



2025 Stewardship Report



Building Stronger Communities, Together

VISION

To see effective functioning of individuals and families

MISSION

To build resilience and empower individuals and families

VALUES

F

Faithfulness

Accuracy, Dependability, Commitment

I

Integrity

Truthfulness, Honesty, Uprightness

L

Love

Friendship, Care, Concern

O

Openness

Transparency, Frankness, Sincerity

S

Servanthood

Serving, Helping, Benefitting Others

SERVICES

F

Family, Children & Youth

Building Healthy and Resilient Families

A

Assistance & Referral

Helping in Times of Need

C

Community Mental Health

Nurturing Mental Wellness for All

E

Eldercare

Empowering Seniors to Age Well with Dignity and Purpose

S

SG Cares Volunteer Centre @ Bedok

Building a Caring Community



OUR IMPACT

21,074

Individuals Outreached To



9,670

Clients Served

2,413

Volunteers under SG Cares Volunteer Centre @ Bedok



12,037

Hours Contributed by 1,244 Filos Volunteers



Chairperson's Message

2025 has been a **defining year of 'strategic shifts'** for Filos Community Services as we deepened our commitment to building an integrated, compassionate, and future-ready community of care.

Firstly, from being primarily a direct service provider, Filos has evolved into a **community integrator, ecosystem builder**, and trusted partner within Singapore's growing social and healthcare landscape.

- Our SG Cares Volunteer Centre's "SG60 Bedok Sports Carnival" successfully brought together 360 residents and 287 volunteers across generations from Active Ageing Centres (AACs) and children-centric Social Service Agencies (SSAs) in Bedok town.
- Our appointment as the Integrated Community Care Provider (ICCP) for Bedok Region 2 enabled closer collaboration with healthcare providers, social service agencies, government partners, volunteers, and community stakeholders. We moved beyond isolated interventions toward more coordinated, person-centred, and community-enabled care.

Secondly, Filos deepened the focus on **preventive practices, integrating evidence and research-informed practices** to develop our capability, professional excellence and measurable impact.

- The launch of Care Connect and AAC-CREST integrated care model reinforced early identification, cognitive and mental wellness, and seamless community-based support.
- As a member of the AIC Community Mental Health Quality Workgroup, Filos contributed practice-based experience and clinical insights to Accreditation Canada (AC).
- Filos serves as a collaborative service provider of dementia work under the SUSS Regional Reminiscence Hub.
- Filos is one of the 30 members of the New Environment Action Team (NEAT), an inter-ministry Alliance for Action led by MND and MSF formed to combat hoarding.

Thirdly, at the heart of our work, Filos maintains a **strong emphasis on relationships, shared responsibility, and strength-based participation**.

- Project P.E.E.R., our health-themed literacy initiative, promoted healthy habits among children and families through accessible and creative community engagement.
- The Storytelling Competition and Carnival, held over three months, brought together 45 children from Filos'

literacy programmes, ComLink+ families, and three other social service partners.

- Two youths initiated and grew the Bedok North Stars Football Club to 23 players, while seniors stepped forward as micro-volunteers through our "Friends of AAC" initiative.

These examples are more than stand-alone programmes. They reflect our aspiration to empower individuals not merely as recipients of care, but as contributors, co-creators, and changemakers within their own communities.

Last but not least, 2025 saw a significant leadership transition for Filos - the retirement of our Executive Director, Dr Foo Fung Fong, after 15 years of dedicated service. We are deeply grateful for her steadfast commitment to excellence in Filos' programmes and delivery that laid the strong foundations for integrated and person-centred care.

We also warmly welcomed Joseph Eio as our new Executive Director to lead Filos into her next phase of growth. This includes a priority to strengthen our organisational culture, people capabilities, and operational capacity to support sustainable impact and invest in staff development, leadership growth, digitalisation as well as volunteer engagement that will better support our workforce and strengthen service delivery.

Looking ahead, Filos seeks to continue evolving as a community wellness ecosystem that bridges health and social care, strengthens neighbourhood resilience, nurtures intergenerational connections, and leverages partnerships, innovation, and community participation. We are deeply grateful to our staff, volunteers, donors, community leaders, government agencies, healthcare institutions, schools, and partners who journeyed alongside us this past year.

Thank you, and we look forward to another meaningful and fruitful year of serving together.



MS CARRIE CHAN,
Chairman, Filos Community Services

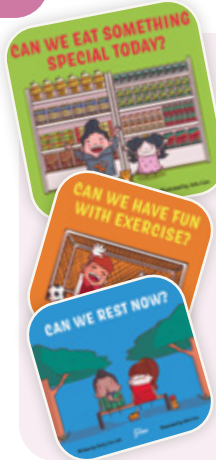
2025 Highlights

PARTNERSHIPS AND ECOSYSTEM OF CARE

National Initiatives

Appointed as:

- Member of New Environment Action Team (NEAT), an inter-ministry Alliance for Action led by MND and MSF
- Integrated Community Care Provider by AIC for Bedok Region 2
- Member of AIC Community Mental Health Quality Workgroup
- Member of NCSS's Beyond the Label Workgroup



Project P.E.E.R Milestones

Launched 3 Filos' Health Themed Children Storybooks:

- "Can We Eat Something Special Today?"
- "Can We Have Fun with Exercise?"
- "Can We Rest Now?"



Leadership Transition

Leadership Transition @ Filos – Retirement of Dr Foo Fong Fong and Appointment of Mr Joseph Eio as Executive Director

Key Events

- SG60 Bedok Sports Carnival
- Filos' Charity Golf and Anniversary Dinner 2025
- "Once Upon A Fairytale" Storytelling Carnival
- Inaugural Christmas Party @ Chai Chee
- Sharing at Singapore Mental Health Conference 2025



SERVICE INTEGRATION AND INNOVATION

Care Connect Programme

Given increasing demand for dementia services, Filos introduced *Care Connect* - a suite of evidence-informed, cognitive stimulation interventions that aim to prevent cognitive decline and maintain functional abilities of persons living with dementia and also support their caregivers.

Integrated Community Care Provider (ICCP)

Filos was appointed by the Agency for Integrated Care (AIC) as the Integrated Community Care Provider (ICCP) for Bedok Region 2, covering Chai Chee and Kembangan, to support better care coordination for seniors. This appointment strengthened our role as a bridge-builder among service providers. As a start, Filos collaborated with partners to organise **eight joint programmes in 2025**, reaching **1,160 participants** and promoting active ageing and awareness of support services.



BUILDING CULTURE, CAPACITY AND CAPABILITIES

Strengthening Reminiscence Work through Evidence-Informed Practice

Filos Community Services is collaborating with the SUSS Regional Reminiscence Hub (RHUB) on a four-year initiative to build sector capability in reminiscence interventions. The programme will enable Filos to **train 60 facilitators and engage 600 seniors**, strengthening quality practice and consistency across agencies.

Empowering Youths - Bedok North Stars Football Club

Bedok North Stars Football Club was started by Filos' youths who rallied their community and built a club of 23 players! Advocating exercise as part of Filos' Project P.E.E.R, they have since played in 22 matches and scored 160 goals in 2025.

Empowering Seniors - Senior Volunteerism

Filos believes volunteerism supports healthy ageing and social longevity, and crafted flexible micro-volunteering roles for our seniors to empower them to step forward to help one another.



President's Challenge 2025 (PC 2025)

Press (Shin Min and CNA 938FM): Filos is one of the five

benefitting organisations that SingHealth has chosen to support for President's Challenge 2025. SingHealth raised \$1.41 million to support the five organisations in the years ahead.

Radio (CNA 938FM): Ms Intan, Head of Family, Children and Youth at Filos, shared how, with the support of PC 2025, Filos will enhance Project P.E.E.R to support children development, strengthen family ties and advocate for healthy habits.



CNA



Shin Min

MEDIA FEATURES

Singapore Volunteer Management Conference 2025

Speech: Former DPM Heng Swee Keat commended Filos Community Services on its ability to amplify its reach and community impact through effective engagement of volunteers.



Filos' SG60 Bedok Sports Carnival

Press (Lian He Zao Bao): Over 600 beneficiaries and volunteers participated in Filos' SG60 Bedok Sports Carnival. In line with SG60's theme of "Building Our Singapore Together", the event seeks to promote volunteerism, active living and community solidarity through a day of movement, fun, and connection.



Singapore Mental Health Conference 2025 (SMHC 2025)

Online, TV (CNA, 8world): Mr Marcus Tan, Head of Community Mental Health at Filos, shared about Filos' integrated AAC-CREST care model at SMHC 2025. This conference involved over 1,000 mental health professionals, community partners and policy makers.



CNA



8world

Once Upon A Fairytale Storytelling Carnival

Press (Lian He Zao Bao): Close to 300 participants, including children and their families from 5 social service agencies, participated in Filos' inaugural storytelling carnival and finale for its storytelling competition. Filos also launched "Can We Rest Now?", the last of its series of 4 health-themed children storybooks.



Family, Children & Youth

Building Healthy and Resilient Families

Filos aims to build the resilience of families by empowering parents with skills to strengthen their relationships. We also focus on building the resilience of the younger generation through literacy education and sharing of healthier habits and life skills to help them be school-ready and bridge equity gaps.

PARENTING WORKSHOPS



170

parents were reached through Filos' Parents Plus Programmes

CHILDREN'S LITERACY PROGRAMMES

85

students enrolled in Filos' literacy and academic programmes (Reading Room, Early Learning Programme, Tuition, Phonics)



ENRICHMENT PROGRAMMES FOR CHILDREN & YOUTH

114



students and families participated in Filos' Green Spot Programme

2,159



students reached through the Total Recall Programme

FLAGSHIP PROGRAMME – PROJECT P.E.E.R

Launched in 2024, **Project P.E.E.R (Play. Eat. Exercise. Rest)** is part of the nationwide **Movements for Health (M4H)** initiative by the Ministry of Health Office for Healthcare Transformation (MOHT), aligned with the government's **Grow Well** initiative. Project P.E.E.R aims to raise awareness and create opportunities for children and their families to adopt and advocate healthy habits within their communities. Health messages on socialisation, nutrition, physical activity, and sleep are shared through Filos programmes such as **Reading Room Special, Green Spot, and Parents Plus Healthy Families**. This initiative is also supported by the President's Challenge from 2025 to 2027.



PARENTS PLUS @ FILOS

Filos' Parents Plus Programmes offer the following evidence-based parenting modules for families:



PROGRAMME

PARENTS PLUS EARLY YEARS PROGRAMME (PPEY)

BEST FOR

PARENTS OF CHILDREN FROM
1 - 6 YEARS OLD



PROGRAMME

PARENTS PLUS CHILDREN'S PROGRAMME (PPCP)

BEST FOR

PARENTS OF CHILDREN FROM
6 - 12 YEARS OLD



PROGRAMME

PARENTS PLUS ADOLESCENTS PROGRAMME (PPAP)

BEST FOR

PARENTS OF TEENAGERS
FROM 11 - 16 YEARS OLD



PROGRAMME

PARENTS PLUS HEALTHY FAMILIES PROGRAMME (PPHF)

BEST FOR

PARENTS OF CHILDREN FROM
1 - 12 YEARS OLD



PROGRAMME

PARENTS PLUS SPECIAL NEEDS PROGRAMME (PPSN)

BEST FOR

PARENTS OF CHILDREN
AND YOUNG ADULTS WITH
SPECIAL NEEDS FROM 11 - 25
YEARS OLD

"From the Parents Plus Programme, I have gained confidence to build a good rapport with my children. I am able to manage my children with new ideas of controlling their screen time and also how to stay fit as a family. I am also putting all that knowledge into practice."

- Ms Theresa, with 2 children aged 12 & 10 years old



CHILDREN & YOUTH PROGRAMMES @ FILOS

TUITION

Filos offers Tuition classes, to primary school students from low-income background, in English, Math, and Science subjects. Through our collaboration with *Care Corner Singapore Ltd* for the **Learning Support and Special Needs (LSN) Programme**, we also provide additional support for children with special learning needs.

LITTLE SPROUTS PHONICS PROGRAMME

This programme teaches the fundamentals of reading literacy to preschool and lower primary children from low-income, non-English speaking families. This is a collaboration with *Curious Thoughts Giving*.

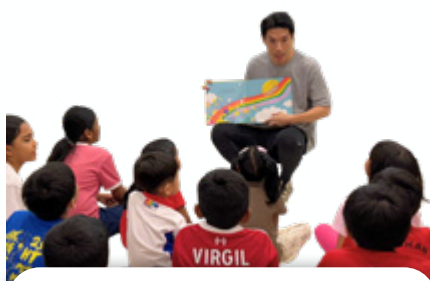
THE EARLY LEARNING PROGRAMME

Since 2021, we have been collaborating with *Learning Vessels* on the Early Learning Programme (ELP) to help lower primary children improve their literacy and numeracy skills through interactive and personalised classes.



READING ROOM

Filos' Reading Room continues to support young children in building their love for reading and literacy through weekly online reading and storytelling sessions. Our curriculum has also been adopted by 6 other community partners – namely *7oaks Preschool - Bedok Reservoir*, *7oaks Student Care - Bedok*, *CareNights @ Morning Star (Bedok North Centre)*, *CareNights @ Morning Star (Primavera Centre)*, *Daughters of Tomorrow* and *Reading Root*.



READING ROOM (SPECIAL)

Under **Filos' Project P.E.E.R**, health themes are also incorporated into Filos' monthly Reading Room (Special) sessions to raise awareness of healthy habits among children. This engaging initiative treats children to storytelling in various forms, including drama, games and crafts, facilitated by diverse groups of volunteers.

GREEN SPOT

Filos' Green Spot programme provides children and their families with opportunities to explore and learn about healthy habits through fun and interactive workshops and outings under Project P.E.E.R. This includes our **Learn to Swim** programme – a collaboration with *South East Community Development Council*, *Singapore Aquatics*, and *Torpedo Swim Club* – aimed at encouraging healthy exercise through swimming.

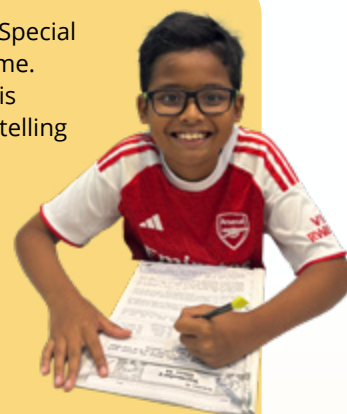
LIFE SKILL EDUCATION PROGRAMMES

Filos' **Total Recall** Programme aims to raise awareness of ageing issues, especially dementia, among Primary, Secondary, and Junior College students – i.e. our next generation of caregivers.

Farish joined the Care Corner Learning Support and Special Needs (LSN) Programme under our Tuition Programme. Over time, he showed remarkable improvement in his language abilities, becoming more confident in storytelling and expressing his ideas. He was awarded the Filos Bursary Award for his progress, reflecting both his growth and the positive impact of the programme.

"Farish now can read very confidently and do his homework by himself. He keeps on improving."

- Farish's mother



FUTURE PLANS

Reading Room

In addition to the current curriculum, Filos aims to introduce speech and drama classes to help children not only improve their reading skills but also build their confidence in speaking through interactive play and movement.

Total Recall Programme

To support Singapore's nationwide effort in preparing our next generation for a super-aged society, we plan to develop a **preschool module** to bring the Total Recall programme to the younger children and build intergenerational empathy.

Storytelling Competition

Following the success of our storytelling competition, Filos hopes to make it an annual event that provides children from various literacy programmes with a platform to express themselves, build confidence, and celebrate their creativity.



"My family has benefitted greatly from the Green Spot sessions. We've learned how to practise healthy living in our daily lives, and the sessions have been a safe and welcoming space for us. My children have also grown in confidence and are now more comfortable in sharing their thoughts and what they've learned."

- Mdm Niluka, with 2 children aged 10 & 7 years old



Assistance & Referral

Helping in Times of Need

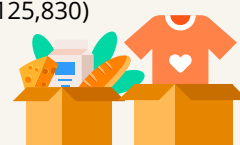
Filos' Assistance & Referral services aim to support the community through economic assistance and resource information and referral. This is made possible with the support of our partners and donors. **Our list of supportive partners can be found on page 23.**



455
3,290

children, youths, families and seniors supported through assistance initiatives (\$125,830)

distributions through WOB and Blessing Projects



75

clients from 5 social service organisations were supported with Gojek vouchers for their medical appointments



93

students were awarded with bursary awards (\$61,650)



ECONOMIC RELIEF AND ASSISTANCE

Household Assistance

Monthly assistance is provided to lower-income households. Beyond food rations and grocery vouchers, we also provide milk powder, diapers and sanitary pads, ensuring meaningful aid for those in need.

Waves of Blessing (WOB)

WOB is a monthly initiative that supplements lower-income households in Chai Chee with essential items, made possible through generous donations and dedicated volunteers.

Transport and Essential School Supplies Assistance

Filos also provides transport reliefs and essential school necessities to ensure our children are supported with basic necessities for school.

Bursaries for Students

To alleviate financial burdens of the lower-income families and celebrate the children and youths' resilience and achievements, Filos awards bursaries, funded by partners and donors, to primary, secondary, ITE and Polytechnic students.

"Filos helped our family ease our financial burdens, and we are deeply grateful for their support. As our son prepares for his PSLE, the tuition he receives helped him improve in mathematics, a subject he struggles with and gives us hope that he will do well in his exams. With Filos' support, it has really helped our family in ways I thought was not possible."

*Mr Ahmad, 74, lives with his wife *Rosie, 54, and their son, 12. Facing multiple stressors including financial insecurity, caregiver stress, health concerns and educational needs, Filos provided one-stop support through its integrated health and social services.



FUTURE PLANS

We are committed to addressing food insecurity issues and ensuring that basic needs are met within the community. Additionally, we strive to empower clients to make healthier choices based on their individual needs.

**Pseudonyms were used to protect the clients' identities.*

Community Mental Health

Nurturing Mental Wellness for All

Filos is the Community Mental Health (CMH) provider for Bedok and Geylang service zones. We support persons who are at risk of or who have mental health issues to live and age well in the community, mainly through 3 key services:

- Community Outreach Team (CREST) Filos @ Bedok and Geylang
- Community Intervention Team (COMIT) Filos @ Bedok
- Care Connect Programme **NEW**



CREST FILOS

945

clients engaged under CREST Filos

5,531

participants attended Filos' outreach events to learn about mental health issues



365

frontline officers attended Filos' Mental Health Awareness Workshops on identifying signs and symptoms of mental health issues

59

clients had **273 befriending sessions** with volunteers under the Care Buddy programme



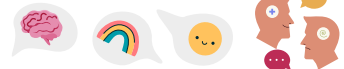
193

clients and their caregivers were served under CREST-PDS

COMIT FILOS

540

clients enrolled under COMIT Filos



125

clients received support for postnatal depression and/or under the Aftercare Filos programme

CARE CONNECT

114



clients and caregivers served under Care Connect programmes (i.e. Eldersitter, Cognitive Stimulation Programme, Reminiscence Circle and Superheroes)



Under our Community Mental Health service, Filos has been invited to be a member in:

- AIC's Community Mental Health Quality Workgroup
- NCSS's Beyond the Label Neighbourhood Workgroup
- MND and MSF's New Environment Action Team (NEAT)



COMIT FILOS @ BEDOK

Filos' Community Intervention Team (COMIT) provides psychotherapy and psychosocial intervention for clients with mental health issues and dementia, and their caregivers. COMIT Filos works closely with healthcare and community partners to provide coordinated care to clients and caregivers in the community.

Aftercare Programme

Filos Aftercare is a collaborative effort between Filos and the Institute of Mental Health (IMH), where case managers from both organisations work together to:

- Provide transitional care support for clients who have mental health issues with complex medical and social needs,
- Facilitate their discharge,
- Sustain their psychological well-being, and
- Re-integrate them back into the community.



Postnatal Depression Support

Filos collaborated with SingHealth Bedok and Tampines Polyclinics to offer counselling and case management support for mothers diagnosed with postnatal depression.



GP-COMIT

Through partnerships with General Practitioner (GP) clinics and the National Mindline 1771, Filos team, together with volunteer counsellors, supported individuals with mental health issues through counselling support.

"The counselling sessions are targeted and have been a source of support. I've gained many strategies to cope better and my relationship with my son has improved."

**- Hashidah*,
Caregiver**



CREST FILOS @ BEDOK AND GEYLANG

Filos' Community Outreach Team (CREST) serves as a mental health first-stop touchpoint. CREST Filos promotes early identification of at-risk individuals and provides psychosocial intervention to support those with mental health needs and their caregivers in the community.

Advance Care Planning (ACP)

To support seniors and their loved ones facing uncertainty with medical crises, Filos conducted Advance Care Planning conversations and workshops to help them plan for their future health and personal care.

Care Buddy NEW

Care Buddy supports clients with mental health conditions and prevents social isolation through regular check-ins from volunteer befrienders who provide a listening ear and emotional support. The programme will be further scaled in the upcoming years.

"Rebecca is one of the best volunteer befrienders I have engaged with. I appreciate this two-way relationship of getting to know each other. Her visits give me one more thing to look forward to."

- Mdm Lim*, a widowed lady in her early 70s living alone with visual impairment

**Pseudonyms were used to protect our clients' identities.*



CREST Filos' Outreach Programmes

In collaboration with community partners, CREST Filos conducted outreach events such as public talks, social wellness programmes and community mental health screenings to identify early signs of mental health issues and provide early interventions.

A) AIC Mental Health Awareness Workshops

Appointed by the Agency of Integrated Care (AIC) as a service provider, Filos conducts Mental Health Awareness Workshops for frontline officers.

These workshops aim to:

- Equip participants with the skills to identify signs and symptoms of mental health issues, and
- Provide support through effective communication and referrals for assistance.

Post-Diagnostic Support Community Outreach Team (CREST-PDS)

CREST-PDS supports persons newly diagnosed with dementia and their caregivers, referred by various healthcare institutes, with psychoeducation, basic case management, emotional support and caregiver support for a period of 6 months to a year.



NEW

CARE CONNECT PROGRAMMES

Care Connect provides a suite of centre-based and home-based intervention programmes designed to support persons living with dementia and their loved ones across different stages of cognitive decline.

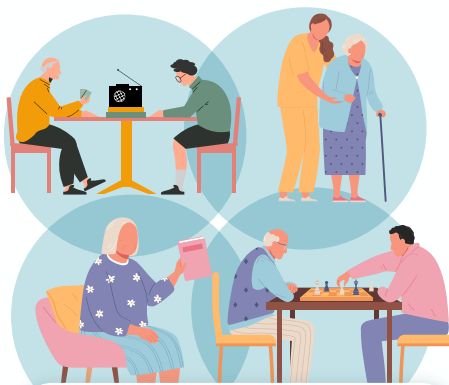
Through **evidence-informed, non-pharmacological approaches**, Care Connect aims to:

- Maintain cognitive functioning of persons with dementia,
- Promote emotional well-being of persons with dementia and their loved ones, and
- Strengthen caregiving capacity within the community.

Reminiscence Circle (RC)

NEW

Reminiscence Circle aims to stimulate cognition, encourage social interaction and foster connections for seniors (including those with mild cognitive impairment or dementia). Each session engages seniors in group activities involving artifacts, songs, games and re-enactments of the past.



Eldersitter Programme

This home-based intervention programme supports persons with dementia through befriending and therapeutic activities aimed at maintaining their cognitive faculties. Caregivers are empowered with knowledge and skills to build better relationships with their loved ones and care for them at home.

Cognitive Stimulation Programme (CSP)

Filos' CSP is a group work intervention designed to improve cognition, and well-being of individuals living with mild to moderate dementia.

Each session is focused on a different theme and incorporates a range of structured activities, including reality orientation and facilitated group discussions.

*After retiring as a bus conductor, *Mr K developed dementia and gradually experienced declining mobility, becoming more withdrawn. Through Eldersitter sessions, Mr K started getting stronger and more confident, even exercising at the fitness corner downstairs. Mr K eagerly looks forward to Eldersitter sessions, often seen waiting on the living room sofa. His wife also gets short periods of respite during Eldersitter sessions, which helps reduce her caregiver stress.*

Superheroes Programme

NEW

Through facilitated group work, the Superheroes Programme aims to empower and support caregivers of loved ones living with dementia with knowledge, practical strategies and peer support to build resilience and caregiving confidence.



FUTURE PLANS

Aligned with MOH's National Mental Health and Wellbeing Strategy and its tiered care model, Filos as the Community Mental Health (CMH) provider for Bedok and Geylang regions will continue to ensure **accessible, integrated and community-based mental health services for residents**.

Emphasising early identification, seamless care pathways and strong partnerships to ensure **timely, appropriate and coordinated support** across the mental health continuum, we intend to:

1. **Strengthen tiered and integrated care** between CREST and COMIT to deliver more effective and well-coordinated care pathways for our clients.
2. **Expand access and support** through extending our service reach and working closely with community partners, primary care providers and *Healthier SG* clinics.
3. **Enhance dementia and caregiver support** by strengthening the dementia care ecosystem through our Care Connect programmes, case work and respite care support.

**Pseudonym was used to protect the client's identity.*

Eldercare

Empowering Seniors to Age Well with Dignity and Purpose

Through our **Active Ageing Centre (AAC)**, Filos continues to support seniors in ageing well in the community. In partnership with healthcare providers, community organisations, and government agencies, we offer a range of programmes that promote seniors' physical, social-emotional, and mental well-being.

NEW

ICCP JOINT PROGRAMMES

1,162

seniors participated in 8 joint programmes with other community partners



ACTIVE AGEING

12,800

Senior Engagement Touchpoints

764

seniors attended at least 2 Active Ageing Programmes at Filos



CARE SERVICES

329

seniors supported with assistance and referral services



65

seniors supported through **TeleHEalth Service for Seniors (THESS)** and **SingHealth Community Health Post (East)** at Filos' AAC

BEFRIENDING

41

seniors supported through AAC Befriending and Buddying services



SOCIAL CONNECTOR & COMMUNITY SCREENING

75

seniors were helped through linkage services at Filos' AAC



ACTIVE AGEING CENTRE

As part of *Age Well SG*, Filos' Active Ageing Centre provides a wide range of social and healthcare services for seniors who are 60 years old and above:

- 1) Outreach to seniors
- 2) Active Ageing Programmes
- 3) Befriending and Buddying Services
- 4) Information and Referral Services
- 5) Social Connector for Social and Lifestyle Interventions
- 6) Community Screening



NEW

1. INTEGRATED COMMUNITY CARE PROVIDER (ICCP) INITIATIVES

In 2025, Filos was appointed by the *Agency for Integrated Care (AIC)* as the *Integrated Community Care Provider* for Bedok Region 2, covering the Chai Chee and Kembangan areas. This role strengthens our ability to connect service providers and coordinate community care, ensuring that seniors receive timely and holistic support within their neighbourhoods.

ICCP HIGHLIGHTS

Shingles Vaccination Talk with SATA CommHealth

As part of ICCP's efforts to strengthen collaboration across Bedok Region 2, *SATA CommHealth* organised a health education talk for seniors from both *Filos Active Ageing Centre* and *Sunlove Active Ageing Centre (Chai Chee)*. Sessions like this help make healthcare knowledge more accessible to seniors in the community.



Bloomberg: A Strategic Partner in Community Engagement

In 2025, Filos strengthened our partnership with Bloomberg through a series of arts, cultural, and community programmes for seniors. 125 Bloomberg volunteers supported the efforts and more than 1,000 seniors benefitted from this year-long collaboration centred on social inclusion, intergenerational connection and community well-being.



2. STEP OUT ACTIVE AGEING PROGRAMMES BY FILOS AAC

EXAMPLES OF ACTIVITIES:

Physical

- Resistance Band Exercise
- Line Dancing
- Chair Zumba
- Golden Balance



Cognitive

- HAPPY Exercise
- Makan Memories
- Cognitive Stimulation Programme



Social

- Art & Craft
- Games
- Outings
- Festive Celebrations



Learning

- Health Talks
- Digital Literacy Programmes



Senior Volunteerism

- Hair Cut for Seniors
- Senior Performances
- Intergenerational Storytelling



"Before joining Filos, I struggled with heart issues and chronic knee pain, which made it difficult for me to stay active and socialise.

Since joining the HAPPY Programme in 2025, I exercise regularly and have grown stronger. My knee pain has reduced, I feel more confident moving around, and I've made good friends at the centre. Coming to Filos brings me joy and a sense of connection. I hope to stay active and independent for as long as I can."

- Mdm Latiffa, 78 years old



3. AAC BEFRIENDING AND BUDDYING SERVICE

This service supports seniors at risk of social isolation, ensuring they remain connected, cared for, and supported in the community. Seniors are matched with dedicated volunteers for regular home visits and tele-befriending. This is complemented by ongoing support from Filos' staff, who work alongside volunteers to ensure seniors receive timely and holistic care.



4. CARE AND SUPPORT



Information and Referral

Filos works closely with community partners in Kampong Chai Chee to provide care and support to clients with multiple issues with the aim of integrating their health and social care.



THESS (TeleHEalth Service for Seniors)

In collaboration with SingHealth Polyclinic @ Heartbeat, THESS service was made available since 2022 for seniors to receive teleconsultation with a doctor to monitor their medical conditions and prescriptions.



SingHealth Community Health Post (East)

In collaboration with Changi General Hospital, Filos provides Community Nurse consultation services at Filos' AAC to enable seniors with multiple chronic diseases to receive care closer to their homes.

5. SOCIAL CONNECTOR AND ASSISTANCE



Social Connector

Filos' AAC facilitates linkages for seniors through lifestyle and social interventions. Seniors can receive assistance in connecting them to various programmes and services across Singapore. These initiatives help seniors stay active and healthy as they age in the community.



Assistance

Filos also provides assistance for seniors who require additional support beyond government assistance. Seniors on this scheme receive monthly grocery vouchers and essential items to ease their daily living needs.

FUTURE PLANS

As Singapore heads towards becoming a super-aged society, Filos will continue to strengthen support for seniors in the Chai Chee community by enhancing our programmes, spaces, and partnerships. **For more information on Filos' plans for the next 3 years, please refer to page 19.**

SG Cares Volunteer Centre @ Bedok

Building a Caring Community

Since March 2019, Filos Community Services has been serving a dual role as the SG Cares Volunteer Centre @ Bedok, as appointed by the SG Cares Office, under the Ministry of Culture, Community & Youth (MCCY).

As the SG Cares Volunteer Centre @ Bedok, we cover 9 regions in Bedok town and aim to:

- Support national priorities, such as *Age Well SG* and Active Ageing Centres (AACs);
- Build a sustainable pool of locale-based volunteers to meet the town's needs; and
- Foster self-sustaining micro-communities of care within the town in the long term.

The SG Cares VC @ Bedok's programmes and initiatives are also part of Filos' overall strategic direction in 1) Service Integration & Innovation, 2) Partnerships and Ecosystem of Care, and 3) Building Culture, Capacity and Capabilities.



FILOS' VOLUNTEER AND PARTNER ENGAGEMENT



2,413

Volunteers engaged by the SG Cares Volunteer Centre @ Bedok

1,244

Active Filos' Volunteers



156

Partnerships forged by the SG Cares VC @ Bedok amongst SSAs, corporate organisations, schools, religious organisations and ground-up groups

933

Volunteers recruited by the SG Cares VC @ Bedok to support 14 Active Ageing Centres in Bedok town

12,037

Volunteering hours contributed by Filos' volunteers



Over 600

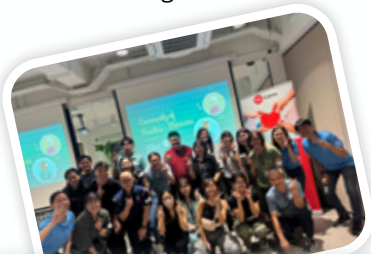
individuals, including children, families, seniors and volunteers, participated in our SG60 Bedok Sports Carnival

1. SERVICE INTEGRATION & INNOVATION

Active Ageing Centres and ComLink+

SG Cares VC @ Bedok supports 14 Active Ageing Centres (AACs) in Bedok town through engaging volunteers to support their service delivery. We also recruit family befrienders for ComLink+.

Filos conducts annual **Community of Practice (COP)** sessions to provide a platform for the AACs to share best practices, discover community resources and brainstorm solutions to common challenges.



Community Partner's Sharing – PCF Sparkle Care AAC (Care) @ Eunost

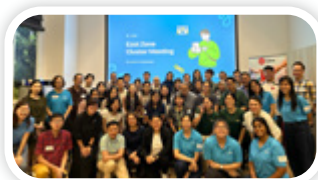
"The partnership with Filos' SG Cares Volunteer Centre @ Bedok has been a rewarding journey for PCF Sparkle Care Active Ageing Centre (Care) @ Eunost. Through this collaboration, we have been able to tap into their resources, expertise, and networks to broaden our reach in engaging suitable volunteers and partners to support our services and programmes."

- Mr Khoo Wee Kuang, Centre Supervisor, PCF Sparkle Care Active Ageing Centre (Care) @ Eunost



East Zone Cluster Networking Session with Community Partners

SG Cares VC @ Bedok conducts annual East Zone Cluster Meetings to bring together community partners of Bedok town, across various sub-sectors, to network, share resources and explore potential collaborations.



Bedok Town E-Directory

SG Cares VC @ Bedok worked with MOH Office for Healthcare Transformation (MOHT) to build the Digital Local Connect (DLC), an e-Directory for social service practitioners in Bedok town.

This evolved into a collaboration with SingHealth on the Living Assets Map 2.0 (LAMP 2.0), a live digital platform of community-based programmes and facilities. LAMP 2.0 aims to support practitioners in easily identifying available community programmes and facilities for their clients.



2. PARTNERSHIPS AND ECOSYSTEM OF CARE

SG Cares VC @ Bedok brokered 156 partnerships with SSAs, corporate organisations, schools, religious organisations and ground-up groups in 2025. SG Cares VC @ Bedok's key initiatives include:

SG Cares-Gojek Medical Transport Subsidy Scheme

We are in the 7th year of partnership with Gojek for the Medical Transport Subsidy Scheme. This scheme provides transport assistance for residents in need (including kidney dialysis patients) to go for their medical treatments or appointments.

Adopt A Repair

SG Cares VC @ Bedok continued to collaborate with Howdyman, a corporate organisation who chose to give back to the society through skills-based volunteering.

Medical Escort Volunteer Programme

SG Cares VC @ Bedok's Medical Escort Volunteer Programme continued to engage volunteers who support seniors unable to go for medical appointments on their own.

Community Service Fairs to Promote Volunteerism

Filos continued to participate in outreach efforts organised by schools, Institutes of Higher Learning, corporate organisations, grassroots and government entities to share about its services and promote volunteerism.



Kampong Chai Chee (KCC) Network

SG Cares VC @ Bedok works in close collaboration with the KCC network of partners in providing social health and community care integration for residents living in Kampong Chai Chee. We share resources that bring benefits to the wider community, which include but are not limited to health talks, healthcare projects, and children's programmes.

SG60 Bedok Sports Carnival 2025

Aimed at fostering resilience in the Bedok community, Filos' SG60 Bedok Sports Carnival promoted physical well-being and created an environment of support, inclusivity and shared memories. The event engaged more than 600 participants, including 360 beneficiaries from 15 community partners and over 250 volunteers from 16 corporates, schools and community organisations.



Corporate Partner's Sharing – Deloitte Singapore

"Our partnership with Filos has been truly meaningful. In 2025, our Deloitte volunteers had the opportunity to support a range of community initiatives - from Digital Literacy and Reading Room programmes to Health Bites outreach sessions - enriching the lives of both seniors and children. Filos' team ensures the activities are well-organised and impactful, allowing our people to contribute confidently. We are grateful for the opportunity to give back through such a purposeful organisation and look forward to continuing this journey together in 2026."

- Social Impact Team, Deloitte Singapore



3. BUILDING CULTURE, CAPACITY AND CAPABILITIES

Volunteer Recruitment Talks

Filos conducts Volunteer Recruitment Talks for aspiring volunteers. Besides sharing about volunteering opportunities, participants also learn about ground needs in Bedok town and tips to get them started on their volunteering journey.



Volunteer Gathering and Appreciation

Filos held 3 gathering and appreciation events for regular

volunteers in 2025.

We hope to build a close-knitted community of volunteers who feel valued and supported as they journey alongside Filos to empower the community.

One of our volunteers, Jhoti Dewandas's dedication also shone at a national level, where she was recognised as a **finalist for the President's Volunteerism & Philanthropy Award (Senior Category)**.

Training for Volunteers and Partners

To upskill our volunteers, Filos partnered with the *Health Promotion Board (HPB)* to conduct 2 training sessions on supporting persons with mental health issues. In addition, we also partnered *Speech Alliance SG* to train volunteers on supporting oral language development in children. The training sessions were extended to Filos' community partners in Bedok town, and 70 participants attended the sessions in 2025.

Volunteer Leadership

For better volunteer engagement as well as service sustainability, Filos has been developing its volunteer leadership development pathways which now include: a) Volunteer Mentors, b) Project Leads and c) Filos AAC Core Leaders. This is one way in which Filos recognises volunteers with both the potential and inclination to lead and contribute in an expanded capacity.

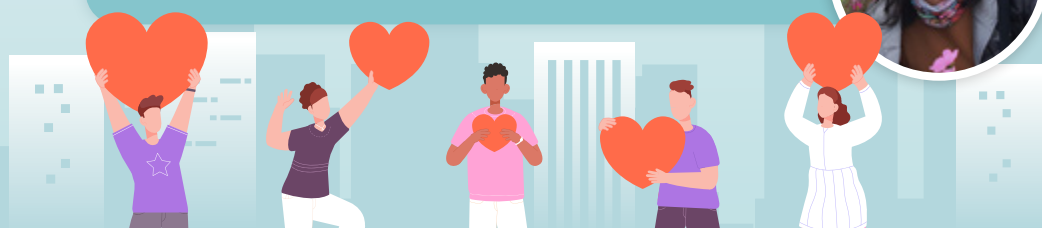
Volunteer's Sharing – Ms Diana Fong

Volunteering with Filos has been a meaningful and enriching experience. Through befriending elderly, I could help reduce their loneliness, improve their mental well-being, and make a positive impact.

Working with Filos has been equally rewarding— the volunteer management and volunteer centre teams are supportive and well-organised. Their guidance and genuine care for both volunteers and beneficiaries made it easy to contribute confidently and feel valued throughout the journey.

Ms Diana Fong, Volunteer Leader and Befriender, Filos Active Ageing Centre

(Diana dedicated 105 hours to helping seniors at Filos in 2025.)



FUTURE PLANS (2026–2028)

Service Integration, Partnerships and Organisational Capacity

Between 2026 and 2028, Filos Community Services will strengthen its role as an **integrated social-health organisation serving the Bedok-Chai Chee community**, with the goal of building resilient families and enabling seniors to age well in place with dignity. This vision will be achieved through three strategic thrusts: **service integration and innovation, ecosystem partnerships, and strengthening organisational culture, capabilities and capacity.**

Driving Service Integration and Innovation

Filos will deepen the integration of services across its key programme domains: **family resilience, community mental health, active ageing and community engagement.** This integrated model recognises that social and health issues are often interconnected and require coordinated support.

Key efforts include improving coordination between **Active Ageing Centres, Community Mental Health services and the Integrated Community Care Provider (ICCP)**, as well as strengthening collaboration among programmes such as **CREST, CREST-PDS and Care Connect** to support early mental health detection and intervention.

To support integrated service delivery, Filos will also expand its physical infrastructure from **three to six centres by 2027**, including a **Family Resource Hub, Wellness and Caregiving Hub, and Gym Tonic facility for seniors.** These hubs will serve as community anchor points for prevention, early intervention and coordinated care across the life course.

Filos will also continue developing **evidence-informed programmes**, including **Project P.E.E.R Phase 2 focusing on mental health resilience, a four-year reminiscence programme with SUSS,** and active ageing initiatives spanning physical, cognitive, social, learning and volunteering domains. Partnerships with healthcare institutions will also enable pilots in frailty management, dementia and caregiver support, **chronic disease prevention and community health management.**

Strengthening Partnerships and the Community Care Ecosystem

Filos recognises that sustainable community impact requires strong partnerships. Over the next three years, the organisation will deepen collaborations with **government agencies, healthcare institutions, corporates, religious and community organisations.**

Key partners include **AIC, MOH/MOHT, SingHealth, IMH and SUSS**, enabling Filos to contribute to national initiatives in preventive healthcare, community mental health and ageing-in-place. These partnerships will support programme innovation, training and the development of evidence-based practices.

Filos will also strengthen its **community volunteering ecosystem.** The organisation will focus on developing **locale-based volunteer leaders** and designing programmes that can increasingly be **volunteer-led**, thereby strengthening community ownership and participation.

To sustain programme growth, Filos will also enhance its **fundraising and community partnership strategy.** Initiatives include establishing **giving circles within the Bedok community**, implementing a **donor & partners management system**, and creating a dedicated **Head of Community Partnership** role. These efforts aim to increase donations and fundraising income **between 2026 and 2028**, strengthening long-term financial sustainability.



Building Organisational Culture, Capabilities and Capacity

As Filos expands, strengthening organisational capability is critical. The organisation has grown rapidly from **six staff in 2014 to about fifty staff today**, making leadership development and organisational systems increasingly important.

Filos will invest in strengthening its **culture of care**, including the development of a **culture narrative**, **communication toolkit** and **improved performance management framework**. These initiatives will align staff goals with organisational mission and strengthen collaboration across teams.

Leadership and talent development will also be prioritised through the **Filos Leadership Development Programme**, improved career pathways, and training for supervisors in coaching and management skills. These efforts aim to develop a strong pipeline of middle leaders to support future growth.

Finally, Filos will strengthen its **digital and technology capabilities**. This includes appointing a **Head of IT and Digitalisation**, implementing new case management systems, and developing a **cybersecurity and digital transformation roadmap** in preparation for upcoming regulatory requirements. These digital investments will improve efficiency, reduce administrative burden and enable more data-informed decision-making.



CONCLUSION

Over the next few years, Filos will focus on building a **strong community care ecosystem in Bedok-Chai Chee** through integrated services, collaborative partnerships and strengthened organisational capabilities. By leveraging on social-health integration, talented manpower, volunteer participation and data-enabled systems, Filos aims to deliver sustainable and impactful services that empower individuals, strengthen families and enable seniors to age well with dignity.

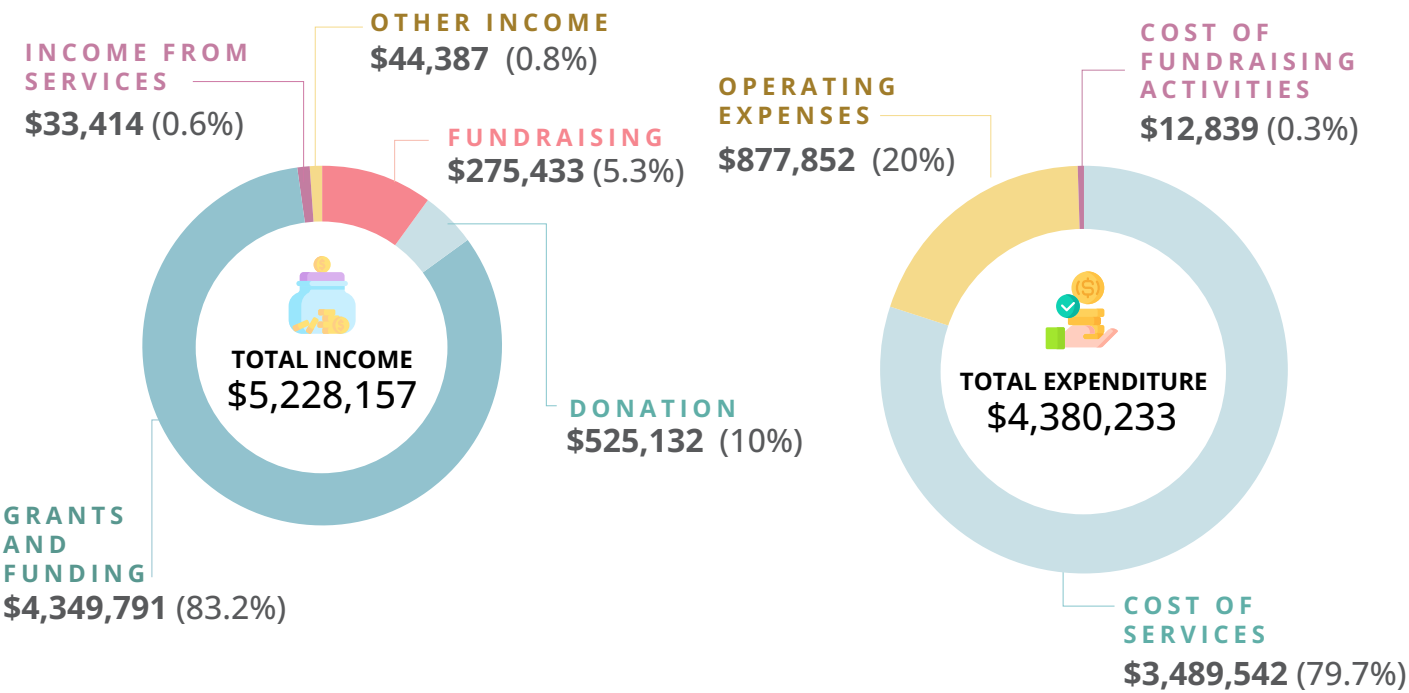


Filos Organisation Chart



2025 Summary Financials And Governance Declarations

CODE OF GOVERNANCE, DISCLOSURES, ASSET MANAGEMENT AND RESERVES POLICY



CODE OF GOVERNANCE FOR CHARITIES AND INSTITUTIONS OF PUBLIC CHARACTER

A. CODE OF GOVERNANCE

Based on the last evaluation, Filos has complied with the applicable guidelines of the Code of Governance Checklist for Institutions of Public Character. This is available at www.charities.gov.sg.

B. DISCLOSURE OF SPECIFIC REQUIRED INFORMATION

1. No Board members are remunerated for their Board services in the financial year 2025.
2. Staff remuneration band \$100,000 - \$200,000: 5. One of the staff receiving this remuneration sits on the Governing Board as an Ex-Officio.
3. There is no paid staff, being a close member of the family belonging to the Executive Director or the governing Board of Filos, who has received remuneration exceeding \$50,000 during the financial year.

C. ASSET MANAGEMENT / RESERVES POLICY

The reserves that the management have set aside provide financial stability and the means for the development of the Company's principal activity. Current year ratio of reserves to annual operating expenditure is 1.38.

The management aims to maintain reserves at a level equivalent to at least two years of operating expenditure. This will be achieved through plans to raise awareness of our work, engage new individual and corporate donors, and undertake regular fundraising initiatives. The Board reviews the reserves annually to ensure they remain adequate to meet the organisation's ongoing operational needs and future commitments.

Acknowledgement of Key Partners



CORPORATE PARTNERS

- Advanced Sterilization Products
- Annabella Patisserie
- AR Visual Pte Ltd
- Blackstone Singapore & Blackstone Charitable Foundation
- Bloomberg Singapore
- C&W Services
- Changi Fire Station
- Citibank
- City Developments Limited (CDL)
- Cognizant
- Coilcraft
- Curious Thoughts
- DBS Bank & DBS Foundation
- Deloitte
- Edrington Singapore
- Eu Yan Sang
- Fullerton Hotel
- Givaudan
- Go With The Motion
- Go With The Flow
- Graces Speech and Drama
- Howdyman
- HOYA
- Jinjja Chicken
- JP Morgan
- Learning Vessels
- Lee Foundation
- Lien Foundation
- Luna Investment Management
- Mandai Wildlife Reserves
- Mediacorp
- NielsenIQ
- Odyssey Dance Theatre
- One Heart Cleaning
- Penn Engineering
- Prudential
- RHB Bank
- S&P Global
- Singapore Aquatics
- Singapore Civil Defence Force
- Singapore Land Authority
- Singapore Police Force
- Singapore Pools
- Soitec
- Sourceasia Resources
- State Street
- Sunshine Bread
- The Executive Home Store
- The Lego Group
- Torpedo Swim Club
- Trip.com
- Woh Hup
- Wok Hey

SECTOR PARTNERS

- Agency for Integrated Care
- Health Promotion Board
- Institute of Mental Health
- Ministry of Culture, Community and Youth
- Ministry of Health
- MOH Office for Healthcare Transformation
- National Council of Social Service
- National Youth Council
- SingHealth Polyclinics
- South East Community Development Council
- Social Service Office @ Bedok
- Social Service Office @ Woodlands

OTHER CONTRIBUTING PARTNERS

- 4S Active Ageing Centre
- ActiveSG
- Amazing Grace Presbyterian Church
- Asian Pastoral Institute
- Bedok Methodist Church
- Bedok Constituency Office
- Bedok Library
- Bethesda Cathedral
- Blessed Grace Church
- Boys' Brigade Singapore
- Bold At Work
- Bridgeable
- Bright Horizon Fund
- Care Corner Singapore
- Changi General Hospital
- Cheng Hong Welfare Service Society
- Christ Methodist Church
- Community Foundation Singapore
- Executive Counselling and Training Academy
- Faith Music Centre
- Family Nexus @ Tampines Hub
- Fengshan Constituency Office
- Girls' Brigade Singapore
- Hope Initiative Alliance
- Humanitude Singapore
- Kampong Chai Chee Constituency Office
- KK Women's and Children's Hospital (KKH)
- Mainly I Love Kids (MILK) Fund
- Montfort Care
- National Healthcare Group (NHG)
- Neighbourhood Health Service Kids (NHSKids)
- NTUC Health
- Parkway Health
- Roxy Foundation
- RSVP Singapore
- SATA CommHealth
- Sengkang General Hospital
- SGO @ Bedok
- SGO @ Geylang
- Singapore General Hospital
- Singapore Hokkien Huay Kuan
- Singapore Repertory Theatre
- Singapore University of Social Sciences
- Stroke Support Station (S3)
- Sunlove Active Ageing Centre (Chai Chee)
- The Kembangan-Chai Chee (KCC) Support for the Community Fund
- The Majority Trust
- The Write Chance
- Thye Hua Kwan Active Ageing Centre @ Bedok
- Thye Hua Kwan Family Service Centre @ Bedok North
- Tote Board
- Trinity Annual Conference Women's Society of Christian Service
- Tsao Foundation
- Woodlands Hospital
- Zhu Yun Gong



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