

SHAN YOU

ANNUAL REPORT

FY24/25



TABLE OF CONTENTS

03

About Shan You

04

Message from the President

05

Management Committee

06

Impact at a Glance

07

Financial Highlights

08

Shan You
Counselling Centre

10

Shan You
Wellness Community

21

Partnering Our Journey

22

Acknowledgement
of Donors

24

Governance

26

Thank You Note
from Our Seniors



ABOUT SHAN YOU

Shan You is a non-profit social service organisation set up in 1995 to provide professional counselling and social care services based on the guiding values of compassion, morality, mindfulness and wisdom. Our services are available to all in the community, regardless of race, religion and the ability to pay.

Shan You is a registered society and a charity with the status of Institution of Public Character (IPC), and a full member of the National Council of Social Service (NCSS).

Supported by



Member of



Vision and mission

OUR VISION

To be a renowned hub of excellence for mental health and community wellness services for the well-being of all.

OUR MISSION

To deliver accessible and effective services that enhance the mental and social well-being of individuals and families in the community.

OUR VALUES

Our Guiding Values

that guide us in our work and services to the community.

- **Compassion**
To alleviate the suffering of all without distinction.
- **Morality**
To act ethically and not cause harm.
- **Mindfulness**
To be aware of our experiences in the present moment without judgment.
- **Wisdom**
To understand things as they truly are.

Our Service Values

our commitment to guide our decisions and actions to serve all.

- **Purposiveness**
Acting with a conscious intention to render services for the well-being of all.
- **Accountability**
Being responsible to our community, donors and stakeholders.
- **Respect**
Having regard for the autonomy, dignity and rights of others.
- **Togetherness**
Working together with a shared sense of purpose in fulfilling our vision and mission.
- **Integrity**
Being truthful and fair in our words and actions.

MESSAGE FROM THE PRESIDENT

As we mark a significant milestone, Shan You's 30th anniversary, I reflect with immense pride on what our stakeholders, staff members and volunteers have achieved. I am profoundly grateful for the unwavering support given to us on our journey. For over three decades, Shan You has grown from a small team with a big heart into a steadfast pillar of support, dedicated to fostering mental and social well-being in our community.

In traditional symbolism, the 30th anniversary is represented by the pearl. Much like a pearl, which is formed out of a small particle and emerges as an object of great beauty and resilience, Shan You has navigated challenges with perseverance, grace and strength. This is a fitting symbol of Shan You's journey, embodying the wisdom, integrity, and lasting value we strive to bring to our community through our work.

Nonetheless, the past year had not been without its challenges. The global economy's headwinds and inflationary pressures made it difficult for many organisations to sustain their charitable giving. Yet, our resolve remained unshaken, and we continued to innovate. A key part of this was the digital transformation of our operations by onboarding the iShine Cloud's Case Management Solution (CMS). This new cloud-based system allows our staff to securely record, access and analyse case information. Beyond this, it also streamlines our processes for volunteer management and donations, helping us to better engage with

our supporters and maximise the impact of every contribution. This system not only enhances our operational efficiency and data security but also facilitates a more seamless expansion of our services in the future, allowing us to better serve our entire community.

Looking ahead, we are driven by a bold vision to expand our services over the next five to ten years. We are committed to forging new partnerships and exploring innovative solutions to reach out and serve more people so as to build a more resilient society.

Our vision to be a renowned hub of excellence for mental health and community wellness can only be possible with your support. Your contributions, whether through donations or volunteerism, are investment in the mental well-being of our community. It is also encouragement and inspiration for us to strive on. Thank you for being a part of the Shan You family. Together, we will continue to make a meaningful difference for many more years to come.

Sincerely,



Dr Jenny Quek
President



MANAGEMENT COMMUNITTEE



Name	Current Charity Board Appointment	Past Charity Board Appointments
Dr Jenny Quek Hwee Huang	President	<ul style="list-style-type: none"> • Committee Member (appointed on 31 Aug 2022) • President (2006 - 2022) • Vice-President (2002 – 2006) <p style="text-align: right;">*Member since 1996</p>
Mr Wilson Tan Chee Wee	Vice-President	<ul style="list-style-type: none"> • Honorary Treasurer (appointed on 31 Aug 2022) • Honorary Secretary (2020 - 2022) • Assistant Honorary Secretary (2018 – 2020) • Assistant Honorary Treasurer (2016 – 2018) <p style="text-align: right;">*Member since 2015</p>
Mr Mike Leo Chin Toon	Secretary	<ul style="list-style-type: none"> • Assistant Honorary Secretary (appointed on 31 Aug 2022) <p style="text-align: right;">*Member since 2022</p>
Mr Puah Kok Chang	Treasurer	<p style="text-align: right;">*Member since 2024</p>
Ms Wang Shiow Mei	Assistant Secretary	<p style="text-align: right;">*Member since 2022</p>
Mr Patrick Peck Wee Boon	Committee Member	<ul style="list-style-type: none"> • President (appointed on 31 Aug 2022) • Vice-President (2014 – 2022) • Assistant Honorary Secretary (2010 – 2014) <p style="text-align: right;">*Member since 2008</p>
Mr Eddy Lim Seck Boon	Committee Member	<ul style="list-style-type: none"> • Vice-President (appointed on 31 Aug 2022) • Assistant Honorary Treasurer (2014 – 2020) <p style="text-align: right;">*Member since 2013</p>
Mr Lee Hian Hui	Committee Member	<ul style="list-style-type: none"> • Committee Member (appointed on 31 Aug 2022) • Honorary Treasurer (2020 – 2022) • Honorary Secretary (2018) • Assistant Honorary Secretary (2017) <p style="text-align: right;">*Member since 2018</p>
Mr Wilkinson Tan Kuan Hiang	Committee Member	<ul style="list-style-type: none"> • Honorary Secretary (appointed on 31 Aug 2022) <p style="text-align: right;">*Member since 2022</p>
Mr Kelvin Wang	Committee Member	<p style="text-align: right;">*Member since 2024</p>
Venerable Ding Rong	Spiritual Advisor	

IMPACT AT A GLANCE

Counselling and Casework



Mental Health Awareness



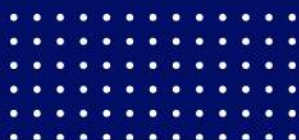
Active Ageing Programmes



Community Partnerships



Food Ration Distribution / Community Meals



FINANCIAL HIGHLIGHTS

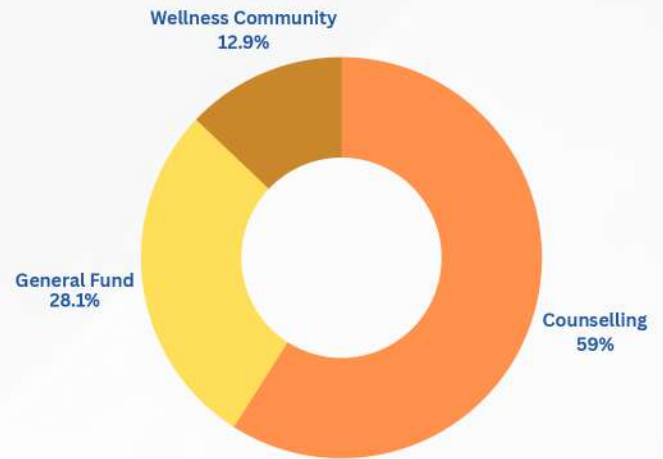
Shan You remains committed to delivering essential mental and social well-being services to our community. In this financial year, income from counselling services made up to more than half of Shan You's income. A key driver of Shan You's income – EIOC (Ellie in our Community) did not generate income in this financial year.

Principle Programme Funding:

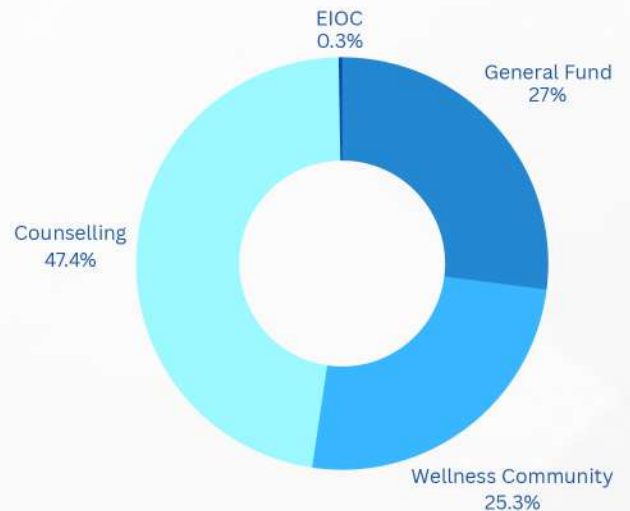
- Community Chest: Their support for our Counselling & Casework programme has been vital in sustaining these essential services.
- National Council of Social Services (NCSS): NCSS funding has been key in driving our capability and capacity building, enabling us to innovate and improve service quality.
- Tote Board: The Tote Board's matching of our fundraising efforts has significantly boosted our impact, helping us reach more individuals in need.
- Corporate and Individual Donors: The ongoing generosity of our donors has been instrumental in sustaining and expanding our services, empowering us to overcome challenges.

While this year brought challenges, it also showcased the resilience of our organisation and the strength of our community. With continued support, we remain optimistic about the future and committed to making a lasting impact.

**TOTAL INCOME:
\$1,118,318**



**TOTAL EXPENDITURE:
\$1,287,357**



SHAN YOU COUNSELLING CENTRE

The Counselling and Casework Programme at Shan You Counselling Centre (SYCC) continues to provide accessible and affordable counselling services to a wide demographic, including youths, adults, seniors, couples, and families. Our clients come to us with a variety of challenges, such as depression, anxiety, stress, grief, and relationship issues. Our team of clinical psychologists and counsellors are equipped to deliver evidence-based and mindfulness-based counselling tailored to these needs.

As a community-based centre, SYCC’s services are available and accessible to all regardless of race, religion, and/or socio-economic background. In FY24/25, SYCC has served 355 new counselling cases and a total of 877 counselling cases. A total of 2,526 counselling sessions were also conducted, a steep increase of 30% from FY23/24. This signals a growing mental health burden in our society, highlighting the urgent need for more accessible, community-based support systems.

According to the National Youth Mental Health Study (September 2024) by the Institute of Mental Health, one in three young adults aged 15 to 35 in Singapore reported severe or extremely severe symptoms of depression and/or stress. This trend is also reflected in the age group of clients we served in FY24/25, where clients aged 21 to 40 represent the largest age group seeking counselling services.

Looking ahead to the new financial year, SYCC is committed to building on this foundation by expanding our reach and deepening our impact within the community. Our goal is to continue to be a pillar of support, fostering a community where mental well-being is prioritised and accessible to all.



Overview for FY24/25

355 Total new cases

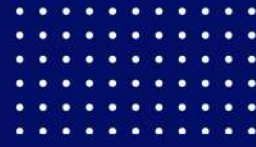
877 Total counselling cases

2,526 Total counselling sessions

Age Range of Clients

Age (years old)	No. of clients
10 and below	8
11 to 20	27
21 to 30	231
31 to 40	213
41 to 50	77
51 and above	33

Age range of clients excludes those who opted to remain anonymous.



Senior Consultant Clinical Psychologist Dr Lim Kok Kwang delivered a Sleep Hygiene Talk in Mandarin to 78 Shan You senior beneficiaries, promoting better sleep habits and overall well-being.

新加坡佛光山

心理
健康
讲座

**智取焦虑：
三道途径达到
心身安宁**

讲者：
林国光博士

善友辅导中心临床心理学家
杰出执业贡献奖（英国心理学会）
杰出新加坡心理学会贡献奖（新加坡心理学会）
前任新加坡心理学会会长

日期/时间/地点：
30.11 2pm 新加坡佛光山二楼海会堂

详情请洽询一楼服务台 免费入场
T: 6411 0590 F: 6411 0599 E: admin@fgs.sg W: www.fgs.sg

Dr Lim's talk titled *Outsmarting Anxiety: 3-Mind-Body Paths to Freedom* at Fo Guang Shan

SHAN YOU WELLNESS COMMUNITY

Shan You Wellness Community (SYWC) was established to broaden Shan You's social care services to the community. Our services are provided to anyone in need, regardless of race or religion, and guided by the principle of “Healthy Mind, Healthy Body, Healthy Living”. These services and initiatives align with the national objective of promoting active living, including deliberate efforts to organise programmes that encourage healthy body movement, nutritious eating, and educational talks are made to benefit our senior community.

Each day, we serve an average of 70 to 100 senior beneficiaries in FY24/25, where our active aging programmes are designed to keep them aged healthily and engaged. We offer physical activities like aerobics and stretching to improve strength, balance, and flexibility, which helps prevent falls. Cognitive games and social sessions like Rummy O and singing karaoke keep their minds sharp. These activities and programmes are conducted at SYWC, a supportive environment that provides a safe space for seniors to navigate their emotional well-being and foster a sense of belonging.

Overview for FY24/25

405 Total senior activities/
programmes conducted

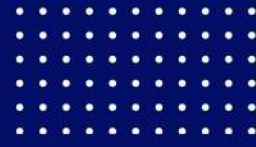
15,283 Seniors attendance
recorded

142 Active ageing activities
conducted

263 Cognitive games and
social sessions
conducted

Programme breakdown

Programme/ activity name	No. of sessions conducted	No. of senior beneficiaries attendance
Bingo	38	3,347
Rummy O	100	2,384
Billy Stretching Exercise	32	1,533
Active Seniors Dancing	31	339
Interactive Games	46	1,975
Karaoke	32	488
Active Seniors Singing	47	1,262
Active Ageing Exercise	31	1,588
HPB Low Impact Aerobics	48	2,367



HPB Low Impact Aerobic exercise for seniors.



Group Photo of senior participants after Billy Wang Stretching Exercise.



Bingo games led by seniors at Shan You.



Shan You seniors playing Rummy O, a tile-based strategy game for seniors.



Shan You seniors after singing session.



Shan You seniors practicing dance steps at Wellness Community.



COMMUNITY MEAL AND FOOD RATION



For over a decade, SYWC has supported vulnerable individuals, families, and seniors in Singapore by providing free meals and food packs. We are dedicated to deliver essential sustenance and care to those most in need within our community.

OVERVIEW FOR FY24/25



25,417
free meals



5,272
free fruits



2,037
food rations



2,230
festive goodie
bags

COMMUNITY MEAL SERVICES



As part of Shan You's Community Health Improvement (CHI) programme, our Community Meal Services provide free, nutritious meals and vital social interactions to those in need, especially those facing hardship and/or social isolation, five days a week. This project aims not only to alleviate hunger but also to build a resilient, compassionate community where every individual feels valued and connected. Through this service, beneficiaries are able to connect and bond with their neighbours, fostering a stronger sense of community.

In FY24/25, together with our donors, partners and volunteers, SYWC provided over 25,000 meals and 5,000 fruit rations to our elderly beneficiaries, ensuring their nutritional needs are met while also offering social engagement.

Special thanks to the following volunteer organisations, individuals who supported our community meal services!

Garden Pastry
Mahabodhi Monastery
Merit Creation Group
Moni Great Vows Lodge
Sian Chay Medical Institution
Irene Kong
Jenny Chua, Ho Kwok Fu and friends
Ng Tee Kang
Queenie Quek and friends



FOOD RATION DISTRIBUTION SERVICES

Shan You's Food Ration Distribution Service distributes free monthly food packs to vulnerable and/or disadvantaged individuals and families. As of FY24/25, we have ten external partners/ organisations/ volunteer groups who reached out to donate and packed over 2,000 food kits to individuals and families in need, offering them much-needed relief and sustenance.

Special thanks to the following volunteer organisations, individuals who helped in food rations packing, delivering, and gifting of goodie bags!

Hua Siah Construction Pte Ltd
Hypertherm
NCS Singapore
PT-G Builders Pte Ltd
Sales Force
Urgen Dorjee Choling Buddhist Centre
Candy Lim
Ho Kwok Foo



COMMUNITY PARTNERSHIP FOR SENIOR WELLBEING

We collaborated with a wide range of sponsors, charity groups, and community partners to better serve the needs of the community, especially to our senior beneficiaries, helping them to age with dignity, purpose, and grace.

Together, we aim to bring meaningful support through the “ABC” approach:

A **Active Ageing** – Encouraging seniors to stay physically, mentally, and socially engaged.

B **Befriending** – Combating social isolation through regular companionship and meaningful relationships.

C **Care and Support** – Providing accessible care services and connecting seniors to the resources they need.

Furthermore, during festivities and celebratory occasions, our partners and donors also provided and distributed over 2,000 goodie bags to our senior beneficiaries.



Special thanks to the following partners and organisations for volunteering/ contributing to the wellbeing of our seniors!

4S
Agency of Integrated Care
Beeh Low See Temple
Changi General Hospital
Friendship Charity team
HKA Financial
Karma Kagyud Buddhist Centre

Kiang Khoon Tian Dragon
& Lion Dance Association
Merit Creation Group
Moni Great Vows Lodge
My Little Gems Preschool
NTUC Health
People Association

Resident's NetWork
SG Helping Hands
Sian Chay Medical Institutions
Singapore Buddhist Federation
SingHealth Polyclinics
South East CDC
SunLove
Tanjong Katong Girls' School
THK Seniors' Community Services
The Buddhist Library
Ubi Community Centre
Wisma Geylang Serai

COMMUNITY PARTNERSHIP HIGHLIGHTS

Kampung Eunos Network

Kampung Eunos Network (KEN) aims to provide a more comprehensive support system for seniors within the community. Together with the various social service agencies, Shan You hopes to better serve our senior beneficiaries, ensuring they live healthily and age gracefully.

In FY24/25 and through KEN, Shan You has organised nine events/ activities for the senior beneficiaries, from cultural tours to mindfulness sessions to promote healthy living and support graceful ageing.

- 8 Sep 2024 – KEN Health & Wellness Carnival
- 9 Nov 2024 – KEN Indian Heritage centre outing
- 1, 15, 22 Nov 2024 – KEN Mindfulness Day
- 5 Dec 2024 – KEN Christmas Wonderland & Orchard excursion
- 8 Feb 2025 – KEN Lo Hei
- 9 Feb 2025 – KEN Getai
- 12 Mar 2025 – KEN Buka Puasa



COMMUNITY PARTNERSHIP HIGHLIGHTS

THK Community Service team

Together with THK Community Service team, we assess the requests from both THK and SYWC's senior beneficiaries and coordinate essential aid such as free daily meals, food rations, adult diapers, and assistive devices (e.g., wheelchairs, commodes, walking frames, and walking sticks).

Our collaboration ensures that clients receive consistent befriending services, as well as care and support tailored to their needs.

...

Uncle Sie Mook, a senior beneficiary of the programme.

Shan You has arranged THK's Meals-on-Wheels, medication reminders, home nursing care, and medical escort services for him – until his passing due to a sudden stroke on 13 Oct 2024.



Dot Connection Growth Centre

Since 3 Jul 2024, SYWC has collaborated with Dot Connection Growth Centre (DC) and students from the Diploma in Buddhist Psycho Therapy on befriending services. We would like to express our sincere gratitude to two befriending volunteers, Ms Jean Lau and Ms Lim Mei Yin, who volunteer their time and effort to help serve and accompany the seniors at our Wellness Community.

...

Ms Jean Lau (lady on the left) with our Shan You senior beneficiary.



COMMUNITY PARTNERSHIP HIGHLIGHTS

SingHealth

On 21 Aug 2024, SingHealth conducted an engaging Mandarin Health Talk with 89 Shan You seniors, focusing on musculoskeletal health and stroke prevention. Our senior beneficiaries gained valuable insights into maintaining physical well-being and reducing stroke risk, enhancing their understanding of proactive healthcare practices in their daily lives.

...

Shan You's seniors participating in basic physical movement exercises to improve mobility, flexibility, and overall well-being.



Tanjong Katong Girl's School

Students from Tanjong Katong Girls' School had fantastic time bonding with Shan You's 20 seniors on 20 Aug 2024 and 36 seniors on 22 Aug 2024. Our senior beneficiaries participated enthusiastically in interactive games and arts and crafts activities, fostering intergenerational bonding and creating a warm, enjoyable experience.

...

Tanjong Katong Girl's School students with our Shan You senior beneficiaries.



SHAN YOU SENIORS INTEREST GROUPS



The Shan You Seniors Interest Group (善友欢乐班) was initiated by our senior beneficiaries who share a passion for singing and dancing. They meet regularly to rehearse and often have opportunities to perform and engage with the wider community. These activities help our seniors to stay active, build confidence, and foster friendships that promote healthy ageing.



During Vesak Day, Shan You's seniors were invited to perform at the Singapore Expo by the Singapore Buddhist Federation on 12 May 2024.

Led by Teacher Chua Hong Liang, 30 senior singers and 12 dancers participated and prepared for the performance over few months of rehearsals.



Through singing and dancing, our seniors showcased the spirit of active ageing on the stage.

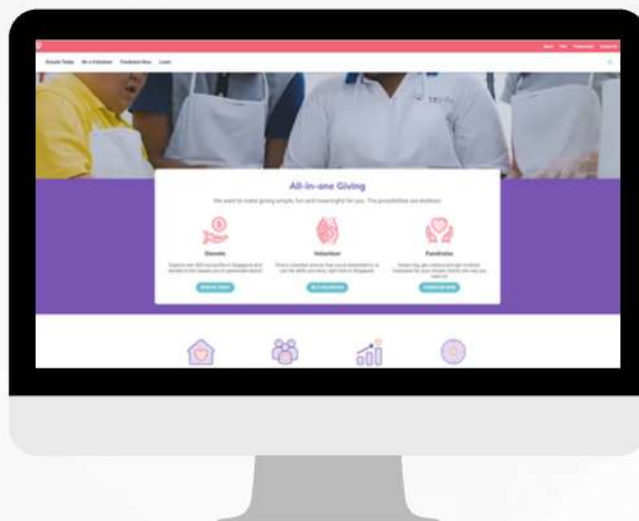
SHAN YOU SENIORS INTEREST GROUPS



Seniors from our Shan You Interest Groups performed vibrant singing and dance performance to 120 audience during the Shan You Double Birthday Celebration on 14 Sep 2024. This event provided a meaningful platform for our seniors to stay socially engaged, physically active, and mentally stimulated — supporting our commitment to active ageing.



PARTNERING OUR JOURNEY



giving.sg

In FY24/25, we appealed in Giving.sg, a digital fundraising platform and received tremendous support through five digital fundraising campaigns that are eligible for the dollar-for-dollar matching grant from Toteboard and the Singapore Government. All donations to Shan You through our fundraising campaigns are eligible for tax-deduction of 2.5 times the amount of qualifying donation.

The five campaigns are:

- Food Ration Distribution Service: Help Us Fight Food Insecurity
- Warming Hearts, Warming Tummies – A Shan You Community Meals Initiative
- Building with Shan You – Together, We Build a Better Community
- Mental Wellness for All: Support My Community Counselling Fund
- Empowering Golden Years: Support Active Ageing with Shan You

For partnership, donations related enquiries,
please email partnerus@shanyou.org.sg.



DONORS AND PARTNERS

Our deepest gratitude for the following donors, organisations and individuals who have demonstrated extraordinary generosity and kindness. Your philanthropic spirit and willingness to contribute to our cause, no matter the scale, have been the lifeblood of our organisation. Your donations have directly impacted the lives of those in need, and we assure you that every dollar has been utilised responsibly to achieve our mission.



Allalloy Dynaweld Pte Ltd
APAC Global Advisory Pte Ltd
Che Hian Khor Moral Uplifting Society
Che Sen Khor Moral Uplifting Society
Chinese Eating House Owners Association
Evergreen Buddhist Culture Service Pte Ltd
Mangala Vihara (Buddhist Temple)
Mellford Pte Ltd
Mini Recruitment Pte Ltd

MyNet Technologies Pte Ltd
National Council of Social Service
PT-G Builders Pte Ltd
Puat Jit Buddhist Temple
RISSTYLE
Singapore Buddhist Youth Mission
Tan Ean Kiam Foundation
Unearthed Productions Pte Ltd



Fo You Yuan - Vegetarian Restaurant
HealthyFIT Pte Ltd
Kwan Tzi Zhai Vegetarian Cuisine

Supreme Vege Hotel Royal @ Queens
Uniquely Vegetarian

Abdul Kadir Bin A Abdullah Khan Sahib
Ang Hwee
Ang Yingxiu
Boey Pui Yi
Boey Pui Yunn
Chan Jenny
Chan Kam Choy
Chan Wei Sern
Chay Oh Meng Cecilia
Cheung Ngai Kay
Cheung Yu Kay
Cheung Yu Li
Chew Guo Quan
Chia Boon Seng
Chia Cher Khiang
Chia Khiam Huat
Chia Yue Choy
Choa Wee Keong
Chong Shiau Chen

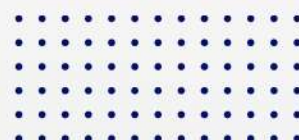
Chong Suet Ying
Chong Yee Shen
Chua Lee Keng
Chua Peck Kee
Chua Peck Yuen
Chua Sok Nghoh
Cornelia Veronika Martin
Duan Kok
Ea Wen Jie
Foong Chun Chee
Goh Kwee Imm
Goh Lay Hoon
Heng Mok Kwee Derrick
Ho Meng Yee
Hoo Yuen Cing
Hou Lijun
Hylee
Javern Sim Jun Yan Shen Junyan
Jessie Olivia Yang Yunjie

Joel Goh Kwang Soon
Jovin Shen
Joy Yan Jing Yu
Kam Hwee Kuan
Ker Liang
Khoo Bee Hua
Koh Hui Ping
Koh Kian Geok
Koh Seng Heng
Kou Aik Boon
Kwok Lee Kuen
Kwok Lih
Lambert Ho Yew Ping
Lau Kin Harn
Lau Shi Yue, Cindy
Lee Eng Heng
Lee Kai Haein
Lee Lay Har Phyllis
Lee Miin Wey

Lee Shean Wei
Lee Swee Nam
Lee Yok Cheng
Li Tze Jiun
Liew Bee Lan
Liew Wen Hwee
Lim Boon Li Agnes
Lim Khoon Cheow
Lim Kim Seng
Lim Mui Hoon
Lim Shuh Huey
Lim Soon Kiat
Lim Zhao Ting
Liu Weiyang, Ivan
Loh Chung Keat
Loh Seet Yoong
Lye Chee Hoong
Mah Yoke Sim
Marilyn Lee Pei Ling
Melvin Zhong
Mulyaty
Neo Tee Kiat Melvin
Ng Chee Keong
Ng Chee Yeong
Ng Eng Han
Ng Kim Yong
Ng Lay Bee
Ng Soon Im
Ng Woo Hong

Ong Ah Tiong
Ong Cheng Boon
Ong Hui Ming Charles
Ong Lee Yau Fo
Pattabhi Rajan
Peck Bee Lan
Peggy Yeo Ling Yen
Phang Seng Shuan
Phua Yihui
Poh Hwee Fang
Quek Seow Leng
Rian
Seah Chee Hua
Seow Jing Ying
Shakeel Ahmed Zahiruddin Mohammed
Sim Choon
Sim Draw Yee
Sim Soo Hoon Eunice
SK
Sky Low Yen Rong
Su Wannazhongbu
Sung Sio Ma
Tan Lee Kian
Tan Poh Hoon
Tan Siang Khim
Tan Siew Ann
Tan Soon Seng
Tan Thong Teck
Tan Yew Seng

Tan Yok Liang
Tan Yong Kian
Tang Poh Ing
Tay Boon Hau
Tay Chui Guek
Tay Foong Ling
Tay Jingyang, Jon
Tee Soo Kee
Tenzin Quek Gim Soon
Teo Alice
Teo Bee Ngoh
Teo Siu Tin
Teo Xin Yu
Teoh Yi Boon
Tham Puah Ling
Thong Kim Foong
Tuen Kong Hoong
Tung Ann District Guild
V R Soorya
Vanessa Ng
Vivien Chia Wei Mun
Wang Hui Qi
Wong Hong Ching
Wong Mei Yin
Wu Qinghui
Yeo Chiat Wei
Yeo Khung Keong
Yeo Sheow Wei
Yeong Yan Kit



GOVERNANCE

POLICY STATEMENTS AND PRACTICES

DATA PROTECTION POLICY

Shan You recognises the importance of the personal data that our clients, donors and volunteers have entrusted to us and believe that it is our responsibility to properly manage, protect and process their personal data. Our policy is designed to assist them in understanding how we collect, use and/or disclose the personal data they have provided to us, as well as to assist them in making an informed decision before providing us with any of their personal data.

Shan You maintains measures to protect personal data from being exposed to unauthorised access through proper usage of IT systems and secured passwords. As email is the most convenient mode of communication, we will not request any confidential information using this mode of communication.

Under PDPA, our clients, donor and volunteers have a right of access to any information stored about them. They may withdraw consent they gave us to use their personal data at any time. In addition, they may send request for information on how their personal data may have been used or disclosed in the past year, and correct any errors or omission in their personal data.

Any consent that clients, donors or volunteers may have given for the collection and use of their personal data may be withdrawn any time but it will not cancel what was already done before their withdrawn consent notice. Upon receiving their withdraw consent notice, their personal data will be deleted immediately so as there are no financial and legal obligations to retain their personal data.

Shan You also does not use cookies on our web pages.

WHISTLE BLOWING POLICY

Shan You is committed to strong corporate governance and promote an open and transparent culture, where employees, vendors, clients and other stakeholders are provided with an avenue to express concerns on any serious wrongdoing/malpractice in relation to fraud, controls and ethics.

This Policy aims to achieve the following:

- Establish a trusted avenue for employees, vendors, clients and external stakeholders to report serious wrongdoings or concerns without fear of reprisals when whistleblowing in good faith.
- Ensure arrangements are in place to facilitate independent investigation of the reported concern and appropriate follow-up actions will be taken.
- Encourage employees to raise concerns at an early stage to an internal authority so that actions could be taken immediately to resolve them.

Wrongdoings may include, but are not limited to, the following:

- General malpractice such as immoral, illegal or unethical conduct.
- Potential infractions of Code of Conduct.
- Impropriety, corruption, acts of fraud, theft and/or misuse of Shan You's properties.
- Any other serious improper matters which may cause financial or non-financial loss to Shan You or damage Shan You's reputation.

GOVERNANCE

POLICY STATEMENTS AND PRACTICES

MANAGEMENT COMMITTEE MEMBERS ATTENDANCE

Name, Role	Attendance
*Dr Jenny Quek Hwee Huang, President	05/06
*Mr Wilson Tan Chee Wee, Vice-President	05/06
Mr Mike Leo Chin Toon, Secretary	05/06
Mr Puah Kok Chang, Treasurer	05/06
Ms Wang Shiow Mei, Assistant Secretary	05/06
*Mr Patrick Peck Wee Boon, Committee Member	03/06
*Mr Eddy Lim Seck Boon, Committee Member	04/06
Mr Lee Hian Hui, Committee Member	04/06
Mr Wilkinson Tan Kuan Hiang, Committee Member	03/06
Mr Kelvin Wang, Committee Member	05/06

CONFLICT OF INTEREST

The Charity has set in place a Code of Conduct & Conflict of Interest Policy for board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity. Should there be any potential conflict of interest, the affected member of the Management Committee or staff may not vote or abstain from discussion and decision making on the issue that was the subject matter of the disclosure.

RESERVES POSITION AND POLICY

The reserves of Shan You provide financial stability and the means for the development of Shan You's programmes. Shan You reviews the level of reserves regularly and intends to maintain the reserves at a level sufficient for its operating needs. The maximum operating reserves for Shan You shall be five years of the amount of the annual operating expenditure.

CORPORATE INFORMATION

Bankers

DBS Bank Limited
May Bank

Auditor

YFK Public Accounting Corporation

Governing Instrument

Society Constitution
UEN No.: S95SS0103B
IPC No.: IPC 000253

- No staff member at Shan You receives annual remuneration exceeding \$100,000.
- During the financial year, no close relatives of the executive head or board members received remuneration over \$500,000.
- * Board members who have served for over ten consecutive years. They are duly elected and approved at the general meeting to continue serving as Shan You's board member to provide continuity, mentorship for incoming members, institutional knowledge, and to sustain strategic networks that benefit the organisation.

Appendix I

Shan You Succession Plan

1) **Form a Succession Planning Committee:**

Form a sub-committee or the HR sub-committee to oversee the succession planning process. This committee should include current board members and key stakeholders.

2) **Identify Key Roles and Responsibilities:**

Define the roles and responsibilities of each board member and key positions within the organization.

3) **Evaluate Current Leadership and Skills:**

Evaluate the current board members' skills, experiences, and performance. Identify gaps.

4) **Develop a Leadership Pipeline:**

Create a pipeline of potential leaders from within the organization, e.g., volunteers, ex-staff members, or external candidates who align with our vision, mission and values.

5) **Create a Mentorship Program:**

Implement a mentorship program where current leaders can mentor potential successors. This helps in transferring knowledge and preparing future leaders for their roles.

6) **Establish Emergency Succession Plans:**

Develop backup plans for emergencies to maintain continuity. (Work-in-Progress)

7) **Set Criteria for Selection:**

Set the criteria for selecting new board members. This should include passion, commitment, qualifications, experience, and alignment with our vision and mission.

8) **Review Plan:**

Review the succession plan regularly to ensure it remains relevant and effective. This includes assessing the progress of potential successors and making necessary adjustments.

9) **Communicate the Plan:**

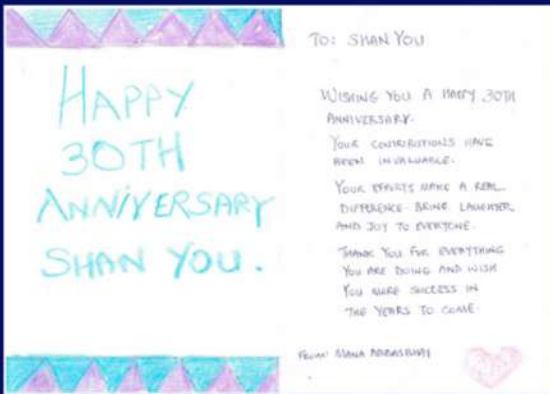
Clearly communicate the succession plan to all stakeholders, including current board members, staff, and volunteers. Transparency is key to gaining support and ensuring a smooth transition.

10) **Provide Training and Development Programs:**

Provide ongoing training and development opportunities for potential leaders. This helps in building their leadership skills.

APPRECIATION NOTE

FROM OUR SHAN YOU SENIOR BENEFICIARY



To: Shan You

"Wishing you a happy 30th anniversary.

Your contributions have been invaluable.

Your efforts make a real difference. Bring laughter and joy to everyone.

Thank you for everything and wish you more success in the years to come."

- Mana Abbasbhai



- Ah Tian

Goh Poh Choo, Molly

Shan You is a Centre where most elderly people would like to go from Mondays to Fridays except days fall on public holidays. The elderly get to know each other better by sharing their interests. The Centre conducts exercises and games such as Bingo and Rummy-O. Every afternoon lunch is provided. At times, dinner is also provided. The elderly are also so fortunate because every month there is birthday celebrations. The Centre also conducted outings such as going to Garden By the Bay, Bird Park (Bird Paradise), Changi Airport and concerts. There is also karaoke where the elderly enjoys singing at the centre. We are also very thankful to various sponsors who provided us with goodie bags and food. We hope the elderly will continue to stay healthy and happy.

— H —

“Shan You is a centre where most elderly people would like to go from Monday to Friday, except days fall on public holidays. The elderly get to know each other better by sharing their interests. The centre conducts exercises and games such as Bingo and Rummy-O. Every afternoon’s lunch is provided. At times, dinner is also provided. The elderly are also so fortunate because there are monthly birthday celebrations. The centre also conducted outings such as going to Garden By the Bay, Bird Park (Bird Paradise), Changi Airport and concerts. There is also karaoke, where the elderly enjoy singing at the centre. We are also very thankful to various sponsors who provided us with goodie bags and food. We hope the elderly will continue to stay healthy and happy.”

- Goh Poh Choo, Molly

“I came to join Shan You twelve years ago. Every morning after breakfast I will leave the house and come to Shan You.

Shan You is like my second home.

I am very happy to spend those few hours there because I can let go of my worries and anxiety and have some peace.

Shan You really cares for us. They encourage us to participate in exercising which help to strengthen our bones which prevent us from falling. Everyday we have healthy vegetarian lunch. We also have Bingo and games which is very exciting.

Every first week of the month we have birthday celebrations with cakes and jellies. They sometimes bring us to temples for dinner or lunch which we really enjoy.

We also attend talks such as nutrition talk to be aware of food which is too oily which can affect our health.

I am really very thankful to Shan You for the concern, and the volunteers who are so helpful and tolerant towards us.

Thank you, Shan You.”

- Evelyn Yeo

I came to join Shan You twelve years ago. Every morning after breakfast I will leave the house and come to Shan You. Shan You is like my second home. I am very happy to spend those few hours there because I can let go of my worries and anxiety and have some peace. Shan You really cares for us. They encourage us to participate in exercising which help to strengthen our bones and which prevent us from falling. Everyday we have healthy vegetarian lunch. We also have Bingo and games which is very exciting. Every first week of the month we have birthday celebrations with cakes and jellies. They sometimes bring us to temples for dinner or lunch which we really enjoy. We also attend talks such as nutrition talk to be aware of food which is too oily which can affect our health. I really very thankful to Shan You for the concern, and the volunteers who are so helpful and tolerant towards us.
Thank You
Shan You
Evelyn Yeo

APPRECIATION NOTE

FROM OUR SHAN YOU SENIOR BENEFICIARY

善友30週年誌庆

我有幸与Eunos区的善友结缘。

善友的活动多姿多彩,不时有举办联欢歌唱、幸运抽奖与庆生等等欢乐节目。同时,每週一週三都有有趣昂然的游戏:诸如Bingo与投掷游戏。幸运者尚可获得奖品,诚令耆龄人士开怀,笑不拢咀。肚子饿了,尚有午饭供应,无形中亦让大家节省一笔午饭费。

善友负责人处事温良恭俭,共共有德;在与大家沟通时,态度总是亲切诚挚、和蔼可亲。委实令人赞赏仰慕的心情。

但愿善友日愈茁壮,大放光彩,继续把欢乐带给大家。善友,百尺竿头,更进一步。加油!

吴艾莹
Goh Ah Siew

Shan You 30th Anniversary Celebration

"I am fortunate to have formed a connection with friends from Shan You in the Eunos area.

The activities organised by Shan You are vibrant and diverse, often featuring joyful programmes such as singing gatherings, lucky draws, and birthday celebrations. Additionally, every Monday and Wednesday, there are engaging games like BINGO and tossing games. Lucky participants may even win prizes, bringing smiles and laughter all around. Lunch is also provided, which allows everyone to save on lunch expenses.

The person in charge of Shan You handles matters with gentleness, humility, and orderliness. When communicating with everyone, they are always warm, sincere, and approachable — truly admirable qualities that inspire both praise and respect.

May Shan You continue to grow stronger, shine even brighter, and keep bringing joy to everyone.

Shan You — may you keep reaching new heights. Keep it up!"

- Goh Ah Siew

时间过的真快，我来到善友快到1年了，认识好多朋友，生活充实，学会人与人之间的感情和合作，礼让和宽容，不要计较，善有友安安排的节目不错。给会员膳食，不是会员也有份拿食物。

不分种族，慈善的力量，照亮在不同的角落。援助老人健康和关怀，心连心，传递无限的温暖。

善友的事业闪耀不灭，在世界各个角落发扬光大。

李鑽石

"Time truly flies — I have been part of Shan You for almost a year now. I have made many friends, and my life feels full and meaningful. Here, I've learned the value of friendship, cooperation, kindness, and tolerance — and not to sweat the small stuff. The programmes organised by Shan You are wonderful. Meals are provided to members, and even non-members are welcome to take food.

Regardless of race, the power of charity shines brightly in every corner. Shan You supports the health and care of the elderly, spreading warmth and kindness from heart to heart.

I wish Shan You's work shines brightly and continues to flourish, reaching every corner of the community."

- Lee Suan Cheok

亲爱的善友康乐亭，

首先，我要谢谢本亭的负责人以及学第帮助我的义工们。在我每次来这里的时候，大家都非常细心的照顾我，并问候我的健康。

第二，本亭给予大家的娱乐和保健设备都很齐全。我们都被照顾到位。在饮食方面我们都得到很好的备餐，非常对我们的老人家的饮食习惯着着想。

在此，我在这里给予我真诚的谢意。大家

再接再厉，希望本亭越做越好！☺

李大妹

09/06/2015

"Dear Shan You Wellness Community,

First of all, I would like to thank the person in charge of Shan You Wellness Community, as well as the volunteers who often help me. Every time I come here, everyone takes such thoughtful care of me and always checks in on my health.

Secondly, the entertainment and wellness facilities provided here are very complete. We are all well looked after. As for the meals, we receive well-prepared food that thoughtfully considers the dietary needs of us seniors.

With this, I would like to express my sincere gratitude. Please keep up the great work, and I hope Shan You Wellness Community continues to grow and get even better!"

- Lee Tai Mo



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Singapore 380005



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