration.



Grassroots Adviser **Dr Koh Poh Koon** and residents celebrating Mid-Autumn at Yio Chu Kang Zone 3 RC.



# Skills for Good Festival 2018 Highlights



**The Festival helps residents appreciate the relevance of SkillsFuture in their day-to-day lives."**

**Mrs Josephine Teo,**  
Minister for Manpower &  
Second Minister for Home Affairs

## BIG THANK YOU PARTICIPATING PARTNERS:

- Employment & Employability Institute (e2i)
- Futurasia Professionals
- IBM
- Institute of Technical Education College Central
- Kaplan
- LASALLE College of the Arts
- Microsoft
- Nanyang Academy of Fine Arts
- Nanyang Polytechnic
- People's Association Lifeskills & Lifestyle Division
- Ripplecreate
- RSVP Singapore
- Silver Generation Office
- SkillsFuture Singapore







Guest-of-Honour, Minister for Manpower & Second Minister for Home Affairs, Mrs Josephine Teo (centre), Mayor Denise Phua, and Chief Executive Officer of SkillsFuture Singapore, Mr Ng Cher Pong, with partners and guests at the Skills for Good Festival.

# Learning for a Better Life

On Sunday, 15 July 2018, Central Singapore CDC held our inaugural Skills for Good Festival at Toa Payoh HDB Hub. The event was organised around five key pillars to equip residents for a better life – Better Jobs, Better Finance, Better Health, Better Community and Better Relationships.

About 3,000 festival-goers picked up their Skills for Good passports and began their learning journey for the day. They took their pick from over 500 courses offered by partners from various industries. Among them were tech companies like IBM and Institutes of Higher Learning.

## LEARNING FOR LIFE AND FOR GOOD

Participants tried out courses they were interested in by taking part in one of 25 taster workshops offered at the

festival. These ranged from coding and building AI robots to running an online business.

Volunteers from partners such as the Silver Generation Office and RSVP Singapore were present to share about the various volunteering opportunities available. Participants could sign up as volunteers for various causes and use their skills to do good.

“

**We want to help every Singaporean be relevant in their skills; become a lifelong learner and really enjoy learning.”**

**Mayor Denise Phua**



# TOP 10 SKILLS F

According to the **World Economic Forum**, the year 2020 marks the Fourth Industrial Revolution, and along with it, the development of advanced robotics, machine learning, artificial intelligence, and so forth. These developments, many of which are already present, will not only transform the way we live, but the way we work. We will need to acquire new skills to keep up with changing economic trends. Read on for the **top ten skills and courses** that will help you be future-ready.

Sources: World Economic Forum, Inc & Future of Work Hub



Image: Great Performers Academy

## CRITICAL THINKING

In today's workplace, employees should be able to demonstrate logic and reasoning to look into a problem, consider multiple solutions, and pick an approach that will deliver the best results. Harnessing your critical thinking skills will be key to lending your work credibility, and complementing new forms of technology that your organisation is currently using.



Scan for My SkillsFuture Courses on **CRITICAL THINKING**



Image: Ecoways Training

## COMPLEX PROBLEM-SOLVING

The speed and level of technological developments happening in the digital world are paving the way for more unique, complex problems in the workplace. As employees, you will need to develop your problem-solving skills to build an arsenal of relevant tactics to address various issues at work.



Scan for My SkillsFuture Courses on **PROBLEM SOLVING**



Image: YourStory

## CREATIVITY

In 2015, creativity ranked 10th on the list. It's now one of the top three skills employers seek. As we're bombarded by new technologies, employers want creative people who can apply that tech to new products and services. Therefore, it is important for employees to think in novel ways and challenge norms to bring something new, useful, and unique to the table.



Scan for My SkillsFuture Courses on **CREATIVITY**



Image: Greenhouse

## PEOPLE MANAGEMENT

When managers are concerned with the well-being of their staff, it will translate to an increase in their productivity numbers. A high level of motivation equals higher employee engagement, so it is important for managers to have great people skills and constantly look for ways to improve their management style.



Scan for My SkillsFuture Courses on **PEOPLE MANAGEMENT**



# OR THE FUTURE



## COORDINATING WITH OTHERS

Like people management, this similarly falls under the social skills umbrella. Open offices and new work cultures require employees to collaborate with one another to get things done. To promote team cooperation, employees are required to possess interpersonal skills and track records as team players.



Scan for My SkillsFuture Courses on **COLLABORATION**



## EMOTIONAL INTELLIGENCE

Employees with high emotional intelligence are not quick to pass judgment, but instead encourage their co-workers. For leaders, this means being able to effectively manage employee behaviour and social complexities in the workplace.



Scan for My SkillsFuture Courses on **EMOTIONAL INTELLIGENCE**



## JUDGEMENT & DECISION-MAKING

As organisations collect more and more data, there will be an even greater need for workers who can analyse it and use it to make intelligent decisions. Employees who can call the shots with sound judgment will be an asset to their organisation.



Scan for My SkillsFuture Courses on **DECISION-MAKING**



## SERVICE ORIENTATION

In today's workplace, employers are on the look out for employees who actively seek out ways to help those in need. It will be key for employees to anticipate changing customer preferences and think of ways to provide solutions that address user needs.



Scan for My SkillsFuture Courses on **SERVICE ORIENTATION**

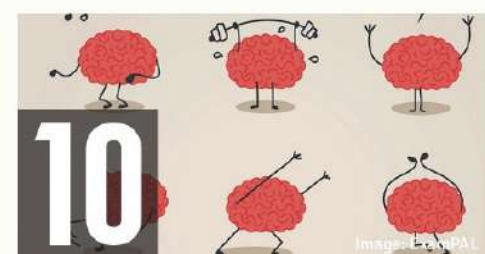


## NEGOTIATION SKILLS

Negotiation or social skills will continue to be critical in the future workplace. It will be essential for employees to be able to resolve potential conflicts through peaceful means such as dialogues and mutual concession.



Scan for My SkillsFuture Courses on **NEGOTIATION SKILLS**



## COGNITIVE FLEXIBILITY

Cognitively flexible workers can take in various pieces of information and make meaningful connections out of them. This involves creativity, logical reasoning, and problem sensitivity. It also means being able to adapt how you communicate based on who you're talking to. Employees will need to think critically about their target audience, listen, and tailor communication to that person.

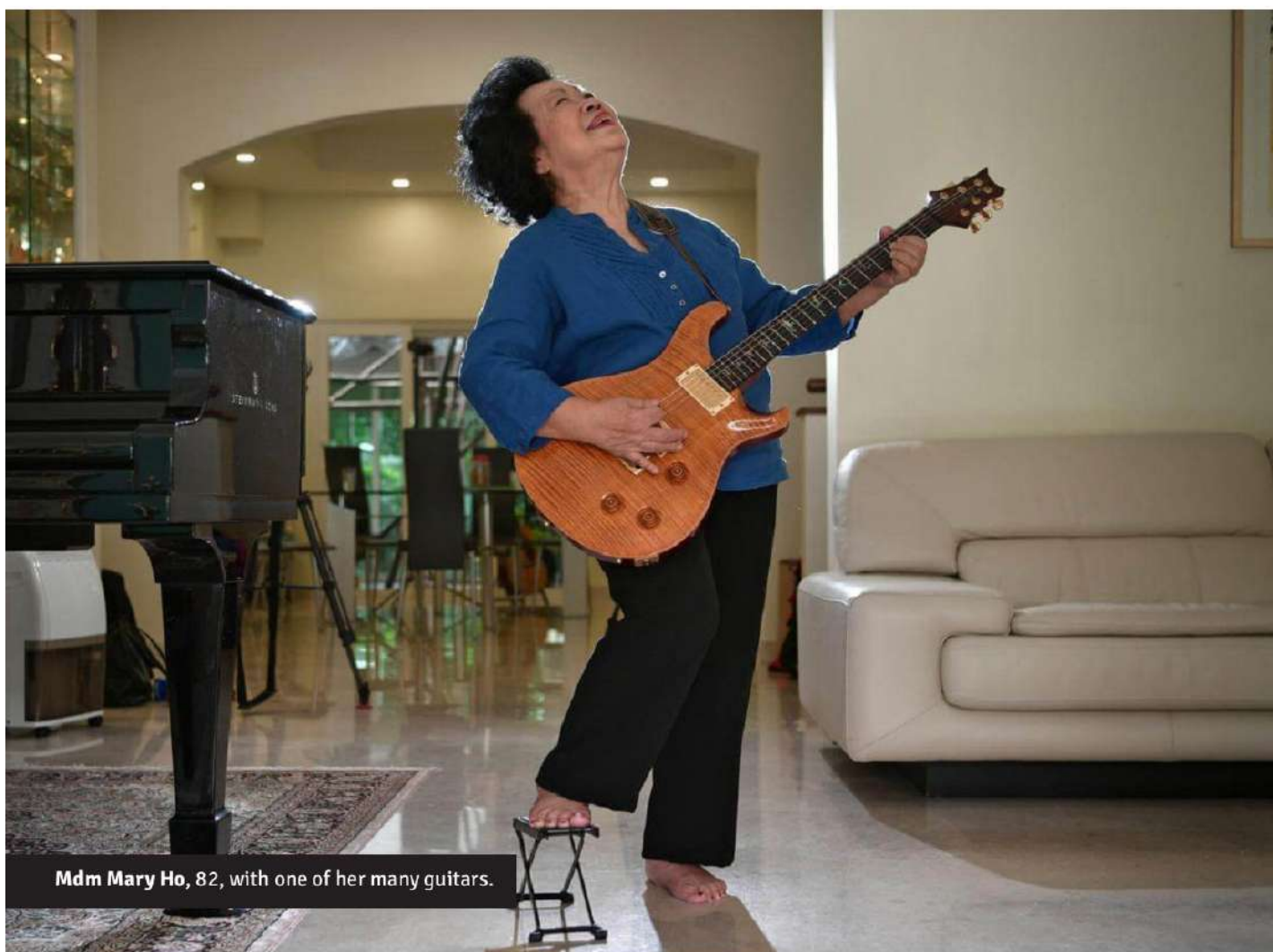


Scan for My SkillsFuture Courses on **COGNITIVE FLEXIBILITY**



# SPOTLIGHT SKILLS FOR GOOD

Picking up a new skill requires time and commitment, but the journey and the destination are well worth the effort – especially if you use your new-found skill sets to do good.



**Mdm Mary Ho, 82, with one of her many guitars.**



## Fu Zhezhang, 31 Pendandan rambut dan sukarelawan

**M**enukar kerjaya pastinya satu perkara yang mencabar, tetapi bagi Fu Zhezhang, keputusannya untuk meninggalkan dunia korporat dan menjadi seorang pendandan rambut didorong oleh keinginannya untuk mempelajari sesuatu yang baharu.

Selepas meninggalkan kerja korporatnya, Zhezhang memutuskan untuk menggunakan Kredit SkillsFuture untuk mempelajari kemahiran baharu. Dia mula mengikuti kursus mendandan rambut dan tidak lama kemudian menjadi perantis di salon tempatan.

Kini seorang pendandan rambut sepenuh masa, Zhezhang meluangkan masa sebagai seorang sukarelawan

dan memberi khidmat gunting rambut percuma kepada warga emas yang memerlukan.

Seorang relawan yang kerap menyumbang masa di bawah program **Cardboard Collectors Assist** di CDC, Zhezhang mempunyai hubungan rapat dengan warga-warga emas program itu dan kebahagiaan yang terserlah di wajah mereka menjadi motivasi baginya untuk meneruskan usahanya.

"Mengetahui bahawa khidmat gunting rambut percuma dapat meringankan beban kewangan mereka dan melihat penghargaan mereka menggembirakan saya," ungkap Zhezhang. "Saya percaya pengalaman ini satu yang tidak boleh dibeli."



**Zhezhang** memberi khidmat gunting rambut percuma kepada seorang pengumpul kadbod.

## Mary Ho, 83 Musician

**M**dm Mary Ho, or Grandma Mary as she is better known, is living proof that age is just a number.

Inspired by her favourite musician Carlos Santana, Grandma Mary picked up the guitar at the age of 60 so she could learn to play her favourite tunes. After two months of relentless practice that made her fingers bleed, she made such quick progress that even her instructor was impressed.

Since then, the feisty 82-year-old has made a name for herself, going on to perform at national and regional platforms. Her recent appearances include the National Day Parade 2017 and the Chinese Dream Show in 2018 – a reality talent programme in China.

Appearing on the programme brought new sets of challenges for Grandma Mary, as she was not fluent in Mandarin then. She gamely took up the challenge and saw it as an opportunity to finally learn the language. "I

practised two to four hours every day for six months, and now I can finally speak the language," she shared.

The enthusiastic lifelong learner also picked up other instruments along the way, such as the drums, digital piano, and keyboard. Her YouTube videos have garnered millions of views, and she has even cut a number of her own albums.

Grandma Mary loves to share her passion for music with others in the community. Together with her bandmates, she inspired over 1,000 seniors with her talent and music at the launch of Central Singapore CDC's **Silver Stars** programme in September 2018.

Now a familiar face to many, Grandma Mary's attitude and drive towards learning has been an encouragement to both young and old Singaporeans alike.

**Watch Grandma Mary rock it out on her guitar**



When asked what fuels her desire to keep improving herself, she says,

“

**Learning has nothing to do with how old you are. If you really love something, you will make the effort to learn it. If I can learn the guitar at 60, so can you. It's all in the mind."**

**Grandma Mary**



**Grandma Mary** performs at the launch of the **Silver Stars** programme in September 2018.



# BUSINESSES for GOOD

At Central Singapore CDC, we constantly seek out businesses with a heart for the community. We are privileged to work with many such organisations who join in to serve those in need. Here are some highlights.



Executive Director Si Chuan Dou Hua Restaurant, **Ms Wee Wei Ling**; Grassroots Adviser, **Dr Chia Shi-Lu**; Senior Minister of State **Mr Heng Chee How** and Mayor **Denise Phua** with guests and seniors from Whampoa and Queenstown at the Musical Bento Box concert.

## Festive Cheers with Si Chuan Dou Hua & Singapore Chinese Orchestra

To celebrate the Mid-Autumn Festival, 90 seniors living in rental flats at Queenstown and Whampoa were treated to a special dinner and riverfront concert experience on 19 September 2018. Grassroots Advisers **Dr Chia Shi-Lu** and **Mr Heng Chee How** joined the seniors for a cosy dinner.

Courtesy of **Si Chuan Dou Hua Restaurant** and the **Singapore Chinese Orchestra**, seniors enjoyed the first evening edition of the Musical Bento Box concert at UOB Plaza Atrium, serenaded by classic tunes such as Lemon

Tree and Moonlight in the City (城里的月光).

This is the seventh year that Si Chuan Dou Hua Restaurant has worked with Central Singapore CDC on its Festive Cheers programme to bring joy to disadvantaged seniors during festive seasons.

Said **Ms Wee Wei Ling**, Executive Director of Si Chuan Dou Hua Restaurant, "We believe in building relationships with the community, and are happy to have built strong bonds with the seniors over the years."





Chief Executive Officer, Resorts World Sentosa, **Mr Tan Hee Teck** and **Mayor Denise Phua** with children from Central Singapore CDC's Nurture programme at the launch of A Universal Christmas at Universal Studios Singapore last December.

## Festive Cheers with Resorts World Sentosa



RWS CEO **Mr Tan Hee Teck**, Minister of State **Mr Sam Tan** and **Mayor Denise Phua** with celebrity chef **Mr Sam Leong** and his family, ready to serve up a special lunch for our seniors.

Hanging up their corporate suits for a day, staff from **Resorts World Sentosa** (RWS) rolled up their sleeves to assist 100 disadvantaged seniors living in Telok Blangah and Radin Mas.

Partnering both Central Singapore CDC and South West CDC, they reached out to 45 one- and two-room rental units. They befriended seniors and helped them with repair works such as electrical wiring, plumbing and basic carpentry.

Seniors were even treated to a special lunch by celebrity chef **Mr Sam Leong** of Forest.

Rounding off 2018 on a high note, RWS also brought Christmas cheer to 500 children under the CDC's Nurture programme. Together, they took part in A Universal Christmas – Universal Studio Singapore (USS)'s annual Christmas parade, and enjoyed the many adrenaline-filled rides.





Chief Executive Officer, Maybank Singapore, **Dr John Lee**, with Minister for Social and Family Development and Second Minister for National Development, **Mr Desmond Lee**, with Mayors **Ms Low Yen Ling**, **Dr Mohamad Maliki Bin Osman**, **Dr Teo Ho Pin**, **Mr Desmond Choo**, **Ms Denise Phua**, and Chief Executive Director, The People's Association, **Mr Desmond Tan**.

## Maybank Family Fund @ CDC

On 21 November 2018, **Maybank Singapore** launched the Maybank Family Fund @ CDC with the Office of the Mayors. The three-year Memorandum of Understanding pledged to empower disadvantaged families financially, and improve their livelihood and employability.

Specifically with Central Singapore CDC, Maybank will be matching the savings of low-income families under the Cash UP Family Savers programme. Now in its ninth year, the programme has helped equip these families with the financial knowledge to develop a regular savings habit.



Participants learning how to save financially at the Cash UP Family Savers programme.



Senior Minister of State **Dr Koh Poh Koon** painting the flat of an elderly senior with youths from **Blossom World Society**.

## Silver Homes with Blossom World Society

More than 300 youth volunteers from **Blossom World Society** came together on 1 September 2018 to do something meaningful for the seniors in the Central Singapore District. Together, they rolled up their sleeves and spruced up 35 rental units in the area. They were joined by Senior Minister of State **Dr Koh Poh Koon**, who flagged off the event at Ang Mo Kio Avenue 6.

This was part of Central Singapore CDC's Silver Homes programme, which aims to provide a clean, safe and healthy living environment for disadvantaged seniors.

Looking for opportunities to do good  
with Central Singapore CDC?

Write to Jin Zhi at  
[pa\\_centralssingapore@pa.gov.sg](mailto:pa_centralssingapore@pa.gov.sg)





Grassroots Adviser **Dr Lily Neo**, with volunteers and 90 student beneficiaries of the Ready for School Kit (Primary) at Kreta Ayer-Kim Seng.

## Ready for School Kit supported by Far East Organisation

To help support low-income families with school-going children and youth, Central Singapore CDC started the Ready for School Kit (Primary and Secondary) programme in 2015.

Supported by **Mr Philip Ng and his team at Far East Organisation**, the programme provides families with additional assistance to purchase essential items for the new school term.

This alleviates the stress faced by these families and enables the students to better focus on their learning and academic studies.

In 2018, the programme has reached out to 3,070 primary and secondary students across 23 divisions in the Central Singapore District.



Staff volunteers from **Swire Pacific Offshore** painting a wall mural at **Bishan Home for the Intellectually Disabled**.

## Painting Smiles with Swire Pacific Offshore

53 staff from **Swire Pacific Offshore (SPO)** came together to paint a series of colourful wall murals for the residents at **Bishan Home for the Intellectually Disabled** on 3 August 2018. The murals were conceptualised by local artist, **Adam Wang**, and aimed to rejuvenate the common spaces within the home to bring cheer to its residents.

This is the fourth mural that SPO has done in collaboration with Central Singapore CDC's Painting Smiles programme – a community initiative to brighten up shared community spaces through art. SPO also worked with social enterprise **Project Dignity** to organise a rojak-making session for the residents.



# TECH FOR *Dim Sum*



Located at 183 Jln Besar Rd, **Swee Choon Dim Sum** is well-known for their affordable and delicious dim sum and *tze char* dishes. Established in 1962, the humble yet savvy restaurant has since gone on to become a household name among both locals and tourists alike. We speak with second-generation business owner, **Tony Ting**, on how he has harnessed technology to keep his business current.

---



Owner Tony Ting guiding his team of dim sum chefs in Swee Choon's kitchen.



**T**ony's slim frame belies his level of energy. We met him on a Monday evening, just as the kitchen crew were gearing up for the day's dinner crowd. The 61-year-old has been running the popular restaurant since the 1980s, and enthusiastically invited us into the belly of **Swee Choon's** kitchen to witness the magic.

## WEATHERING TOUGH TIMES

Swee Choon's founding years were both physically and mentally trying for the family. Tony's parents had to work up to 16 hours a day and save most of their earnings in order to keep the business afloat. 20 years after its establishment, things did not prove to be any easier for Tony when he took over the reins.

The shortage of manpower was, and is, one of the biggest challenges he faces to date. With the restaurant's odd-hour shifts and a myriad of other career options available, more people were pursuing jobs outside the Food & Beverage industry. Tony knew that he had to turn to alternative methods to reduce the need for physical manpower. Keeping in line with new business trends, he decided to embrace and adopt technology to support the restaurant's systems.

## MAKING THE SWITCH

Tapping on technology helped Tony's lean team cope with the surge in patrons in 2007, when they introduced Shanghaiese dim sum to the menu. With tech-savvy youths forming most of their customer base, Tony brought in online queue systems and fast ordering via QR codes to the front-end of the business. This reduced the number of physical trips required to attend to customers. Previously, waiters had to make about 19 trips throughout the course of the meal!

Back in the kitchen, Tony has similarly semi-automated the restaurant's key productions. While they used to hand-wrap each siew mai, they can now produce more than twice the amount with the help of the machines.

## ADAPTING FOR THE FUTURE

At the age of 61, learning remains an integral part of Tony's life. The avid learner has been continually upgrading himself through courses to help him run his business better. He also strongly believes in upgrading his staff by enrolling them for regular courses on customer service. This equips them with the skills required to face unique challenges that may come at work.

When asked if he had any words of advice for aspiring entrepreneurs, Tony emphasises the need to maintain a positive attitude and to continue learning. "Passion and patience is key to running a successful F&B business. It will be tough, but you will feel a sense of accomplishment when you see the fruits of your labour. Most importantly, enjoy the journey!"

“

**Passion and patience is key to running a successful F&B business. It will be tough, but you will feel a sense of accomplishment when you see the fruits of your labour. Most importantly, enjoy the journey!"**

**Tony Ting**  
Owner of Swee Choon Dim Sum

**"餐饮生意的成功关键是热忱和耐心。这是艰辛的，但是，当你看到劳动成果时，你会有一种成就感。最重要的是，享受整个历程。"**

**陈言利**  
瑞春点心常务董事



Diners can now place their orders electronically, reducing the manpower strain for the business.



# THE NEW WORLD OF CAPSULE HOTELS

Offering a quick respite from daily life without having to leave the country, staycations continue to be a popular activity among Singaporeans. Yet, sometimes, we struggle to find options that are stylish but affordable. Enter **Cube Boutique Capsule Hotel**, a new and unique option by founders **Benedict Choa** and **Sonia Anya Tay**. Initially catering to the savvy, young traveller, the hotel's profile of guests has since grown to include locals looking for an interesting experience.



With a passion for hospitality and travel, Benedict's overseas trips with his family were what inspired him to re-invent the concept of hotels. He recalls how traveling with his family of seven would require two to three hotel rooms. Not only was the cost of accommodation overwhelming, having three separate rooms offered no common space for family interaction.

## CAPSULE HOTELS CONCEPT

On the other hand, hostels with bunkbeds did not offer much appeal in terms of comfort. It was then that Benedict and Sonia looked into the concept of capsule hotels and decided to break ground into this fairly new type of accommodation in Singapore.

## DISRUPTING TRADITION

Introducing a new line of capsule hotels was not without its challenges, as many are still used to traditional accommodation. Benedict stressed the importance of thinking outside the box to stay competitive, compelling and innovative – even if it meant disrupting the typical hospitality business model.

At Cube, they live by the mantra of space efficiency. Though high ceilings and decorative furniture are eliminated to prevent space wastage, the overall visitor experience is not compromised. Every part of Cube is strategically designed to accommodate necessary facilities for the modern

user. Be it reading or doing your make-up, day-to-day activities can be carried out comfortably within the capsule's walls.

## STAYING RELEVANT

Benedict's thoughts are constantly revolving around ways to improve the operations of the hotel. Online reviews are an important source of feedback. The team goes through every single one and implements key suggestions immediately. Engineering and functionality issues are kept in mind for new generations of Cube hotels.

## BEYOND ACCOMODATION

With its properties located in culturally-rich Chinatown and Kampong Glam, Benedict hopes that Cube will evolve beyond

an accommodation to become a destination where guests can enjoy Singapore's rich heritage.

"Finding the drive to constantly improve starts with the right attitude and passion," shares Benedict. "Entrepreneurship is a process of trial and error. Don't set your mind on a certain framework. Instead, have a vision and evolve with the trends to stay relevant."



**Benedict Choa, Founder, Cube Boutique Hotel**



**A look inside the hotel at Chinatown.**

Stand to win a 2D1N stay at Cube Boutique Hotel at Kampong Glam for two!

**Share with us a hidden gem or secret in the Central Singapore District that we need to know about and why!**

Email your answer to Cheryl at [pa\\_centralsingapore@pa.gov.sg](mailto:pa_centralsingapore@pa.gov.sg) with the subject 'Voices CUBE Boutique Hotel'. Include your Name and Mobile Number.

Limited to one entry per person.

**CLOSING DATE: 31 MARCH 2019.**

Winners will be notified through email.



**Cube Boutique Hotel at Kampong Glam.**



# BIGGER, BETTER, ‘PURPLER’!



## THE PURPLE PARADE 2018 IN NUMBERS



More than  
**10,000**  
participants

**219**

participating  
organisations



**4,200**  
Contingent  
paraders

**42**

Carnival  
booths



**400**  
Concert  
performers





A sea of purple participants and supporters at Suntec City.



**Minister Chan Chun Sing**, Deputy Chairman of People's Association, takes The Purple Parade Pledge with **Mayor Denise Phua**, special guests, Friends and Faces of The Purple Parade 2018.

## THE PURPLE PARADE PLEDGE 2018

We, the people of Singapore, stand united to pledge our support for the special needs community.

We recognise that all of us are equal, even if we are differently abled.

We will celebrate the strengths and abilities of each person, regardless of race, language or religion.

We will promote equal access in daily living, education and lifelong learning, employment and social participation for each person.

We will support the potential of all persons with special needs, so that everyone will lead dignified and meaningful lives in our society.

Together, we pledge to create a home for all.



# OUR PURPLE-HEADS

## SPECIAL NEEDS ORGANISATIONS

Leading the movement for an inclusive society, staff and representatives from various special needs organisations gathered to celebrate their abilities and join in the Parade.



A blind masseur from the **Singapore Association of the Visually Handicapped Mobile Massage Team** giving a participant a massage.



Parents and children from **Voices of Rare (Rare Disorders Society Singapore)** putting on a heart-warming performance at the Concert.

## BUSINESSES

For the first time, participating merchants offered special deals for shoppers dressed in purple to raise awareness of the movement. Many business owners and their staff also volunteered their time to set up stalls at the Carnival in support of the non-profit special needs sector.



**Gong Cha Singapore's Chief Operating Officer, Mr Andy Oh (first from right), with Minister Chan Chun Sing and Mayor Denise Phua at the Carnival.**

## GOVERNMENT AGENCIES

Government agencies walked the talk for inclusion, and gathered to champion for a caring and inclusive Singapore.



Staff from the **National Environment Agency** and their mascot marching in support of the movement.



# RTED PARTNERS



Staff volunteers from **Apple** enthusiastically cheering on the Contingent participants during the march-past.



A **Harley-Davidson** staff Ms Wan Wai Yee, Face of The Purple Parade, a ride at the Purple Light-Up Networking & Launch event.



Staff from **HP Inc.** and clients from **SPD** got together to form an inclusive contingent of 'Plucky Sharks'.



Staff from the **Ministry of Social and Family Development** and their families showing support for an inclusive Singapore.

## SCHOOLS

Hundreds of students from schools and Institutes of Higher Learning participated in the Campaign, Concert, Carnival and Contingent to help raise awareness of The Purple Parade movement.



Students from **Nanyang Polytechnic** volunteered as motivators, and participated in the Contingent march-past and Carnival.





# WE HONOUR YOU



## MARINA CENTRE PRECINCT





# OUR PARTNERSHIP




THE PURPLE PARADE THANKS YOU. SEE YOU IN 2019!



# LIFELONG LEARNERS OF CENTRAL SINGAPORE



**David Hendrick Jr, 51**

**Director, Human Resource (People) Development, Tan Tock Seng Hospital and Central Health**

A "can do" attitude towards learning is key to take on new challenges. As a learning and development professional for more than 20 years, my continuous hunger to learn has supported me in my career. I believe that anyone can learn if they want to, and we don't stop learning until the day we take our last breath.

கற்றலைப் பொறுத்தவரை "என்னால முடியும்" என்ற மனப்போக்கை வளர்த்துக் கொள்வதே புதிய சவால்களை மேற்கொள்வதற்கான உத்தி. இருபது ஆண்டுகளுக்கு மேலாகக் கற்றல் மற்றும் மேம்பாட்டுத் துறையில் பணியாற்றிய எனக்கு, தொடர்ந்து கற்றுக்கொண்டே இருப்பதிலுள்ள தீராத நாட்டமே எனது வாழ்க்கைத்தொழிலுக்கு உறுதுணையாக இருந்தது. கற்க விரும்பும் எவராலும் கண்டிப்பாகக் கற்றுக்கொள்ள முடியும் என நான் நம்புகிறேன். நமது மூச்சு நிற்கும்வரை நாம் கற்பதை நிறுத்தவே கூடாது.

## Postwoman

With technology advancing rapidly, many payment and registration services have been digitalised. I need to continue learning to keep up with trends and lifestyle changes. Technology has also widened my horizon to be in the know about local and foreign current affairs. As part of my lifelong learning journey, I take courses and attend seminars to increase my knowledge. It is through these that I also get to make new friends!

现在科技发达，很多支付以及登记服务已经数码化。我得不断学习才能跟上时代潮流和生活方式。科技使我增广自己的见闻，了解更多有关外国和本地的消息。我在这段终身学习的旅途里，参加了不同的课程和讲座。我很庆幸从中也交到了很多朋友，为学习增添不少乐趣！



**Yuen Kum Soong, 袁金凤, 66**



**Faye Roberts, 7**

## Student

I enjoy going for swimming and dance classes every week. I am also learning how to ride a horse and have a pony called Pudding at my grandparents' place in the United Kingdom. I like learning new things because it's fun and exciting!

除了喜欢上每星期一次的游泳和舞蹈课之外，我也正在学习如何骑马。当我回到英国探望爷爷奶奶时，我都会去试骑在那儿的设得兰矮种马，布丁。学习新东西总是又好玩又精彩，我非常喜欢！





**Mohammad Hafiz Bin Abdul Jabbar, 30**

**Senior Executive, Community Development and Strategy, Masjid Mujahidin**

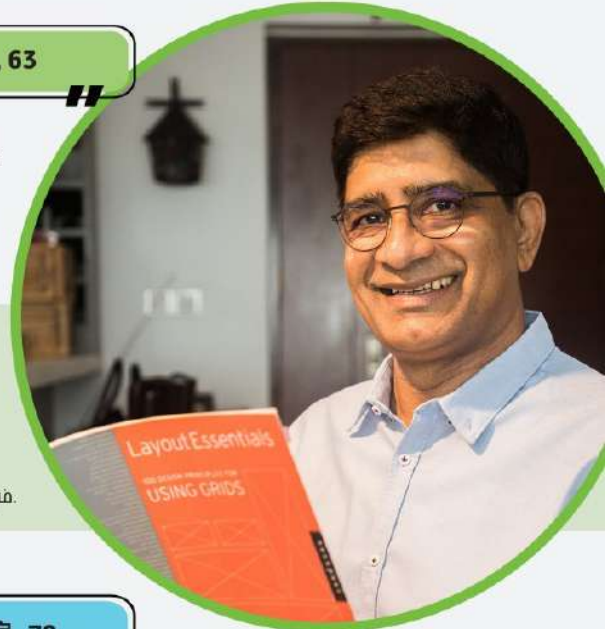
The pace of the world is frantically moving and we need to manage change within ourselves to move seamlessly with trends. I am constantly looking to upgrade my skills, and am currently taking a local part-time degree in Islamic Juripudence. Together with knowledge learnt from my workplace mentors, I will be able to engage the community more effectively.

*Dalam persekitaran dunia yang pesat berubah, kita perlu terus menyesuaikan diri agar tidak ketinggalan. Saya sentiasa berusaha meningkatkan kemahiran saya, dan kini saya sedang mengikuti kursus ijazah sambilan tempatan dalam syariah Islam. Dengan pengetahuan yang dipelajari dari mentor tempat kerja saya, saya akan dapat melibatkan masyarakat dengan lebih berkesan.*

**Founder & Director, Act 3 Theatrics**

I started out creating and staging theatre performances for children, then moved into using drama as a teaching tool in schools. I am now learning and working with special needs children and adults to use drama and theatre to enrich and equip them with life skills. Lifelong learning is something we owe ourselves. Our experiences in life can be used with newer skills and knowledge we gain to improve the lives of others, including our own.

நான் ஆரம்பத்தில் சிறுவர்களுக்கான மேடைப் படைப்புகளை உருவாக்கி அரங்கேற்றத் தொடங்கினேன். பிற்பாடு, பள்ளிகளில் நாடகத்தைக் கற்பிப்பு கருவியாகப் பயன்படுத்தினேன். தற்போது, மாற்றுத் திறனாளிகளான சிறுவர்களோடும் பெரியவர்களோடும் சேர்ந்து செயல்பட்டு, நாடகத்தையும் மேடைக் கலையையும் பயன்படுத்தி அவர்களின் வாழ்க்கைத் திறன்களை வளக்க முற்பட்டிருக்கிறேன். வாழ்நாள் கற்றல் என்பது நமக்கு நாமே செய்ய வேண்டியதொரு கடமை எனலாம். நாம் வளர்த்துக்கொள்ளும் புதிய திறன்களோடும் அறிவாற்றலோடும் நமது வாழ்க்கை அனுபவங்களைப் பயன்படுத்தி, மற்றவர்களின் வாழ்க்கையை மட்டுமன்றி, நமது சொந்த வாழ்க்கையையும் நாம் மேம்படுத்த முடியும்.



**R. Chandran, 63**

**Steric Tan, 陈雄良, 70**

**Retiree and Silver Infocomm Wellness Ambassador, IMDA, Smartphone Ambassador**

If we don't continue learning, we will be left behind. I'm happy to conduct regular classes to teach other elderly to use the smartphone and keep up with technology. Some people are fearful, or feel they are too old to learn it. I encourage everyone to pick up these skills because of the convenience it brings!

*"学如逆水行舟，不进则退"。我很高兴能够通过举办课程，教导其他年长者如何使用智能手机，帮他们跟上科技的步伐。有些人对学习新科技感到惧怕，或认为自己年长就不需要使用科技。但是我鼓励大家提高自己对科技的知识，因为它将会带来许多的方便！*





# FOOD IN WHAMPOA FOR \$5 OR LESS

Hawkers are a celebrated local culture that many Singaporeans are proud of. With many gems scattered across our island, **Voices** heads to Whampoa to suss out some mouth-watering yet affordable dishes that you should try.



## NASI PADANG @ RABIAH MUSLIM FOOD

In business for over 30 years, this Nasi Padang stall is well-known for its wide variety of tantalising dishes. We managed to get a generous portion for the damage done, with savoury curry laden on top for the perfect finish. We picked the begadil, which was flavourful and fluffy on the inside; as well as the chicken wings, which were crispy despite having been cooked for a while. A definite must-try dish? Their highly-raved sambal sotong.

**Damage done:** \$5

Beroperasi sejak lebih 30 tahun lalu, gerai Nasi Padang ini dikenali dengan pelbagai sajian yang menyelerakan. Dengan \$5 sahaja, kami amat berpuas hati dengan saiz hidangannya, dan kuah kari yang divedok ke atas nasi seakan menyempurnakan waktu makan kami! Kami mencuba bergedil yang lembut dan enak, dan kepek ayam goreng yang rangup. Hidangan yang mesti dicuba? Sambal sotong yang disukai ramai!

**Address:** 90 Whampoa Drive #01-34,

**Operating hours:** 12pm to 7pm, closed on Sundays.





### BEACH ROAD FISH HEAD BEE HOON

One sip of its broth left us all wide-eyed and wowed – perfectly savoury, with a hint of ginger to add to its taste. The portion of sliced fish was generous, with each piece meaty and substantial. We deliberately ordered the sliced fish soup instead of the fried one to determine the freshness, and it was fresh indeed! This is one dish you will definitely crave – especially on a cold rainy day.

**Damage done:** \$4.50 (additional 30 cents for a bowl of rice)

这碗鱼头米粉的汤头，即美味又浓厚，让人回味无穷。吃了过后，嘴里还会缠着微微的姜丝香。鱼片分量不只多，厚度也恰到好处。我们为了确定鱼肉是否新鲜，还特意选择了白鱼片米粉。鱼片果然不负众望，的确很鲜甜！我们相信这碗热腾腾的美芝路鱼头米粉，肯定会在你雨天里，暖肚的一道爽心美食。

**Address:** 90 Whampoa Drive #01-46

**Operating hours:** 8am to 2pm, closed on Wednesdays and Saturdays.



**Damage done:** \$2 for 3 items. Each item ranges from 70 to 80 cents.

**Address:** 90 Whampoa Drive #01-35

**Operating hours:** Opens from 6am daily.

### XI DE LI

Xi De Li offers traditional Chinese pastries that are really value-for-money, and suitable for vegetarians. Try their new purple sweet potato balls, made from Japanese sweet potatoes. The fragrance of the sweet potato intensifies with every bite! We also tried the savoury and sweet hum chim peng (deep fried dough fritters), the dough was fluffy and moist. Go early to snag some of their durian bombs too – the popular item was fully sold by lunch time.

சி டி லி விற்பனை செய்யும் பாரம்பரிய சீனப் பலகாரங்கள் உண்மையிலேயே மலிவானவை. சைவர்களுக்குப் பொருத்தமானவை. ஜப்பானிய சர்க்கரைவள்ளிக் கிழங்குகளைக் கொண்டு தயாரிக்கப்படும் புதிய ஊதா சர்க்கரைவள்ளிக் கிழங்கு உருண்டைகளின் வாசமும் கவையும் அபாரம்! இனிப்பும் உப்பும் கலந்த ஹம் சிம் பெங்கில் (பொரித்த மாவு அடைகள்) பூரணம் சற்று அதிகமாக இருந்திருக்கலாம் என்றாலும், மாவு பஞ்சபோல பிரமாதமாக இருந்தது. அவர்களது டிரியான் உருண்டைகளை ருசிக்க காலையிலேயே சென்றுவிடுங்கள் - பிரபலமான இந்த உருண்டைகள் மதிய உணவு நேரத்திற்குள் விற்று தீர்ந்துவிட்டன.





Support  
**FAMILIES**  
in need with their  
daily necessities



Lend a helping hand  
or befriend lonely  
**SENIORS**  
who need your  
company



Help  
**CHILDREN**  
from low-income  
families level up with  
their peers at school

**CENTRAL SINGAPORE CDC INVITES YOU TO**

# **DONATE TO "SEED A LIFE" DONATION PROGRAMME**

**Donate now and change a life.**

**Monthly, yearly, or one-off donations are welcome.**

**Donations will receive tax exemption.**

**Please fill in the donation form on the facing page  
and mail it to Central Singapore CDC.**



For more information on the CDC's programmes,  
visit [www.cdc.org.sg/centralsingapore](http://www.cdc.org.sg/centralsingapore) or  
write to [pa\\_centralsingapore@pa.gov.sg](mailto:pa_centralsingapore@pa.gov.sg).





# DONATION FORM

Mail to **Central Singapore Community Development Council (Finance Department)** at 490 Lorong 6 Toa Payoh, HDB Hub BizThree, #07-11 Lift Lobby 2, Singapore 310490.

## MY PARTICULARS

Profile

☐ Individual Donor

☐ Corporate Donor

Name

Address & Six-Digit Postal Code

Telephone

Fax

Email

NRIC/FIN No.

*\*NRIC/Fin is required for automatic tax deduction.*

Company UEN No.

*\*Only applicable for Corporate Donors.*

## MY CONTRIBUTION

Monthly Contribution

☐ \$500 ☐ \$200 ☐ \$100 ☐ \$50

☐ Others (please state):

One-Time Contribution

☐ \$500 ☐ \$200 ☐ \$100 ☐ \$50

☐ Others (please state):

## INTERBANK GIRO APPLICATION

*For Applicant's Completion*

Name as in Bank Records

Name of Bank

Bank Account No.

- (a) I/We hereby instruct the Bank to process the Central Singapore Community Development Council's instruction to debit my/our account.
- (b) The Bank is entitled to reject the Central Singapore Community Development Council's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this.
- (c) This authorisation will remain in force until:
- The Bank's written notice sent to my/our address last known to the Bank;
  - Upon the Bank's receipt of my written revocation; or
  - Upon the Bank's receipt of the notice of written revocation from the Central Singapore Community Development Council.

Signature/Thumbprint of Applicant  
(As in Bank's Records)

*For Bank's Completion*

To:

Central Singapore Community Development Council  
490 Lorong 6 Toa Payoh, HDB Hub BizThree, #07-11 (Lobby 2),  
Singapore 310490

This application is hereby **APPROVED/REJECTED**  
(please circle one).

If rejected, please state reasons below (you may tick more than one):

- ☐ Signature/Thumbprint differs from Bank's records.
- ☐ Signature/Thumbprint is incomplete/unclear.
- ☐ Wrong Account No.
- ☐ Amendment not countersigned.
- ☐ Others (please state): \_\_\_\_\_

\_\_\_\_\_  
Name/Signature of Officer-In-Charge

\_\_\_\_\_  
Date of Approval

## FOR OFFICIAL USE ONLY

Name of Billing Organisation (BO)

Central Singapore Community Development Council

Bank/Branch

7339/501

Central Singapore CDC A/C No.

412225-001

Donor's Reference No.

A/C to be Debited

### Important Notes:

- 100% of your donation goes towards helping needy individuals and families in the Central Singapore District.
- You will receive a 250% tax deduction for your contribution.
- Central Singapore CDC will provide the details of your donation to IRAS for the tax deduction to be included in your income tax statement.

**THANK YOU FOR HELPING US BUILD A BETTER LIFE FOR OUR RESIDENTS.**



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