

SEPTEMBER 11, 2017



**ANNUAL GENERAL MEETING XV**  
NUS STUDENTS' COMMUNITY SERVICE CLUB



**NATIONAL UNIVERSITY OF SINGAPORE  
STUDENTS' COMMUNITY SERVICE CLUB**

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"To develop volunteerism amongst NUS undergraduates in a  
nurturing environment that fosters community service."



# NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB

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# **NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB**

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## **1. PASSING OF AGM XIV MINUTES**

Yeo Yi Xuan proposed the starting of AGM XIV at 1927 hours. Ng Aik Loong seconded him.

With no amendments, the minutes were proposed passed by Yeo Yi Xuan and seconded by Ng Aik Loong.

## **2. INTRODUCTION OF THE 15<sup>TH</sup> MANAGEMENT COMMITTEE**

President	Stanrly Moo Jia Lir
Vice-President (Regular Programmes)	Ang Shi Min Charmaine
Vice-President (Special Projects)	Joscelin Ong Jia Xin
General Secretary	Xiong Chengjie
Assistant Secretary	Lim Yen Ivy
General Treasurer	Ong Zhi Yong Gary
Assistant Treasurer	Tan Heng Yeow
Business Director	Wu Jiayue
Publications and Publicity Director	Tee Hong Giap
Deputy Publications and Publicity Director (Co-opted)	Geraldine Wong Kay Ee
Deputy Publications and Publicity Director (Co-opted)	Neo Zhen Cheng
Volunteer Management Director (Co-opted)	Fennie Wong Choy Chin
Deputy Volunteer Management Director (Co-opted)	Leong Sheu Sheng
Volunteer Welfare Director	Ang Sher Wen Vigilia
Deputy Volunteer Welfare Director	Ng Su Min, Rachel
Deputy Volunteer Welfare Director	Ong Jia Min



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### **3. PASSING OF REPORTS 2015/2016**

#### **a. MANAGEMENT COMMITTEE REPORT**

##### **i. PRESIDENTIAL REPORT**

Yeo Yi Xuan proposed the opening of presentation of the Presidential Report. Ng Aik Loong seconded him.

There being no amendments to the Presidential Report, it was proposed passed by Yeo Yi Xuan and seconded by Ng Aik Loong.

##### **ii. VICE PRESIDENTIAL REPORTS**

Yeo Yi Xuan proposed the opening of presentation of the Vice Presidential (Regular Programmes) Report. Lim Shiao Wei seconded him.

There being no amendments to the Vice Presidential (Regular Programmes) report, it was proposed passed by Yeo Yi Xuan and seconded by Lim Shiao Wei.

Yeo Yi Xuan proposed the opening of presentation of the Vice Presidential (Special Projects) Report. Chia Ren Bin seconded him.

There being no amendments to the Vice Presidential (Special Projects) report, it was proposed passed by Yeo Yi Xuan and seconded by Chia Ren Bin.

##### **iii. HONORARY SECRETARIAT REPORT**

Yeo Yi Xuan proposed the vetting of the Honorary Secretariat Report. Tan Kah Min seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Tan Kah Min.



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### iv. FINANCIAL REPORT

Yeo Yi Xuan proposed the presentation of the Financial Report and Yeo Min Xiu Sherlin seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Yeo Min Xiu Sherlin.

### v. TREASURY REPORT

Yeo Yi Xuan proposed the presentation of the Treasury Report and Yeo Min Xiu Sherlin seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Yeo Min Xiu Sherlin.

### vi. BUSINESS REPORT

Yeo Yi Xuan proposed the presentation of the Business report and Ng Aik Loong seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Ng Aik Loong.

### vii. PUBLICATIONS AND PUBLICITY REPORT

Yeo Yi Xuan proposed the presentation of the Publications and Publicity report and Lam Zhi Tat Alvin seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Lam Zhi Tat Alvin.

### viii. VOLUNTEER MANAGEMENT REPORT

Yeo Yi Xuan proposed the presentation of the Volunteer Management report and Lim Shiao Kee seconded him.



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There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Lim Shiao Kee.

ix. VOLUNTEER WELFARE REPORT

Yeo Yi Xuan proposed the presentation of the Volunteer Welfare report and Lee Yoke Bing Sharon seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Lee Yoke Bing Sharon.

x. LOGISTICS REPORT

Yeo Yi Xuan proposed the presentation of the Logistics report and Ng Aik Loong seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Ng Aik Loong.

**b. GRANTING OF VOTING RIGHTS TO CO-OPTED MANAGEMENT COMMITTEE MEMBERS**

i. VOTING RIGHTS OF DEPUTY PUBLICATIONS AND PUBLICITY DIRECTOR (CO-OPTED)

Yeo Yi Xuan proposed the granting of voting rights for Deputy Publications and Publicity Director (Co-opted) and Ang Shi Min Charmaine seconded him.

Geraldine Wong Kay Ee made a speech and attended to a question and answer session.

Geraldine Wong Kay Ee obtained the majority of votes and was granted voting rights by the assembly.



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### ii. VOTING RIGHTS OF DEPUTY PUBLICATIONS AND PUBLICITY DIRECTOR (CO-OPTED)

Yeo Yi Xuan proposed the granting of voting rights for Deputy Publications and Publicity Director (Co-opted) and Ang Shi Min Charmaine seconded him.

Neo Zhen Cheng made a speech and attended to a question and answer session.

Neo Zhen Cheng obtained the majority of votes and was granted voting rights by the assembly.

### iii. VOTING RIGHTS OF VOLUNTEER MANAGEMENT DIRECTOR (CO-OPTED)

Yeo Yi Xuan proposed the granting of voting rights for Volunteer Management Director (Co-opted) and Stanrly Moo Jia Lir seconded him.

Fennie Wong Choy Chin made a speech and attended to a question and answer session.

Fennie Wong Choy Chin obtained the majority of votes and was granted voting rights by the assembly.

### iv. VOTING RIGHTS OF DEPUTY VOLUNTEER MANAGEMENT DIRECTOR (CO-OPTED)

Yeo Yi Xuan proposed the granting of voting rights for Deputy Volunteer Management Director (Co-opted) and Stanrly Moo Jia Lir seconded him.

Leong Sheu Sheng made a speech and attended to a question and answer session.

Leong Sheu Sheng obtained the majority of votes and was granted voting rights by the assembly.





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### **c. REGULAR VOLUNTEERING PROGRAMMES REPORTS**

#### **i. DAYSPRING REPORT**

Yeo Yi Xuan proposed the vetting of the Dayspring RVP Report. Yvonne Goh Jia Yu seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Yvonne Goh Jia Yu.

#### **ii. CLEMENTI YOUTH SPARKS REPORT**

Yeo Yi Xuan proposed the vetting of the Clementi Youth Sparks RVP Report. Phua Ying Jie seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Phua Ying Jie.

#### **iii. TEACH! REPORT**

Yeo Yi Xuan proposed the vetting of the TEACH! RVP Report. Louis Wong Choon Kit seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Louis Wong Choon Kit.

#### **iv. YISHUN READING STARS REPORT**

Yeo Yi Xuan proposed the vetting of the Yishun Reading Stars RVP Report. Tan Jun Hui seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Tan Jun Hui.

#### **v. YOUTH RANGERS REPORT**



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Yeo Yi Xuan proposed the vetting of the Youth Rangers RVP Report. Loy Yong Shin seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Loy Yong Shin.

vi. HAVENUE REPORT

Yeo Yi Xuan proposed the vetting of the Havenue RVP Report. Ho Zhi Hao Moses seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Ho Zhi Hao Moses.

vii. L-DERLY BEFRIENDERS REPORT

Yeo Yi Xuan proposed the vetting of the L-derly Befrienders RVP Report. Eileen Phoa Ying Ning seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Eileen Phoa Ying Ning.

viii. T.H.E. SENIORS REPORT

Yeo Yi Xuan proposed the vetting of the T.H.E. Seniors RVP Report. Ong Zhi Yong Gary seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Ong Zhi Yong Gary.

ix. BEST BUDDIES REPORT

Yeo Yi Xuan proposed the vetting of the Best Buddies RVP Report. Lee Hui En seconded him.



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There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Lee Hui En.

x. BISHAN HOME FOR THE INTELLECTUALLY DISABLED REPORT

Yeo Yi Xuan proposed the vetting of the B.H.I.D RVP report. Tan Mei Ling seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Tan Mei Ling.

xi. MINDSVILLE@NAPIRI REPORT

Yeo Yi Xuan proposed the vetting of the MINDSville@Napiri RVP Report. Ng Woon Yong seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Ng Woon Yong.

**d. SPECIAL PROJECTS REPORTS**

i. GRANT A WISH XIII REPORT

Yeo Yi Xuan proposed the vetting of the GAW XIII SP report. Lim Shiao Kee seconded him.

There being no further amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Lim Shiao Kee.

ii. LOVE EXPORT VIII REPORT

Yeo Yi Xuan proposed the vetting of the Love Export VII SP report. Chia Ren Bin seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Chia Ren Bin.



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### iii. CSC DAY XI REPORT

Yeo Yi Xuan proposed the vetting of the CSC Day XI SP report. Chia Ren Bin seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Chia Ren Bin.

### iv. SIGNATURE LOVE PROJECT XIII REPORT

Yeo Yi Xuan proposed the vetting of the SLP XIII SP report. Chia Ren Bin seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Chia Ren Bin.

### v. PAINT-A-HOME XVII REPORT

Yeo Yi Xuan proposed the vetting of the PAH XVI SP report. Joscelin Ong Jia Xin seconded him.

There being no amendments to the report, it was proposed passed by Yeo Yi Xuan and seconded by Joscelin Ong Jia Xin.

### vi. ETHELONTÊR XIII REPORT

Yeo Yi Xuan proposed the vetting of the Ethelontêr XII SP report. Vincent Sim seconded him.

There being no amendments to the report, it was proposed passed Yeo Yi Xuan and seconded by Vincent Sim.

### vii. PROJECT C.A.N. XIII REPORT



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Yeo Yi Xuan proposed the vetting of the Project C.A.N. XII SP report. Yeo Wei Ming, Kelvin seconded him.

There being no further amendments to the report, it was proposed passed by Ng Aik Loong and seconded by Yeo Wei Ming, Kelvin.

**5. ANY OTHER BUSINESS**

There being no amendments to the Annual General 2016 report, it was proposed passed by Ng Aik Loong and seconded by Lim Shiao Wei.

With no other matters arising, the AGM was proposed to close at 2230 hours by Ng Aik Loong and seconded by Lim Shiao Wei.



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## **PRESIDENTIAL REPORT AY 2016/2017**

It is with great honour that I present to you the Annual Report for the Academic Year 2016/2017, detailing the developments in the NUS Students' Community Service Club (CSC) during the term of office.

### **1. Objectives**

The objectives for the club this year adopted a three pronged approach, mainly the forging of a CSC family, enhancing Volunteer Development and Empowering Beneficiaries. These three directions served as a guide for our programmes, projects and Management Committee in thinking of new ways to improve their respective events.

### **2. Overview**

#### **a. 38<sup>th</sup> NUS Students' Union Council**

##### **I. Representatives**

The Council Representatives of CSC in the 38<sup>th</sup> NUS Students' Union (NUSSU) Council are:

Mr. Stanrly Moo Jia Lir	President
Ms. Ang Shi Min Charmaine	Vice-President (Regular Programmes)
Ms. Joscelin Ong Jia Xin	Vice-President (Special Projects)

The Executive Committee Representatives of CSC in the 38<sup>th</sup> NUSSU Council are:

Mr. Ong Zhang Yao	Vice President
Ms. Vivian Leow Hui Ying	Deputy Student Life Secretary

##### **II. Council Activities**

The Council Representatives attended five (5) Council Meetings convened by the Council Chairperson, Mr Glen Anthony Ooi, during the term of office. During the meetings, issues regarding Rag and Flag, NUSSU Constitutional Review and orientation matters were discussed and plans pertaining to these matters were proposed and passed as a council.



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### **b. NUS Volunteer Network**

- I. The representatives of CSC in the 10<sup>th</sup> Steering Committee of the NUS Volunteer Network (NVN) are:

Mr. Stanrly Moo Jia Lir	President
Mr. Xiong Chengjie	General Secretary

- II. NVN activities

In the term of office, the four member clubs came together to work together on the NVN retreat, NUS Volunteer Fair (NVF) and Student Life Fair recruitment. There was also a focus on identifying how the different member clubs can tap on each other's strengths to further improve the volunteering landscape in NUS.

### **c. Management Committee (MC)**

Twelve (12) CSC members were successfully elected into the 15<sup>th</sup> Management Committee by the Annual General Meeting held on 5<sup>th</sup> September 2016. Four (4) additional members were co-opted into office (Volunteer Management Director, Deputy Volunteer Management Director and two (2) Deputy Publications and Publicity Directors.

President	Stanrly Moo Jia Lir
Vice-President (Regular Programmes)	Ang Shi Min Charmaine
Vice-President (Special Projects)	Joscelin Ong Jia Xin
General Secretary	Xiong Chengjie
Assistant Secretary	Lim Yen Ivy
General Treasurer	Ong Zhi Yong Gary
Assistant Treasurer	Tan Heng Yeow
Business Director	Wu Jiayue
Publications and Publicity Director	Tee Hong Giap



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Volunteer Welfare Director	Ang Sher Wen Vigilia
Deputy Volunteer Welfare Director	Ng Su Min Rachel
Deputy Volunteer Welfare Director	Ong Jia Min
Volunteer Management Director (Co-opted)	Fennie Wong Choy Chin
Deputy Volunteer Management Director (Co-opted)	Leong Sheu Sheng
Deputy Publications and Publicity Director (Co-opted)	Geraldine Wong Kay Ee
Deputy Publications and Publicity Director (Co-opted)	Neo Zhen Cheng

### **3. Developments**

#### **a. Award Recognition**

In the 12<sup>th</sup> Student Achievement Awards, Project C.A.N. XIII was awarded the Projects Community Service (Platinum) and Paint-A-Home XVII was awarded the Projects Community Service (Silver) for their contributions to the NUS Community and the society. In addition, Ng Aik Loong was awarded the Leadership (Bronze) award in recognition of his outstanding leadership and contribution as a student leader in CSC.

#### **b. CSC Volunteer Appreciation Dinner**

The CSC Volunteers Appreciation Dinner (VAD) was held on 10<sup>th</sup> February 2017 at LT 25. The Colours Awards Committee presented one (1) Gold, nine (9) Silver, 21 Bronze and 33 Merit Awards in appreciation of the efforts of our volunteers in the academic year 2015/2016. In addition, 57 Volunteers receive the Long Service Awards in recognition of their contributions to the Club. In addition, a Special Award was presented to our Staff Advisor Ms Lum Jia Yan, Felicia in recognition of her numerous contributions as the OSA Staff Advisor to CSC since the academic year 2010/11.





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### **c. Management Committee Meetings**

Management Committee meetings were held at least once every two months during the term of office where Cell updates and discussion of the MC events were the focus of the meetings. In addition, a new method of allowing the MC members to propose the topic to be discussed during MC meetings was introduced as a trial run during MC meeting 6. This was done to ensure that MC members are given the opportunity to make decisions on behalf of their own cells.

### **d. Collaborations**

#### **I. SG100 Foundation Carnival Collaboration**

##### **i. Representatives**

Mr. Stanrly Moo Jia Lir	President
Ms. Joscelin Ong Jia Xin	Vice-President (Special Projects)
Mr. Xiong Chengjie	General Secretary

##### **ii. Overview**

The 15<sup>th</sup> Management Committee had three (3) representatives who participated in the SG100 Foundation Carnival Collaboration as the planning committee. As the Carnival was only two (2) years old and still in its infancy stage, CSC was able to provide our expertise in volunteer management to assist the planning committee from the foundation. This ensured that the beneficiaries who participated in the event were well taken care of and enabled our student leaders to gain exposure in events planning outside of CSC.

#### **II. CSC and NUS Students' Sports Club Collaboration**

##### **i. Representatives**

Mr. Stanrly Moo Jia Lir	President
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### ii. Overview

CSC explored opportunities to collaborate with the NUS Students' Sports Club (Sports Club) during the term of office and have decided to collaborate and plan for a one-day event in NUS which will take place at the end of 2017. This collaboration sets the groundwork for future batches of CSC Members to explore and adapt their projects to include other student bodies in NUS.

### III. Publicity Collaborations

#### i. Overview

One of the focuses of CSC in the academic year of 2016/2017 was development of our volunteers. Hence, there were more stringent requirements in place on the usage of our publicity platforms to assist external organisations or student groups in their publicity efforts. The requirements were that the event had to have a direct volunteering segment before CSC agrees' to help publicise their event.

#### e. 15<sup>th</sup> MC Retreat

The 15<sup>th</sup> MC Retreat took place over two (2) days from 16<sup>th</sup> December 2016 to 17<sup>th</sup> December 2016. This was a new initiative to bring the MC members closer together to achieve one CSC family from within. The first night of the retreat was bonding night where MC members had the opportunity to know each other on a deeper level. On the second day, the Presidential Cell with the help of OSA put together a workshop on Emergenetics. This workshop is a behavioural psychometric test that helps the MC members know themselves and each other better so as to better facilitate the working relationship between MC members.

#### f. Changes in number of eXternal Partners

During the term of office, the number of eXternal Partners for the Club was reduced from four (4) to three (3) where the partnership with CityCare was not renewed due to the organisational restructuring that CityCare was going through.



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#### **4. Suggestions for Future Developments**

##### **a. Relooking Continuation of eXternal Partners**

The eXternal Partners arm of CSC was introduced by the 5th Management Committee in order to expose volunteers to increased volunteering opportunities outside of NUS, without taking an additional toll on manpower and other resources on the Club. However, the eXternal Partners the Club has worked with has remained largely unchanged since the introduction of this arm in Academic Year 2007/2008, even though the volunteering landscape in Singapore has undergone significant changes.

During the term of office, collaborations and communications between CSC and each eXternal Partner has been weak at best. Future management committees may consider the purpose of having eXternal Partners and assess if there is still a need for eXternal Partners in the volunteering landscape of NUS. In addition, the criteria for accepting and maintaining of eXternal Partners should be revised to cater to the existing needs of the club.

##### **b. Alumni Relations**

Alumni Relations were sparse during the term of office with most gatherings between alumni being unofficial gatherings that were facilitated by the alumnus themselves. Alumni Relations is an important stakeholder of our club in our programmes and projects as they often provide a helping hand and come along with a wealth of experience to share with our current members. This enables the club to have sustainability and continuity in our volunteer pool which is essential in today's volunteering landscape.

One unofficial gathering during the term of office proved to be fruitful as the presidents from the previous management committees were present and it enabled them to know more about what CSC has been doing and also share about their experiences from the past. This served as a foundation for future management committees to consider tapping on the network of our staff advisor, Ms. Lum Jia Yan Felicia as she will be able to be the connector in bringing the past management committee members together

##### **c. Volunteer Development**

During the term of office, the 15<sup>th</sup> MC retreat that took place serves as a pilot for future efforts to develop our volunteer leaders with courses. The Emergenetics workshop that was tested this year was useful in enabling our leaders to understand themselves and others better which facilitated a closer working relationship. Future management committees can



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consider employing such efforts for a wider variety of volunteer leaders, namely the committee members that work for our programmes and projects.

#### **d. Inter-Student Groups Collaborations**

With a potential collaboration with the NUS Students' Sports Club discussed during the term of office, future management committees, SP committees and RVP committees can consider the possibility of collaborating with other groups for their programmes. This is to improve the quality of our projects/programmes where other student groups might have niche areas which they specialize in and are able to impart them to our beneficiaries. Furthermore, these student groups possibly have a wealth of experiences and resources to share hence a collaboration is mutually beneficial and should possibly be explored.

Reported by:

Stanrly Moo Jia Lir (Mr.)  
President  
15<sup>th</sup> Management Committee  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



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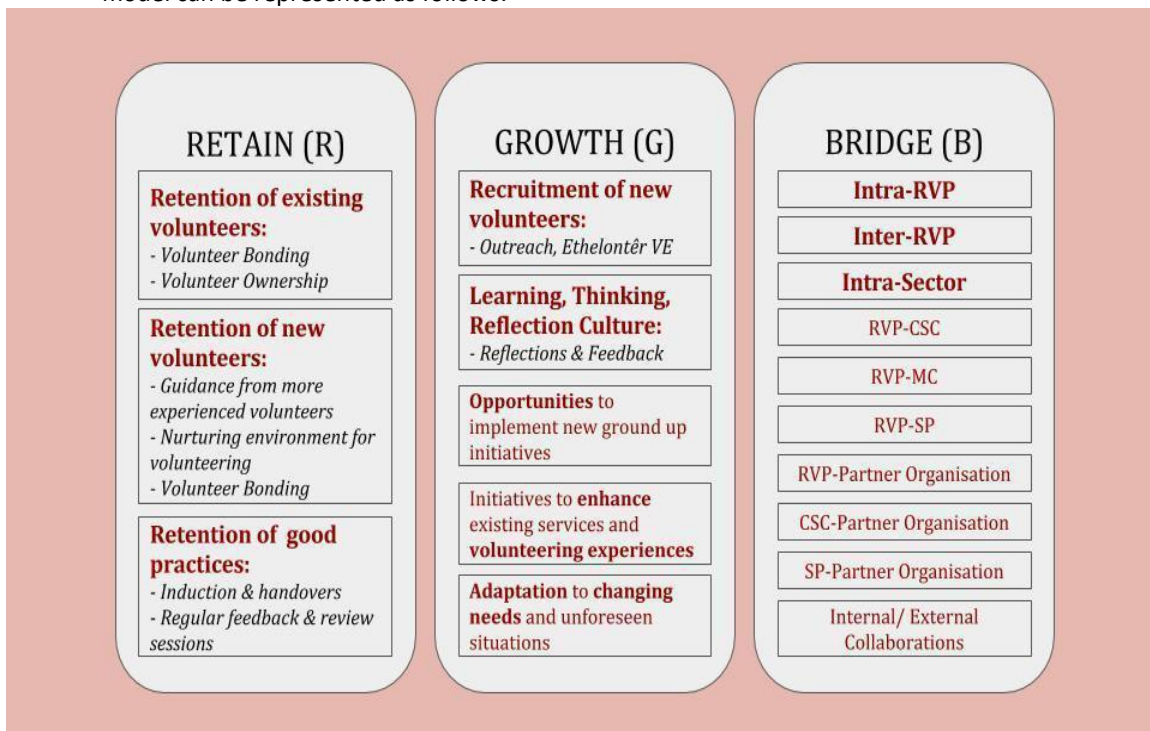
## VICE-PRESIDENT (REGULAR PROGRAMMES) AY 16/17

The Vice-President of Regular Programmes (VPRP) oversees the functioning of the 11 Regular Volunteering Programmes (RVPs). The VPRP also supports the President in the management of the Management Committee (MC) and the Club via involvement in meetings with NUS Offices, NUS Students' Union, and external partners and organisations.

### a. OBJECTIVES

#### Retain-Growth-Bridge (RGB) Model

The Retain-Growth-Bridge (RGB) Model, initiated by the 7<sup>th</sup> MC and refined by subsequent MCs and RVP Teams, highlights the three foundational pillars which sustain and develop the Club. This model can be represented as follows:



The RGB model, updated 15<sup>th</sup> MC



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### b. VPRP's Directions

The aforementioned RGB Model guided the VPRP's directions for AY 2016/17:

- I. **CSC Family (R,B)**: to cultivate a family culture in CSC where RVPs are not only bonded within their RVPs, but outside of their RVP and within CSC as well, through regular bonding sessions as well as Volunteer Welfare events planned by the MC VW cell
- II. **Developing Volunteers (R,G)**: to develop reflective individuals who recognise the importance of their contributions in meeting dynamic community needs and also for them to regularly review the objectives of the programmes and developments so as to open up more opportunities - both within and beyond the RVP landscape
- III. **Empowering Beneficiaries (G)**: to not only see the beneficiaries as needy but to also see their strengths and empower them through tapping on their strengths

Lastly, the VPRP served as a source of support and encouragement for the RVP Team.

### c. OVERVIEW

#### a. RVP Sectors

The RVPs are categorised into three sectors: Children/Youth, Elderly/Terminally Ill, and Intellectual Disability.

#### b. Volunteer Count

The table below details the number of volunteers for each RVP in AY 2016/17, with figures rounded to the closest whole number:

Sector	RVP		Volunteer Count		
			Average Attendance	Over 50% Attendance	Over 70% Attendance
Children/Youth	Clementi Youth Sparks	Night Study	9	21	7
		BookBall	7	9	7



## NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB

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	Dayspring	Tuesday	14	15	14
		Wednesday			
	TEACH!		19	23	21
	Yishun Reading Stars		32	32	32
	Youth Beacons		9	4	2
Elderly/ Terminally Ill	Havenue		8	3	0
	L-derly Befrienders			25	24
	T.H.E. Seniors		14	11	10
Intellectual Disability	Best Buddies		12	17	5
	Bishan Home for the Intellectually Disabled		25	17	8
	MINDSville@Napiri		5	3	3
<b>Total</b>			154	179	133



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### c. Regular Sessions and Special Events Count

The following table details the number of regular sessions and special events (e.g. camps, major outings, or mini celebrations) that each RVP had in AY 2016/17:

Sector	RVP	Regular Sessions	Special Events
Children/ Youth	Clementi Youth Sparks	29	1
	Dayspring	35	2
	TEACH!	21	4
	Yishun Reading Stars	18	2
	Youth Rangers (PRVP)	27	2
Elderly/ Terminally Ill	Havenue	49	3
	L-derly Befrienders	20	4
	T.H.E. Seniors	52	5
Intellectual Disability	Best Buddies	0	11
	Bishan Home for the Intellectually Disabled	13	5
	MINDSville@Napiri	34	6
<b>Total</b>			





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### **d. DEVELOPMENTS**

This section features the major developments of the RVP Team in AY 2016/17.

#### **Administrative Matters**

##### **a. Budget Standardisation, Allocation and Transfers (R, G)**

The standardisation table facilitates the disbursement of budget to all RVPs in an efficient and fair manner. Efforts were made to enhance this table in light of the concerns raised in the previous AY. Firstly, the amount allocated for regular sessions was dependent on the approximate volunteer and beneficiary counts, as well as the average number of regular sessions per semester. The regular sessions executed by the RVP Team in AY 2015/16 were referenced to calculate the aforementioned information. The amount allocated per tier was also moderated. Lastly, a volunteer appreciation fund was allocated to each RVP for volunteer appreciation initiatives. In AY 2015/16, volunteer appreciation fund was allocated per semester and RVP Chairpersons feedbacked that funds that were leftover in Semester 1 could not be used in Semester 2 and there wasn't full utilisation of the fund. Thus, Volunteer Appreciation fund was allocated in one lump sum for better utilisation of funds for AY 2016/17.

Besides that, conscientious budget monitoring by RVP Heads and Treasurers was emphasised alongside virtues of responsibility and accountability. There was also greater flexibility with regards to the approval of requests for intra-RVP funds transfer (i.e. between events) and additional budget to support current or new events added later in AY 2016/17.

##### **b. Pre-Event Proposal & Post-Event Report (R, G)**

The Pre-Event Proposal (PEP) was introduced by the VPRP of the 15th MC for RVPs to think of the purpose and objectives of organising their special events. RVP committees usually follow what the previous committees plan in terms of the nature of their programmes and thus it will be good if they think about the objectives that their own committee want to achieve when they plan such events. This is in line with the VPRP's direction of Developing Thinking Volunteers.

The Post-Event Report (PER) was required for each Special Event that RVPs organised. The focus of Post-Event Report was to inculcate a reflective culture among the RVP Team, by emphasising on review of specific aspects of the Special Event, including RVP Objectives, turnout, programmes, publicity, VM, marketing, partnership and expenditure. Such review allowed RVPs to learn from



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the events and apply the learnings for future events or future generations. The Post-Event Report was to be submitted within two weeks upon completion of the Special Event, to ensure that the RVP Team had a fresh memory of the planning and execution of the event.

However, RVP Chairpersons feedbacked that there were too many documents (PEPs and PERs) to be submitted for each special event and thus, future VPRPs can think of the significance of submitting such documents and think of ways to ease the workload of the RVP Chairpersons by modifying the Reports for Special Events.

Starting from AY 2014/15, documents pertaining to attendance, organising committee lists, and personal contact details were encrypted by the RVP Team and shared with MC VM Cell directly, partly in light of the Personal Data Protection Act. This practice was continued in AY 2015/16, and subsequently in AY 2016/17, as executed by the MC Secretariat Cell.

### **c. MC-RVP Induction Meetings and MC-RVP Induction Package (R, B)**

In AY 2016/17, at the start of the academic year, a mass induction was conducted. All RVP Committees were invited for the mass induction, where Chairpersons' presence were required for all inductions, and Committee members were present for their relevant position(s). This allowed for Chairpersons to have a better understanding of the job scope of their Committee members, in order to better guide them in execution of their respective roles.

The MC-RVP Induction Package, often referred to as the "MC-RVP Package", was first introduced by the 7<sup>th</sup> MC. The 15<sup>th</sup> MC reviewed and updated this package, as well as standardised its information and formatting to achieve efficiency in execution of roles.

### **d. RVP Handover Package (R, B)**

To avoid confusion with the MC-RVP Induction Package, the RVP Package was renamed "RVP Handover Package" and refined by the VPRP of the 13<sup>th</sup> MC. This Package was useful in helping the outgoing RVP committees review and reflect on their roles and responsibilities, experiences and major takeaways for AY 2016/17, and share such valuable insights with their incoming RVP committees. The latter could refer to the Package when devising their directions and plans for the next AY.

### **e. Standardisation of Nomenclature of Committee Positions (R, B)**

In AY2015/16, the VPRP of the 14<sup>th</sup> MC introduced the standardisation of nomenclature of Committee positions. Despite efforts to standardise the nomenclature of Committee positions, there were RVPs who still used positions such as "Co-chairperson" which brought about



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confusion and disruption to the RVP Committees. It is to be noted that "Co-chairperson" is no longer a Committee Position and it is replaced with "Chairperson (Internal)" and "Chairperson (External)" instead. The VPRP of the 15th MC emphasized to the chairpersons that "Chairperson (Internal)" liaises with CSC's Management Committee while "Chairperson (External)" liaises with the RVP's Partner Organisation. The available RVP Committee positions are as follows:

- i. Chairperson (Internal)
- ii. Chairperson (External)
- iii. Chairperson
- iv. Vice-Chairperson
- v. Secretary
- vi. Treasurer
- vii. Volunteer Management Head
- viii. Publicity Head
- ix. Programmes Head
- x. Logistics Head
- xi. Volunteer Welfare Head
- xii. Marketing Head

Apart from RVP Committee positions i. to iv., members holding RVP Committee positions would be acknowledged for the multiple roles they hold.

### **f. Standardisation of Nomenclature of Sub-Committee Positions (B)**

In AY2016/17, the VPRP of the 15th MC also standardised the naming of the Sub-committee positions as RVPs tend to state that they are recruiting "2 x Marketing" or "3 x Programmes" when they are recruiting volunteer which is not very appropriate as "Marketing" or "Programmes" are technically not positions.

If the Sub-committee members are recruited to be the ones solely planning the event (without the main committee), the Sub-committee members' position should be "Position + Head" (for e.g. Welfare Head, Volunteer Management Head). If the Sub-committee members are recruited to assist the main committee in planning of the event, the Sub-committee members' position should be "Position + Assistant" (for e.g. Publicity Assistant, Programmes Assistant)



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### **Collaborations**

#### **a. Sector-Based Initiatives (R, G, B)**

The VPRP of the 15<sup>th</sup> MC believed that RVPs have great potential to work towards a common cause. During the sector meetings, RVPs in the same sector were encouraged to brainstorm and implement ground-up initiatives which meet relevant needs of their beneficiaries and/or volunteers, or specific challenges that their sector faced.

For the Children/Youth sector, -

For the Elderly/ Terminally Ill (E/TI) Sector, the objective of their Sector-Based Initiative (SBI) was to foster closer bonds between the volunteers within the elderly sector and also to use the SBI as a platform to encourage volunteers from the respective RVPs to know more about the other RVPs in the E/TI sector, and the programmes that they offer. Chairpersons and committee members of the three E/TI sector planned THE Befriending Avenue, which is a day of visits where they will encourage their volunteers to hop to another RVP in the E/TI sector to get to experience volunteering in another RVP in the same sector, as well as to get to know the other volunteers volunteering in the same sector. THE Befriending Avenue was successfully carried out on 24th June 2017, with a commendable turn-out of 45 volunteers.

For the Intellectual Disability (ID) Sector, the objective of their SBI was to raise awareness for Persons with Intellectual Disability (PwID) and at the same time allow new volunteers who have not interacted with PwIDs before to have first hand experience interacting with them. They organised a half day event, Be My Buddy, where each RVP in the sector invited their beneficiaries down to YIH Student Lounge for a day of fun. A mix of both experienced and new volunteers were recruited to be facilitators such that the more experienced volunteers can guide the newer volunteers when interacting with the beneficiaries. Be My Buddy was successfully carried out on 15th July 2017, with a turn-out of xx beneficiaries, xx experienced volunteers, and xx new volunteers.

#### **b. Collaborations with External Partners (G, B)**

Some RVPs collaborated with external partners to enhance the volunteering experience for both beneficiaries and volunteers alike. Specifically, Havenue sourced for and secured a cash donation from Swee Choon and product sponsorships for its major celebrations; T.H.E. Seniors obtained both donations from the Federation of Youth Club (Singapore) and ticket sponsorships from Lee Kong Chian Natural History Museum for its major outing; and L-derly Befrienders also received donations from the Federation of Youth Club (Singapore) and Association of Muslim Professionals for its special events.



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### **RVP Meetings**

#### **a. Individual RVP Meetings (R, G, B)**

Individual RVP Meetings were useful in developing and bridging the VPRP and individual RVPs. One round of individual Meeting was conducted in Semester 2; the VPRP met each of the RVP Chairpersons. The focus was on development and issues that specifically pertained to each RVP. In the meeting, matters related to the working relationship among the RVP Committee, and with the Volunteer Coordinator(s), concerns and feedback that they had for the VPRP and/or MC in general, were explored as well. This allowed the VPRP to understand the RVPs and to get to know the Chairpersons on a more personal level.

The individual RVP meetings were also supplemented by regular online conversations to aid individual RVPs to better cope with the challenges they were facing. The online group chats also served as a direct platform for communication for the VPRP and the Assistant Secretary to communicate with the RVPs.

#### **b. Sector Meetings (R, G, B)**

Each round of sector meetings were focused on reflections and sharing of practices, to facilitate the development of RVP leaders, RVPs and CSC as a whole. The intention to evaluate the RVPs was intentional, as the VPRP felt that such discussions would be more relevant in sharing with RVPs that serve similar beneficiaries.

Each round of sector meetings focused on specific learning and reflection points to facilitate the development of the RVP Chairpersons, RVPs and CSC as a whole. The first round in January 2017 focused on intra- and inter-RVP understanding. RVPs shared updates and reviewed on their past events, shared the good practices that they had and they also discussed about the challenges they faced and they went on to discuss about the main challenge that their sector was facing. This helped to kick off a preliminary discussion of their Sector-Based Initiative. The second round in May 2017 focused on Sem 2 review and also administrative matters to prepare the RVPs on handover. It ended off with a continued discussion on the execution of their SBI.

#### **c. Mass Meetings (B, G, R)**

Each round of mass meetings focused on providing a platform for RVP heads to learn from other leaders, and appreciate the diversity in the volunteering opportunities that the Club has to offer.



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The first mass meeting on 18 September 2016 served to induct the RVP heads on the overall structure, directions and workings of CSC for AY 2016/17. The participants were encouraged to share about their RVPs' history, traditions, and overall programmes for the year. At the same time, they penned down their service learning objectives, personal development goals and concerns that they might have for stepping up as a leader.

Mass Meeting 0 for the AY 2017/18 RVP Team was conducted on 11 July 2017. The aim of the meeting was to introduce CSC to the incoming RVP Chairpersons, to get them to know each other, and also to prepare them for Outreach 2017.

### **d. Meetings with Partner Organisations (B)**

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### **e. Meeting with Organisations who were interested in Collaboration (R, B)**

Throughout the year, there were many organisations that were interested in a long-term partnership with CSC. However, many factors had to be taken into account in deciding whether to collaborate with a new organisation to open up a new RVP or to incorporate them into the programmes that we currently offer. In December 2016, the VPRP of the 15th MC met up with the Volunteer Co-ordinator of CROSSROAD Youth Centre to discuss possible collaborations between NUS CSC and CROSSROAD Youth Centre. After discussions with the Chairpersons of one of our RVP, Youth Beacons, we concluded that there might be manpower and logistical constraints on both sides. Thus, in the end the collaboration did not fall through.

### **f. RVP Handover Meetings (R, B)**

The outgoing RVP committees were encouraged to initiate handover meetings with their incoming committees in June and July, before the latter started Outreach preparations. These meetings ensured the sharing of relevant information regarding the key developments of the RVPs and the Club in AY 2016/17, working relationships with Partner Organisations, committee management, committee roles and responsibilities, and good practices. The VPRP also sat in for these Handover meetings, in order for her to have a clearer understanding of the matters being handed over, and the matters to follow up with the incoming RVP leaders.



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### **RVPs-Specific Developments**

#### **a. Restructuring of MINDSville@Napiri (G)**

MINDSville@Napiri collaborates with Terra Hope (TH) in planning the regular programmes and special events. Previously, each regular session was planned by both CSC and TH. Special events were planned by either organisation, and the non-planning team would facilitate the execution of the event. After discussions between MINDSville@Napiri's committee and TH representatives, in each month, three sessions will be planned solely by TH and 1 session will be planned solely by CSC. This would allow for more autonomy, and empowerment of CSC volunteers to take on planning and execution roles.

#### **b. Restructuring of Havenue (G)**

In AY 16/17, Havenue went through several beneficiaries change ever since the Chairpersons stepped up. At the start of the term, they were only left with one beneficiary due to the passing of one of their beneficiary and xxx of the other. Efforts were made on the HCA side to find new beneficiaries for them to befriend and they xxx. They finally settled down and managed to confirm their beneficiaries

#### **e. SUGGESTIONS FOR FUTURE DEVELOPMENTS**

##### **a. Inter-RVP Bridging and Bonding (B)**

In light of the focus on developing volunteers in the RVP landscape in AY2016/17, more attention was placed on bridging the RVP leaders in sharing of their perspectives and evaluation of their individual RVPs. Moving forward, more attention can be placed on strengthening the linkages between various RVPs, as each RVP has their own valuable assets and experiences to share. More effort can be put in to encourage and promote participation in welfare events spearheaded by the MC VW cell as well.

##### **b. RVP-SP Bridging (R, B)**

The VPRP shared about the opportunities of SP whenever they were recruiting Project Directors, organising committee members or volunteers. Some RVP members also went on to join the SPs as organising committee members, station masters, drivers, or volunteers etc. Beneficiaries of RVPs such as Clementi Youth Sparks, Dayspring, Youth Beacons, MINDSville@Napiri, T.H.E. Seniors and L-derly Befrienders participated in CSC Day XII, beneficiaries of Youth Beacons



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volunteered with Paint-A-Home XVIII and beneficiaries of Best Buddies also volunteered with Project C.A.N. XIV. Text mailers were also shared with RVPs for SP events, in order to reach out to RVP leaders, committee members and their volunteers. Future VPRPs and MCs should explore more opportunities to bridge RVPs and SPs, to encourage mutual hopping and experiential learning; and possibly facilitate greater inclusion of RVPs' beneficiaries in SPs' events too. RVPs should also take the initiative to learn about the good practices of SPs, such as marketing efforts and the sourcing of grants and/or donations.

### **c. Review of Budget Standardisation, Allocation and Transfer Processes (R, G)**

Some RVPs still faced budget constraints even with the general relaxation of budget allocation guidelines this AY, and they adjusted their programmes and/or sought alternative sources of funds to maintain healthy finances. Intentional effort to promote the importance of actively sourcing for grants and sponsorship was done in AY2016/17 where the President introduced them to Grant Applications in the RVP Team's first Mass meeting. There is an increase in sponsorships and donations seen across the E/TI sector in AY2016/17 and it was due to the the sharing of the contact of their sponsor. For instance, LB shared Federation of Youth Club's contact with T.H.E. Seniors which resulted in T.H.E. Seniors getting a donation of \$300 for their Major Outing from them. One thing that future VPRPs or MCs can consider is to provide a platform for the sharing of such donors among the RVP Team.

It is also important to review the budget standardisation and allocation processes to ensure that the RVPs' operations are sufficiently funded while not over-relaxing the guidelines in an unsustainable manner in the long run. Similarly, the transfer of funds from a cancelled event to an existing or new event is a practical move, but has to be carefully managed to sustain fairness vis-à-vis other RVPs' events.

### **d. Reflections on Volunteering Landscape and Review of Needs (R, G)**

There are many marginalised and/or less-privileged communities beyond what the Club is currently engaging. Future leaders should be continue to reflect on the dynamic volunteering landscape; identify gaps which existing interventions and support systems fail to adequately address; and explore ways to meet these gaps as well as the needs of both beneficiaries and student volunteers alike in a holistic, well-paced manner. The conceptualisation and execution of sector-based initiatives, for instance, can be evaluated and revised so as to address community needs without overtaxing the RVP Team.





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Reported by:  
Ang Shi Min Charmaine  
Vice-President (Regular Programmes)  
15<sup>th</sup> Management Committee  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



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## **VICE-PRESIDENT (SPECIAL PROJECTS) AY 16/17**

The Vice-President of Special Projects (VPSP) oversees and manages the running of the 7 Special Projects (SPs) of the Club. The VPSP also supports the President in the management of the Management Committee (MC) and the Club via involvement in meetings with NUS Offices, NUS Students' Union, NUS Volunteer Network, and external partners and organisations.

### **1. OBJECTIVES**

Building on the foundations laid by the predecessors, amendments were made to the Connect-Develop-Meaning (CDM) Model that guided the SP landscape to achieve greater synergy with the Presidential Cell's directions and objectives for the year.

The amended CDM Model is as follows:

#### **a. Connect**

- i. To promote a family spirit within the Club, through the following elements:
  - a. Intra-SP, such as encouraging the Organising Committee (OC) to participate in hands on session and also organising ad-hoc gathering events for the committee
  - b. SP-SP, such as supporting sister projects during preparation or actual phases
  - c. SP-RVP, such as attending special events of Regular Volunteering Programmes (RVPs) or going down for RVP sessions
  - d. SP-MC, such as organising welfare events for volunteers and providing of Clubroom welfare to volunteers.

#### **b. Develop**

- i. To inculcate a learning culture, through the following elements;
  - a. Project Director (PD) Mentorship, which allows the PDs to be guided with regards to the different aspects of the project by their predecessors
  - b. Pre-project expectation and goal-setting, allowing PDs and OC to evaluate the project objectives, as well as meaning of the project
  - c. Constant review of personal and project takeaways, which will ensure that the PDs and OC develop their character, as well as a more holistic view of the project



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- d. Post Project Report, which allow proper documentation of the details of the project to be considered as improvement in the future
- ii. To develop a thinking culture whereby volunteers are critical thinkers who can learn from history, reflect on objectives, adapt to challenges and improve their projects' execution
- iii. To develop innovation and new perspectives to breathe fresh ideas into the long-running Special Projects
- iv. To develop capable leaders with the ability to spread volunteerism

### **c. Meaning**

- i. To continually question the meaning behind and significance of each Special Project, through the elements;
  - a. Beneficiary's needs, through implementing an effective selection criteria, on-the-ground assessment before adopting the beneficiary, as well as catering the project to target the needs of the beneficiary
  - b. Volunteers' experience, through effective OC planning to ensure that more quality time is spent on volunteering and greater meaning is derived from these volunteering experiences
  - c. Public's awareness, through adopting and publicising information about marginalised groups

## **2. OVERVIEW**

The Club's seven Special Projects take place annually. However, in AY16/17, only five out of these seven Special Projects were successfully implemented. These Special Projects can be divided into 3 categories with their respective focus area:

### **a. Spirit of Giving**

SPs classified under the Spirit of Giving encourage the NUS community and wider public to contribute and to give back to society. Contributions in terms of time, money as well as resources are given to help fulfil the wishes of the beneficiaries. Apart from giving back to society, these SPs also aim to raise awareness for the beneficiary and allow the wider community to learn about other marginalised groups.



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Special Project	Timeline	Details
Grant A Wish XIV	1st July 2016 to 11th January 2017	158 wishes granted 3 beneficiary organisations 133 volunteers
Signature Love Project XIV	-	-

### b. Spirit of Engaging

Active engagement of volunteers is a key aspect of the SPs. Besides enabling the Projects to achieve tangible improvements to the beneficiaries' lives and living conditions through volunteers' effort and labour, it also brings about intangible benefits to both volunteers and beneficiaries through mutual interaction.

Special Project	Timeline	Details
Paint-A-Home XVIII	23rd January 2017 to 2nd July 2017	21 rental units 3 beneficiary organisations 304 volunteers
Project C.A.N. XIV	1st February 2017 to 19th August 2017	423 households 666 volunteers

### c. Spirit of Volunteerism

SPs under the Spirit of Volunteerism aim to develop volunteerism amongst their participants, as well as develop volunteers and help them foster a holistic view to community service and volunteering in the long run. This is done through constant review of volunteering experience to achieve personal growth and development.

Special Project	Timeline	Details
Ethelontêr XIV	20th January 2017 - 12th July 2017	80 freshmen 40 councillors



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		96 Station Masters (actual camp) 10 beneficiary organisations
Love Export IX	-	-
CSC Day XII	10th October 2016 - 18th February 2017	168 Volunteers 143 beneficiaries

### **3. DEVELOPMENTS**

#### **a. Adjustment of PD Recruitment timeline**

For the Academic Year 2016/2017, the recruitment of PDs were generally held in 3 time periods: September-October for CSC Day and Signature Love Project, December for Ethelontêr, Paint-A-Home and Project C.A.N.; and June for Love Export and Grant A Wish. This lead to the succession of GAW XIV from the previous VPSP, whereas the other projects were recruited by the VPSP of AY16/17. Hence, project directions and executions could be aligned properly right at the start of the project and for the VPSP to follow through the project's progress with much ease.

In addition, plans were made for the recruitment timeline to be pushed forward by 2-3 weeks. The rationale behind this was to provide sufficient time for the PDs to align their objectives and assess the feasibility of their intended project plans. Personal goals were also set in this period, before they delve into the running of the project.

#### **b. Structuring of PD Interview**

Other than asking about the general interview questions pertaining to the applicant's working style, the focus this year was also on the plans that they have for the project. Questions specific to the proposal itself were asked, to understand further their project plans and how they envision the running of the project. This is to ensure that the incoming PDs have a vision that they set out for the project that they intend to take up, inculcating a sense of ownership rather than merely going ahead with the operations of a project via traditional



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ways of doing. Questions asked also had the intention of positively challenging the applicants on their plans and objectives of the project. This helps in raising new perspectives on their intended plans and to gain foresight in possible obstacles that they will soon face, if they were to take on the role of project directors.

Applicants were also encouraged to reflect upon the ways that they can add value to the project, which is essential to preserve the relevance of the project in meeting the needs of the beneficiary.

### **c. Conducting regular check-in sessions**

After the PDs have been elected, goal setting was conducted to guide them in adopting a critical mind-set while planning for the project. Along with the setting of their project objectives, the feasibility of their plans were discussed before the PDs actually start on the planning of the project. This allows for a platform for them to consolidate and align their objectives, such that the project contributes to meeting the real needs of their beneficiaries. Once the project started, group check-in sessions were conducted after each SP meeting when deemed necessary, to consolidate their thoughts on the management of OC and also the current project progress. Pre and mid-term personal review sessions were also held before the project started and before the project's actual event for each individual project director. As such, their personal goals will be consistently followed up in the midst of running the project.

Towards the end, the PDs were also encouraged to provide opportunities for their organizing committee to step into leadership roles and gain a deeper understanding of the running of the project, other than their assigned roles.

### **d. Post-Project Report Checklist**

To get the committee to reflect upon the learning points gained during the course of the project, a section on 'Food for thought' was added to allow for the documentation of such reflections. This provides a way for future SPs to refer to them and think of ways to value add to the project. The general secretary will then vet the PPR to ensure that it is a unique document prepared by the committee and not one copied from past year's report.



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#### **4. SUGGESTIONS FOR FUTURE DEVELOPMENTS**

##### **a. SPs as a platform for developing volunteers**

Given that Special Projects are often ad-hoc events that cater to both regular volunteers and new volunteers, they serve as a crucial platform in developing the mind-set and growth of the volunteers. Other than the volunteering experience itself, goal setting and reflection sessions are key in facilitating takeaway sessions. Organising committees can do more to ensure that these sessions remain relevant and engaging to volunteers, instead of merely following past protocols so as not to lose the meaning behind reflections. The VPSP and PDs can work with the relevant Volunteer Management cells to ensure that the rationale behind facilitating such sessions are not lost to the organising committee members. In addition, different ways of conducting reflections can be sought after to appeal to both old and new volunteers, getting them to view reflections in a better light.

##### **b. PD mentorship**

The job scope of PD mentors can be better delineated so as to provide a meaningful experience for the PD mentors who have agreed to be part of the mentorship. Currently, PD mentorship is tiered to providing guidance only when PDs have questions to ask. Greater involvement is dependent on both the willingness of the PD mentors and PDs. Hence, the PDs should discuss with PD mentors on the extent of involvement and guidance that can be provided prior to the start of the project. While the presence of PD mentors serve as a form of guidance to the current workings of the project, PDs need to be reminded not to be too greatly influenced by how past iterations of the project was done. The relevance of this system ought to be re-evaluated, given that it is currently a system that is under-used.

##### **c. Developing Leaders**

###### **i. Providing opportunities for growth of OC**

To help in developing leaders from these special projects, the VPSP can work with the PDs to engage the organising committee and explore ways to maximise their potential while running the project. PDs need to be careful not to micro-manage their committee and to allow their members to take more control and a greater sense of responsibility in making the project a successful one. Varying perspectives can also be



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encouraged during OC meetings, so as to help OC gain a clearer view on the macro-perspective and of other cells. By adequately providing the platform and opportunities for their OC to grow and perform without the restrictions posed by tradition, this can help in grooming future leaders who have a heart for volunteering.

### **ii. Availability of PPR**

Currently, the Post-Project Report will be submitted to the General Secretary for reviewing and keepsake. The PPR will then be passed on to the next batch of PDs once they step into the role. To help better prepare PD applicants, the VPSP can consider making the PPR available upon requests on the SP website. The PPR is a useful resource that is under-utilised, given that it provides a detailed account of the operations of the project and 'food for thought' for future batches of leaders. This allows for inexperienced applicants to gain a clearer understanding of the scale and operations segment of the project, before going through the interview.

Reported by:

Joscelin Ong Jia Xin (Ms)  
Vice-President (Special Projects)  
15<sup>th</sup> Management Committee  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union





# **NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB**

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## **SECRETARIAT CELL AY 16/17**

The Secretariat Cell maintains and archives the Club's documents, supporting the President and Vice Presidents in accurate and effective management of the Club's information. With the removal of the Logistics Director in 15<sup>th</sup> MC, the Cell is now in charge of the inventories in the club as well as logistics transactions between clubs and faculties. The Cell also facilitates booking of venues, and other logistical matters such as clubroom access and first-aid.

### **1. OBJECTIVES**

- a. To be the main point of contact between the Management Committee and the various Special Projects and Regular Volunteering Programmes in coordinating and disseminating information;
- b. To facilitate information flow channels and quicken information transfer process;
- c. To collect, store and maintain the Club's documents, including Minutes of Meetings (MOMs), letters, Post-Project Reports (PPRs) and Post-Event Reports (PERs) to ensure the smooth operation of the Club in matters of administration;
- d. Effective management of the Club's information in terms of retrieval as well as storage of information;
- e. To improve the logistics flow and venue usage of CSC;
- f. To facilitate inter-project/inter-club transfer of logistics;
- g. To encourage green practices and strong safety culture within CSC.

### **2. OVERVIEW**

Number of MC Meetings: (Will update)

Number of RVP Mass Meetings (including RVP Mass Meeting 0 for Academic Year 2017/18 Chairpersons): (Will update)

Number of RVP Sector Meetings: 2 for each sector

In addition to coordinating attendance, compiling presentation slides and recording MOMs for MC and RVP meetings, the Secretariat Cell has been actively archiving the



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Club's information, for the continuity of good practices, as well as for administrative and reporting purposes. There was also no administrative issues with regards to logistics.

### **3. DEVELOPMENTS**

#### **a. NUSSU Photocopy Quota Usage Sharing**

NUSSU offers all Constituent Clubs a monthly photocopy usage of 500 pages at the NUSSU Secretariat. Building upon the previous Secretariat Cell's efforts to share resources, RVPs and ongoing SPs were consulted on their required usage at the start of every month via the RVP Google forms and SP PDs Whatsapp Chat. This made it easier for the Secretariat Cell to keep track of the Club's usage, and adjust the required usage for RVPs and SPs should the month's overall projected usage exceed the quota.

#### **b. Addition of OC photo to Minutes of Meeting**

With the objective of making minutes more reader-friendly, a cover page consisting of a photograph of all attendees was added to the MOM format. In general, the changes to the MOM template is the addition of a cover page, followed by a content page and a summary of main items. This enables readers to have in mind the general gist before reading the minutes in detail.

#### **c. Changes to the Monthly RVP Google Form**

The google form is sent to the chairpersons at the beginning of each month, and it collects details of completed events of the previous month and upcoming events of the month and following month. A new section is added pertaining to Logistics. The question regarding logistics is meant to be a reminder to chairpersons to check out the logistics list before purchasing items for their events.

#### **d. Logistics Management**

The logistics list was updated indicating the items held in CSC storage areas, with labels to accurately specify its location. This will increase the ease of



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retrieval of items by other logistics members of the various SPs and RVPs. The list was available to all SPs and RVPs under CSC to better understand what logistics CSC currently has.

A poster was also pasted in the Clubroom storeroom to serve as a reminder for volunteers to inform the General Secretary whenever CSC members take logistics from the storeroom for their use.

It is very important for General Secretary to keep track of the different phases of each SPs and is fully aware of what is going on in order to facilitate a smoother logistics management.

### **e. SP PD and Logistics Whatsapp Chat**

A Whatsapp group was created with all the Summer Project PDs (namely Paint-A-Home, Ethelontêr and Project C.A.N.). This helped to facilitate the flow of information during the hectic summer period.

In addition to the PDs chat, a Whatsapp group was created with all the Logistics Head of the respective summer projects. This proved to be extremely useful in terms of borrowing of logistics and keep tracking of inventories. This also allows the logistics head to transfer logistics among each other while keeping the General Secretary informed. This should be continued and the future General Secretary can help to promote such working relationships. He/She can also remind the Logistics Heads to update their PDs to keep them informed.

### **f. Clubroom Management**

A major stocktake and clean-up was carried out on 21st September 2016. It was beneficial for the General Secretary to familiarise with the Club's inventory.

The Clubroom had been segregated into various areas indicated by masking tape. Special Projects (SPs) were assigned one area to store all of their logistics. This provided SPs with a clear indication for their storage area. Tables were set up so that more space can be allocated to the various SPs.



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Clubroom availability can be accessed via Google Calendar, which was passed down to the respective RVP/SPs through induction. Users intending to book the Clubroom will have to check the calendar to ensure that the Clubroom is available for usage.

Venues alternative to the Clubroom were also informed to various CSC members should they require the usage of other venues or if there is a conflict in usage of a common venue. This includes places such as NUSSU Secretariat Meeting Room, Student Lounge and Conference Room.

Furthermore, granting the dungeon access can be more flexible to facilitate the running of the special projects. Access can be granted to the Logistics Head under the request of the Project Directors and the approval of the General Secretary.

### **g. REBOKS system**

A new OSA venue booking system for student clubs through REBOKS was implemented. The General Secretary and VPSP were granted access to the system to allow for easy booking. This new system of booking allowed the General Secretary to check the availability of the venues easily and removed the need to fill in a physical booking form or email.

### **h. Creation of an External Logistic Loaning Declaration Form**

NUSSU has developed a resource sharing initiative across all NUSSU constituent clubs to facilitate the interclub loaning of logistics. With this new initiative, there were multiple external logistic loaning requests to CSC and this has prompted the development of an external logistic loaning declaration form. It was created and implemented to (1) allow the loaning of logistics to external parties to be more formalized and (2) to inform the external parties clearly about the terms and conditions of loaning to ensure that they are aware of the deposit collection and their responsibility in taking good care of CSC's items. The deposit was collected to cover any potential damages to the borrowed logistics.



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### **4. SUGGESTIONS FOR FUTURE DEVELOPMENTS**

#### **a. Issuing of Clubroom Keys**

The issuing of Clubroom keys continued in Academic Year 2016/17 to ensure the security of and allow access to the Clubroom during periods of system malfunction. One key will be issued to each MC member, one of the two Chairpersons from each RVP and one member of the SP PD cell. The collection of a \$20 key deposit upon issue remained, to ensure that the keys can be replaced if lost. In addition, a box was bought to safe keep the keys so that only the Secretariat cell will be able to issue them. The deposit will be returned to the outgoing PDs at the end of the projects. MC members and RVP Chairpersons will return the keys during AGM, which marks the end of their term in the Academic Year, before the incoming MC members and Chairpersons step up officially.

For the Academic Year 2016/17, the keys were only issued to MC members. It was deemed unnecessary to give so many keys. However, the future General Secretary can give to more people as he deems fit.

#### **b. Recruiting of more NUSSU Van drivers and First-aiders**

For the Academic Year 2016/17, The General Secretary and Assistant Secretary signed up for First-Aid courses. They were able to be part of various events/phases/outings to help out. However, there should be more first aiders to cater to larger summer projects.

Future General Secretary can encourage the PDs to spot potential OC members who are actively involved in CSC to sign up as first aiders. It is also good for the General Secretary to be part of the NVN Committee as he/she can liaise closely with Red Cross Youth – NUS Chapter to sign CSC members up for first aid courses.

Future General Secretary should explore ways to ensure that all RVPs and SPs adhere to the safety guidelines in requesting for first aiders for high risk activities. This will ensure the safety of both CSC's volunteers and beneficiaries so that we will not expose them to safety threats. Also, it would be highly beneficial if there is one person in each SP or



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RVP, that is responsible for implementing safety measures for their SP/RVP (e.g. send in request for first aiders if necessary), as there was always late request for first-aiders.

Furthermore, due to the change in SOP and directives of NUSSU Van, there is no CSC member who is qualified to drive NUSSU Van. Future Secretariat Cell should find more NUSSU Van drivers so CSC is able to make use of the van.

### **c. Clubroom Management**

With the issues of termites and bedbugs occurring in the Academic Year of 2016/17, the clubroom was in a very bad state of cleanliness. The problem was resolved and the condition became better with the help of the Vice-President (Special Projects). Future Secretariat Cell should take charge of these matters instead. They can garner help from the respective MC members to maintain the cleanliness of the clubroom.

Furthermore, with the General Secretary taking charge of the inventories and bookings, the future Assistant Secretary can help in taking charge of the cleanliness and encourage green practices of the clubroom. This is to balance the workload within the Secretariat Cell.

Reported by:

Xiong ChengJie (Mr) & Lim Yen Ivy (Ms)  
General Secretary & Assistant Secretary  
15<sup>th</sup> Management Committee  
NUS Students' Community Service Club  
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### **FINANCIAL REPORT AY 16/17**

\* Figures are indicative only.

#### **NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB**

#### **INCOME AND EXPENDITURE ACCOUNT\* FOR FINANCIAL PERIOD AS AT 31 AUGUST 2017**

	<b>OCT 2016 – AUG 2017</b>	<b>OCT 2015 – AUG 2016</b>
<b>OPERATING INCOME</b>		
Subscription fees	34,758.00	34,529.00
Other income	52,470.00	61,038.40
	<b>87,228.00</b>	<b>95, 567.40</b>
<b>OPERATING EXPENDITURE</b>		
Expenditure on manpower	-	-
Rental expenses	464.15	281.15
Printing and publicity expenses	3,859.48	10,649.75
Other Services	299.60	275.90
Hospitality Expenses- Students	451.72	5.95
Donation	18,607.60	15,833.40
Other Supplies	8,875.89	6,732.16
Bursary	-	-



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Meals/Refr (Hall&St)	12,746.92	9,498.33
Other Fees	361.60	139.79
Redecorations & Renovations	-	-
Utilities - Electricity	694.56	784.23
Expenditure - Interdept	1,744.00	2,200.00
Other operating expenditure	17,156.07	16,091.52
	<b>65,261.59</b>	<b>62,489.18</b>
Surplus for the period	<b>21,966.41</b>	<b>33,138.22</b>

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**BUDGET SHEET AS AT 31 AUGUST 2017\***

	<b>31 AUGUST 2017</b>	<b>26 AUGUST 2016</b>
	<b>\$</b>	<b>\$</b>
<b>ACCUMULATED SURPLUS</b>		<b>188,967.67</b>
<b>CURRENT ASSETS</b>		
Debtors and refundable deposit		-
Short-Term Investment		<b>106,975.91</b>
Cash and Cash equivalents		<b>81,991.76</b>
Total current assets		<b>188,967.67</b>





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<b>TOTAL ASSETS</b>		<b>188,967.67</b>
<b>CURRENT LIABILITIES</b>		<b>-</b>
Creditors and accrued expenses		
<b>TOTAL LIABILITIES</b>	<b>0.00</b>	<b>0.00</b>
<b>NET ASSETS</b>		<b>188,967.67</b>

Reported by:

Ong Zhi Yong Gary (Mr) & Tan Heng Yeow (Mr)  
General Treasurer & Assistant Treasurer  
15<sup>th</sup> Management Committee  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union



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## **TREASURY CELL AY 16/17**

The Treasury Cell monitors and manages all finances of the Club, in accordance to the financial guidelines laid out by NUS Office of Financial Services (OFS).

### **1. OBJECTIVES**

- a. To plan and allocate budget for all CSC projects at the start of the Academic Year;
- b. To manage and monitor overall Club finances;
- c. To advise CSC projects on all financial matters;
- d. To endorse financial documents and submit to the OFS for payment of all bills of expenditure, properly incurred in accordance with the approved budget.

### **2. OVERVIEW**

Please refer to the Financial Report 2016/17.

### **3. DEVELOPMENTS**

#### **a. Compilation of Expenditure Report in Google Drive**

Google Drive Folder containing each RVP's and SP's Expenditure Report in Google Drive Folder for proper organisation and ease of maintenance. This is done differently from previous years and the standardised platform allows easy access to the various documents and to prevent confusion among the MC treasurers.

#### **b. Changes in Google Expenditure Recording Format for SP treasurers**

The Expenditure Report is now updated with a sheet that contains the details of the various sponsorships, donations and grants that are received by the project. This makes it easier for the treasurers and SP PDs to keep track of the project's



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finances all on one comprehensive platform. An 'Instruction' sheet is also included at the front of the document to guide the SP treasurer on how to fill up the form. The Instruction sheet also includes details on grant / sponsorship procurement so that they are clearer with the process.

### **c. Cash Advancement option for RVPs**

An option to utilise the cash advancement option was included in the monthly RVP google form when the various RVP Chairpersons are updating the MC with their upcoming events is also included. This is so that sub-committee members planning for upcoming events are able to make payments upfront without having to fork out large sums of money from their own pockets first.

### **d. MC treasurer induction document**

Induction document for future batches of MC treasurers were also done up so to ensure seamless transition between incoming and outgoing MC treasurers. It also serves as a guide for MC treasurers so that they can refer to it when they have queries.

## **4. SUGGESTIONS FOR FUTURE DEVELOPMENTS**

### **a. RVP induction**

It would be good to have a separate induction for the treasury side where only the MC treasurers and incoming treasurers and chairpersons would be there. In a smaller group, it is also easier for these incoming members to ask questions and also interact with each other, as well as learn more about other RVPs. In addition, with a smaller group, ice-breaker games can be conducted to bond the treasurers together so they would feel more at ease asking questions later on after the induction.



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**b. Funds deposition procedure**

It would be advisable for the treasury cell to update the procedure for the deposition of funds. Currently, funds collected from the sale of items / donations are deposited at the cashier unit at OFS. However, the procedure is inefficient especially when it involves large amounts of coins. Thus, it would be advisable for the upcoming Treasury cell to determine if it is more efficient by outsourcing the process.

Reported by:

Ong Zhi Yong Gary (Mr) & Tan Heng Yeow (Mr)  
General Treasurer & Assistant Treasurer  
15<sup>th</sup> Management Committee  
NUS Students' Community Service Club  
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### **BUSINESS CELL AY 16/17**

The business cell is responsible for sourcing of both long-term and short-term resource solutions to the club's needs, which include both monetary and non-monetary resources. The business cell also aim to help the individual RVPs and SPs in securing sponsorships for their respective events through induction of best practices. The cell also constantly explores new partnership possibilities with interested parties and follow up with them to foster continuous relationships.

#### **1. Objectives**

- To secure sponsorships (both long term and short term) for the Club and its activities
- Uphold the branding and image of CSC, together with the marketing cells of SPs and RVPs, during meetings with potential sponsors
- To assist and induct SPs and RVPs in attaining sponsorships
- To represent the club in external relations with corporate sponsors in order to establish a sustainable working relationship with them.

#### **2. Overview**

Sponsorships for all RVPs by business cell:

- 200 mooncakes were sponsored by Juz Bread for the RVP beneficiaries during Mid-Autumn Festival
- 100 jars of Chinese New Year goodies were sponsored by Juz Bread for the RVP beneficiaries and volunteers during Chinese new year.
- 96 jars of Halal Chinese New Year goodies were sponsored by Delcie's for the RVP beneficiaries and volunteers during Chinese new year.
- 1000 notepads from Paper Innovations for all SPs and RVPs.

#### **3. Collaborations with Business Partners**

There was no long term sponsorship involved this year.



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#### **4. Summary of sponsorships achieved for all projects under 15<sup>th</sup> MC**

5. Special Projects	No. of cash sponsor(s)	No. of product sponsor(s)	Example of items sponsored
Grant A Wish XIV	1	6	Tote bags, vouchers, gifts for children
CSC Day XII	2	13	Ice cream, vouchers, bottled water, lanyards,
Paint-A-Home XVIII	5	17	Paint, bedbug fumigation, vouchers, cleaning materials, painting equipment
Ethelontêr XIV	-	14	Water bottles, hair product samples, vouchers
Project C.A.N XIV	2	19	Tote bags, chicken soup, teabags, umbrellas, raisins

#### **6. Involvements with RVPs**

This year, the business has striven to work closely with the RVPs. On a regular basis, there was emails regarding any sponsor opportunities being sent out to the RVPs, so that they are able to source for their sponsorships under the support of Business Cell.

#### **7. Involvements with SPs**

Apart from conducting induction for the marketing cell of SPs, the business cell also sent out emails that were forwarded from the NUSSU BIZCOM, so as to introduce more sponsorship opportunities to the SPs, such as shirt and catering sponsors which are always essential for Special Projects.



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### **8. Suggestions for future developments**

#### **a. Club sponsorships**

Key resources required by most of the Club's projects and programmes have been constantly identified and reviewed by the Business of past Management Committees. Future Business Cells should continue to review the key resources required by the Club and seek Club sponsorships for such resources. Some key areas that Business Cells have identified include:

Transportation	Van Rental
Food and Beverages	Bottled Drinking Water (exclude NEWater) Bento Lunch Sets
Printing	T-shirt Printing

Transportation was a big issue for this year, as one of the long term sponsor that all projects have been working closely with is Popular Rent-A-Car, which has stopped any form of sponsorships with the club due to the previous problems and delayed payment caused for their company.

Hence, many of the SPs have started working with BKW Rent-A-Car, which the club currently has a close relationship with. It would be recommended that future Business Cell can discuss with their company for any long term plans or club sponsorships.

#### **b. Publicity Measures**

For the past few years, there has always been a lack in publicity for the sponsors, as we can only provide them either social media publicity platforms or printing their company logo on the back of shirts. However, this itself might not be able to attract sponsors as other organisations are able to offer better terms and conditions. Hence, future business cells can look into a tiered system of sponsorship, by categorising the different amount and products that the companies have sponsored and offer different forms of publicity measures. This tiered system should be standardised between all 11 RVPs and 7 SPs to prevent any miscommunications.

#### **c. Business Heirloom**

The Business Heirloom, shared with the Secretariat Heirloom, is updated with the details of received sponsorship at the end of every project and programme. The heirloom serves a pool of sponsors on which the Club can tap, or with which the Business Cell can provide projects and programmes with support on looking for sponsors based on past trends. However, as the current heirloom is rather outdated and is not categorised based on the type of sponsorships



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(eg. Food, Transportation), it is very challenging to sieve out the correct data. Future Business Cell should consider to update Heirloom on a constant basis, and ensure that SPs and RVPs submit their heirloom on time.

### **d. Love Tuner**

Currently, Love Tuner contains the list of sponsors, and the Business Cell has been sending out Love Tuners to the sponsors that have frequently sponsored CSC events. Also, greeting cards have also been sent out during the Chinese New Year season, as a form of thanking the sponsors and showing our sincerity. The Love Tuner can serve as a good platform to show the sponsors on what our club has been doing on a regular basis. As such, future Business Cells can allow SPs or RVPs marketing team to bring along Love Tuner and showcase to the sponsors.

Reported by:  
Wu Jiayue (Ms)  
Business Director  
15<sup>th</sup> Management Committee  
NUS Students' Community Service Club





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## **PUBLICATIONS AND PUBLICITY CELL AY 16/17**

The Publications & Publicity Cell raises awareness for NUS CSC and maintains all publications and publicity initiatives of the club.

### **1. OBJECTIVES**

- a. To increase the general awareness of the club and promote volunteerism amongst the NUS population via both online and offline publicity platforms;
- b. To assist in the technical aspects of publicity and publications within the club;
- c. To bridge connections among all publicity teams of Regular Volunteering Programmes (RVPs) and Special Projects (SPs).

### **2. OVERVIEW**

#### **a. Maintenance of NUS CSC's Website**

The NUS CSC Website was updated regularly. Updates include the addition of new information pertaining to each RVP and SP, MC announcements and volunteer recruitment for NUS CSC events.

#### **b. Maintenance of Facebook Page**

The NUS CSC Facebook page was constantly updated with photos of CSC events, publishing of announcements on upcoming volunteering events from CSC and promoting of volunteering opportunities from other organisations.

#### **c. Maintenance of Instagram Account**

The NUS CSC Instagram Account was regularly updated to showcase the different RVPs and teasers/sneak peeks of CSC events to raise awareness of the different welfare events in CSC as well as what the different RVPs does. Furthermore, Instagram Stories was used on some of the events to show a glimpse of what it is like during the event itself.



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### **d. Maintenance of YouTube Channel**

The NUS CSC YouTube Channel was used for the archival of any NUS CSC related videos such as videos on NUS CSC's events and videos used during SP/ RVP events i.e Volunteer briefing used during Project C.A.N. XIII.

### **e. Development of Event Videos**

Videos were made for various NUS CSC events such as CSC Birthday Celebration, Volunteer Appreciation Dinner and Annual General Meeting. These videos were made to share memories from the year, and acts as a form of appreciation to volunteers for their dedication to CSC.

### **f. Design of Festive Decoration of the Clubroom**

Due to unforeseen circumstances in the clubroom, decorations were not put up during festive seasons such as Christmas and Chinese New Year.

### **g. CSC Wall**

Photographs of RVP and SP committees were put up in Clubroom to recognise their leadership commitment in CSC and create a family-like atmosphere to promote bonding amongst CSC members.

### **h. Design and Publication of Love Tuner**

500 copies of Love Tuner were printed in (DATE) and given out to CSC's volunteers who have been a part of our RVPs and SPs in the year.

### **i. Updating and Printing of CSC Inserts**

CSC Inserts, which give an overview of CSC's Mission, structure and programmes, were updated and printed frequently, and stored for usage during internal drives of SPs and general NUS CSC events such as CSC Outreach, Student Life Fair and Open House. It was also distributed to NUS student during the NUS Volunteer Fair 2017.



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### **j. Event Coverage**

Media coverage of all CSC events over the past year was done. Photos and videos were uploaded onto Facebook and YouTube, where they were archived in albums. Photos of SP/ RVP events were also reposted on CSC Facebook page when requested.

### **k. Preparation for Open Day, Outreach and Student Life Fair**

Booths were set up to promote CSC to new and existing NUS students. Publicity cell assisted by preparing the booth design for the Student Life Fair.

### **l. CSC T-shirts**

Number of T-shirts sold during the year: 166

Number of T-shirts purchased during the year: 0

Remaining Number of T-shirts as at (DATE) 2017:

<b>Size</b>	<b>Quantity</b>
Extra Small	9
Small	0
Medium	0
Large	0
Extra Large	17
Extra Extra Large	1
<b>Total</b>	<b>27</b>



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### **3. DEVELOPMENTS**

#### **a. Publications and Publicity Camera**

To maintain the condition of the camera, a UV filter was added onto the lens to protect the front element of the lens from scratches. Also, a string was added to the lens cap and attached to the camera strap to prevent it from being misplaced.

#### **b. Faces of CSC on Facebook**

Due to unforeseen circumstances, the initiative, Faces of CSC, was not continued. However, SP and RVP are still encouraged to continue this initiative on their respective Publicity platforms. Ethelontêr XIV was the only SP which continued this initiative.

#### **c. Bridging the Gap among RVPs and SPs**

An effort was made to encourage cross RVP and SP publicity on their Facebook pages, and during RVP major events and SP events. This was done through updating the RVP publicity heads and chairpersons, and SP Organizing Committees. Such cross RVPs-SPs publicity served both RVPs and SPs well, helping to boost signups for RVPs and SPs by creating awareness about RVPs among SP volunteers, and encouraging participation of RVP volunteers in SP events.

#### **d. Love Tuner in 2017**

The focus of this year's Love Tuner is the CSC Journey and an emphasis on photographs over volunteer reflections are used to convey their journey in CSC throughout the year. This serves to create and strengthen the attachment between our volunteers and CSC as well as between volunteers. It also serves as a memento for all volunteers; new, present and graduating as they look back on what they had done this year. Also new volunteers can have a sneak peak of what to expect as they continue their journey in CSC.

#### **e. Developing Volunteers**

In line with one of the directions of the presidential cell of developing volunteers, a Whatsapp mobile chat group was created. This is to promote initiative among the Publicity Head/Representative. As such, Publicity Head/Representative of each RVP or



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SPs would be responsible to contact MC Pubs, via email or text, whenever they have any enquiries or issues they face.

#### **4. SUGGESTIONS FOR FUTURE DEVELOPMENTS**

##### **a. Increase the usage of Instagram and introduce Snapchat**

As the popularity of Instagram and snapchat increases, Instagram and snapchat accounts can be introduced to RVPs. This will serve as an alternative channel of publicity that will allow them to reach out to a wider group of potential volunteers.

##### **b. Continuity of "Faces of CSC" in CSC**

"Faces of CSC" by SPs and RVPs should be promoted, possibly by using Instagram. With assistance from VM Cell, a theme can be given to SPs and RVPs each month. This will help spread the reflection culture throughout CSC. It also serves as a way to accumulate volunteer stories. This helps to enhance publicity of SPs and RVPs, in terms of generating interest among potential volunteers as opposed to merely informing. Depending on the success of the campaign, the featured reflections can be compiled into Love Tuner as a final wrap-up.

##### **c. RVP Publicity Head Bonding Session**

To bridge MC-RVP interaction, a short interaction session can be held at the start of the Academic Year as a way to induct new RVP Publicity heads. Through this session, they get to befriend other RVP Publicity Heads and share about their own RVPs. This will not only help increase their sense of belonging in CSC, but also allow them to gain an understanding of the various RVPs in CSC. Such a move would help increase their knowledge of CSC and further enhance their publicity efforts through the sharing of knowledge and resources for their own RVP, other RVPs and for the Club as a whole.



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Reported by:

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Publications and Publicity Director, Deputy Publications and Publicity Director (Co-opted),  
Deputy Publications and Publicity Director (Co-opted)  
14<sup>th</sup> Management Committee  
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A Constituent Club of NUS Students' Union



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## **VOLUNTEER MANAGEMENT CELL AY 16/17**

The Volunteer Management (VM) Cell orientates new volunteers and manages volunteers' information for various purposes such as the Residence Admission Scheme. It is also responsible for disseminating information and announcements through the CSC mailing list.

### **1. OBJECTIVES**

- a. To orientate new Volunteer Management Cell members from the Regular Volunteering Programmes (RVPs) and Special Projects (SPs);
- b. To provide efficient and simple solutions to:
  - i. The extracting of required volunteer information;
  - ii. The updating of new volunteering opportunities and;
  - iii. The computing of required volunteer data such as volunteering hours;
- c. Work closely with the RVP and SP Volunteer Management Cells to ensure a smooth and hassle-free process in managing volunteers' information.
- d. To ensure that all CSC projects adhere to PDPA guidelines in order to protect the privacy of volunteers

### **2. OVERVIEW**

#### **a. Regular Volunteering Programmes (RVPs)**

Total number of RVP volunteers- 374 NUS volunteers and 48 non-NUS volunteers, excluding RVP Committee members.

Ratio of NUS to non-NUS volunteers is approximately 7.79 in AY2016/2017.

Note: Period taken is from 1 August 2016 to 31<sup>st</sup> July 2017.  
Graduates are counted as non-NUS volunteers.



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RVP	Committee Members	NUS*	non-NUS*	Total*
Best Buddies	5	21	3	24
Bishan Home for the Intellectually Disabled	8	40	19	59
Clementi Youth Sparks	6	32	0	32
Dayspring	6	11	0	11
Havenue	6	38	2	40
L-derly Befrienders	8	91	6	97
MINDSville@Napiri	6	21	1	22
TEACH!	5	23	0	23
T.H.E.Seniors	8	51	3	54
Yishun Reading Stars	7	26	14	40
Youth Beacons	4	20	0	20
<b>Total</b>	<b>69</b>	<b>374</b>	<b>48</b>	<b>422</b>

Note: Numbers account for volunteers who commit to any number of hours any RVP.





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\* excluding Committee Members

### b. Special Projects (SPs)

Total Number of SP volunteers- 1055 NUS volunteers and 322 non-NUS volunteers, excluding Organizing Committee (OC) members.

SP	OC	NUS	Non-NUS	TOTAL (Excluding OC)
Ethelontêr XIV	31	116	0	116
Grant A Wish XIV	24	122	15	137
Paint-A-Home XVIII	22	280	24	304
Project C.A.N. XIV	24	390	280	670
CSC Day XII	21	147	3	150
<b>Total</b>	122	1055	322	1377

Note: The numbers are non-unique and account for volunteers who volunteered for multiple days for one SP.

### c. Residence Admission Scheme (RAS)

Housing application was opened to CSC members, and was completed with 3 successful nominees from CSC.



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### **d. Volunteer Records**

A total of 250 volunteers requested for their CCA records from CSC in AY2016/2017.

### **e. Student Life Fair**

Student Life Fair was completed with a total of 37 new sign-ups.

### **f. Outreach**

Outreach Tour was completed with 120 sign-ups and Outreach Talk with 69 participants.

## **3. DEVELOPMENTS**

### **a. Addition of SP reflection guide book and mock reflection session**

As an improvement to last year's reflection guide book for CSC programmes, we decided to come up with two versions: one for SPs, and one for RVPs, as we felt that the emphasis of reflection between SPs and RVPs to be very much different. Consequently, the reflection sessions would also be conducted differently for SPs and RVPs. The RVP guidebook was mostly the same as the original guidebook. As for the SP guidebook, we added activities to facilitate reflections, which could be conducted in a short time period. Furthermore, we added questions that were more suitable for people who may not have volunteered with CSC before.

During the induction sessions with the VM heads of the various CSC committees, the importance of volunteer reflections was shared with them. Ways to use the guidebook was demonstrated and a mock reflection session was conducted, which the VM members participated and understood the types of questions to ask when conducting reflections.

### **b. Working Processes For MySurvey**

To comply with the Personal Data Protection Act (PDPA), CSC used the MySurvey platform in place of Google forms to generate survey questionnaires for volunteer signups. As RVPs and SPs do not have access to MySurvey, MC VM cell would assist in generating of questionnaire for the relevant information. As part of the VM cell's standard practice, the MySurvey form



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would also include questions for PDPA clauses. A standardised set of questions was also created in order to ensure greater accuracy in collection of important information such as 'Frequently Used Email'. The MC VM cell would be in charge of ultimately emailing the responses to the respective RVPs and SPs. After the end of each survey, the MC VM cell would also add interested volunteers into the mailing list and send welcome mailer (mentioned below) to new volunteers.

This year, there were strict PDPA guidelines enforced which led to some changes in the format for the MySurvey forms. MC VM is no longer allowed to collect matriculation numbers from the CSC volunteers in NUS. In place of the matriculation numbers, MC VM will henceforth be collecting both the NUS and personal email addresses of the volunteers as a form of identification. Permission to take photos of the volunteers during the event will also be sought through the MySurvey forms.

Information of the Data Protection Office will also be provided at the end of the forms for the convenience of the volunteers.

### **c. Indemnity Forms**

To indemnify and protect CSC in case of any emergency, for every special outings or project events, each volunteer is required to fill up and submit the indemnity form to RVP/SP VM before every event. VM Cell combined the 2 forms for persons under 21 and persons above 21 into 1 form so as to simplify the collating process. Some clauses were also modified grammatically to make the form more understandable. The medical indemnity form was also added to the second page of the form. It is hoped that this would improve the convenience of the volunteers when filling in the forms and reduce the hassle of having to print separate forms.

MC VM Cell has also reminded the respective SP or RVP's VM cell to always designate a relevant personnel (either RVP/SP VM or PDs/Chairpersons) to keep the indemnity forms in order. This will facilitate the process of finding relevant details of the person injured.

SP/RVP VMs were also told to email volunteers the indemnity forms prior to the event. However, they are reminded to have some copies of indemnity forms as backup in case volunteers forget to bring for the event. Prior to the event, SP/RVP VM can contact VM Cell to request for indemnity forms by providing the number of indemnity forms required as well as date of collection (at least 3 days prior to collection). The indemnity forms will be placed in the



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VM Cupboard in CSC Clubroom and SP/RVP VMs will be notified to collect the indemnity forms when it is ready.

### **d. Mailing System**

CSC mailing system is still currently down at the moment. Instead of using the mailing system, RVPs and SPs have been encouraged to use NUSSU's mailing system instead to reach out to the volunteers for recruitment.

### **e. Feedback on Reflection**

After 3 months into the term, we collected feedback from VMs about reflection sessions in RVPs. Some of the good practices are stated as follows:

- There is a good mix of introspective and feedback-related questions used in reflection sessions by the VMs (introspective = personal development and reflections, feedback = general ways to improve the RVP)
- Some VMs have devised their own methods to help the beneficiaries/volunteers feel more comfortable with reflections
- Some VMs mentioned that the reflections garnered have helped them think of ways to improve their RVPs

We also noted that some of the RVPs has said that volunteers/beneficiaries may not be very interested in reflecting and that reflection sessions may get too long and repetitive. The future MCVM cell should evaluate whether reflections should indeed be conducted every session, and weigh the pros and cons of conducting regular reflection sessions. New interactive ways to conduct reflection sessions should also be considered.

Additionally, future MC VM can also review the ways SPs conduct their reflections and identify areas in which MC VM can assist.

### **f. New PDPA guidelines**

As previously mentioned, there have been new PDPA guidelines implemented by NUS. The changes are stated as follows.



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MCVM is no longer allowed to collect matriculation or NRIC numbers from volunteers. Instead, we can collect the NUSNET or personal email addresses as a form of identification.

Volunteers' personal information cannot be collected for the use of sponsors in exchange for sponsored items or cash.

Volunteers' permission has to be sought before adding them into Whatsapp chat groups and before taking their photos during the event.

The need to password-protect Excel sheets with sensitive information was once again reinforced. Cloud sharing platforms like Google Drive should not be utilised when dealing with sensitive information.

### **g. Autoreply for SP's VM email accounts**

We realised that some of the volunteers might continue to email enquiries to SPs' VM account even after the project has ended for some time. This led us to think of a new initiative where we get the SP VMs to setup the auto reply function in Gmail. This will allow volunteers or anyone who email the SP VM account to realise that the account is no longer in use, and that they should direct any queries they have to the MC VM Gmail account.

This is an improvement from 14<sup>th</sup> MC VM initiative of linking the SP Gmail account to MC VM account. We decided not to link the SP accounts as we felt that it is quite a hassle to check all of the SPs' Gmail inbox. Furthermore, it can be a huge data breach if someone managed to hack into the MCVM account, gaining access to not just the MC VM account but also to all the other SPs.

## **4. SUGGESTIONS FOR FUTURE DEVELOPMENTS**

### **a. Mid-term Feedback**

As mentioned, in AY2016/17, MC VM collected feedback from RVP VMs about their reflection sessions. Future MC VM can consider gathering feedback from RVPs and SPs about MCVM roles, such as the creation of Mysurvey forms and endorsement procedures. This would help MC VM improve on the help they can provide to the RVPs and SPs.



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Alternatively, MC VM can also conduct a mid-term review meeting for the VMs to discuss about reflection sessions and how MC VM can help facilitate a stronger reflection culture in CSC.

### **b. Mailing system**

As the CSC mailing system has not been fixed, future MC VM may want to consider other possible ways to provide early signups for current NUS undergraduates in CSC. Currently, we are only able to rely on the CSC social media platforms and NUSSU blast for priority sign-ups for CSC volunteers, but the reach of these platforms is rather limited. We have temporarily stopped asking volunteers whether they wish to join the CSC mailing list in sign-up forms. This should be reinstated when the mailing system is fixed.

### **c. Reflection Guidebook**

Although the reflection guidebook was created to provide some guidance when conducting reflection sessions, the guide was made in a general direction and some RVP and SP may not know which types of reflection is suited for the sector or the message they are bringing across. Many volunteers and RVP\SP VM heads mistake reflection sessions for feedback sessions. More work should be done to ensure that they understand the difference between the both of them. Future VM cell may thus consider ways to enhance the reflecting experience and attend more reflection session during the events to provide feedback to the VM in RVPs and SPs.

### **d. Attendance**

More should be done to ensure that RVPs know how to do up the attendance file, and to make sure that it is updated at the end of every month. Currently, some of the RVPs only update them when we prompt them to do so.

MC VM may also look into ways to work with RVP VMs to boost volunteer sustainability for each RVP.



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### **e. RVP-SP Hopping**

This year's RVP-SP hopping was initially planned to be carried out using last year's system. The email addresses of the various Programmes were made available to one another. However, the RVPs and SPs gradually coordinated amongst themselves to schedule hopping visits, which proved to be much more efficient than having the VM and secretary facilitate the hopping system.

It is recommended that the contact information of the VMs and chairpersons or PDs of every Programme be made known among committee members so that they can plan hopping visits among themselves as preferred.

Reported by:

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Volunteer Management Director, Deputy Volunteer Management Director  
15th Management Committee  
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## **VOLUNTEER WELFARE CELL AY 16/17**

The Volunteer Welfare Cell aims to build, with your help, a CSC family that is bonded yet welcoming to new volunteers, with a strong culture of mutual learning.

### **1. OBJECTIVES**

- a. Provide a platform for all volunteers to interact and bond across the various RVPs and SPs
- b. Show appreciation towards all volunteers for their contributions, through appreciation gifts and planned events
- c. Develop a sense of identity towards the club and foster a sense of togetherness amongst volunteers

### **2. OVERVIEW**

Total number of welfare events held: 5

#### CSC 14<sup>th</sup> Birthday

Date: 17<sup>th</sup> October 2016

Time: 1800 - 2200

Venue: Various parts of Yusof Ishak House & Student Lounge

Programme: Amazing Race Station Games, Photo Montage & Cake Cutting Session

Turnout: 70

#### CSC Chalet

Date: 7<sup>th</sup> to 8<sup>th</sup> January 2017

Time: 1700 onwards

Venue: Changi Seafront Chalet A, Aloha Changi

Programme: BBQ, Gift Exchange, Mystery Night, KTV, Movies & Card Games

Turnout: 42

#### CSC Volunteer Appreciation Week

Date: 6<sup>th</sup> to 9<sup>th</sup> February 2017





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Time: 1000 - 2000

Venue: CSC Clubroom

Programme: CSC Shirt Day, Appreciation Gifts, Appreciation Wall, Bonding Activities, Photobooth & Instagram Contest

### CSC Volunteer Appreciation Dinner

Date: 10<sup>th</sup> February 2017

Time: 1800 - 2200

Venue: LT25

Programme: Dinner & Colours Awards Ceremony

Turnout: 57

### CSC Boost

Date: 5<sup>th</sup> to 7<sup>th</sup> April 2017

Time: 1200 - 1800

Venue: CSC Clubroom

Programme: Examination Welfare Packs & Encouragement Notes

Turnout: 175

### CSC Games Day

Date: 18<sup>th</sup> June 2017

Time: 1600 - 1800

Venue: NUS UTown Green

Programme: Competitive Station Games & Picnic

Turnout: 40

### **3. CELL DEVELOPMENT**

#### **a. VW Outing Guide**

The main objective of the VW outing guide was to aid the planning of bonding activities for RVPs and SPs. The guide consists of 4 segments, including - Latest Events, Eat, Play and Chill – to provide more ideas for volunteers. This year, we



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included a new segment introducing the latest events that are happening in Singapore, such as different galleries and showcases. In addition, the outing guide was sent out at the beginning of the academic year to help facilitate bonding sessions and activities for the whole academic year.

### **b. CSC Boost**

As part of the VW cell's objective this year of appreciating volunteers, the VW cell decided to have a 5<sup>th</sup> welfare event. In view of final examinations, the VW cell decided to organize an event whereby volunteers can give words of encouragement to each other. In addition to words of encouragement, volunteers were also encouraged to show their appreciation through the different notes. A small goodie pack was prepared by the VW cell, consisting of small snacks for volunteers to have, especially during the studying period. Such initiatives allowed volunteers to know that their small acts of volunteering were being appreciated.

### **c. Feedback Box**

According to the VW cell in AY15/16, VW events received little feedback through official channels. Hence, we decided to implement a physical method of getting feedback. A feedback box was set up right outside the CSC clubroom for volunteers to share their feedback. In addition, the feedback box also aided us in collating the encouragement letters from everyone for CSC Boost.

The feedback box also catered to any other feedback that volunteers had about other events in CSC organized by the different committees. Any feedback received would then be passed on to the relevant parties.

### **d. CSC Games Day**

Instead of holding CSC Games Day in the usual month of July, the VW cell decided to bring it forward to June this year. This was done so that volunteers involved in Summer Programmes and Project C.A.N. in July would still be able to participate in the event. This ensured that more volunteers had a platform to interact and bond with one another through the planned activities.



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#### **4. SUGGESTIONS FOR FUTURE DEVELOPMENT**

##### **a. VW Outing Guide**

Instead of the PDF version of the outing guide, a platform can be created to share different ideas or promotions that are occurring and suitable for group outings. This way, the outing guide would be constantly updated and the different events in Singapore could be shared. In addition, the platform could allow other volunteers to also share any promotions or ideas that they came across with other committees. This helps to increase communication between committees and also allows volunteers to take initiative in sharing information with one another.

##### **b. Feedback**

Although the feedback box was implemented outside the clubroom, it was not utilized by volunteers regularly. More publicity can be done for the feedback box, especially during induction at the start of the year.

Due to the nature of the events planned, there were times when feedback was not collected from volunteers. While we received feedback about the events through casual comments from volunteers, it would be good to collect feedback through official means, so as to improve future events planned.

##### **c. CSC Boost**

The new initiative this year was introduced on a smaller scale and it was only given out to RVP committees and SP organizing committees. The event was a success, especially the encouragement notes segment, and many positive feedbacks were collected. If possible, the initiative could be extended to volunteers that are not involved in any committees. Clear criteria must be set in order for this to be possible. Future VW cell can continue to look into expanding this initiative and any other suggestions to add a personal touch to these welfare packs.



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### **d. Ad-hoc events**

Due to time constraint, VW cell did not organize any ad-hoc events this academic year. However, as the main objective of the VW cell is to foster a family-like environment for volunteers, it is strongly recommended for the future VW cell to consider organizing some ad-hoc activities.

These activities can be small-scale, such as opening the clubroom for games or bonding sessions during the school term to allow volunteers to chill. There can also be platforms for volunteers to celebrate festive seasons, such as Chinese New Year, together. More effort can be put in to reduce the divide between the Management Committee and the volunteers, allowing them to get to know each other outside of the roles they hold.

Reported by:

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Volunteer Welfare Director & Deputy Volunteer Welfare Directors  
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## **CLEMENTI YOUTH SPARKS AY16/17**

Clementi Youth Sparks (CYS) is a Regular Volunteering Programme conducted in partnership with Students Care Service (SCS), under a programme known as Realizing Academic Potential (RAP). There are two components to the Realizing Academic Potential (RAP) - Night Study and Bookball. Our volunteers coach the secondary school students in their academic work, helping them better prepare for their school examinations and the GCE 'N' Level examinations. These youths are at low to medium risk of falling into juvenile delinquency, hence our volunteers aim to instill self-motivation in them by providing encouragement and support.

### **1. OBJECTIVES**

- a. Build strong rapport with the beneficiaries and be a role model to them, providing academic support to youths in a nurturing environment.
- b. Build a strong family culture with volunteers' bonding and enhanced volunteering experience through volunteer outings, reflections, and learning.
- c. Enhance the learning experience for the beneficiaries by improving the usage of the tool given by SCS (Study buddy).
- d. Raise awareness for CYS by having volunteers from other programmes to participate in CYS activities
- e. Exposing new volunteers to other volunteering opportunities outside of CYS such as joining special events by CSC as a RVP or participating in SCS volunteering opportunities
- f. Active collaboration with SCS Clementi social workers to seek improvements to the program and maintain a healthy relationship
- g. Collaborate with the CSC MC to create an inclusive, nurturing volunteering environment for volunteers

### **2. VOLUNTEERS**

#### **a. Committee Members**

Chairperson  
Vice-Chairperson  
Secretary/Treasurer  
Publicity Head  
Volunteer Management Head  
Volunteer Welfare Head

Xiong ChengJie  
Lau Xin Yi  
Lim Yee Teng  
Sarathy Nagarajah  
Leong Sheu Sheng  
Zhong Cheng Wei



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### b. Members (as of 11/06/2017)

#### Night Study

Average: 9

Volunteers with more than 50% attendance: 21

Volunteers with more than 70% attendance: 7

#### Bookball

Average: 7

Volunteers with more than 50% attendance: 9 (100%)

Volunteers with more than 70% attendance: 7

### 3. PROGRAMME OVERVIEW

#### a. Regular Visits: 28 (19 for Night Study and 9 for Bookball)

Night Study was held weekly, on Wednesday nights, from 7pm to 9pm. There was a total of 19 sessions in AY2016/17. There were 11 sessions in Semester 1 and 8 sessions in Semester 2.

Bookball was held weekly, on Friday afternoons, from 3pm to 7pm. There were a total of 9 sessions in AY2016/17. All of them were held in Semester 1.

#### b. Special Events

Description of event	No. of beneficiaries and volunteers
Post Exam Party Held on 26/10/2016 from 6.30pm to 9.30pm  A party was planned to commemorate all academic improvements of the beneficiaries after their examinations and to enjoy after a year of hard work. Volunteers were presented with certificates of appreciation from SCS, and the beneficiaries were awarded with a gift and personalized message by the volunteers.	50 Beneficiaries 20 Volunteers



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### **c. FINANCIAL STATEMENTS**

Total Amount Allocated	\$435
Total Amount Spent	\$179.3
<b>Breakdown of expenses</b>	
CYS Post Exams Party	\$49.80
CYS Volunteer Welfare Pack	\$52.30
CYS Volunteer Appreciation Picnic	\$49.30
CYS Regular Program	\$27.90

### **4. PROGRAMME DEVELOPMENTS**

#### **a. Increased involvement with SPs and RVPs (R, B – Retain, Bridge)**

One of CYS's objective is to expose CYS volunteers to other volunteering opportunities such as joining special events in CSC. The CYS committee strongly encouraged CYS volunteers to take on many roles in organizing committee so they can enrich themselves and be more involved in CSC.

CSC volunteers were involved in every Special Projects, from involving our beneficiaries in CSC Day to joining special project organizing committees. This provided both breadth and depth of volunteering opportunities for the volunteers and promotes personal growth. Regular volunteering allowed volunteers to dedicate their time with a common goal and gave more opportunities for volunteers to interact and spend time with each other, fostering stronger bonds in the process.

#### **b. Active participation and communication with Partner Organization (R, B - Retain)**

Other than the regular sessions of Night Study and Bookball, volunteers were also involved in many SCS activities, ranging from Night Cycling to Youth Cop Camp. Some volunteers were also asked to be involved in meetings with SCS staffs and be part of organizing committees for events. These activities fostered stronger bonds between volunteers and beneficiaries.

Furthermore, through constant communication with the social workers, we established



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a close working relationship with our Partner Organization. They gave us more freedom in planning activities and recruitment of volunteers. This gave us more flexibility in involving our volunteers and to increase their sense of belonging.

### **c. Opportunities to implement new initiatives (R, G – Retain, Growth)**

As there were more freedom in planning activities, we decided to plan an outing for the beneficiaries. Although CYS were not able to carry out the event due to unforeseen circumstances, we managed to involve most of the new volunteers in the planning of the outing. Through this process, the committee hoped to engage the volunteers and developed a sense of ownership in them.

The committee went on to change the games day for beneficiaries to a volunteer picnic and games session at Sentosa. They also made food for the volunteers to show their appreciation of the time and effort spent by the volunteers in planning the event. The subcommittees tried out some of their games with the volunteers too. At the end of the day, it became a fruitful outing.

## **5. SUGGESTION FOR FUTURE DEVELOPMENTS**

### **a. Maintain Efforts for Volunteers' Bonding**

Through an increase in number of regular gatherings and open communication among the volunteers, rapport built among them can be strengthened, alongside a growing sense of belonging. There can be more regular outings and dinners together.

While we had a fantastic run during Semester 1 for both programmes, we did not achieve similar standards in Semester 2. There were lesser outings due to the increased workload of CYS committee in other areas of CSC. There should be more focus on the volunteer interaction and bonding. More outings can be organized to create more opportunities for volunteers to bond. The committee should also get to know at other volunteers at a personal level.

### **b. Enhancing volunteering experiences – Special Events**

In this academic year, CYS were given the opportunity to plan a games day for the beneficiaries. This gave CYS the opportunity to have subcommittees to plan programmes and carry out dry runs. Volunteers are involved and get the chance to be part of the planning, while learning to take up different roles in the process.





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Even though CYS did not manage to execute the event, the main committee and volunteers were able to learn from these experiences and were more aware of what to do if there were to be another beneficiary outing. Hence, CYS can consider continuous collaboration with the social worker to think of better ways to run these special events. CYS can also request help SCS in the planning of SCS events to strengthen the working relationship between CYS and SCS, facilitating a learning environment for the volunteers as well as having more opportunities to build a stronger rapport with the beneficiaries.

### **c. Implementation of regular reflection sessions**

It will be beneficial for the personal growth of volunteers to reflect more regularly on the volunteering sessions. A weekly debrief session can be held in small groups after Night Study for volunteers to reflect and feedback. This sharing allows the appreciation of good practices, as well as serving as a feedback loop and regular review. This can also be a good platform for committee members to share advice in interacting with the beneficiaries.

By enforcing a regular sharing session from the start of a new academic year, there is an increase in opportunities for volunteers to communicate and share their thoughts with one another. Through these sessions in small groups, volunteers can get to know more about other volunteers and hopefully be more bonded.

Reported by:

Xiong ChengJie (Mr) & Lau Xin Yi (Ms)  
Chairperson & Vice-Chairperson  
Clementi Youth Sparks AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



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## DAYSPRING AY16/17

*Dayspring's volunteers tutor and befriend the residents of the DaySpring Residential Treatment Centre (RTC), which provides a caring environment to help bring healing to teenage girls (12 to 17 years old) who have been through abuse. Through interacting with these girls during tuition and special events, the volunteers seek to empower and instil confidence in them.*

### 1. OBJECTIVES

#### a. Retain

To improve volunteer retention, in light of the high volunteer turnover faced by Dayspring in previous years.

#### b. Growth

- i. To expand the RVP membership, so as to ensure 1:1 tutor-tutee pairing and cope with the possibility of an increase in the number of beneficiaries.
- ii. To facilitate the personal development of Dayspring members as volunteers and inspire them to remain in the RVP as committed long-term members who are able to contribute meaningfully to the RVP and beneficiaries.

#### c. Bridging

- i. To forge strong bonds between the volunteers and beneficiaries, as well as amongst the volunteers.
- ii. To instil a sense of belonging to Dayspring and NUSCSC into members.

### 2. VOLUNTEERS

#### a. Committee Members

Chairperson (External/Internal)  
Vice-Chairperson  
Secretary  
Treasurer  
Publicity Head  
Volunteer Management Head  
Volunteer Welfare Head  
Marketing Head

Poh Jee Seng  
Lee Chun Wei Jeslyn  
Jocelyn Liu Hwei Ling  
Poh Wai Kit  
Ang Zi Qing  
Anna Ang Hui En  
Anna Ang Hui En  
Jocelyn Liu Hwei Ling



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**b. Members (as of last updated date)**

Average: 14

Volunteers with more than 50% attendance: 15

Volunteers with more than 70% attendance: 14

### 3. PROGRAMME OVERVIEW

**a. Regular Visits:**

There were a total of 35 tutoring sessions in AY 15/16 (18 sessions for Tuesday, 17 for Wednesday due to a scheduling conflict) Sessions during the semesters were held on Tuesdays and Wednesdays, 8-9pm.

**b. Special Events<sup>1</sup>**

Description of event	No. of beneficiaries and volunteers
<b>Ice Skating Party</b> <i>Held on 13 December 2016, from 3pm to 8pm</i> <i>Venue: JCube, 2 Jurong East Central 1, Singapore 609731</i>  This event was organised to fulfill two agendas- (1) To let our beneficiaries let their hair down after their exams and to step out of their comfort zone by learning ice skating and (2) To encourage interaction and bonding between our volunteers and the beneficiaries.	7 Beneficiaries 10 NUS volunteers 2 Non-NUS volunteers
<b>CNY Steamboat</b>	7 Beneficiaries 11 NUS

<sup>1</sup> Only include special events planned solely by the RVP. Events not planned but only assisted by the RVP volunteers should not be included here. For example, MINDSville 10<sup>th</sup> Anniversary, TEACH! Thanksgiving and Christmas Party should *not* be included. However, events planned by RVP and sponsored by companies will be included.



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<p><i>Held on 21 February 2017, from 4pm to 8:30pm</i>  <i>Venue: 233 Turf Club Road, S287983 (Dayspring Residential Treatment Centre (RTC) )</i></p>	<p>volunteers            2 Non-NUS            volunteers</p>
<p>This event was organised during the recess week to allow our tutors to destress from their studies. The events largely composed of two key components. Firstly, the shopping of ingredients and the actual steamboat itself.</p>	

**c. FINANCIAL STATEMENTS**

Total Amount Allocated	\$689
Total Amount Spent	\$228.78
<b>Breakdown of expenses</b>	
Ice Skating Party	\$180.20
CNY Steamboat	\$48.58

**4. PROGRAMME DEVELOPMENTS<sup>2</sup>**

**a. Increased Focus on Culture Setting**

In light of the disillusionment that volunteers may face during their Dayspring journey, we decided to work on the goal of making Dayspring a club where members could call it their home and share their emotions with one another. Achieving this goal was important so that we would be able to know what they were facing as well as to advise them accordingly. It also showed that members were more committed in the club.

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<sup>2</sup> Only include new initiatives and new collaborations of the year during your term. If previous term has that collaboration and during your term, the collaboration continued but on greater scale or on a different matter, do include too.



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This goal was achieved to a largely successful extent but since it was the first time it had been actually put into practice, there is still room for improvement.

### **b. Increased RVP involvement in NUSCSC events and Special Projects (SPs)**

One of our objectives was to instil a sense of belonging to NUSCSC into our volunteers. As a result, greater efforts were made this AY to get our volunteers to participate in NUSCSC events and SPs.

This was reflected in greater involvement of the general volunteers in CSC events. For instance, during CSC day, some members stepped up to volunteer and organize the event. In addition, an alumni member was also roped in to help out for this event, reflecting how CSC events can help to reconnect old volunteers as well.

In this AY, almost all members of the Dayspring Tuesday Group participated in Paint a Home 18 despite their busy schedules during the holiday, which is reflective of how SPs can help to bond the club over the shared passion for volunteering.

## **5. SUGGESTION FOR FUTURE DEVELOPMENTS**

### **a. Continue to maintain active communication with the Residential Advisor of DaySpring RTC and a good working relationship with DaySpring RTC**

The Residential Advisor should be continuously updated about minor problems to prevent the accumulation of any small issues. Also, it may be good to give the Residential Advisor feedback after each session or after every two sessions. This will allow the Residential Advisor to have a better understanding of how well the sessions held were, and also help the organization to better tailor their residential programme to the needs of the girls.



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### **b. Stronger Emphasis on Culture and Goal Setting**

A committee meeting should be set up before the orientation session so that the chairman and vice-chairman are both in tune with the goals and culture they wish to set for the Tuesday and Wednesday groups.

This will allow the volunteers to bond better during the combined outings since they would have been already familiar with the culture of the club. In addition, goal-setting will also increase the commitment levels of the volunteers who feel that they have a larger stake as they work together to achieve a common objective.

Reported by:

Mr. Poh Jee Seng & Ms. Lee Chun Wei Jeslyn  
Chairperson & Vice-Chairperson  
Dayspring Committee AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



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## **TEACH! AY16/17**

TEACH! is a Regular Volunteering Programme held weekly at Chen Su Lan Methodist Children's Home, where volunteers provide tuition to children and youth who come from disadvantaged family backgrounds. In addition, we also organize special events throughout the year, with the aim of interacting and educating the residents both as tutors and role models.

### **1. OBJECTIVES**

- a. Retain - Maintain a high retainment rate for existing volunteers and encourage new and passionate volunteers to join the volunteer pool.
- b. Growth - Provide a positive volunteering environment where our volunteers will be able to achieve personal growth and development, as well as make lasting friendships.
- c. Growth - For our beneficiaries to be able to improve their interest in learning and their academic aptitude through consistent tutoring from our volunteers.
- d. Growth - For our volunteers to act as positive role models for the beneficiaries and to effectively befriend and mentor them.
- e. Bridge - Maintain good working relations between the RVP committee and the Chen Su Lan Home management, so as to open up more opportunities for organising new programmes and events.
- f. Bridge - Encourage volunteers to participate in general CSC events to feel a stronger sense of belonging and involvement in the club, as well as gain exposure to different spheres of volunteerism.

### **2. VOLUNTEERS**

#### **a. Committee Members**

Chairperson (External)	Kenneth Peh
Chairperson (Internal)	Ho Chong Soon
Secretary/Treasurer	Ng Si Kai
Programmes Head	Wong Jun Xiang
Publicity/ Volunteer Welfare Head	Tan Kah Min

Members: 25 (Last Updated: 1<sup>st</sup> July 2017)

Average: 19

Volunteers with more than 50% attendance: 23



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Volunteers with more than 70% attendance: 21

### 3. PROGRAMME OVERVIEW

- a. Regular Visits: A total of 21 regular visits were carried out throughout the whole of AY16/17 (up till 13 April 2017). All special events outlined below are held during regular visit sessions and are hence included in the count, with the exception of the Volunteer Camp, Christmas Party and the Swimming Outing that was organized on 21<sup>st</sup> June 2017
- b. Special Events<sup>3</sup>

Description of event	No. of beneficiaries and volunteers
<b>TEACH! Volunteer Camp</b> <i>Held on 09/09/2016 at 6pm to 10am on 10/09/2016</i>  The TEACH! Volunteer Camp aims to bridge and bond the new and existing batches of volunteers, as well as foster a family spirit within the RVP.	0 beneficiaries 25 NUS volunteers
<b>Mid-Autumn Festival Celebration</b> <i>Held on 22/09/2016 from 8 pm to 9.30 pm.</i>  The Mid-Autumn Festival Celebration is a special event that has traditionally been traditionally organized by the incoming batch of new volunteers, in order for the residents at the home to have an enjoyable and educational celebration. Additionally, the logs preparation process aims to help bond new volunteers together.	30 beneficiaries 23 NUS volunteers

<sup>3</sup> Only include special events planned solely by the RVP. Events not planned but only assisted by the RVP volunteers should not be included here. For example, MINDSville 10<sup>th</sup> Anniversary, TEACH! Thanksgiving and Christmas Party should *not* be included. However, events planned by RVP and sponsored by companies will be included.





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<p><b>Food and Culture Fair</b> <i>Held on 03/11/2016 from 8 pm to 9.30 pm.</i></p> <p>Food and Culture Fair is an end of semester event that we have organized for the beneficiaries in the home. It aims to educate the beneficiaries about the different races we have in Singapore, as well as their respective cultures through games and food prepared by the volunteers.</p>	<p>30 beneficiaries 24 NUS volunteers</p>
<p><b>Chinese New Year Celebration</b> <i>Held on 02/02/2017 from 8 pm to 9.30 pm'</i></p> <p>Chinese New Year (CNY) event is an annual tradition that volunteers will conduct in conjunction with the Chinese New Year Period. This year we decided on an autonomous planning of a skit by the new volunteers to provide them with a sense of ownership of an activity organized by them.</p>	<p>30 beneficiaries 23 NUS volunteers</p>

**c. FINANCIAL STATEMENTS**

Total Amount Allocated	\$625
Total Amount Spent	\$399.60
<b>Breakdown of expenses</b>	
Food and Culture Fair	\$78.75
CNY celebrations	\$94.05
TEACH! Swimming Outing	\$226.80



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### **4. PROGRAMME DEVELOPMENTS<sup>4</sup>**

#### **a. Sharing of Committee Roles**

This year, one of the main changes that we had in the main committee was the removal of the distribution of workload. For any programmes or activities that we plan, the whole committee would come together to discuss. Perhaps this method could be adopted by future committees since distribution of work according to the individual roles of the committee could potentially be more time consuming and inefficient.

#### **b. Continued Planning of Special Events.**

In previous years, ad hoc special events were a method that was used to break up the regular routine of normal sessions. This year, we decided to instill a greater involvement of volunteers in the RVP by providing more opportunities for them to plan activities for the kids. This allowed greater bonding and interaction among volunteers, as well as provided them with opportunities to come up with creative ideas to engage the kids and the beneficiaries.

#### **c. Organizing outdoor activities**

One of the events that was organized this year, perhaps the first opportunity that volunteers were able to interact the beneficiaries externally, was the Swimming Outing. There was no planning of programmes for this event, and was left free and easy for the beneficiaries and the volunteers. More of such events could be conducted and planned in the future, with the permission of the Partner Organization since they have relaxed the restrictions that they place on beneficiaries in the home.

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<sup>4</sup> Only include new initiatives and new collaborations of the year during your term. If previous term has that collaboration and during your term, the collaboration continued but on greater scale or on a different matter, do include too.



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### **5. SUGGESTION FOR FUTURE DEVELOPMENTS**

- a. To put more emphasis on building bonds and a stronger connection to the RVP and to the club in general beyond simply attending regular sessions. By getting volunteers to develop a strong sense of belonging to TEACH! and by participating in more events on a club level, this could help to improve volunteer retention and also allow volunteers to learn and grow more during their volunteering experience here.
- b. Better structured reflection sharing sessions. A culture of reflection sharing should be conducted early on at the start of the semester to continually ensure the purpose of the volunteering programme. This is usually not conducted since there is no official end time to the programme, which could see the session extending till 10pm. As such there is often insufficient time for a group reflections session. Perhaps these reflection sessions could be conducted whenever the programme ends early or informally through dinner sessions.
- c. More emphasis should be placed on gathering and reviewing feedback with the for special events. Debrief with the subcommittee with regards to feedback received as well as regular review meetings with the main committee could also possibly be implemented. This would allow for improvements in the planning and facilitation of subsequent of events/sessions.

Reported by:

Kenneth Peh (Mr) and Ho Chong Soon (Mr)  
Co-chairpersons (Internal and External)  
TEACH! AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



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## YISHUN READING STARS AY16/17

*Yishun Reading Stars (YRS) is conducted in partnership with Students Care Service (Yishun Centre), and is held on Friday evenings. There are 8 regular sessions per semester, during which volunteers guide a group of P1 to P3 mainstream school children in various reading activities and cognitive skills games. These children often present weak literacy skills and low interest in reading. In addition to the regular sessions, Yishun Reading Stars has a major outing in June and an end-of-year camp in December every academic year.*

### 1. OBJECTIVES

- a. *Inculcate social, literary, and cognitive skills to our beneficiaries through the joy of reading*
- b. *Developing proactive and confident volunteers by inculcating a culture of sharing and learning from each other's experiences*

### 2. VOLUNTEERS

#### a. Committee Members

Chairperson (External/Internal)	Sabrina Ang
Vice-Chairperson	Khairin Fadil
Secretary	Ng May Ying
Treasurer	Mitheera Velnaiker
Programmes Head	Lim Xiao Feng
Programmes Head	Zhuo Zhen Yun
Publicity Head	Dominic Quah
Volunteer Management Head	Ng May Ying
Volunteer Welfare Head	Mitheera Velnaiker
Marketing Head	Dominic Quah

#### b. Members (as of *last updated date*)

Average: 32  
Volunteers with more than 50% attendance: 32  
Volunteers with more than 70% attendance: 32



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### 3. PROGRAMME OVERVIEW

- a. Regular Visits: 16 Regular Sessions and 2 Training Sessions
- b. Special Events<sup>5</sup>: 2 days Day camp and 1 Outing

Description of event	No. of beneficiaries and volunteers
<i>Reading Odyssey Annual Camp</i>  <i>The day camp was organized to expose the beneficiaries to a learning environment beyond the classroom setting. It was also in commemoration of the December school holiday. It was held at Yishun SCS and River Safari.</i>	
<i>Reading Odyssey Annual Outing</i>  <i>The annual outing is held to celebrate the end of a successful semester at Reading Odyssey. It is to reward the volunteers and the beneficiaries for their hard work and efforts throughout the semester. It was held at Gardens by The Bay.</i>	

### c. FINANCIAL STATEMENTS

Total Amount Allocated	\$920
Total Amount Spent	\$920
<b>Breakdown of expenses</b>	
Semester 1	\$565
Semester 2	\$355

<sup>5</sup> Only include special events planned solely by the RVP. Events not planned but only assisted by the RVP volunteers should not be included here. For example, MINDSville 10<sup>th</sup> Anniversary, TEACH! Thanksgiving and Christmas Party should *not* be included. However, events planned by RVP and sponsored by companies will be included.



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### **4. PROGRAMME DEVELOPMENTS<sup>6</sup>**

#### **a. Development 1: Bonding of Volunteers**

*We felt that the volunteers in the previous AY was segregated. Majority of this AY's volunteers were new, hence we had the opportunity to bond everyone from scratch. We brought forward the reporting time so that everyone will eat dinner together in the centre. We also assigned random small dinner groupings that was led by a committee member. This allowed volunteers to know each other better and forced them to interact. We also introduced small group discussions prior to mass debrief after the beneficiaries were dismissed. This gave the reading groups a sense of teamwork in building a conducive group environment for the beneficiaries.*

#### **b. Development 2: Get the committee members and volunteers to be more involved in running the regular programme**

*From last year's programme, we didn't get a chance to communicate with the other committee members apart from Chairperson and Vice-Chairperson. This year, committee members played equal roles in bonding the volunteers as they were tasked to be in charge of individual dinner groups every week. They were also group leaders to their assigned readings groups and were responsible in leading small group discussion before the mass debrief. This allowed the committee members to be more vocal and also that volunteers were aware who were involved in running the programme apart from the Chairperson and Vice-Chairperson.*

*We also made it a compulsory component that volunteers will have to lead group story telling and/or group cognitive games. This will allow volunteers to know that they are involved in running the programme as well and will spur them on to volunteer to be part of next year's committee.*

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<sup>6</sup> Only include new initiatives and new collaborations of the year during your term. If previous term has that collaboration and during your term, the collaboration continued but on greater scale or on a different matter, do include too.



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### **5. SUGGESTION FOR FUTURE DEVELOPMENTS**

**a. *Suggestion 1: Improve Volunteer Bonding***

*We have set the foundation for the current batch of volunteers to be bonded. The new committee can continue and improve on this by organising more volunteer outings and after programme supper sessions together.*

**b. *Suggestion 2: Improve Hopping Participation***

*We did not focus on opening up our programme to other CSC volunteers. The new committee can be more proactive in inviting CSC volunteers to experience our wonderful RVP sessions.*

Reported by:

Ms. Sabrina Ang & Mr. Khairin Fadil  
Chairperson & Vice-Chairperson  
Yishun Reading Stars AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



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## YOUTH BEACONS AY16/17

Youth Beacons is a collaborative effort with Care Corner Singapore Ltd, IGNITERS Youth Centre's Youth Ranger leadership development programme.

### 1. OBJECTIVES

- a. *To be positive role models to the youths and instill in them lifelong impacts through our actions*
- b. *Befriend the youths and encourage them to develop their full potential as the leaders of tomorrow*
- c. *To plan and implement purposeful programmes that not only encompasses the ICARE core values in youths, but also strengthen parent-child relationships, under the guidance of social workers*
- d. *To contribute to and benefit from the process of working with the youths*

### 2. VOLUNTEERS

#### a. Committee Members

Chairperson (External)	Leong Rong Shan
Chairperson (Internal)	Tee Hong Giap
Secretary	Ng Yun Yun
Treasurer	Ng Yun Yun
Programmes Head	Ng Yun Yun
Assistant Programmer	Ang Ying Xuan
Publicity Head	Ang Ying Xuan
Volunteer Welfare Head	Leong Rong Shan
Logistics Head	Tee Hong Giap

#### b. Members (as of 31 July 2017)

Average: 8.63  
Volunteers with more than 50% attendance: 4  
Volunteers with more than 70% attendance: 2





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### c. PROGRAMME OVERVIEW

Regular Visits: 27

d. Special Events<sup>7</sup>: 2

Description of event	No. of beneficiaries and volunteers
<p><i>Youth Beacons Major Outing 2016</i></p> <p><i>Held on 14/12/2016 from 01.00pm to 05.45pm</i></p> <p>A time where volunteers and youths can come together to have some fun and bond with one another. The event will begin with simple icebreakers to break the ice between volunteers and youths followed by games and a simple lunch. After lunch, there will be water games before washing up.</p>	<p>12 beneficiaries 15 NUS volunteers</p>
<p><i>Adventure Camp 2017</i></p> <p><i>Held on 20/05/2017 at 10:00am to 5:00pm on 21/05/2017</i></p> <p>The camp aims to inculcate leadership skills in the youths and encourage the practicing of iCARE values. It is also the platform for the youths to put into practice what they have learnt during the regular leadership workshops and for the older youths to be a role model for the younger youths. Finally, the camp is also a time of bonding among the youths and volunteers, instilling a sense of belonging and camaraderie. For the first time, the activities on the first day are being planned and run by the youths. To further challenge our youths, they went kayaking on the second day.</p>	<p>17 beneficiaries 11 NUS volunteers</p>

<sup>7</sup> Only include special events planned solely by the RVP. Events not planned but only assisted by the RVP volunteers should not be included here. For example, MINDSville 10<sup>th</sup> Anniversary, TEACH! Thanksgiving and Christmas Party should *not* be included. However, events planned by RVP and sponsored by companies will be included.



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### e. FINANCIAL STATEMENTS

Total Amount Allocated	\$825
Total Amount Spent	\$794.40
<b>Breakdown of expenses</b>	
Bonding Outing	\$344.40
Adventure Camp	\$450.00

### 3. PROGRAMME DEVELOPMENTS<sup>8</sup>

#### a. *Leadership opportunities for beneficiaries*

Being a leadership development programme, the AY15/16 committee partnered closely with Care Corner to provide ample leadership opportunities for our beneficiaries. This year, the committee continued providing leadership opportunities for our beneficiaries. This is seen in how our youths were looking forward to being station masters during CSC Day. This experience allows them to apply what they had learnt during regular sessions in to practical situations. Furthermore, for the Adventure Camp, our older youths were tasked to organize the activities and run the camp itself, while the volunteers offer guidance and support to them. Also, our older youths were given the chance to lead their juniors in activities during the regular sessions.

#### b. *Greater integration of beneficiaries in CSC's special projects*

The current committee had provided a greater integration of YB's beneficiaries into CSC's special projects. As such, YB's beneficiaries had participated in Pain-A-Home XVIII (PAH XVIII) and will be participating in the distribution phase of Project C.A.N. XIV. This is to facilitate the building of rapport with the youths as well as to offer a chance for our youths to give back to the community.

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<sup>8</sup> Only include new initiatives and new collaborations of the year during your term. If previous term has that collaboration and during your term, the collaboration continued but on greater scale or on a different matter, do include too.



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### ***c. Increase in the number of volunteers recruited***

There was an increase in the number of volunteers recruited in the Academic Year 2016/17 as Care Corner is undergoing an expansion and we foresee that we will require more volunteers. With an increase in volunteers, there will be a larger variety of volunteers, this provides a larger variety of experiences to share with our youths. Also, this helps with the youth's academic supervision as our volunteers can render their help to the youths.

## **4. SUGGESTION FOR FUTURE DEVELOPMENTS**

### ***a. Increased participation in the planning & executing of regular mentoring sessions***

Currently, the planning of programmes by Youth Beacons has been largely limited to the planning of special events as well as games segments during academic supervisions.

There had been suggestions and talks to increase the participation of Youth Beacons in the planning and executing of regular mentoring sessions, while Care Corner is revising the syllabus for their workshops. This includes sharing part of the workload with the social workers when it comes to the facilitations and execution of regular mentoring sessions and eventually expanding to planning for certain parts of the session as well. The incoming committee can consider this area to deepen the partnership with Care Corner and provide a more holistic and enrich volunteering experience for our volunteers.

### ***b. Long-term integration of beneficiaries into CSC's special projects***

The current committee had continued with facilitating a greater integration of YB's beneficiaries into CSC's special projects. As such, YB's beneficiaries had participated in Paint-A-Home XVIII and will be participating in Project C.A.N. XIV. Care Corner is very interested letting the youths take part in the different special projects in CSC as this will help with develop our youths to have a broader perspective and it slightly lightens the workload of the social workers. The current committee can consider forging a long-term collaboration with the different special projects in CSC. This would help Youth Beacons integrate better within CSC and allow for the volunteers to be exposed to other programmes and projects CSC offers.



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Reported by:

Leong Rong Shan (Ms.) & Tee Hong Giap (Mr.)  
Chairperson (External) & Chairperson (Internal)  
Youth Beacons AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



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## **HAVENUE AY16/17**

Havenue is a Regular Volunteering Programme under NUS Students' Community Service Club that aims to provide emotional support for HCA patients with life-limiting illnesses.

### **1. OBJECTIVES**

- a.** Weekly visitations to patients' houses to assist with household chores and befriend the elderly
- b.** Liaises with HCA to organize ad-hoc projects (i.e. Christmas Party and Project Nuevo) at HCA
- c.** To instill a sense of volunteerism in volunteers such that they can contribute their time and effort to helping the society

### **2. VOLUNTEERS**

**a.** Committee Members

Chairperson (External/Internal)	Ong Shi Yi
Vice-Chairperson	Teo Wei Ling
Secretary/Treasurer	Ivan Lieu
Programmes Head	Chan Yu En
Publicity Head	Peh Hong Leng
Volunteer Management Head	Sebastian Tan

**b.** Members (as of 31 May 2017)

Average: 7.57  
Volunteers with more than 50% attendance: 3  
Volunteers with more than 70% attendance: 0

### **3. PROGRAMME OVERVIEW**

- a.** Regular Visits: 49 (Till 31<sup>st</sup> July 2017)



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### b. Special Events<sup>9</sup>

Description of event	No. of beneficiaries and volunteers
<p><i>Havenue Christmas Party 2016</i></p> <p><i>Held on 22/12/2016 from 01.30pm to 04.30pm</i></p> <p><i>Havenue Christmas Party is an event organized jointly with HCA and our recruited subcommittee to celebrate the season of festivity to the beneficiaries as well as our volunteers.</i></p>	<p>35 beneficiaries 28 NUS volunteers</p>
<p><i>Havenue of Love (HCA Visit)</i></p> <p><i>Held on 20/02/2017 from 01.30pm to 04.30pm</i></p> <p><i>Havenue of love is an event held in another hospice, Kang Le Day Hospice Centre, that is under our partner organization (HCA Hospice Care). We aim to celebrate Valentine's day with the beneficiaries and volunteers through simple mini craft activities and sing-a-long sessions.</i></p>	<p>10 beneficiaries 15 NUS volunteers</p>
<p><i>Project Nuevo 2017</i></p> <p><i>Held on 23/05/2017 from 12.30pm to 4.30pm</i></p> <p><i>Project Nuevo 2017 is our second annual event organized jointly with HCA and our recruited subcommittee to allow volunteers to befriend beneficiaries in the hospice as well as engage in a day of fun-filled activities.</i></p>	<p>30 beneficiaries 26 NUS volunteers</p>

<sup>9</sup> Only include special events planned solely by the RVP. Events not planned but only assisted by the RVP volunteers should not be included here. For example, MINDSville 10<sup>th</sup> Anniversary, TEACH! Thanksgiving and Christmas Party should *not* be included. However, events planned by RVP and sponsored by companies will be included.



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### **c. FINANCIAL STATEMENTS**

Total Amount Allocated	\$495
Total Amount Spent	\$319.15 (As of 12/6/17)
<b>Breakdown of expenses</b>	
Havenue Christmas Party 2016	\$640.25 (\$500 from Sponsors + \$140.25 from NUS CSC Allocated Funds)
Havenue of Love (HCA Visit)	\$50
Project Nuevo 2017	\$477.11 (\$500 from Sponsors)
Halloween/Deepavali (Mini Celebration)	\$29
Christmas (Mini Celebration)	\$8.45
Chinese New Year (Mini Celebration)	\$49.2
Beneficiaries' Birthday (Mini Celebration)	TBC
Weekly Visitation Activities	\$12.25
Volunteer Engagement and Bonding	Semester 1: \$30 Semester 2: \$TBC

### **4. PROGRAMME DEVELOPMENTS<sup>10</sup>**

#### **a. New beneficiaries in Bedok and King George**

As of AY16/17, we have accepted two new beneficiaries at Bedok FengShan and King George. Throughout the academic year, there were many unforeseen changes regarding the Central sector beneficiary. However, now we have confirmed that King George beneficiary will be staying with us.

<sup>10</sup> Only include new initiatives and new collaborations of the year during your term. If previous term has that collaboration and during your term, the collaboration continued but on greater scale or on a different matter, do include too.



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### **b. New social media initiatives**

We have decided to do away with the private "Havenue" group on Facebook and adopted a more efficient manner of taking attendance for weekly visitations through Whatsapp. This allows us to be in constant contact with the volunteers and it was easier for us to disseminate information this way.

Right now, we have a public Havenue FB group and a new Instagram account set up to reach out to more audience and for us to publicise our materials. We do make use of the available technology to keep our volunteers updated and even utilized the real time live recording function for some of our events.

### **c. Sub-committee changes**

For our bi-annual events, we began recruiting a five-man team instead of a four man subcommittee in the past. This greatly enhances the sub-comm's efficiency and management of responsibilities.

### **d. New tee-shirt initiatives**

We have come up with a new icon and t-shirt initiative so that volunteers can identify themselves as a part of Havenue and for a fresh marketing appearance. However, this is still in progress.

## **5. SUGGESTION FOR FUTURE DEVELOPMENTS .**

### **a. Volunteer retention**

There are still underlying issues regarding volunteer retention and engagement. In this academic year we have failed to reach out to our previous batches of volunteers. To secure our current volunteer pool, we will aim to properly introduce the new committee and we advise the upcoming committee to them updated of visitations and events through the existing WhatsApp groups. New volunteers can also be added to the existing groups for them to get to know each other better.





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### **b. Volunteer engagement**

We receive feedbacks that visitations are typically mundane and not productive as we usually will spend time simply talking to the beneficiaries. This may bore some volunteers out. Hence, a future direction the next committee can take on is introducing certain activities on top of mini celebrations to keep the beneficiaries and volunteers engaged if possible. Committee can also encourage volunteers to plan for mini celebrations so they feel more connected to the club and also achieve a sense of responsibility and fulfillment.

Reported by:

Ong Shi Yi (Ms.) & Teo Wei Ling (Ms.)  
Chairperson & Vice-Chairperson  
Havenue AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



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## L-DERLY BEFRIENDERS AY16/17

*L-derly Befrienders works with elderly living in one-room flats by doing household chores and interacting with them on a weekly basis. LB also organises events such as festival celebrations and annual major outings for elderly and volunteers to get together and enjoy themselves.*

### 1. OBJECTIVES

- a. Improve/maintain the welfare of the elderly beneficiaries by keeping them company and helping them with daily chores.
- b. Create a close-knit, family-like community for the regular volunteers.
- c. Build stronger bonds between volunteers and the elderly by encouraging a two-way interaction.
- d. Increase/sustain the number of volunteers.

### 2. VOLUNTEERS

#### a. Committee Members

Chairperson (External/Internal)	Michelle Lau
Vice-Chairperson	Antoinette Fong
Secretary	Sylvia Loke
Treasurer	Xie Zhen
Programmes Head	Lucas Yap and Ho Wan Qi
Publicity Head	Tan Zi Xin
Logistics Head	Xie Zhen
Marketing Head	Michelle Lau

#### b. Members (as of last updated date )

Volunteers with more than 50% attendance: 25

Volunteers with more than 70% attendance: 23.8



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### **3. PROGRAMME OVERVIEW**

- g
- . Regular Visits: 20
- h
- . Special Events:

<b>Description of event</b>	<b>No. of beneficiaries and volunteers</b>
<p><b>Mid- Autumn and Hari Raya Festival</b> Held on [23<sup>rd</sup> September 2016, Saturday], from [10am] to [12pm] Venue: Blk 3 Jalan Bukit Merah Thong Kheng Senior Activity Centre</p> <p>L-derly Befrienders organized MAF and Hari Raya festival to Integrate both the Chinese and Malay elderly community at Jalan Bukit Merah to celebrate this festivities occasion. The volunteers facilitated the elderly to bask in the festivities atmosphere by playing simple games, doing handicraft activities and the beneficiaries enjoyed festive treats such as mooncakes, pomelos, and tea. It was also an opportunity for them to display their creativity in doing the handicrafts and get to know other elderly within their residential estate and elderly who are from different racial background.</p>	<p>75 Bene</p> <p>35 Volunteers</p>



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<p><b>Christmas Celebrations</b></p> <p>Held on [17th December 2016, Saturday], from [10am] to [12pm] Venue: Blk 3 Jalan Bukit Merah Thong Kheng Senior Activity Centre</p> <p>This event aims to integrate both the Chinese and non-Chinese elderly community at Jalan Bukit Merah to celebrate Christmas and facilitate the elderly to bask in the Christmas atmosphere by playing simple games and doing handicraft activities (Bingo, Christmas Tree). It was an opportunity for the NUS volunteers and elderly to bond and get to know other elderly within the residential estate better beyond the LB beneficiaries we serve.</p>	<p>70 Bene 35 Volunteers</p>
<p><b>Chinese New Year Celebrations</b></p> <p>Held on [21st January 2017], from [10am] to [12pm] Venue: Blk 3 Jalan Bukit Merah Thong Kheng Senior Activity Centre</p> <p>Integrate both the Chinese and and non-Chinese elderly community at Jalan Bukit Merah to celebrate this festivities occasion with a mini musical performance and facilitate the elderly to bask in the new year atmosphere by playing simple games, doing handicraft activities and enjoy festive treats such as Chinese New Year goodies.</p>	<p>70 Bene 35 Volunteers</p>



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<p><b>Major Outing to S.E.A Aquarium and Shopping Trip</b></p> <p>Held on [17th June 2017], from [8am] to [4pm] Venue: Blk 3 Jalan Bukit Merah Thong Kheng Senior Activity Centre Integrate both the Chinese and non-Chinese elderly community at Jalan Bukit Merah to foster a strong community network to enable the elderly to lead active and meaningful lives. This event also aimed to promote intergenerational bonding between the elderly beneficiaries and students. The major outing was also a platform to develop volunteerism spirit among students through care for the elderly, encouraging community bonding and promote better understanding and sharing of mutual experiences.</p>	<p>39 Bene 40 Volunteers</p>
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**a. FINANCIAL STATEMENTS**

Total Amount Allocated	\$1355
Total Amount Spent	\$485.7
<b>Breakdown of expenses</b>	
Mid-Autumn Festival and Hari Raya Celebrations	\$123.90
Christmas Celebrations	\$153.35
Chinese New Year Celebrations	\$126.2
Major Outing	\$1561.4



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#### **4. PROGRAMME DEVELOPMENTS**

##### **Administration**

##### **a. Maintain Positive Relationship with Partner Organization**

The committee members strived to improve and maintain positive relationship with PO by keeping them updated and informed in advance regarding the support needed in terms of financial sponsorship and logistics purposes. Our PO is highly supportive throughout the AY and expressed keenness in future collaborations.

##### **b. Increased Number of Regular Volunteers and Volunteer Groupings**

There was a significant increase in the number of active volunteers during this AY and ratio between elderly to volunteers expanded. Volunteers were allocated to two households per visit to allow more exposure to different elderlies' needs and rotation between households was being keep track by an excel sheet to minimize repetition of groups allocation. Some of them highlighted that what kept them active in LB was the attachment forged with the elderly and opportunity to forge meaningful friendships with the beneficiaries and other volunteers.

##### **c. Reflection and Sharing After Visits**

The volunteers would gather at the pavilion after visits to share with one another regarding any recent updates and assistance needed highlighted by each elderly during the visits. This was also an opportunity for the volunteers to voice out any concerns and learning experiences during their interaction with the beneficiaries.



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### **d. Exam Welfare Packs and Volunteer Outings**

Volunteers were appreciated through welfare packs distributed during the closure of the semester to encourage them for their finals and it was a good initiative to be sustained. There were two major volunteer outings during the start of the semester to bond the new volunteers and during other regular visits, some was a good initiative to bond and learn from each other's experiences in LB.

### **e. Participation in Special Projects**

Committee members and regular volunteers were encouraged to join various CSC SPs together as a team and the response was favourable. Volunteers had the opportunity to meet and get to know more about each other outside of LB. Furthermore, it can also become a platform to engage and promote LB face-to-face to other CSC members.

## **5. SUGGESTION FOR FUTURE DEVELOPMENTS**

### **a. Increase bonding opportunities among volunteers (E.g Lunch after visits, monthly outings etc)**

During this new AY, perhaps the role of volunteer/elderly welfare head could be more emphasized to increase opportunities for the volunteers to bond and get to know one another at a deeper level that extend beyond the boundaries of LB.

Some volunteers highlighted that the surge in new volunteers can be rather overwhelming in terms of 'seeing' new faces almost every month and the lack of opportunities to bond and get to know one another. The welfare head can take a more active role to suggest venues/activities to encourage interaction after visits to allow new volunteers to feel more welcomed and ensure that the older volunteers are able to take this opportunity to know more like-minded new volunteers. Monthly birthday celebrations for the beneficiaries



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and volunteers can also be a potential activity to allow them to gain an enhanced sense of belonging.

### **b. Ensure that Committee Members Attend At Least 70% of Regular Visits + Special Events**

The chairpersons must take an active and leading role to ensure that committee members are committed and responsible in fulfilling their respective roles and having regular attendance in terms of visits and special events. This is helpful to forge closer bonds within the committee and ensure that members are comfortable to share any challenges they encountered while serving their term.

Reported by:

Michelle Lau Wei Teng (Ms.) & Antoinette Fong Shui Wen (Ms.)  
Chairperson & Vice-Chairperson  
Elderly Befrienders AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network





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## TOUCH THE HEARTS OF THE ELDERLY SENIORS AY16/17

*T.H.E.Seniors is one of the Regular Volunteering Programmes (RVPs) under NUS Students' Community Service Club (NUS CSC). It is a joint project between NUS CSC and TOUCH Community Services (TCS). We have weekly visits that provide opportunities for our volunteers to befriend our elderly beneficiaries living in one-room flats in Geylang Bahru.*

### 1. OBJECTIVES

- a. To create an inclusive and family-like environment where volunteers see T.H.E.S as a home away from home and a place where strong and genuine friendships are forged.
- b. To inspire and nurture volunteers, both new and old, to be holistic individuals who are capable of loving and giving, so that they will gain important life lessons of their own.
- c. To encourage volunteers to step up to become ambassadors and spread the joy of volunteerism not only in T.H.E.S, but also in other areas of NUS CSC and even outside of it
- d. To empower elderly whom volunteers visit on a regular basis – while each of them may face issues of his/her own, our volunteers are there to give them the strength, confidence and assistance that they need to carry on living on their own.

### 2. VOLUNTEERS

#### Committee Members

Chairperson

Vice-Chairperson

Secretary - Treasurer

Programmes Head

Programmes Head

Publicity Head

Volunteer Management Head

Volunteer Welfare Head

Chuah Yuan Qin

Ang Sher Wen Vigilia

Seng Shan Ying

Loo Chuan Jie

Lynn Pang

Mark Ang Ray Boon

Tan Li Jia Cara

Lee Han Cheng

- a. Members (as of *last updated date*)

Average: 14

Volunteers with more than 50% attendance: 11

Volunteers with more than 70% attendance: 10



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### 3. PROGRAMME OVERVIEW

- a. Regular Visits: 52
  
- b. Special Events: 5

Description of event	No. of beneficiaries and volunteers
<p><i>T.H.E.S Major Outing 1</i></p> <p><i>Held on 20/12/2016 from 9.00am to 1.30pm</i></p> <p><i>Bring joy to the elderly beneficiaries by bringing them out of their neighborhood to enjoy the nature at botanic gardens and at the same time spread the spirit of volunteerism amongst the volunteers</i></p>	<p>69 beneficiaries 76 NUS volunteers 3 Non-NUS volunteers</p>
<p><i>T.H.E.S Valentine's &amp; Friendship Day Mini Celebration</i></p> <p><i>Held on 25/02/2017 from 10.00am to 1.00pm</i></p> <p><i>A one-day event at TOUCH Seniors Activity Centre to bring joy to the elderly through a series of engaging games specially planned to celebrate Valentine's Day and Friendship Day.</i></p>	<p>19 beneficiaries 24 NUS volunteers</p>
<p><i>T.H.E.S Major Outing 2</i></p> <p><i>Held on 08/06/2017 from 10.00am to 2.00pm</i></p> <p><i>A one-day event to bring the elderly beneficiaries out of their neighbourhood to visit the Lee Kong Chian Natural History Museum together with the volunteers and create wonderful memories together</i></p>	<p>61 Beneficiaries 48 NUS volunteers 1 Non- NUS volunteer</p>
<p><i>T.H.E.S Cultural Exchange Day Mini Celebration</i></p> <p><i>Held on 08/07/2017 from 10.00am to 1.00pm</i></p>	<p>15 Beneficiaries 10 NUS volunteers 3 Non- NUS</p>



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<p><i>A one-day event at TOUCH Seniors Activity Centre to introduce other cultures that elderly might not have knowledge of. This time, we choose to introduce the Japanese culture through a series of activities including sushi making.</i></p>	<p>volunteer</p>
<p><i>T.H.E.S National Day Mini Celebration</i></p> <p><i>Held on 05/08/2017 from 10.00am to 1.00pm</i></p> <p><i>A one-day event at TOUCH Seniors Activity Centre to bring joy to the elderly through a series of engaging games specially planned to celebrate National Day.</i></p>	<p>28 Beneficiaries 12 NUS volunteers 4 Non- NUS volunteer</p>

### c. FINANCIAL STATEMENTS

Total Amount Allocated	\$1330
Major Outing 2 Cash Sponsorship	\$279
Total Amount Spent	\$1510.35
<b>Breakdown of expenses</b>	
Major Outing 1	\$439.01
CNY Mini Celebration	\$47.60
Major Outing 2	\$738.54
Grandparents Day Mini Celebration	\$50
National Day Mini Celebration	\$48.05
Elderly Birthday Celebration	\$24.80
Volunteer Appreciation	\$92.35
Household items	\$70



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### **4. PROGRAMME DEVELOPMENTS<sup>11</sup>**

#### **a. New Initiatives for major outing**

The main committee had decided to try out new places for major outings instead of the usual parks. After much consideration, we decided to bring the elderly for a visit at the museum. While there are many difficulties that were met during the planning process, especially due to the lack of experienced, the committee managed to execute the event smoothly and the elderly enjoyed the outing.

The committee has gained a good learning experience through the planning process and also encourages them to step out of the comfort zone to try something new and not stick to the usual.

#### **b. New festive celebrations**

Instead of the celebrating the usual Chinese New Year with the elderly, we have decided to introduce Valentine's day and friendship day to them. The reason being we could not settle on a date with TOUCH for Chinese New Year celebration and we felt that celebrating Chinese New Year 1 month after would lose its significance. Hence, we have decided to celebrate valentine's day with the elderly, a day that they might not have celebrated before.

The response from the elderly are positive as they found the activities planned in conjunction to the celebration interesting.

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<sup>11</sup> Only include new initiatives and new collaborations of the year during your term. If previous term has that collaboration and during your term, the collaboration continued but on greater scale or on a different matter, do include too.



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### **5. SUGGESTION FOR FUTURE DEVELOPMENTS**

#### **a. Try out new ideas**

Through this whole year, we realized that we should not be afraid to try something new. A new idea might actually bring new happiness and joy to the elderly. Instead of sticking to the status quo, new initiatives could be introduced to the elderly, especially those that they might not know about.

#### **b. Have more activities during regular visits**

Some feedback gathered from volunteers was that activities could be planned to be done together with the elderly during regular visits. There might be times where volunteers may not have any ideas what to do during visits and they might feel that the visit is repetitive. By introducing some optional activities to do, it gives the volunteers some topics to engage the elderly with, making the visit more interesting and interactive.

#### **c. Continue the family spirit in T.H.E.S**

In T.H.E.S, we have always tried to keep the family-like spirit amongst volunteers and this year is not an exception. With many volunteer outings being organized, an effort was being made to include the older volunteers and the new volunteers. It was heartening to see volunteers bonding through the different activities planned. By keeping the family spirit strong, this can also ensure that T.H.E.S would be able to continue serving the elderly like we are one big family.

Reported by:

Chuah Yuan Qin (Ms.) & Ang Sher Wen Vigilia (Ms.)  
Chairperson & Vice-Chairperson  
Touch the Hearts of the Elderly Seniors [T.H.E.S] AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



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## BEST BUDDIES AY16/17

*Best Buddies is a buddying programme between NUS volunteers and clients with mild intellectual disability from the Association for Persons with Special Needs (APSN). Best Buddies aims to help these clients gain independence in the society, which they are perfectly capable of, but lack due to the absence of help and support in their social circles. This is done through monthly outings where NUS volunteers, together with their assigned buddies, would visit different places in Singapore as a group. Also, the Best Buddies programme encourages volunteer-beneficiary pair to go out for outings on their own to strengthen their friendship.*

### 1. OBJECTIVES

- a. Allow our beneficiaries to better integrate into society
- b. Form lasting friendships with our beneficiaries

### 2. VOLUNTEERS

#### a. Committee Members

Chairperson (External/Internal)	Ong Hui Tian/Tan Tse Yin, Cheryl
Secretary/Treasurer	Koh Hui Ru
Publicity Head	Vernessa Kwa Lee Ling
Volunteer Management Head	Goh Yen Suan Sylvia

#### b. Members (as of *last updated date*)

Average: 11.7

Volunteers with more than 50% attendance: 17

Volunteers with more than 70% attendance: 5



## NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB

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### 3. PROGRAMME OVERVIEW

- a. Regular Visits: NA
- b. Special Events<sup>12</sup>

Description of event	No. of beneficiaries and volunteers
<p><i>BB orientation @ APSN</i> Held on 17/9/2016 10am-130pm</p> <p><i>Provide information and equip volunteers with necessary skills while interacting with persons of mild-intellectual disability</i></p>	<p>20 beneficiaries 17 NUS volunteers 1 Non NUS volunteer</p>
<p><i>BB Halloween-themed outing @ UTown</i> Held on 22/10/2016 11am-230pm</p> <p><i>To kick start mass gatherings with a halloween-themed event, and for volunteers and beneficiaries to get to know each other better</i></p>	<p>16 beneficiaries 15 NUS volunteers 2 Non NUS volunteers</p>
<p><i>Christmas Party @ Philatelic Museum</i> Held on 12/12/2016, 130-330pm</p> <p><i>To allow our beneficiaries and volunteers to get to learn more about Singapore's history and our stamp collection</i></p>	<p>15 beneficiaries 3 NUS volunteers</p>
<p><i>2D1N BB Camp 2017 @ APSN</i> Held on 7/1/2017 930am till 8/1/2017 230pm</p> <p><i>To further bond volunteers and beneficiaries through indoor and outdoor games as well as to build friendships between volunteers</i></p>	<p>17 beneficiaries 14 NUS volunteers 2 Non NUS volunteers</p>
<p><i>Lunch gathering @ APSN</i> Held on 25/2/2017, 1-3pm</p>	<p>12 beneficiaries 8 NUS</p>

<sup>12</sup> Only include special events planned solely by the RVP. Events not planned but only assisted by the RVP volunteers should not be included here. For example, MINDSville 10<sup>th</sup> Anniversary, TEACH! Thanksgiving and Christmas Party should *not* be included. However, events planned by RVP and sponsored by companies will be included.



## NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB

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<i>A relaxed session where assigned pairs can interact through food and board games, especially for those who have just met</i>	volunteers 2 Non NUS volunteers
<i>Bowling @ SAFRA Toa Payoh Held on 25/3/2017, 130-4pm</i>	14 beneficiaries 13 NUS volunteers
<i>An avenue for volunteers and beneficiaries to learn how to bowl from each other and have fun at the same time</i>	
<i>Picnic @ Botanic Gardens Held on 6/5/2017, 10am-130pm</i>	7 beneficiaries 4 NUS volunteers 2 Non NUS volunteers
<i>To bond our volunteers and beneficiaries better through relaxed conversations and games played during picnic</i>	

### c. FINANCIAL STATEMENTS

Total Amount Allocated	\$1325
Total Amount Spent	\$571.30
<b>Breakdown of expenses</b>	
BB Orientation	\$0.00
Halloween-Themed Outing	\$43.25
Christmas Party @ Philatelic Museum	\$56.90
2D1N Best Buddies Camp	\$147.85
Lunch Gathering @ APSN	\$323.30
Bowling @ SAFRA Toa Payoh	\$0.00
Picnic @ Botanic Gardens	\$120





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#### **4. PROGRAMME DEVELOPMENTS<sup>13</sup>**

##### **a. Private messaging of volunteers**

As we have noticed at the beginning of the AY, volunteers do not respond much to group chats or when we have de-brief. Therefore the committee decided to privately message the volunteers whenever we need information from them or to just check if they have any concerns regarding our outing/programmes. Each committee member would be in charge of a few volunteers and we would be keeping in touch with them for the entire AY. This has made feedbacks and the collection of information more effective and efficient.

##### **b. BB Week**

As many volunteers were unable to attend the gathering in February due to mid-terms, we allowed them to meet up their buddy on their own within recess week. The rest who are able to attend the gathering thus went for it. This allowed for a full coverage of pairs who met up. This also ensured that those who have not met their buddies yet to meet during the gathering, while those who have already met can start going for their mass gatherings, with BB week initiating it.

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<sup>13</sup> Only include new initiatives and new collaborations of the year during your term. If previous term has that collaboration and during your term, the collaboration continued but on greater scale or on a different matter, do include too.



## **NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB**

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### **5. SUGGESTION FOR FUTURE DEVELOPMENTS**

#### **a. Volunteer Bonding**

For this AY there was a lack of volunteer bonding. Volunteer bonding allows volunteers to get closer to one another and this would act as a form of motivation for the volunteers to attend mass gatherings. This is also a reason that our volunteer turnout rate was not that high this AY.

#### **b. Volunteer welfare**

There should be more actions done for our volunteers in appreciation of their time. A volunteer appreciation lunch or welfare packs for them would be good. They can also celebrate the birthdays of volunteers during monthly outings. This would also make them feel like their time spent volunteering is appreciated by people and encourages them to continue doing so.

Reported by:

Ms Ong Hui Tian & Ms Cheryl Tan  
Chairperson (External & Internal)  
Best Buddies AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



# **NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB**

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## **BISHAN HOME FOR THE INTELLECTUALLY DISABLED AY16/17**

At Bishan Home for the Intellectually Disabled, our volunteers befriend residents and engage them in interactive activities such as arts and craft, station games and sing-a-long sessions during our weekly-themed visits.

### **1. OBJECTIVES**

- A. Have fun together.
  - a. Providing a positive experience to attract and retain new and current volunteers.
- B. Learning together
  - a. Allowing volunteers and residents to learn together.
  - b. *Learning for volunteers: Allowing volunteers to reflect on what they have learnt during visits and empowering them with leadership skills.*
  - c. *Learning for residents: Teaching residents social and hygiene skills.*
- C. Raise awareness for Persons with Intellectual Disability (PWID)
  - a. Raising awareness for PWID through various channels.
- D. Befriending and bonding
  - a. Befriending of volunteers and residents through programmes
  - b. Bonding of current and new volunteers

### **2. VOLUNTEERS**

a. Committee Members

a. Committee Members

Chairperson  
Vice-Chairperson  
Volunteer Management Head  
Treasurer  
Logistics Head

Sebastian Chan  
Daryl Goh  
Rachel Tan  
Wee Zong Yang  
Wee Zong Yang



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Programmers Feng Jun Han  
Sheena Tan  
Chan Jie Yi  
Publicity Head Supansa Tan

b. Members (as of last updated date 17/06/2017)

Average: 24.8

Volunteers with more than 50% attendance: 17

Volunteers with more than 70% attendance: 8

### 3. PROGRAMME OVERVIEW

a. Regular Visits: 13

b. Special Events<sup>14</sup>

Description of event	No. of beneficiaries and volunteers
<b>Iron Chef: Pancakes Cook-off Proposal</b>  <i>Held on 6th August 2016, from 9am-2.45pm</i> <i>Venue: BHID Basement</i>  The event aims to provide a platform for our group of volunteers to befriend and bond with the BHID residents. Our 'Healthy Eating, Healthy Living' theme for this Major Outing also aim to help residents learn and understand healthier food choices available. The event also	25 beneficiaries 28 NUS volunteers 12 non-NUS volunteers

<sup>14</sup> Only include special events planned solely by the RVP. Events not planned but only assisted by the RVP volunteers should not be included here. For example, MINDSville 10<sup>th</sup> Anniversary, TEACH! Thanksgiving and Christmas Party should *not* be included. However, events planned by RVP and sponsored by companies will be included.



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<p>aims to help residents learn life-skills through grocery shopping and working as a team.</p>	
<p><b>[Water Games Day]</b></p> <p><i>Held on [17 Dec 2016], from [1000] to [1200]</i>  <i>Venue: BHID</i></p> <p><i>The objectives were to engage the residents and volunteers through water-themed activities for the volunteering visit, and allow them to have fun together. The volunteers were able to engage and interact with the residents with a new experience playing water games with them, which deviates from the usual games we have.</i></p>	<p>20 Beneficiaries 23 NUS volunteers 7 Non-NUS volunteers</p>
<p><b>[Christmas Day]</b></p> <p><i>Held on [24 Dec 2016], from [1000] to [1200]</i>  <i>Venue: BHID</i></p> <p>The objectives were to celebrate Christmas together with our beneficiaries and volunteers, and allow them to have fun and interaction while engaging them with christmas-themed programs We used the arts and craft works for the Christmas Day Celebration visit to decorate a christmas tree made by our committee.</p>	<p>15 Beneficiaries 16 NUS volunteers 14 Non-NUS volunteers</p>
<p><b>[Major Outing 1]</b></p> <p><i>Held on [7 Jan 2017], from [0900] to [1330]</i>  <i>Venue: BHID and Chinatown</i></p> <p>The objectives were to allow beneficiaries to be exposed to the Chinese New Year atmosphere at Chinatown and to increase public and volunteers' awareness of Persons with Intellectual Disability (PWID)</p>	<p>20 Beneficiaries 39 NUS volunteers 12 Non-NUS volunteers</p>



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<p>and to let volunteers and residents have fun together. The objectives have been met as the programmes went on relatively smoothly with no major disruption, other than the sudden heavy downpour which disrupted our plans for lunch at the venue.</p>	
<p><b>[Chinese New Year]</b></p> <p><i>Held on [14 Jan 2017], from [1000] to [1200]</i></p> <p><i>Venue: BHID</i></p> <p>The objective is to create a joyous festival mood in BHID through songs and activities together with the volunteer and beneficiaries. The event ended off with some festive Chinese music and the appearance and giving out gifts by <i>cai shen ye</i>.</p>	<p>20 Beneficiaries 27 NUS volunteers 9 Non-NUS volunteers</p>



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### **c. FINANCIAL STATEMENTS**

Total Amount Allocated	\$935
Total Amount Spent	\$326.5
<b>Breakdown of expenses</b>	
Regular weekly visits	\$10.85
Water Games Day	\$21.25
Christmas Celebration	\$30.50
Major Outing @ Chinatown	\$202.50
Volunteers' Appreciation	\$21
Chinese New Year Celebration	\$40.40

### **4. PROGRAMME DEVELOPMENTS<sup>15</sup>**

#### **a. Involving RVP committee and volunteers in participation for CSC SPs and RVP events**

BHID RVP committee and volunteers participated in more frequent CSC events in the AY, such as T.H.E.S. and Yishun Reading Stars for RVP hopping; volunteers joining Ethelonter; CSC Day; Paint-A-Home and Project C.A.N. as part of RVP priority group signup for CSC special projects. These events enabled our RVP to bridge and close the gap with CSC SPs and RVPs.

#### **b. Discontinued Welcome Tea**

As the number of sign ups for Welcome Tea during the outreach week was lukewarm, we discontinued the Welcome Tea and spent the funds allocated for the orientation week on the programmes for our orientation visit. This helped us to execute a well-planned visit and the number of sign ups for the orientation were not affected by the discontinuation of the Welcome Tea.

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<sup>15</sup> Only include new initiatives and new collaborations of the year during your term. If previous term has that collaboration and during your term, the collaboration continued but on greater scale or on a different matter, do include too.



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### **c. Video Publicity**

The Publicity Head of the committee made a video of our regular visits and also previewing of our major outing on Facebook. The videos were an effort in promoting BHID to new volunteers and to attract volunteers to sign up for the outing. The videos were well-received as there are new volunteers are interested in joining BHID throughout the AY.

## **5. SUGGESTION FOR FUTURE DEVELOPMENTS**

### **a. Usage of NUSCSC BHID Instagram Account**

An additional social media account will be able to reach out to more volunteers moreover most of the SPs are regularly updating their Instagram accounts to update interested volunteers

### **b. Bonding of volunteers**

As most of the experienced volunteers are about to graduate, there is a need to attract the new volunteers to join BHID and to bond together with the senior volunteers. This ensures a higher retainability rate of the new volunteers and results in a closely knitted environment among BHID's volunteers and beneficiaries.

Reported by:

(Mr.) Sebastian Chan & (Mr.) Daryl Goh  
Co-Chairperson (Internal & External)  
BHID AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network





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## MINDSville@Napiri AY16/17

*NUS CSC MINDSville@Napiri partners with Terra Hope, a project under MINDS MYG, to plan weekly programmes for MINDSville Residents. MINDSville Residents are Persons with Intellectual Disabilities (PWIDs) who live in MINDSville Residential Hostel, which provides an alternative housing arrangement for them to stay and work, in sheltered workshops, without getting institutionalized.*

### 1. OBJECTIVES

- a. Improve the quality of life of our beneficiaries through weekly interaction and activities
- b. Impart social and life skills to our beneficiaries so that they can become contributing members of society
- c. Promote volunteerism and personal development among volunteers
- d. Increase awareness of People with Intellectual Disabilities (PWIDs)

### 2. VOLUNTEERS

#### a. Committee Members

Chairperson (External)	Lee Hui Ying
Chairperson (Internal)	Chong Janice
Secretary - Treasurer	Khoo Zi Ting
Programmes Head	Michelle Ko Shi Min
Publicity Head	Luk Hui Xian
Volunteer Management / Welfare Head	Haris Arman Thong

#### b. Members (as of *last updated date*)

Average: 4.7  
Volunteers with more than 50% attendance: 3  
Volunteers with more than 70% attendance: 3



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### 3. PROGRAMME OVERVIEW

- a. Regular visits:
- b. Special Events<sup>16</sup>

Description of event	39 of beneficiaries and volunteers
Mid-Autumn Festival (MAF) Celebration  <i>Held on 16/09/16 from 07.00pm to 09.00pm</i>  This event is one of the two events planned solely by the NUS side at MINDSville. This year, in a bid to increase volunteer engagement in our weekly programmes, it was organized by our Programmes Head and a new volunteer.	32 beneficiaries 7 NUS volunteers
Mid-Autumn Festival (MAF) Celebration	

Description of event	70 beneficiaries and volunteers
MINDSville Family Camp  <i>Held on 14/01/2017 at 8.00am to 2.00pm on 15/01/2017 (for camps)</i>  NUS CSC and TerraHope jointly planned this camp. This year, the highlight of the camp was the trip to the airport, where our residents visited the Pokemon exhibits.	26 beneficiaries 15 NUS volunteers
MINDSville Family Camp	

<sup>16</sup> Only include special events planned solely by the RVP. Events not planned but only assisted by the RVP volunteers should not be included here. For example, MINDSville 10<sup>th</sup> Anniversary, TEACH! Thanksgiving and Christmas Party should *not* be included. However, events planned by RVP and sponsored by companies will be included.



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Description of event	No. of beneficiaries and volunteers
CSC Major Outing  <i>Held on 08/07/17 from 1.30pm to 6.00pm</i>  The major outing is one of the two events planned solely by the NUS side at MINDSville. A sub-committee was recruited in order to involve more NUS students in the planning process.	34 beneficiaries 34 NUS volunteers 5 non-NUS volunteers 11 committee members
CSC Major Outing	

### c. FINANCIAL STATEMENTS

Total Amount Allocated	\$1675
Total Amount Spent	\$1369.2
<b>Breakdown of expenses</b>	
MINDSville Family Camp	\$624.90
MINDSville@Napiri Major Outing	\$595
Deepavali	\$59.85
Mid-autumn Festival	\$38
Friendship Day	\$37.05
Regular Projects	\$14.40



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### **4. PROGRAMME DEVELOPMENTS<sup>17</sup>**

#### **a. *Development 1***

The main development this year was to involve more volunteers in the planning of programmes. Our Programmes Head recruited one or two volunteers for each session to plan programmes, thereby increasing volunteer engagement and retainment.

### **5. SUGGESTION FOR FUTURE DEVELOPMENTS**

#### **a. *Suggestion 1***

The development above was useful in getting volunteers to come back after their first visit, thereby contributing to better volunteer retainment. However, this would be more useful if there had been a large volunteer pool. As we did not recruit many volunteers, we had to ask volunteers who had already planned programmes to do it again. For the future, we propose an increased focus on volunteer recruitment before volunteer retainment. This would require increased publicity and volunteer welfare efforts.

#### **b. *Suggestion 2***

There were few efforts to engage volunteers in CSC-wide events, such as SPs and volunteer welfare events. Such events may serve to make volunteers more comfortable with volunteering and contribute to volunteer recruitment and retainment. Perhaps these can be pursued earlier in the semester, when students have more free time.

Reported by:

Lee Hui Ying (Ms.) & Chong Janice (Ms.)  
Chairperson (External) & Chairperson (Internal)  
MINDSville@Napiri AY16/17  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network

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<sup>17</sup> Only include new initiatives and new collaborations of the year during your term. If previous term has that collaboration and during your term, the collaboration continued but on greater scale or on a different matter, do include too.



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## **GRANT A WISH XIV 1<sup>st</sup> July 2016 to 11<sup>th</sup> January 2017**

As one of the signature projects under NUSCSC, Grant A Wish started off in 2003 and has been successful in granting the wishes of beneficiaries with the help of our NUS population. Each year, GAW targets a different group of beneficiaries. Some of the past beneficiary groups include low-income children and visually impaired and deaf people.

### **1. OBJECTIVES**

- To fulfil the wishes of beneficiaries and their families from underprivileged background with children suffering from chronic illnesses.
- To nurture volunteerism among the NUS population through the spirit of giving.
- To provide an opportunity for organising committee members and volunteers to gain a takeaway from the volunteering experience.
- To raise awareness of the beneficiaries among the NUS population
- To challenge the notion that beneficiaries can only receive.

### **2. ORGANIZING COMMITTEE**

Project Director	Ng Sihan
Assistant Project Director	Lam Kai Cong Desmond
Assistant Project Director	Melissa Choo Hui Hong
Secretary/Treasurer	Lee Yoke Bing Sharon
Marketing and Logistics Head	Wong Yong Wen
Marketing and Logistics Assistant	Ho Ren Da
Marketing and Logistics Assistant	Nicholas Sim
Marketing and Logistics Assistant	Lim Jia Mei
Publicity Head	Theresa Ang Pei Yi
Publicity Assistant	Zhang Chuqiao
Publicity Assistant	Wong Xin Yi
Volunteer Management Head	Lim Zhi Ming



## NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB

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Volunteer Management Assistant	Chua Wen Hui
Volunteer Management Assistant	Ung Zi Qing
Volunteer Management Assistant	Lee Zhi Jing
Wish Head	Glennys Tan
Wish Assistant	Lau Ni Yin
Wish Assistant	Lee Jing He
Wish Assistant	Kua Choon Searn
Programme Head	Chng Yao Man
Programme Assistant	Tan Zi Wei
Programme Assistant	Wee Kai Lin
Programme Assistant	Zhong Cheng Wei

### 3. PROJECT OVERVIEW

#### a. Programmes/Events

<u>Event</u>	<u>Date</u>	<u>Time</u>	<u>Venue</u>
Meet up with BTSS President Melissa	7th July 2016	10am	CSC Clubroom
Recce Trip to Club Rainbow	29th July 2016	1pm	Club Rainbow Headquarters
OC recruitment interview	10th to 16th July 2016	Entire Day	CSC Clubroom
OC Meeting 1	24th July 2016	Afternoon	CSC Clubroom



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OC Meeting 2	8th August 2016	7pm	CSC Clubroom
BTSS Wish Collection	13th August 2016	1-6pm	KK Hospital
OC Meeting 3	6th September 2016	7pm	CSC Clubroom
Club Rainbow Wish Collection 1	9th September 2016	1.30-5pm	LKCNH Museum
Club Rainbow Wish Collection 2	11th September 2016	12-3.30pm	LKCNH Museum
HSS beneficiary visit	25th September 2016	2pm	SGH
OC Meeting 4 (Review meeting)	3rd October 2016	7pm	CSC Clubroom
BTSS Beneficiary Visit (Dance session)	8th October 2016	2pm	KK Hospital
Wish Adoption drives	11th-13th October 2016	10-5pm	FASS, Utown, Science



## **NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB**

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OC Meeting 5 (Review Meeting)	24th October 2016	7pm	CSC Clubroom
OC Meeting 6	5th December 2016	7pm	CSC Clubroom
BTSS Wish Party	10th December 2016	1pm	KK Hospital
Club Rainbow Wish Party 1	14th December 2016	1-5pm	MPSH
Club Rainbow Wish Party 2	15th December 2016	1-5pm	MPSH
HSS Wish Party	17th December 2016	9am	KK Hospital
OC Meeting 7 (Review Meeting)	7th January 2017	12pm	CSC Clubroom





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### **b. Beneficiary Supported**

<b>Name of Organization</b>	<b>Address</b>	<b>Website</b>	<b>Children's Wish</b>	<b>Household Wish</b>
Brain Tumour Society (Singapore)	Block 465, Crawford Lane, #02-26, Singapore 190465	<a href="http://braintumoursociety.org.sg/">http://braintumoursociety.org.sg/</a>	37	5
Club Rainbow (Singapore)	Blk 538 Upper Cross Street, #05-263/269, 050538	<a href="http://www.clubrainbow.org/">www.clubrainbow.org/</a>	71	7
Haemophilia Society of Singapore	Block 704, Bedok Reservoir Road, #01-3622, 470704	<a href="https://haemophilia.org.sg/">https://haemophilia.org.sg</a> /	35	3



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### c. Volunteer Statistics

#### Wish Collection

Date & Time	Partner Organisation	Targeted Volunteer Count	Actual Volunteer Count	Turnout Rate
13 Aug 2016 (1pm - 5.30pm)	Brain Tumor Society (Singapore)	10	8	80%
Sept 2016 (2.30pm - 6.30pm)	Club Rainbow	23	23	100%
11 Sept 2016 (12pm - 5pm)	Club Rainbow	17	17	100%
Total		50	48	96%

*Average Turnout Rate = 96%*

*Number of unique NUS volunteers = 44*

*Number of unique non-NUS volunteers = 4*

*Total number of unique volunteers = 48*

*Total volunteer count = 48*



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### Wish Adoption

A total of 4 volunteers were recruited for this phase. No target volunteers for this phase as we have enough manpower. Volunteers that are recruited are for additional help and are recruited internally.

The booths were held at Utown, Science and FASS on 11 and 12 October.

	Utown	FASS	Science
11 Oct	0	0	0
12 Oct	0	10am-12pm: 1	10am-12pm: 2 12pm-2pm: 1
13 Oct	No recruitment	No recruitment	No recruitment

*Average Turnout Rate = 100%*

*Number of unique NUS volunteers = 4*

*Number of unique non-NUS volunteers = 0*

*Total number of unique volunteers = 4*

*Total volunteer count = 4*



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### Party

Date & Time	Partner Organisation	Targeted Volunteer + Station Masters Count	Actual Volunteer + Station Masters Count	Turnout Rate
10 Dec 2016 (12pm - 6pm)	Brain Tumor Society (Singapore)	17 + 4 = 21	16 + 4 = 20	95.2%
14 Dec 2016 (12.30pm - 6pm)	Club Rainbow	15 + 2 = 17	15 + 2 = 17	100%
15 Dec 2016 (12.30pm - 6pm)	Club Rainbow	16 + 3 = 19	16 + 3 = 19	100%
17 Dec 2016 (8.30am - 2.30pm)	Haemophilia Society of Singapore	27 + 4 = 31	25 + 4 = 29	93.5%
Total		88	85	96.6%



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*Average Turnout Rate = 96.6%*

*Number of unique NUS volunteers = 73*

*Number of unique non-NUS volunteers = 8*

*Total number of unique volunteers = 81*

*Total volunteer count = 85*

### **d. Collaborations**

**\*Not applicable**

### **e. Sponsors and List of Sponsor Items**

#### 1) Product Sponsorship

No	Company	Items	Remarks
1	The Learning Lab	260x Crystallization Xmas tree	Gifts
2	Key Edition Pte Ltd	350x Teenage magazines, 150x scotch tape and 350x BIC pens	Logistics, Goodie Bag
3	Popular Rent A Car	MPV for transporting logistics/sponsored items	Logistics
4	Chewy Junior	600x vouchers	Goodie Bag
5	BrightMinds	200x tote bags	Goodie Bag
6	Perfect Food Manufacturing (M) Sdn. Bhd	10x cartons of Julie's Biscuits	Snacks

#### 2) Cash Sponsorship/ Grants

	Sponsors	Items	Remarks
1	Sapore	\$500	sponsorship



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### **f. Financial Statement**

<b>Total Amount Allocated</b>	\$1100
<b>Total Grant Obtained</b>	\$4500
<b>Total Sponsorship/Donation</b>	\$500
<b>Total Expenditure</b>	\$2928
<b>Surplus/ (Deficit)</b>	\$1571

### **4. PROJECT DEVELOPMENT**

#### **a. Sibling's Wishes in addition to Household Wishes**

Developed from GAW13's household wishes programme, the sibling's wishes aims to not only target the beneficiaries but also their siblings as they are often neglected due to parents placing more emphasis on taking care of their chronically family member. The siblings are also invited to join our GAW phases.

#### **b. Publicity and education of our beneficiaries for the NUS population and volunteers**

Developed from the beneficiary booklet programme, we invited beneficiary organisations down during our adoption phase to set up educational booths for the NUS populations. The beneficiary organisations could also gather interested volunteers through these booths.

In addition, volunteers are also invited to talks by the doctors representing the beneficiary organisations to educate them in various aspects of the chronic illnesses.



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### **5. SUGGESTIONS FOR FUTURE DEVELOPMENT**

#### **a. Sustainable benefits for Beneficiaries and Volunteers**

Useful skills e.g. learning how to play musical instruments, can be taught to our beneficiaries with the help of the volunteers. This would allow both parties to take away more from the project, in addition to gifts and opportunities for volunteer-beneficiary interactions.

#### **b. Deeper collaboration with Beneficiary organisation**

Work more closely with beneficiary organisations to educate the NUS populations regarding the beneficiaries and also encourage volunteers of GAW to continue volunteering for these organisations. One way is to encourage them to also participate in the Organisation's volunteering event other than only volunteering for GAW's event.

Reported by:

Ng Si Han (Ms.), Melissa Choo Hui Hong (Ms.), Desmond Lam Kai Cong (Mr.)

Project Directors

Grant A Wish XIV

NUS Students' Community Service Club

A Constituent Club of NUS Students' Union

Part of the NUS Volunteer Network



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### **CSC DAY XII 10<sup>th</sup> October 2016 to 18<sup>th</sup> February 2017**

**CSC Day** is an annual event organised by NUS CSC to allow students and volunteers to come together and bond with our beneficiaries, as well as other volunteers from our Regular Volunteering Programmes (RVPs) and Special Projects (SPs).

#### **1. OBJECTIVES**

**a. Creating a meaningful day for the beneficiaries through the intangible assets – quality time, fun, and laughter**

Departing from previous year where the primary focus was on interactions between volunteers and beneficiaries, our primary focus this year is on the intangible assets which volunteers can offer for our beneficiaries, in the form of quality time, fun, and laughter. As CSC Day is the only SP that brings together all types of beneficiaries to have fun with one another, CSC Day not only serves as a good platform for beneficiaries to step out of their beneficiaries' centers to have fun, but also a good opportunity for volunteers to be exposed to all types of beneficiaries in a single setting.

**b. Creating an advantageous environment to bring in new/inexperienced volunteers, and to create a returning pool of volunteers**

The fact that CSC Day is where all types of beneficiaries come together in a single setting allows us to achieve our secondary goal of creating an advantageous environment for new/inexperienced volunteers to leverage on CSC Day to gain more experience and exposure to the various types of beneficiaries, in a hope to create a larger pool of volunteers and returning volunteers. Hence, all inexperienced volunteers are grouped together with experienced volunteers from our RVPs, and a Volunteer Engagement Session was rolled out for this year, which will be elaborated at a later part.





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### **c. Promote volunteering in all sectors and interactions between volunteers and beneficiaries**

All of the previous objectives are built upon the fact that we have leveraged on previous year's progress on successfully bringing out the interactive element to bring about inter-beneficiary interactions, volunteer-beneficiary interactions and volunteer-volunteer interactions, and it emphasized again this year through the design of our games which requires interactions between the various parties.

## **2. ORGANIZING COMMITTEE**

Project Director	Joey Guo Jin
Assistant Project Director	Teo Shao Hong
Secretary/Treasurer	Ang Huei Ting
Marketing Head	Au Hiu Sheung
Marketing Assistant	Chan Wan Qing
Marketing Assistant	Tham Kai En
Publicity Head	Abigail Low Jia Min
Publicity Assistant	Aden Yeo Yee Shen
Publicity Assistant	Chong Siu Wen
Volunteer Management Head	Ng Yun Yun
Volunteer Management Assistant	Justin Quak Jun Lin
Volunteer Management Assistant	Celine Tan Ying Tong
Volunteer Management Assistant	Lee Hwee Sze, Joycelyn
Programmes Head	Leong Rong Shan
Programmes Assistant	Tan Wei Ling, Jillian
Programmes Assistant	Kelly Ang Jing Yuan
Programmes Assistant	Oh Hui Ling
Programmes Assistant	Lee Yong Hui
Programmes Assistant	Tay Hwee Ling
Logistics Head	Hoon Dewei
Logistics Assistant	Ong Mei Zhen



## NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB

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### 3. PROJECT OVERVIEW

#### a. Programmes/Events

a. Name	b. Date/Time	c. Venue
d. Volunteer Engagement Session	e. 11th February 2017, f. 1400-1800Hrs	g. NUS FASS Central Forum
h. CSC Day XII	i. 18th February 2017, j. 0900-1700Hrs	k. NUS FASS Central Forum

#### b. Beneficiary Supported

##### 1.

RVP	Address	Website
<b>Clementi Youth Sparks</b>	Students Care Service (Clementi) 329 Clementi Ave 2 #01-248 Singapore 120329	<a href="https://www.facebook.com/nuscsc.cys">https://www.facebook.com/nuscsc.cys</a>
<b>Youth Beacons</b>	Care Corner Family Service Centre (Woodlands) Blk 345 Woodlands Street 32 #01-198	<a href="https://www.facebook.com/nuscsc.youthbeacons">https://www.facebook.com/nuscsc.youthbeacons</a>
<b>Dayspring</b>	Dayspring Residential Treatment Centre 234 Turf Club Road	<a href="http://www.dayspring.org.sg/">http://www.dayspring.org.sg/</a>
<b>MINDSville</b>	MINDSville@Napiri, 7 Lorong Napiri, Singapore 547533	<a href="https://www.facebook.com/mindsvillenapiri">https://www.facebook.com/mindsvillenapiri</a>
<b>T.H.E</b>	TOUCH Seniors Activity Centre (TSAC),	<a href="https://www.facebook.com/n">https://www.facebook.com/n</a>



## NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB

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Seniors	Block 61 Geylang Bahru	uscscthes
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### c. Volunteer Statistics

Volunteer Engagement Session: 18

CSC Day XII Volunteers: 150

### d. Beneficiary Statistics

2.

Sector	RVP	No. of Beneficiaries	No. of Social Workers	Total
Youth	Clementi Youth Sparks	15	1	16
	Dayspring	4	1	5
	Youth Beacons	18	2	20
Intellectually Disabled	MINDSville	24	0	24
Elderly	T.H.E. Seniors	40	1	41
	L-derly Befrienders	42	1	43
<b>Total</b>		<b>143</b>	<b>6</b>	<b>149</b>



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No.	Name of Sponsor	Sponsored items
1.	MGP	200 vouchers
2.	90s candy society	400pcs discount vouchers x 4 companies
3.	Botak Jones	400pcs discount vouchers
4.	F&N Creameries (S) Pte Ltd (King's Potong Ice Cream)	400pcs King's Potong Ice Cream
5.	BBQ Wholesale	400pcs discount cards
6.	Laminex ID	200 lanyards (4 colours)
7.	NUSSU BizCom USM	400 pens
		400 Dove pouches
		200 PlayNation vouchers
		400 Quaker Cookies
8.	PUB	400 NEWater bottles
9.	Foohai Temple	\$1000 Cash donation
10.	Domino's Pizza	200 Youth Perk Cards
11.	Tang Zai Beancurd	400 Beancurd customised bowls
12.	Gogovan	400 Tissue Packs + Flyers
13.	Lee Foundation	\$1000 Cash donation

e. **Sponsors and List of Sponsor Items**

f. **Financial Statement**

<b>Total Amount Allocated</b>	1,800
<b>Total Sponsorship/Donation</b>	6,500
<b>Total Expenditure</b>	7,289.58
<b>Surplus</b>	<b>1,056.52</b>



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### **4. PROJECT DEVELOPMENT**

#### **a. Emphasis on offering intangible assets to beneficiaries**

This year, the emphasis on volunteering was based on an aspect whereby the intangible assets such as quality time, fun and laughter is most valued by the beneficiaries who would be coming down. Hence, all games and activities are designed to allow volunteers to spend quality time with our beneficiaries. All publicity materials were geared towards this direction and an awareness of such invaluable assets in which volunteers can easily offer to the beneficiaries is raised.

#### **b. Volunteer Engagement Session**

An emphasis was placed on encouraging new volunteers into the current pool of CSC volunteers. Also a priority was placed on enhancing a sense of belonging in hope of creating a long-run impact, where volunteers will become returning volunteers instead of a one-off volunteer. The Volunteer Engagement Session was rolled out this year, so as to engage the volunteers one step further, to let the inexperienced volunteers have more insights pertaining to interacting with different types of beneficiaries, as well as getting to know more about the games and activities that would be conducted during the actual event day. Also, ice breaker and bonding games were conducted with the aim of creating a greater sense of belonging amongst the participants.



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### **5. SUGGESTIONS FOR FUTURE DEVELOPMENT**

#### **a. Regular Volunteering Programmes (RVPs) Heads Feedback Session**

Since RVPs play a major role in holding CSC Day together, it would be best to seek insights from them as to what went well and what could have been improved, especially since they are the ones that bridge together beneficiaries and experienced volunteers.

#### **b. Youth Volunteers bonding sessions/Games with volunteers**

Since CSC Day brings in youth volunteers as Station Masters as a form of empowerment, it would be good if there were activities in which they can engage in as well, rather than simply staying in a single station as a Station Master. Feedback for the past two years had been that these Station Masters prefer to move around rather than stay in one place. Hence, it is also proposed for the future CSC Day to take into account these Youth volunteers; perhaps allow them to rotate from station to station and for the games to incorporate an element in which these youth volunteer can participate or play in. This could make it more meaningful for the youths who come down for CSC day as well as to empower them within their attention spans.



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nurturing environment that fosters community service."

Reported by:

Joey Guo Jin (Ms), Teo Shao Hong (Mr)  
Project Directors  
CSC Day XII  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union  
Part of the NUS Volunteer Network



# NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB

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## PAINT-A-HOME XVIII 23<sup>th</sup> January 2017 to 2<sup>nd</sup> July 2017

Paint-A-Home aims to improve the living environment of our beneficiaries by giving their homes a fresh coat of paint, and at the same time instil a spirit of volunteerism amongst NUS undergraduates.

### 1. OBJECTIVES

**Community improvement** - To enhance the aesthetic quality and living environment of 1- and 2-room rental units and bring colours and meaning to lives

**Volunteerism** - To develop volunteerism amongst NUS undergraduates in a nurturing environment that fosters community service and to involve more interaction between volunteers and beneficiaries

**Leadership development** - To allow the organising committee (OC) members to hone their leadership skills in the midst of planning and executing the project so as to experienced volunteer leaders to serve the community

**Promoting awareness** - To spread awareness of our beneficiaries during the course of the project

**Bonded OC** - To develop cohesiveness among OC members and to create lifetime friendships

### 2. ORGANISING COMMITTEE

Project Director	Wu Jiayue
Assistant Project Director	Leong Sheu Sheng
Assistant Project Director	Lau Jun Xian
Secretary/Treasurer	Khoo Qian Yee, Mandy
Marketing Head	Lim Pin
Marketing Assistant	Toh Lian Zhi
Marketing Assistant	Bryan Loh Jian Wei
Marketing Assistant	Sim Dan Min, Dominique





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Marketing Assistant	Wong Shi Ying
Design Head	Kong Xin Ying
Design Assistant	Loh Yi Ting
Design Assistant	Janice Ng Jing Hong
Design Assistant	Soh Yan Xi
Volunteer Management Head	Vernice Tan Ching Wei
Volunteer Management Assistant	Kenneth Peh Yang Beng
Volunteer Management Assistant	Janani Sickhan Ponnambalam
Volunteer Management Assistant	Lau Xin Yi
Logistics Head	Dominic Ng Jun Hao
Logistics Assistant	Goh Cheng Yu
Logistics Assistant	Tan Guan Quan
Logistics Assistant	Ho Yin Fai
Logistics Assistant	Koh Zong Ying

### 3. PROJECT OVERVIEW

#### a. Programmes/Events

Name	Date/Time	Venue
Beneficiary Visit	4 <sup>th</sup> March, 1 <sup>st</sup> April & 13 <sup>th</sup> May 2017 9am to 5 pm	Thye Hua Kwan Seniors Activity Centre @ Henderson (Satellite 93) Blk 93, Henderson Road, #01-210 Singapore 150093  King George's Ave Seniors Activity Centre  Blk 811, French Road, #01-112 Singapore 200811  NKF (Marsiling, Tiong Bahru)
Internal Drive	20 <sup>th</sup> – 22 <sup>nd</sup> March 2017 11am to 6pm	20 <sup>th</sup> March Arts – AS6 walkway bench Sci – LT25 benches UTown – SRC outside flavours



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		<u>21<sup>st</sup> March</u> Biz – Bizard CR bench F Sci – LT25 benches UTown – SRC outside flavours  <u>22<sup>nd</sup> March</u> Arts – AS6 walkway bench Sci – LT25 benches
Dry Run	27 <sup>th</sup> May 2017 9am to 8pm	King George's Ave SAC Blk 2
Actual Event Weekend 1	3 <sup>rd</sup> & 4 <sup>th</sup> June 2017 8am to 6pm	<u>3<sup>rd</sup> June</u> Thye Hua Kwan SAC @ Henderson (Satellite 93) Blk 91, 92, 93  <u>4<sup>th</sup> June</u> King George's Ave SAC Blk 1, 2, 8
Actual Event Weekend 2	10 <sup>th</sup> & 11 <sup>th</sup> June 2017 8am to 6pm	<u>10<sup>th</sup> June</u> King George's Ave SAC Blk 7, 8, 811  <u>11<sup>th</sup> June</u> NKF (Marsiling) NKF (Tiong Bahru) Backup Unit (Kreta Ayer)
Touch up & Follow up visits	17 <sup>th</sup> June 2017 10am to 6pm	King George's Ave SAC Blk 2, 7

### b. Beneficiary Supported

Beneficiary	Number
THK Seniors Activity Centre @ Henderson (Satellite 93)	8 Units



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King George's Ave Seniors Activity Centre	10 Units
National Kidney Foundation (NKF)	2 Units
Backup Unit (Kreta Ayer)	1 Unit

### c. Volunteer Statistics

Day	Volunteer Count	Unique Count & Past OC
3 <sup>rd</sup> June (Day 1)	92 NUS signups 1 NON-NUS signups	93 Unique Volunteers 7 PAH XVII OC Members
4 <sup>th</sup> June (Day 2)	55 NUS signups 6 NON-NUS signups	61 Unique Volunteers 3 PAH XVII OC Members 3 PAH XVI OC Members
10 <sup>th</sup> June (Day 3)	67 NUS signups 6 NON-NUS signups 16 Youths from YB	89 Unique Volunteers 6 PAH XVII OC Members
11 <sup>th</sup> June (Day 4)	52 NUS signups	52 Unique Volunteers
<b>Total</b>	295	314

\*First-Aider not included in all days as they come from 2 of the OC members.

### d. Collaborations

#### ***King George's Ave Seniors Activity Centre THK Seniors Activity Centre @ Henderson (Satellite 93),***

This year, PAH XVIII collaborated with the above centres in the identification of rental units that are under their care and served as a liaison between the residents and the OC. King George's Ave SAC provides programmes/activities such as morning exercises, TCM services, interactive activities, monthly birthday celebrations and excursions for the elderly. THK SAC (Satellite 93) provides programmes that support active ageing, empower the elderly to live independently, stay socially engaged and enjoy a better quality of life.



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### ***National Kidney Foundation (NKF)***

For this year, PAH XVIII worked with the chronic illness sector as well. As the largest kidney foundation in Singapore, NKF promotes kidney transplant and provides quality, highly subsidised dialysis treatment and holistic care. PAH XVIII collaborated with NKF's very own house painting project, whereby NKF will source for units that needs to be painted from their list of patients, and PAH will provide the resources and manpower required for the painting to be done.

#### **e. Sponsors and list of sponsor items**

<b>Name</b>	<b>Items</b>
Public Utilities Board	1000 NEWater bottles
City Developments Limited	\$2000 Cash
Skychem	\$2000 Cash
Alibaba Printing	Free printing of flyers
Berger Paint	Paint sponsor
BKW Car Rental	Partial sponsorship for van rental
Jl Trading	Painting Equipment
Combat Pest Control	Free bedbug fumigation services
Supersteam	Cleaning Equipment
Print City	Postcards
Wah Mee Silk Screen	Partial Sponsorship for T-Shirt Printing
The Coffee Roaster	Vouchers
I'm Kim Korean BBQ	Vouchers
Homage Lifestyle	Bedframes
IMH Chat	Notepads
Apgujeong MyeongDong Hair Studios	Vouchers



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### **f. Financial Statement**

<b>Total Amount Allocated</b>	\$1000
<b>Total Sponsorship/Donation</b>	\$18210.28
<b>Total Expenditure</b>	\$15654.30
<b>Surplus/ (Deficit)</b>	\$3555.98

### **4. PROJECT DEVELOPMENT**

#### **a. Choice of beneficiary**

This year, PAH XVIII adopted a different approach from last year. Instead of solely targeting the elderly sector, PAH XVIII targeted people with disabilities/chronic illnesses as well. These people have physical and financial difficulties and they needed more help than others. Hence, a collaboration was made with NKF.

The search for suitable beneficiaries began by contacting Seniors Activity Centres directly, rather than contacting Community Development Councils and Community Centres. The rationale is that SACs conduct more groundwork with beneficiaries and are able to give quick and relevant information as compared to CDCs and CCs. As for beneficiaries under the disabilities/chronic illnesses, several organisation that caters to the needs of these people were contacted. Eventually, NKF was the organisation of choice for the project as they were very keen on the project.

To select suitable beneficiaries, needs assessment survey was carried out during the beneficiary visits for residents who were keen on taking part in PAH. The survey helped the OC to identify their living conditions, painting needs and understand more about their daily routine and dietary restrictions, as well as assess the units that required painting, cleaning and bedbug fumigation. Apart from the list of residents under the care of the SACs, other units outside of the list given by the SACs managers and NKF's Point-of-Contact were identified. This ensured a wider outreach to those truly in need of a fresh coat of paint,



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ensuring a more comprehensive selection process. During the process, the partner organisations were constantly informed of the intended plans, while certain considerations were carefully communicated to them in preparation for future phases of the project.

### **b. Publicity**

PAH XVIII brought back an initiative from PAH XVI for the publicity initiatives – time lapse video. A time-lapse video showing the mural painting process was posted on Facebook at the end of PAH to showcase some of the works done by the designers/volunteers. A photo montage video was also posted at the end of PAH XVIII to thank the volunteers. These initiatives were well-received by volunteers and corporate sponsors. It also served as a media for sponsors' publicity.

The marketing cell also worked with the designers to come up with an e-poster consisting of the various sponsors for PAH XVIII. This was sent out to the volunteers as part of sponsors' publicity when the Volunteer Management Cell sent out their thank you emails to the volunteers. Future PAH can consider continuing this practice.

### **c. Internal Drive**

For this year's internal drive, PAH had a fundraiser which was something different from the previous years. Besides the usual practice of asking for donations, snacks and welfare packs were sold. A total of \$3,400 in profits and donations, which is the largest amount of funds raised in PAH so far, were made. Nonetheless, the Project Directors (PDs) had felt that the planning of the fundraising should be left to more OC members instead of just the PDs and Cell Heads to reduce the strain on the cell heads. Furthermore, future PDs should evaluate if the extra funds from the fundraiser are necessary considering that there are other sources of income.



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### **d. Beneficiary welfare**

Due to the success of the OC in soliciting cash and grant sponsorship, the furniture phase was continued this year as part of the initiative to value-add to the project. This allows PAH XVIII to provide basic furniture and necessities to units that require them. The selection and allocation was based on the needs assessment survey done during the beneficiary visits and actual event. Nonetheless, OC members need to make clear to beneficiaries that these requests are unconfirmed and they will be contacted again if sufficient resources are acquired for these items. Eventually, a total of 1 induction cooker, 1 clothes rack, 1 sofa bed, 1 set of sofa sheets, 1 folding table, 2 metal bed, 2 computer table, 2 TV console, 2 kitchen cabinet, 3 light bulbs, 4 wardrobes, 5 standing fans 16 mattress, were purchased. The aim is to provide a holistic improvement to the living environment of the beneficiaries. With the remaining sum of budget surplus, PAH was able to extend help to units not painted during the actual event. A total of 5 extra mattresses was purchased for elderlies under KGA SAC.

### **e. Condition of units**

This year PAH faced spalling concrete issues, at both KGA and THK SAC. Due to the aging condition of the block, there were infrastructural problems that led to concrete pieces coming loose while painting, especially on the ceilings and in toilet areas. These areas were left unpainted so as to prevent further damage to the conditions of the infrastructure. After which, the SACs were informed of these issues and liaised with HDB to resolve them. Future PDs who are considering painting older units should thus liaise with HDB before the actual event. Even though the SACs were contacted, the problem was still not fixed before the actual event. As such, future PDs should ensure that the issues are fixed before the actual painting by checking on the beneficiaries.

Another problem faced this year was the problem of peeling paint. This issue was resolved by applying a layer of wall sealer on the walls of the whole unit with peeling paint before painting. In addition, wall sealer was applied to all ceilings whether it was peeling or not. This was a precautionary measure to



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prevent PAHXVI's issue of severe spalling paint, which was very successful as there were no complaints of spalling paint for PAHXVII and PAHXVIII.

### **5. SUGGESTIONS FOR FUTURE DEVELOPMENT**

#### **a. OC-beneficiaries interaction**

PAHXVIII made an extra beneficiary visit resulting in a total of 3 official visits. This was implemented as the PDs felt that the usual 2 visits were not enough for the OC to build rapport with the beneficiaries. There has been much success to this new initiative as the PDs felt that most of the OC members was able to get to know more about the beneficiaries and their stories.

Extra visits also allowed the OC to familiarise themselves with the painting areas better. For the 3<sup>rd</sup> beneficiary visit, future PDs can consider placing group leaders in the units which they are going to be painting during the actual event. This is so to allow both the beneficiary and the group leader to build rapport with one another, and to prevent shock to some of the group leaders who had never seen the unit before.

#### **b. Pre-painting Preparatory Work**

For this year's PAH, there were several units with severe peeling paint and about half a day's worth of time had been used to scrape the wall. This may hinder the progress of the unit and the unit may be unable to complete on time before 6pm. Thus, future PDs should consider getting some of the OC members to scrape some of the walls before the actual event days. This can help ensure that the volunteers are not held back during the actual event and to allow the volunteers to have a sense of accomplishment of completing a unit.

In addition, the conditions of some units may be extremely cluttered or have hoarding issues, future PDs need to ensure such units have a proper clearing up process before the actual events. Hoarding issues may be particularly pertinent for elderly units while cluttered units are commonly identified in Malay households. It would be useful to work with Central community partners who provide free clean up services, or recruit volunteers to help out with this phase.





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This ensures sufficient time for a thorough clean-up process to make the homes of the beneficiaries a better place to live in as well as to ensure a smoother painting process during the actual event, where only basic cleaning service is done prior the painting.

### **c. Clashing of Painting organisations**

Future PDs should consider the possibility of clashing organisations who are helping the same block of beneficiaries. As some beneficiaries, especially elderlies have difficulty in remembering volunteer faces and might not be able to recognise the different student organisations, it would be advised to have same group of OC members visit the same beneficiaries throughout all the beneficiary visits. In this case, beneficiaries would then be able to identify the OC members as NUS CSC Paint-A-Home programme instead of other voluntary organisations. At the same time, the team should paste a reminder note on beneficiaries' wall, such that if other student organisations approach the same beneficiary, they would be aware of a clashing painting project.

Reported by:

**Wu Jiayue (Ms), Leong Sheu Sheng (Mr), Lau Jun Xian (Mr)**

Project Directors

Paint-A-Home XVIII

NUS Students' Community Service Club

A Constituent Club of NUS Students' Union

Part of the NUS Volunteer Network



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## **Ethelontêr XIV February 2017 to July 2017**

Ethelontêr, which means "Spirit of Volunteerism", is an annual freshmen social camp organized by the NUS Students' Community Service Club (CSC) to expose matriculating and current undergraduates to the community service scene in NUS.

### **1. OBJECTIVES**

- a. Allow students to understand the value of engagement in community service by exposing all participants, especially matriculating students, to volunteering opportunities offered by CSC and to instill the spirit of volunteerism in them
- b. Allow students to reflect on their volunteering experience and also their journey in this camp
- c. Create a new pool of volunteers in the NUS community and instill a sense of belonging and pride as contributing members of the NUS community, as well as providing them with a platform to build bonds with each other
- d. Nurture camp participants and encourage their personal growth
- e. Empower student leaders and councillors to be proactive in their learning and personal development

### **2. ORGANIZING COMMITTEE**

#### **Designation**

Project Director

Assistant Project Director (Admin)

Assistant Project Director (Programmes)

Secretary/Treasurer

#### **Name**

Lee Yoke Bing, Sharon

Lee Jing He

Lim Zhiming

Wong Xin Ying, Clara



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Councillor-in-Charge	Lam Kai Cong, Desmond
Councillor-in-Charge	Zhang Chuqiao
Magistics Head	Liau Zhengyu
Magistics Assistant	Ang Shi Min, Charmaine
Magistics Assistant	Ang Sher Wen, Vigilia
Magistics Assistant	Daryl Nigel Lim En Wei
Magistics Assistant	Lerh Keng Yeow
Magistics Assistant	Liu Yuheng
Publicity Head	Mareen Liang Ma Reen
Publicity Assistant	Tan Zi Wei
Publicity Assistant	Wu JieYing
Internal Hunt Head	Neo Zhen Cheng
Internal Hunt Assistant	Lieu Wei Zhi Ivan
Mysterious Journey Head	Yap Jia Xin
Mysterious Journey Assistant	Gan Jun Hong
Volunteer Extravaganza Head	Loo Chuan Jie
Volunteer Extravaganza Assistant	Joscelin Ng Siok Ping
Volunteer Extravaganza Assistant	Ng Hong Kai
Volunteer Extravaganza Assistant	Wong Kai Lin
Cluedo Head	Tan Jing Hao, Jere
Cluedo Assistant	Lau Ni Yin
Cluedo Assistant	Rachel Chan Boon Yee



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Secret Pal Head

Sim Shi Rong

Secret Pal Assistant

Yoon Woo Jin

Sentosa Head

Foo Chui Ching

Sentosa Assistant

Tan Xue Er

### **3. PROJECT OVERVIEW**

#### **a. Programmes/Events**

<b>Date/ Period</b>	<b>Event</b>	<b>Comments</b>
<b>20 January</b>	OC Recruitment Mailer Release	2nd week of semester
<b>23 January - 9th February</b>	OC Recruitment Interviews Begin Sourcing of Grants Begin Application of Grants	
<b>2nd week of February</b>	Confirmation of OC members  Sect/treas Induction CIC Induction (Discuss councillors recruitment)	Early in the week  At least 1 day before OC Meeting 1
<b>11 February</b>	OC Meeting 1 E13 & MC Induction	Theme selection Fill up Form C
<b>3rd Week of February</b>	E13/MC Induction (for the remaining cells)	



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<b>20 February</b>	OC Meeting 2	Storyline + Publicity Design Showcase
<b>20 February - 17 March</b>	Councilors recruitment interviews	
<b>26 February</b>	Programmes + Logs + Pubs meeting 1	Plan storyline
<b>27 February – 3 March</b>	Midterm Exams	
<b>9 March</b>	OC Meeting 3 Programmes Proposal 1 Submission	Preparation for Open Day + Hands-on + Councilors meeting discussion
<b>11 March</b>	Open Day	
<b>23 March</b>	Councilors meeting 1	Councilors' briefing & bonding + Open day briefing
<b>4 April</b>	OC Meeting 4	Open Day Review + Final Work Before Exams' + Freshman recruitment



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<b>9 April</b>	Programs proposal 2	
<b>Reading week 15 April – 21 April</b>	Reading Week	
<b>Final Examinations (22 April – 6 May)</b>		
<b>28 April – 23 June (open date deadline)</b>	Begin Freshman recruitment	
<b>8 May - 27 June</b>	PD Mid-Project Reviews with OC members	
<b>15 May</b>	OC meeting 5 Councilors meeting 2	Inform of grouping (OG groupings) SP Sharing
<b>16 – 23 May</b>	Game Trial + Hands-On	OC item
<b>26 May</b>	Camp shirt sent for printing	
<b>31 May - 3 June</b>	OC meeting 6 (31 May) RVP Sharing Pre-camp	Inclusive of Day 0 – Preparations



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<b>8 June</b>	OC Meeting 7	
<b>8 - 14 June</b>	Games trial + Hands-on 2	
<b>18 June</b>	Flag Painting	
<b>27 June - 1 July</b>	OC Meeting 8 (27 June) Actual Camp	Inclusive of Day 0 – Preparations
<b>12 July</b>	Review Meeting	

**b. Beneficiary Supported**

<b>Beneficiary</b>	<b>Number of beneficiaries that participated</b>
Care Corner Social Day Care for the Elderly	25
St Luke's Eldercare - Bukit Timah Centre	60
St Andrew's Nursing Home (Henderson)	18
Emmanual Activity Centre @Toa Payoh	48
Metta Day Activity Centre for the Intellectually disabled	35
Sunlove Abode for Intellectually Infirm Ltd	32
AWWA Special Student Care Centre	32



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CROSSROAD Youth Centre	20
Thong Kheng Seniors Activity Centre (Henderson-Dawson)	35
TOUCH Seniors Activity Centre @ Geylang Bahru (T.H.E.S)	55

### c. Volunteer Statistics

#### i. Councillors recruited

<b>Target Councillors</b>	40
<b>Total Applicants</b>	67 (35 male : 32 female)
<b>Final Confirmed</b>	40 (16 KCs, 24Cs)

#### ii. Station Masters recruited

Programme slot	Pre-camp		Actual camp	
	Recruited	Required	Recruited	Required
Internal Hunt	9	12	12	12
Secret Pal 1	10	10	10	10
Secret Pal 2	2	10	10	10





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<b>Mysterious Journey</b>	4	13	13	13
<b>Cluedo</b>	12	17	17	17
<b>Sentosa 1</b>	9	13	17	13
<b>Sentosa 2</b>	15	17	17	17

### **iii. Freshmen recruited**

<b>Target Freshmen</b>	80
<b>Freshmen Signups</b>	111
<b>Confirmed Freshmen (Male, Female)</b>	80 (32, 48)

### **d. Collaborations**

No Collaboration with external organisations

### **e. Sponsors and list of sponsor items**

<b>Sponsor Name</b>	<b>Item sponsored and Quantity</b>
The Dive Ship	200 x \$50 vouchers
Shopback	Cash, \$0.60 per signup



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Freeing SG	01 x pair of admission tickets
Laurier	160pcs of Laurier Super Slimguard 25cm sample packs
Party & BBQ Wholesale Center	200 x 5% discount cards
HSC International	220 x coffee sachets
National Youth Council	200 x A5 plastic water bottles
The Coffee Roaster	200 x vouchers for The Biscotti House, 20% store discount
NUSSU	240 x A4 foolscap pads, Samsung files, post-it notepads, and goodie bags (paper)
NEWater	200 x 330ml bottled water x twice
NUSSU BIZCOM	For finding some sponsorship items (listed below)
Sunsilk	160 x Sunsilk conditioner samples
Memebox	160 x Pony Effect tattoo stickers and handle bag



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### f. **Financial Statement**

<b>Total Amount Allocated</b>	\$3,500.00
<b>Total Sponsorship/Donation</b>	\$4,272.34
<b>Total Income (Camp fees)</b>	\$7,776.17
<b>Total Expenditure</b>	\$15,543.84
<b>Surplus/ (Deficit)</b>	<b>\$4.67</b>

## **4. PROJECT DEVELOPMENT**

### a. **Addition of an Auction segment into Finale Night**

Previously, the Finale Night prizes were given out based on accumulated points each OG had obtained throughout the camp. The OGs with higher points would be given prizes with higher value under random titles such as "Most hype-up OG". In a bid to make the Finale Night more interactive and increase the relevance of the points obtained for the OGs, an auction segment was introduced for Finale Night. Essentially, OGs used their accumulated points to bid for items which have been blurred/edited to hide their features. The OG with the highest bidding points would win the items.

This initiative helped to hype-up the atmosphere of the Finale Night as opposed to simply sitting and watching other OGs' performances. Ethelontêr XIV felt that this Auction segment should be kept for future iterations. However, it also added to the duration of the Finale Night and more prudence in planning of the timeline of the last day of the camp. (i.e. in time for camp participants to travel back by public transport).

### b. **Programmes Line-up Shifts**

Mysterious Journey was shifted back to an afternoon program and added to the point systems this year. This was following the feedback that due to it being a



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night activity the previous year, many freshmen had lacklustre responses as they were relatively exhausted from the day activities previously. Ethelontêr XIV also wanted to build up a serious and solemn atmosphere appropriate for the programme, as such Ethelontêr XIV tried to focus their activities' locations within air-conditioned environment so as to prevent the afternoon heat from affecting the freshmen and preventing them from being sluggish as a result of the heat.

With the change of Mysterious Journey to an afternoon activity, Secret Pal was scheduled to be held on the nights of Day 1 and Day 3. This improvement allowed participants to be more comfortable in their blindfolds as the relatively more cooling night temperature proved to be a source of comfort in comparison with the afternoon heat.

### **c. Dialect Dialogue**

The addition of a new segment in Mysterious Journey this year reflected the issue of an ageing population in our nation. Many participants provided feedback last year that there were communication barriers that cropped up when they interacted with elderly beneficiaries during VE day. Many young adults have little to no knowledge on the dialects frequently spoken by many of our elderly; and the value of understanding dialects is even more dampened by the censorship of speaking in dialect in our mainstream media. The idea of a dialect dialogue was therefore introduced to Ethelontêr XIV Mysterious Journey cell in a collective effort to ensure that we do not lose touch with our pioneer generation while serving the community.

The inclusion of this segment came with a dialect handbook designed by the Mysterious Journey cell, which was very well-received in terms of content and readability, as could be seen from many of the freshmen referring to the handbook while interacting with the elderly.

### **d. SP Outreach**

Adding onto the RVP Outreach that was initiated last year, Ethelontêr XIV continued the tradition and also included a SP Outreach which was conducted



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during the Councillors Meeting 2. Ethelontêr XIV invited the Project Directors of the other SPs such as Grant A Wish, Paint A Home etc, to come down on this evening to share about their experiences and allowed the councillors to learn more about these Special Projects. The knowledge gained from this session will definitely help the councillors to in turn share about it to the freshmen, should they happen to enquire about it.

Although it would have been better to hold the SP Outreach earlier so that SPs such as PAH and Project C.A.N. could have a better chance to broadcast their volunteer recruitment for their upcoming phases during the summer, Ethelontêr XIV felt that the Outreach still served its purpose.

### **e. Storyline and Points System**

The programme cells also created a storyline in relation to the theme of the camp so that there is a build-up and had a sense of anticipation for everyone. This also helps in allowing the participants to know what the programme is about and what they can expect during the programme.

## **5. SUGGESTIONS FOR FUTURE DEVELOPMENT**

### **a. Shorter duration for Sentosa**

Due to the change in school protocols this year, camp participants were not allowed to stay-over on the 4th night. Hence, all activities need to end by 11pm so as to ensure the participants have public transport back home. Timeline was very packed on the 4th day because there was Sentosa, Secret Pal Revelation and Finale Night. Sentosa was from 9am till 4pm and the weather was very hot. Hence, participants may be dehydrated and has a risk of getting heat stroke if not careful. Next year's committee can look to shorten the time at Sentosa so that participants can have time to properly shower and rest after Sentosa while waiting for the next programme.



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### **b. Secret Pal Revelation**

Following the previous point, as Secret Pal Revelation was after Sentosa, there was some delay when camp participants come back late or take a while to shower and freshen up. Thus, even though the revelation has been cut to have simple activities, there was still some lag time. Hence, one suggestion could be to have the revelation on the 3rd day instead so that the revelation can be properly executed and the participants can more time to interact with one another and not rush through the whole process.

### **c. Roles of Project Directors**

As the project director cell of Ethelontêr is more unique as compared to the other special projects, the allocation of workload is also different. For Ethelontêr, the assistant project directors have specific roles such as assistant project director of admin and assistant director of programmes respectively. Whereas the project director will liaise with external (such as OSA, grants organisation etc). To improve on this, Ethelontêr XIV did not draw the boundaries so clearly. Project director was involved in all the cells and also provided suggestions/advice for the assistant project directors and also let everyone in the cell to know what the others are doing, through prompt updates. This was because Ethelontêr XIV felt that it is important to be consistent in the information and decision making process. However, the future Ethelontêr may have different composition of cells and it's also up to what the PD cell place emphasis on and what they want to achieve.

Reported by:

Lee Yoke Bing Sharon (Ms), Lee Jing He (Mr), Lim Zhiming (Mr)

Project Directors

Ethelontêr XIV

NUS Students' Community Service Club

A Constituent Club of NUS Students' Union

Part of the NUS Volunteer Network



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## Project C.A.N. XIV 1<sup>st</sup> February 2017 to 30<sup>th</sup> July 2017

*Project C.A.N. XIV aims to raise awareness of underprivileged in our society through the collection and distribution of food and necessities with emphasis in "Healthy Living"*

### 1. OBJECTIVES

- a. To provide temporary relief to the needy households with the provision of dried or canned food rations, daily essentials, supermarket shopping vouchers and basic services
- b. To raise awareness of the underprivileged in our society among the general public and the NUS students
- c. To advocate the spirit of giving and volunteerism to food donors and volunteers towards the underprivileged

### 2. ORGANIZING COMMITTEE

Project Director	Justin Quak Jun Lin
Assistant Project Director	Zhong Cheng Wei
Assistant Project Director	Fennie Wong Choy Chin
Secretary/Treasurer	Shirley Ng Jun Ting
Marketing Head	Lee Guang Rong
Marketing Assistant	Jaspel Tan Yong Quan
Marketing Assistant	Tan Wei Xiang
Marketing Assistant	Joycelyn Lee Hwee Sze
Marketing Assistant	Ng Yun Yun
Publicity Head	Lai Li Ting
Publicity Assistant	Sylvia Loke Wei Ting
Publicity Assistant	Chua Chu Yin
Publicity Assistant	Lee Wen Xin
Publicity Assistant	Cassandra Lim Hwee Ghee
Volunteer Management Head	Daniel Chong Yu Peng
Volunteer Management Assistant	Sia Boon Ki
Volunteer Management Assistant	Nur Aida Poh Binte Muhammad Aizat Poh
Volunteer Management Assistant	Sabrina Quak Ding Ning
Volunteer Management Assistant	Xiong Cheng Jie



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Logistics Head  
Logistics Assistant  
Logistics Assistant  
Logistics Assistant  
Logistics Assistant

Tan Song Kai  
Brendan Tan Yan Shen  
Ivy Lim Yen  
Benedict Lee Jun Da  
Kenneth Kwek Kai Wen

### **3. PROJECT OVERVIEW**

#### **Programmes/Events**

<b>Name</b>	<b>Date/Time</b>	<b>Venue</b>
Campus Drive	13 - 15 March 2017 10am - 6pm	Science (LT27), Arts (AS6), Engineering (LT6)
Beneficiary Visit	16 June 2017 6pm - 9pm 17 June 2017 9am - 9pm	Kreta Ayer
C.A.N. Fundraise	23 & 25 June 2017 9am - 6pm	Bugis & Toa Payoh Hub
Publicity Drive	1 & 2 July 2017 9am - 6pm	Kreta Ayer
C.A.N. Collect	8 & 9 July 2017 9am - 6pm	Jalan Besar GRC
C.A.N. Challenge	15 & 16 July 2017 9am - 6pm	Toa Payoh Hub Chinatown Point
C.A.N. Sort	22 July 2017 9am - 6pm	Kreta Ayer Community Centre
C.A.N. Distribute	29 & 30 July 2017 9am - 6pm	Kreta Ayer

#### **Beneficiary Supported**

<b>Beneficiary</b>	<b>Number</b>
Kreta Ayer Community Centre Youth	423 households





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Executive Committee	
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### **Volunteer Statistics**

- a. Breakdown of volunteer count for each events

Phase	Number of Volunteers
Fundraise	26
Collect	224
Challenge	103
Sort	35
Distribute	278

- b. Breakdown of external & internal volunteer count (if necessary)

Phase	Internal Vol	External Vol	Total
Fundraise	21	5	26
Collect	100	124	224
Challenge	60	43	103
Sort	15	20	35
Distribute	191	87	278

- c. Total Volunteer count and unique count

- Total = 666
- Unique = 497

### **Collaborations**

Kreta Ayer Community Centre Youth Executive Committee (YEC) is an organisation led by young grassroots leaders that Project C.A.N. XIV has collaborated with to aid beneficiaries living in Kreta Ayer and who are under the Public Assistance Scheme or Public Rental Scheme.

Health Promotion Board provided healthy eating and living tips that were subsequently incorporated into our calendars printed for the beneficiaries. Additionally, HPB also



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engaged their Health Ambassadors to do a mass exercise demonstration for the beneficiaries during the breakfast event. HPB was deemed to be a credible organisation to render assistance in these initiatives due to its standing as a national institute for promoting health and wellness among Singaporeans  
NTUC Fairprice collaborated with Project C.A.N. for our second phase, C.A.N. Challenge. Toa Payoh Hub NTUC and Chinatown Point NTUC was chosen as the location for our Challenge phase and so on. Project C.A.N. set up booths at these respective supermarkets where shoppers would buy items and donate it to our booths. They also provided us with cardboards which is a major part of our logistics.

### **Sponsors and list of sponsor items**

Name	Items
Adam Khoo Learning Centre	\$500
The Escapehunt Experience	800 vouchers
Boncafé International Pte Ltd	800 Boxes of Bontea Pure Ceylon Tea
TotallyHotStuff	800 Vouchers
Royal Banner & Trading	800 pen 600 Partially sponsored Calendar printing
QCOM MSP Pte Ltd	600 Volunteer Bags
Community Health Assessment Team	800 pens and miniguides
The Kraft Heinz Company	552 Heinz Chicken Broth 1L



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Singapore Turf Club	500 umbrellas
S J Low Bros	1400 boxes of raisins
The Coffee Roasters	600 vouchers
I'm Kim / I'm Kim JR / Goro Goro	2400 vouchers
Chewy Junior Pte Ltd	500 vouchers
Hope by Happy Fit LLP	500 Totebags
Emjay Enterprises Pte Ltd Compressport	720 Qoolmart Voucher 720 High5 Zero Envelope Sample 718 T-shirts (printed at discounted rate)
CareerBuilder (Singapore) Pte Ltd (Brightsparks)	800 brightspark notebooks as well as some magazines
Public Utilities Board	800 NEWater bottles
United Medicare Centre	800 tissue packets
Wildlife Reserves Singapore	800 vouchers

### **Financial Statement**

<b>Total Amount Allocated</b>	10,400
<b>Total Sponsorship/Donation</b>	5,660
<b>Total Expenditure</b>	13,235.18
<b>Surplus/ (Deficit)</b>	<b>2,824.82</b>



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### **4. PROJECT DEVELOPMENT**

#### **a. C.A.N. Fundraise and Fairprice Supermarket Shopping Vouchers**

This year, C.A.N. XIV decided to reintroduce a new phase, C.A.N. Fundraise that was first initiated in C.A.N. XII. This phase is to help raise funds through receiving donations from the public. This initiative was reintroduced to strengthen the theme of "Healthy Living" in the hope that these supermarket shopping vouchers will empower the beneficiaries to purchase fresh fruits and vegetables and make healthier food choices. A total of \$6,360 worth of shopping vouchers were bought in \$5 denominations and the vouchers were not eligible to purchase tobacco and alcohol items.

#### **b. "Healthy Living, Healthy Eating" Calendars**

C.A.N. XIV saw the benefits of the cookbook calendar that was first introduced by C.A.N. XIII. However, the cookbook calendar may not be applicable for a large portion of C.A.N. XIV's beneficiaries as most of them are elderly who lives alone and they seldom cook. As such, C.A.N. XIV decided to replace the cookbook recipes with other healthy living tips such as recommended exercises for elderly and nutrition tips. The "Healthy Living, Healthy Eating" calendars were also useful in serving as conversation topics between volunteers and beneficiaries during C.A.N. Distribute.

#### **c. Breakfast Event on C.A.N. Distribute**

An inaugural Breakfast Event was featured in Project C.A.N. XIV. Beneficiaries living in Block 5, Banda Street were invited down to Kreta Ayer Community Centre's newly refurbished exhibition hall on 29 July for breakfast. They were entertained with a lucky draw event and suite of performances were lined up for them. Health Promotion Board's health ambassadors also came down to demonstrate and share some of these recommended exercises with the beneficiaries during the event. This initiative was mooted together with Kreta Ayer Community Centre Youth Executive Committee and future C.A.N. should establish good working partnerships to come out with synergistic initiatives.



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### **5. SUGGESTIONS FOR FUTURE DEVELOPMENT**

#### **a. Making Project C.A.N. a More Community Sustainable Project**

Through the beneficiary visit and subsequent interactions with the beneficiaries during C.A.N. Distribute, it was noticed that these beneficiaries are not just in need of food items but companionships too. Future editions of Project C.A.N. could think of working more with external volunteers that stay in the proximity of the beneficiaries so that after the conclusion of the project, they can still return to visit these beneficiaries during their free time to create some form of sustainability. Future Project C.A.N. PDs can work early with NUS Office of Student Affairs to learn more about Asset Based Community Development (ABCD) initiative and how Project C.A.N. can be better streamlined for this new sustainable approach.

#### **b. Redefining the Relevance of Project C.A.N. in Today's Context**

As C.A.N. progresses into its fifteenth year, perhaps it is time for the VPSP and PDs to re-evaluate its relevance in today's context as there has been rampant governmental and organisational support provided to the beneficiaries of C.A.N. in recent years. Volunteers have provided feedback that many beneficiaries already have stacks of canned food in their homes, and the food that we painstakingly collected for them merely adds on to the pile. It is recommended that further evaluation of the purpose of C.A.N. as well as its phases can be done so as to provide better assistance to the beneficiaries, such as in terms of companionship, or financial support.

Most elderly beneficiaries do not cook at home, thus providing canned food to them may not be the best option. The kind of food donated should be relooked into based on the needs of each year's unique beneficiaries.



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Reported by:

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