

SHAPING TOMORROW TOGETHER

ANNUAL REPORT
FY2024/2025



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ABOUT US

Montfort Care is a social service agency that journeys with individuals and families through life’s challenges. We empower families, safeguard children, support caregivers, promote mental well-being, elevate ageing, and stand against violence. Our programmes span family services, child protection, home care, active ageing, caregiving, mental health, and helpline support through the National Anti-Violence and Sexual Harassment Helpline (NAVH). Believing every stage of life holds meaning, we help people grow in strength and confidence to contribute meaningfully to their communities.

“Those whom the world rejects must move you the most.”

St Louis-Marie de Montfort

CORE VALUES

DARE TO BE DIFFERENT

We are willing to challenge the norm and inspire others through our actions.

“CHIONG!”

We have the tenacity to overcome limitations and the drive to make things happen.

TEAMWORK

We co-create sustainable solutions for our communities.



CHAIRMAN MESSAGE



“Shape tomorrow with us as we continue to uplift the lives of our clients and the communities. Your ideas, encouragement, and expectations drive and guide us.”

Mr Teo Hong Lim
Chairman

In shaping the next chapter of Montfort Care, the Board is dedicated to building on our strong legacy by reinforcing our foundations and strategically pursuing new frontiers to serve our community more effectively.

The social service landscape has continued to evolve at a very quick pace over the last twelve months. Our main role as stewards of this organisation is to ensure Montfort Care stays agile, relevant, and resilient. We remain committed to our mission and purpose; serving the communities, families and individuals who need us the most. We ensure strong governance, robust financial transparency and stringent organisational accountability. A new dimension has been added this year as we embrace the principles of integrating ESG—Environmental, Social, and Governance, across all we do, ensuring we operate responsibly and build a resilient future for our communities and society at large. These are the fundamental pillars that will safeguard the trust placed in us by our donors, funding agencies, volunteers and those whom we serve.

At the same time, we are actively looking ahead to new frontiers, with a strong emphasis on addressing the critical needs of caregivers and mental well-being across our community. A significant stride in this direction was the establishment of JiaYou - Senior & Caregiver Hub located in Chinatown Point which opened in August 2024. This initiative aims at supporting caregivers and their seniors focusing on various aspects of their needs including emotional support, keeping them fit, sharing knowledge and information and connecting caregivers and seniors as a community. JiaYou is also a key initiative for social service agencies (SSA) to curate services together; maximising resources and capabilities to serve the communities. Montfort Care is grateful to the National Council of Social Service (NCSS) for providing this platform

and for entrusting us to facilitate this initiative as the Lead Operator. Together with our partners, we will continue to strengthen collaboration across the sector and deepen our collective impact in supporting the evolving needs of our society.

A significant milestone this year has been our leadership transition. On behalf of the Board, we express our deepest appreciation to Mr Samuel Ng, BBM who founded Montfort Care and provided his visionary leadership over the last 25 years. As we prepare Montfort Care for the next lap of development, it is key to ensure continuity in our leadership. Samuel will pass the baton to Ms Han Yah Yee who will assume as Chief Executive Officer (CEO) from 1 October 2025. Samuel will remain as Founder, Adviser and Board Member; continuing to guide Montfort Care in our mission and purpose. We are confident that Yah Yee will continue the mission with equal passion and unwavering commitment.

My deepest appreciation goes to our employees, volunteers, donors, corporate sponsors, community partners, government agencies and all our valued stakeholders. Your friendship and partnership are truly vital to our collective mission.

Together, we will continue to shape tomorrow, not just for Montfort Care, but for the communities we are profoundly privileged to serve.

FOUNDER | CEO MESSAGE



“Thank you for your journey with us as we continue to strengthen children, individuals, families, elderly, and our communities. Your generosity powers our work through even the most challenging times.”

MR SAMUEL NG, BBM

Founder | CEO

Looking back, an amazing 25 years have passed and Montfort Care celebrates its 25th anniversary this year. I feel an overwhelming sense of gratitude for the privilege of walking this journey alongside many dedicated individuals and partners from our humble beginnings as a youth counselling centre and our very first Family Service Centre in Marine Terrace.

Today, Montfort Care has six key service pillars covering Anti-Violence, Child Protection, Caregiving, Family Service, Mental Health, and Eldercare (Goodlife), supported by Corporate Service and a workforce of 380. Indeed, we have organised ourselves to serve our clients from the young to the elderly; individuals and families facing a myriad of challenges in their lives at different life stages. My heart remains with *"Those whom the world rejects must move you the most"*, and this has been the purpose and foundation that we anchored Montfort Care on for the past two decades.

I often pause and ask how our future children, families, and communities will look, and how we can continue to build a more compassionate and resilient society. This question guides my heart and fills me with the vision of a future we can build together. I am reminded of our colleague, Suresh, who had been journeying with a client living alone after his release from prison. When the client passed away, he learned the family was struggling with grief and the funeral arrangements. Suresh's heart took over. He did not see a case, he saw a family in need. He spent the next few days by their side, offering comfort, guidance, and practical help through every difficult moment.

It is stories like these that remind me why Montfort Care exists. Our work is not defined by job descriptions, but by the compassion, humanity, and dignity we choose to give to others, especially in their most vulnerable moments. This is the future I believe we can continue to build together.

I would like to express my heartfelt appreciation to our Board for their steady guidance. My gratitude also goes to our leadership team for their resilience as we navigated tough transformations to prepare the organisation for the future. To all our employees, thank you for their trust amidst uncertainty and changes that were often necessary but uncomfortable, and for continuing to serve our clients wholeheartedly.

To our clients, thank you for allowing us to walk alongside you. All that we do is blessed by the contributions of our volunteers, corporate and community partners, government agencies and donors. To my successor, Ms Han Yah Yee, I have faith she will continue the Montfort Care legacy with strong passion.

As we pause to reflect on 25 years of meaningful impact, I am filled with hope for what lies ahead. Hand in hand, we will continue to shape tomorrow together and filled with hope for a future filled with care, compassion, and community cohesiveness. *"And we know that for those who love God all things work together for good, for those who are called according to his purpose."* (Romans 8:28)

OUR BOARD OF DIRECTORS



MR TEO HONG LIM



**REVEREND YEO KOH
TUAN KIOK DOMINIC**



**MR JONATHAN
PETER LAU**



**MR TAY TECH
SHONG TIMOTHY**

A portrait of Mr. Ng Beng Teck Samuel, a middle-aged man with short dark hair and glasses, smiling. He is wearing a brown t-shirt under a patterned cardigan. The background is a solid blue color.

**MR NG BENG TECK
SAMUEL, BBM**

A portrait of Ms. Han Jing Xieng, a woman with shoulder-length dark hair, smiling. She is wearing a white short-sleeved top with pink floral patterns on the sleeves. The background is a solid blue color.

MS HAN JING XIENG

A portrait of Mr. Lee Kim Hua, a middle-aged man with short dark hair and glasses, smiling. He is wearing a maroon polo shirt. The background is a solid blue color.

MR LEE KIM HUA

A portrait of Ms. Chow Ling Charmaine Anne, a woman with short dark hair and glasses, smiling. She is wearing a pink floral patterned top and has her arms crossed. The background is a solid dark blue color.

**MS CHOW LING
CHARMAINE ANNE**

A portrait of Mr. Lin Ting Hong (Lin Tingfang), a middle-aged man with short dark hair, smiling. He is wearing a light blue button-down shirt. The background is a solid dark blue color.

**MR LIN TING HONG
(LIN TINGFANG)**

OUR PRESENCE IN SINGAPORE



The information is correct as of 1 April 2025.

OUR PROGRAMMES AND SERVICES



MontfortCare Anti-Violence

Montfort Care operates the National Anti-Violence and Sexual Harassment Helpline (NAVH) at 1800-777-0000 — a 24-hour national helpline that serves as a crucial first point of contact for those experiencing violence or abuse, whether within the family or in other challenging situations. The helpline provides timely support and connects individuals to the help they need.

MontfortCare Caregiving

Montfort Care Caregiving offers a wide range of services, including the JiaYou – Senior & Caregiver Hub, providing holistic support, practical assistance, and educational resources. Through these efforts, we aim to equip caregivers with the knowledge and tools needed to care for their loved ones with confidence throughout their caregiving journey.

MontfortCare

Child Protection

At our Child Protection Specialist Centre, we are committed to keeping children safe and supporting families in times of difficulty. In addition, the Safe and Strong Family - Preservation (SSF-P) works intensively with families in crisis, ensuring that children can remain safely within their homes whenever possible while receiving the support they need to thrive.



Goodlife

by MontfortCare

Goodlife by Montfort Care is our aspiration for seniors to age well. It promotes active ageing and supports seniors in living well as they grow older. Programmes like Goodlife At Home bring essential personal care and HomeBathing services directly to seniors' homes.

Our Goodlife Studio Active Ageing Centres offer opportunities for seniors to engage socially and stay active. Goodlife Makan fosters a sense of community and companionship through meals prepared in our community kitchen. Our Community Case Management Service (CCMS) offers comprehensive support to help seniors age comfortably at home.





MontfortCare

Family Service

Montfort Care Family Service supports individuals and families as they navigate life's challenges. Our programmes include Family Service Centres (FSC), which offer resources to build resilience and strengthen coping skills. FAM@FSC helps with marital, parenting, and financial issues. KidSTART @ Montfort Care supports families in early childhood development with a vision to give every child a good start in life, and Families for Life @ Community equips parents to raise resilient children.

MontfortCare

Mental Health

Our mental health services offer holistic support for individuals with mental health conditions, including dementia. Through therapy, counselling, and case management, our Community Intervention Team (COMIT) and Community Outreach Team (CREST) connect individuals and caregivers with essential care and resources. For seniors newly diagnosed with dementia, the Post-Diagnostic Support Community Outreach Team (CREST-PDS) provides timely guidance and assistance.

IMPACT



1550

Children kept safe
and supported



2569

Families supported through
transitional challenges



282

Caregivers empowered by
comprehensive support



6223

Beneficiaries served with mental health support



15,503

Individuals reached through mental health
outreach efforts



2458

Individuals engaged through
caregiving advocacy



6289

Seniors served across
the island



633

Baths conducted for
bedbound beneficiaries



2139

Volunteers engaged in
community work



YEAR IN REVIEW

Supporting the Community

At Montfort Care, we believe a community thrives when its people have access to the right resources, timely intervention, and compassionate care. Over the past year, we've continued to extend meaningful support to those who need it most, and we remain committed to strengthening that support in the years ahead.

From launching new programmes to expanding our outreach, we've taken deliberate steps to create a lasting impact. Because we know that even a small act of care can spark a ripple of positive change. And with every effort, we hope we're helping to shape a kinder, more hopeful tomorrow.



Launching into the Future of Active Ageing Centres

April 2024

13 April 2024 marked an exciting milestone for Montfort Care with the official launch of Goodlife Studio. Held at the Goodlife Studio (Bukit Purmei), the closed-door event welcomed 80 community partners, including Guest of Honour Mr. Melvin Yong (MP for Radin Mas SMC), along with representatives from AIC, MOH, and Caritas. A lively carnival at the adjacent void deck offered guests a preview of the Studio's offerings.

An initiative by Montfort Care, Goodlife Studio is a suite of future-ready Active Ageing Centre (AAC) designed to empower seniors to embrace active ageing through five themed spaces: Tea Studio, Carpentry Studio, Digital Media Studio, Bike Kitchen, and Community Theatre. With engaging, hands-on programmes, Goodlife Studio encourages connection, creativity, and continued contribution, sparking strong interest and sign-ups following the event.



Celebrating 50 Years of Heart and Home

October 2024

Marine Parade holds deep meaning for Montfort Care—it's where our journey began over two decades ago with the establishment of Montfort Care Family Service (Marine Parade), supporting low-income families and seniors living alone. So when the estate turned 50, we were proud to celebrate with the community at Beyond 50: Love, Inspire, Transform.

Officiated by Dr. Tan See Leng—Minister and MP—the evening began with a symbolic

Light Up ceremony. Residents, beneficiaries, and partners from Goodlife Makan, Goodlife Studio, and beyond gathered to honour the estate's heritage and community spirit.

Activities themed around “Heritage”, “Retro”, and “Modern” brought people of all ages together through friendship band making, portrait drawing, and nostalgic games. The event celebrated not just Marine Parade's milestones, but also the bonds that make communities thrive. Montfort Care remains committed to inspiring change, transforming lives, and continuing this journey of care for the next 50 years and beyond.



A Light in the Cold for Rough Sleepers

September 2024

Rough sleepers often face stigma, going without not just shelter, but hope and support. That is why it was an honour for Montfort Care Family Service to join Minister Desmond Lee, Ministry of Social and Family Development, Ministry of National Development, Housing and Development Board, and Homeless Hearts of Singapore volunteers for a night walk at Harbourfront to support rough sleepers and the homeless.

Together, we helped pack belongings, offered shelter, and connected through conversation, listening to their stories with empathy and care. Though we work closely with this community year-round, Minister Lee's debrief reinforced the importance of collaboration and reminded us why continued support and compassion are essential to helping them rebuild their lives. The experience deepened our understanding of their needs and highlighted how small acts of kindness can make a big difference.



Raising Awareness & Advocacy

Meaningful change begins with understanding, and understanding starts with awareness. At Montfort Care, we believe that when people are informed about the challenges within their community, they are more likely to care, empathise, and take action. Our advocacy and awareness initiatives aim to educate the public on social issues, break down harmful stigmas, and foster compassion for vulnerable communities. When stigma is lifted, fear and judgment give way to empathy and support.

Awareness also paves the way for prevention. By helping people recognise early signs of distress or crisis, we can collectively work to prevent situations from worsening. More importantly, it encourages people to come together to create lasting, positive change, not just for individuals in need, but for society as a whole. Because when a community truly cares, it becomes a powerful force for hope, healing, and a better tomorrow.



Compassion for Caregivers

Hold Me Now: Exhibiting the World of Caregivers

August 2024 - February 2025

Most of us understand needing care, but far fewer understand what it truly means to give it. That's the premise of Hold Me Now, an immersive exhibition launched at JiaYou – Senior & Caregiver Hub. Created by Montfort Care in collaboration with Drama Box and led by Cultural Medallion recipient Mr. Kok Heng Leun, the exhibition invites visitors to explore the emotional landscape of caregiving through innovative art and interactive experiences from 24 August 2024 to 22 February 2025.



Through evocative installations and short film, it offered a powerful window into the emotional realities of caregiving. A standout piece came from artist anGie seah, who worked with 20 seniors to reimagine walking sticks not as symbols of frailty, but as expressive extensions of identity. This transformation—both artistic and emotional—embodied the exhibition's core: a tribute to the resilience, compassion, and unseen sacrifices of caregivers. To deepen the experience, volunteers were trained and engaged as facilitators. Their presence guided conversations, held space for reflection, and created a more personal and supportive environment for visitors. Hold Me Now did more than depict caregiving—it enabled audiences to feel its weight, appreciate its worth, and understand the collective support required to sustain it.



Empowering Through Navigation and Work

May - June 2024 & Ongoing

At the heart of caregiving is community—not just receiving support, but finding purpose in giving it back. Care Navigator is a programme developed by Montfort Care and SG Assist to empower vulnerable groups, particularly seniors, by equipping them with the skills and confidence to provide caregiver navigation support to others caring for elderly loved ones.

Open to Singaporeans and Permanent Residents aged 40 and above, the programme offers structured training and meaningful work opportunities that transform participants from service recipients into service contributors. They become navigators—walking alongside fellow caregivers, helping them understand the care landscape, access resources, and feel supported through their caregiving journey.

The programme also nurtures a spirit of volunteerism. Trained volunteers complement the efforts of employed navigators, extending peer support and practical help within the community. Their contributions not only lighten the load for others, but also strengthen social ties and mutual care.

More than just a service initiative, Care Navigator promotes financial independence and skill development. It taps into the lived experiences of older adults, harnessing their resilience as a valuable source of peer support. In doing so, it reduces long-term service dependency and builds capacity from within the community. The result is a quiet shift: from navigating care alone, to becoming empowered care enablers—strengthening a community where support is shared and sustained.



Mental Health Support That's Closer to Everyone

May 2024 & Ongoing

Mental health has long been a taboo subject, often burdened by stigma, misunderstanding, and scepticism. This can lead individuals to isolate themselves, reject support, and remain in denial. Left unaddressed, such issues create ripple effects—impacting families, shaping communities, and contributing to generational trauma.

At Montfort Care, we believe that one of the most important steps toward breaking these barriers is creating space for honest conversations. Psychosocial education plays a vital role in raising awareness and encouraging those who are struggling to seek help. Over the past year, our COMIT and CREST teams have worked tirelessly to promote mental well-being—supporting

individuals and families, while also connecting with the wider community through talks, roadshows, and exhibitions. Our partnerships with organisations, companies, and healthcare providers have helped extend our reach. A highlight was our World Mental Health Day celebration at Gardens by the Bay, where attendees engaged in interactive, sensory-based activities designed to deepen understanding of mental wellness. It was a powerful reminder: mental health is a journey best taken together.



Strong Communities Begin with Strong Families

Supported Parents, Thriving Children

April 2024 & Ongoing

Parenting is a journey without a manual—shaped by how we were raised, what we value, and our hopes for our children. While parenting styles may differ, all parents share one goal: to give their children the best. We may not be able to change the world, but we can shape a nurturing, safe environment at home.



This year, Montfort Care Families for Life @ Community (FFLC) programme supported over 700 parents and caregivers through more than 20 talks and seminars. In collaboration with schools, partners, and community groups, these sessions covered a wide spectrum, from parenting styles, emotional regulation, resilience, and mindfulness to cyber wellness, grandparenting, and positive discipline.

These sessions empower parents with tools, perspectives, and a safe, judgment-free space to learn and grow. Every session encourages open sharing, compassion, and practical strategies to support families at every stage of their journey. It's a powerful first step towards healing, stronger family bonds, and raising resilient children in today's complex world.



Safeguarding Childhood for Brighter Tomorrows

August 2024 & Ongoing

Children's understanding of the world is shaped by the environment they grow up in. Those raised in abusive or unsafe homes often carry trauma and mistrust into adulthood. Meanwhile, those with safe, happy childhoods may struggle to relate to experiences beyond their own. To bridge this divide, Montfort Care—together with its partners—engaged both children and future social workers to equip them for the awareness and tools to recognise and respond to abuse.

These included an educational session with Nanyang Polytechnic's Social Work students, a joyful Children's Day celebration, and a visit to the Science Centre that encouraged learning and bonding. Through these efforts, children were reminded that they are seen, heard, and valued, while students gained a deeper understanding of child protection. Empowered with this awareness, children are more likely to seek help and even extend it to others. At Montfort Care, protecting childhood means building a safer, more compassionate future for all.



Strengthening Partnerships and Collaborations

Building, protecting, and uniting a community takes more than just passion—it takes people coming together. While we're grateful to do the work we do, we know it wouldn't be possible without the many kindred spirits who've stood beside us. Their support, trust, and collaboration have empowered us to go further, reach wider, and do more.

This past year has been one of connection—of meaningful partnerships, shared goals, and collective impact. Whether through alliances, joint initiatives, or CSR collaborations, every effort has helped move the needle for the communities we serve. We are deeply honoured by the trust placed in us and inspired by the recognition of our shared work. If there's one thing we hope to see from all these connections, it's continuity. That the spirit of giving continues beyond us, through them. That the impact lives on, carried forward by those who believe in doing good, together.



Supporting Every Hand That Gives and Receives Care

August 2024

Needing care can feel just as heavy as providing it. For many older adults, the loss of independence can lead to feelings of shame and isolation. For caregivers, the emotional and physical toll of constant care often goes unnoticed, hidden behind quiet smiles and tired nods.

These unspoken struggles are what JiaYou – Senior & Caregiver Hub aims to address. A first-of-its-kind integrated service hub

in Singapore, JiaYou is a collaboration between Montfort Care, Fei Yue Community Services, and Yong-en Care Centre, with the support of NCSS. Offering a single point of access across the three agencies, the hub provides a comprehensive suite of services, including dementia and mental health support, home care, employment, and caregiver training. JiaYou empowers seniors to live with joy and dignity, while equipping caregivers with the tools they need.

Because at JiaYou, we believe care should never be a burden—it should be a shared journey, full of hope.



Uniting Minds Across Sectors for Greater Impact

February & April 2025

Making meaningful change takes passion and purpose, but it also takes insight and perspective. At Montfort Care, we recognise that our understanding is shaped by the lens we view the world through.

That's why we actively seek collaboration with like-minded partners who share our values and commitment to the community. Sessions such as the Networking Session at the Headquarters of the Central Narcotics Bureau (CNB) and the Learning Journey to the Institute of Mental Health (IMH), both with Child Protective Service, were key opportunities for cross-sector sharing and reflection.

Through open dialogue and the exchange of ideas, we deepened our understanding of early intervention, holistic care, mental health challenges, and crisis response strategies. These shared insights will shape our approach and strengthen the initiatives we roll out on the ground. We believe collaboration isn't just supportive—it's catalytic. Together, we move forward with greater clarity, stronger partnerships, and a renewed drive to make a lasting difference.



Strengthening Support for Vulnerable Seniors

Ongoing

Each month, Medical Social Workers from Changi General Hospital (CGH) and Social Workers from the Community Case Management Service (CCMS) meet virtually to coordinate personalised care for seniors who need it most. From providing updates to developing strategies that would ensure effective responses and reduce risks of readmissions, the meetings cover everything needed for the seniors they care for. These sessions are more than case discussions—they're spaces to listen, learn, and work together for better lives. With every meeting, they bring warmth, clarity, and compassion to those they serve.



Every Life is a Story Worth Telling

November 2024

Many of us feel our lives are too ordinary to matter. Without fame or grand achievements, we wonder who would care to hear our stories. But the truth is—every life holds meaning, and every story deserves to be heard. To help seniors recognise the value of their journeys, Montfort Care, in collaboration with Mediacorp CAPITAL 958, launched The Voice Museum Project.

This initiative invited seniors to craft their own audio-biographies, reflecting on their past, shaping their narratives, and learning the art of voice storytelling. What emerged was more than just recordings. It became a healing process, as participants revisited, reconnected with, and found peace in their memories. Listening to their stories in their own voices was deeply moving—there wasn't a dry eye when the project wrapped. This collaboration reminded us that even the most unassuming life is rich with meaning. Every story matters—especially our own.



Turning Corporate Power into Positive Impact

June 2024 & Ongoing

This year was packed with purpose. From festive gatherings to essential aid for families in need, Montfort Care partnered with companies, organisations, and individuals through Corporate Social Responsibility (CSR) efforts, reaching deeper into the community than ever before. Each collaboration showed how shared commitment can turn intention into real impact. Lives were touched, families supported, and communities brought closer together.

Our partners didn't just contribute—they spent meaningful time with the communities we serve, discovering new purpose within their own organisations. Your support powered our reach and amplified the good we could do. Thank you for bringing your strength to our cause. We look forward to doing even more—together—for a brighter, stronger tomorrow. These are the companies and organisations that collaborated with us this year, and we look forward to doing more good with them and adding to the list.

Acclime Singapore

Amgen

Biologic Technik

C&W Services Singapore

Carlton City Hotel Singapore

CHIJ (Convent of the
Holy Infant Jesus)

Citibank

Community Chest

DBS

DP Architects

Eastern General Hospital

Eunos-Bedok RC

ITE East Campus

Keppel

Morgan Lewis Singapore

Morning Catch Seafood Restaurant

Mount Hermon BP Church

OCS Group

PCF Sparkletots

PhillipInvestor Centre

Republic Polytechnic

Shrimad Rajchandra Mission
Dharampur (Singapore)

SingHealth

South East CDC

Tokio Marine Life Insurance Singapore

Four Points by Sheraton Singapore

UOB

WE CARE Community Services



Our Commitment to Sustainability

At Montfort Care, ESG—Environmental, Social, and Governance—is a key part of how we deliver our mission to build strong communities. It is not just about meeting rules, but about doing the right thing for people, the planet, and future generations.

We see ESG through three important lenses:

- Proactively managing risks through high standards in data protection, safety, well-being, and governance.
- Meeting stakeholder expectations with responsible, transparent actions that build trust and community impact.
- Leading innovation to become resilient, improve services, attract partners, and create lasting value.

ESG shapes our 2025–2030 strategy because caring for people and the environment defines who we are and how we grow. Guided by the United Nations Sustainable Development Goals* (SDGs), we focus on what matters most to our work, our people, and the communities we serve.

*Sustainable Development Goals: <https://sdgs.un.org/goals>

Environment, Climate Risk, and Waste Management



We are working to reduce our environmental impact. Through our Goodlife programmes, seniors take part in recycling and upcycling activities. Our HomeBathing service now uses electric vehicles—cutting carbon emissions by up to 65%—and staff are encouraged to take public transport for short trips.



Workplace Safety, Health, and Well-being



We aim to provide a safe, inclusive, and supportive workplace. Our updated Employee Code of Conduct promotes diversity, equity, inclusion (DEI), while new learning and development programmes support career growth. A dedicated mental wellness platform was introduced, with 52% of staff adopting it within half a year. These efforts are guided by feedback from our Great Place to Work survey.



Risk Management and Governance



We uphold high standards in data protection and accountability. We maintained a whistleblowing policy with zero tolerance for retaliation, and conducted an assessment of Board effectiveness to continuously improve governance. We are set to achieve Data Protection Trustmark certification by 2025, reinforcing our commitment to digital trust.



We also engaged stakeholders—staff, partners, donors, and beneficiaries—through training, dialogue, and collaborative platforms to co-create solutions. This ensures that our sustainability efforts are inclusive, transparent, and rooted in the needs of the communities we serve.

Sustainability is a continuous journey, and we are proud to take meaningful steps forward—together.

THE YEAR AHEAD

Montfort Care is dedicated to enhancing community well-being by introducing initiatives that address evolving needs. Through the development of a mental wellness hub and an Active Ageing Centre, we aim to strengthen support for caregivers and seniors, fostering inclusive and resilient communities.



Goodlife Studio: Breaking Boundaries in Active Ageing

The first Active Ageing Centre of its kind at Marine Parade MRT, providing a safe, accessible space with tailored programmes that celebrate diversity and foster inclusion among seniors from varied communities.

Refresh, Recharge, Reframe, and Resume: Supporting Caregivers and Strengthening Community

The development of a new mental wellness hub, supported by the National Council of Social Service and in partnership with Brahm Centre and Care Singapore, seeks to strengthen community resilience and provide holistic support for caregivers and individuals facing mental health challenges.



HIGHLIGHTS



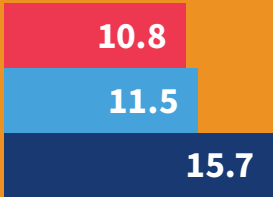
FINANCIAL SUMMARY

Balance Sheet (\$M)

Total Assets



Total Liabilities



Net Assets



FY22/23 Audited FY23/24 Audited FY24/25 Audited

Income & Expenditure (\$M)

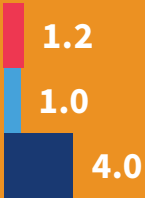
Income



Expenditure



Net Surplus



FY22/23 Audited FY23/24 Audited FY24/25 Audited

OUR PARTNERS





A big thank you to all our partners for your continued support and guidance.

GOVERNANCE

Organisational Information

Description of Company

Montfort Care is a Public Company Limited by Guarantee registered with Accounting and Corporate Regulatory Authority (“ACRA”) governed by its Constitution, Companies Act (Cap. 50) and the Charities Act 1994.

Name of Company

Montfort Care

Structure and Management Company Limited by Guarantee No.

200814118E

Charity Registration No.

002117

IPC No.

000638

Registered Address

Boys’ Town
624 Upper Bukit Timah Road
S(678212)

Bankers

United Overseas Bank Ltd
Standard Chartered Bank
(Singapore) Ltd
BNP Paribas Singapore

Auditor

Nexia Singapore PAC

Company Secretary

AG Corporate Pte Ltd



Leadership Team

- 1. MR NG BENG TECK SAMUEL, BBM**
Founder | CEO
- 2. MS HAN YAH YEE**
CEO appointment from 1 October 2025
- 3. MS AILEEN NG**
Chief Strategy Officer
- 4. MS SHARON TAY**
Director | Anti-Violence
- 5. MR HERMAN LIM**
Deputy Director | Anti-Violence
- 6. MS JASMINE LIM**
Deputy Director | Anti-Violence
- 7. MR DERRICK WONG**
Group Director
- 8. MS GENEVIEVE NG**
Deputy Director | Eldercare
- 9. MR MANIVANNAN PONNUSAMY**
Deputy Director | Family Service
- 10. MS JENNIE WAN**
Director | Mental Health
- 11. MS KOH MUI LENG**
Deputy Director | Corporate Communications
- 12. MS TAN LEE SAN**
Director | Finance

Board and Committees

The Board of Directors sets and regularly reviews the strategic direction, oversees governance, and ensures that the organisation achieves its objectives. The Directors guide and support the Founder | CEO and approve the annual budget.

Name	Start Date	Board Meeting Attendance
MR TEO HONG LIM CHAIRMAN - Executive Chairman, Chief Executive Officer, Roxy-Pacific Holdings Limited	1 September 2016	4/4
REVEREND YEO KOH TUAN KIOK DOMINIC Supervisor of Schools, St Gabriel's Foundation	18 July 2018	3/4
MR NG BENG TECK SAMUEL, BBM - Founder CEO Montfort Care	4 February 2014	4/4
MS HAN JING XIENG - Independent Consultant	1 October 2024	2/2
MR LEE KIM HUA - Senior Adviser, PS Office, Ministry of Social and Family Development	1 April 2024	4/4
MR JONATHAN PETER LAU - Consultant, Chevron Corporation	1 September 2016	4/4
MR TAY TECH SHONG TIMOTHY - Founding Director / Shareholder, Oritag Pte Ltd & Skychem Pte Ltd	1 September 2019	4/4
MS CHOW LING CHARMAINE ANNE - Unemployed	1 September 2019	4/4
MR LIN TING HONG (LIN TINGFANG) - Director, National Cyber Threat Analysis Centre, Cyber Security Agency Singapore	1 April 2024	4/4
MRS IRENE LOI@IRENE YEO AI LING (Stepped down on 30 September 2024)		2/2
MR NG KOK WEE CHARLES (Stepped down on 1 October 2024)		2/2

Reasons for retaining the governing board member who has served for more than 10 consecutive years:

The enduring tenure exceeding 10 years for both Reverend Dominic Yeo and Samuel Ng on our Board of Directors, is deeply rooted in their foundational roles as members to Montfort Care. As both members and directors, their dual roles serve as a bridge for the perspectives and accountability between members and the board, contributing to the continuity and resilience of our organisation. Reverend Dominic Yeo is also the spiritual director of Montfort Care.

Appointment/Nomination Committee

Reverend Yeo Koh Tuan Kiok Dominic | Chairman
Mr Teo Hong Lim
Mr Ng Beng Teck Samuel, BBM

Audit Committee

Han Jing Xieng | Chairman
Mr Lim Ting Hong (Lin TingFang)

Fundraising Committee

Mr Tay Teck Shong Timothy | Chairman
Ms Chow Ling Charmaine Anne

Human Resource Committee

Mr Jonathan Peter Lau | Chairman
Ms Chow Ling Charmaine Anne

Programmes and Services Committee

Mr Lee Kim Hua | Chairman
Mr Ng Beng Teck Samuel, BBM

Conflict of Interest Policy

The Board has a Conflict of Interest Policy to assist in identifying and managing potential areas of conflict. All directors and key management personnel undertake to declare any situation of conflicts that may arise, they abstain from decision-making in such instances so as to allow a fair and transparent decision-making process.

Reserves Policy

The Board is prudent with funds and endeavours to ensure that all public money is spent and managed appropriately. Montfort Care has a reserves policy of 3-5 times of its annual operating expenditure which will be reviewed annually by the Directors.

Communication Policy

Montfort Care has a documented communication policy on the release of information about the charity and its activities across all media platforms.

Board Members' Remuneration and Benefits

No Director receives remuneration for his/her service to the Board. Mr Ng Beng Teck Samuel, BBM receives remuneration solely for his services as the Founder | CEO of the Company.

Paid Staff Who Are Close Members of the Family of the Founder | CEO or Board Members

There is no paid staff (employees) who are close members of the family of the Founder | CEO (i.e. Executive Director equivalent) or Board Directors, who receive more than \$50,000 during the year.

Our financial reports are also available on our website at <https://montfortcare.org.sg/annual-report/>



SERVICE DIRECTORY

Montfort Care

Corporate Service (Boys' Town)

📍 624 Upper Bukit Timah Road
Singapore 678212

☎ +65 6446 0300

✉ hello@montfortcare.org.sg

Corporate Service (Mountbatten)

📍 223@Mountbatten
223 Mountbatten Road #02-19
Singapore 398008

☎ +65 6446 0300

✉ hello@montfortcare.org.sg

Anti-Violence

National Anti-Violence & Sexual Harassment Helpline (NAVH)

☎ 1800 777 0000

Airtime charges apply for mobile calls to 1800 service lines.

Caregiving

JiaYou - Senior & Caregiver Hub

📍 Chinatown Point
133 New Bridge Rd #04-01
Singapore 059413

☎ +65 8343 3224

✉ inquiry@jiayou.org.sg

Young-At-Heart (YAH!)

📍 Chinatown Point
133 New Bridge Rd #04-01
Singapore 059413

☎ +65 6445 0300

✉ contact@yah.org.sg



Child Protection

Montfort Care Child Protection

📍 Caritas Agape Village
7A Lorong 8 Toa Payoh #02-05/06
Singapore 319264

☎ +65 6445 0400

✉ childprotection@montfortcare.org.sg

📍 426 Bedok North Road #01-515
Singapore 460426

☎ +65 6445 0400

✉ childprotection@montfortcare.org.sg

Eldercare

Goodlife At Home

📍 6 Marine Terrace #01-206
Singapore 440006

☎ +65 9710 1614

✉ goodlifeathome@montfortcare.org.sg

Goodlife Makan

📍 52 Marine Terrace #01-189
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☎ +65 6702 0212

✉ goodlifemakan@montfortcare.org.sg

Goodlife Studio (Bedok)

📍 613B Bedok Reservoir Road #01-1376
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☎ +65 6312 3988

✉ goodlifestudio.east@montfortcare.org.sg

📍 609A Bedok Reservoir Road #01-1700
Singapore 471609

☎ +65 8940 7231

✉ goodlifestudio.east@montfortcare.org.sg

Goodlife Studio (Bukit Purmei)

📍 108 Bukit Purmei Road #01-105
Singapore 090108

☎ +65 6250 0244

✉ goodlifestudio.south@montfortcare.org.sg

Goodlife Studio (Marine Parade)

📍 15 Marine Terrace #01-18
Singapore 440015

☎ +65 8940 0579

✉ goodlifestudio.east@montfortcare.org.sg

Goodlife Studio (Tampines 142)

📍 142 Tampines St 12 #01-310
Singapore 521142

☎ +65 9113 4877

✉ goodlifestudio.east@montfortcare.org.sg

Goodlife Studio (Tampines 235)

📍 235 Tampines St 21 #01-509
Singapore 521235

☎ +65 9674 3512

✉ goodlifestudio.east@montfortcare.org.sg

Goodlife Studio (Tampines 251)

📍 251 Tampines St 21 #01-458
Singapore 520251

☎ +65 9734 1870

✉ goodlifestudio.east@montfortcare.org.sg

Eldercare

Goodlife Studio (Telok Blangah Towers)

- 📍 80B Telok Blangah St 31 #01-115
Singapore 102080
- ☎ +65 9298 8473
- ✉ goodlifestudio.south@montfortcare.org.sg

Goodlife Studio (Tiong Bahru)

- 📍 10B Boon Tiong Road #01-539
Singapore 164010
- ☎ +65 8522 0537
- ✉ goodlifestudio.south@montfortcare.org.sg

Goodlife Studio (Yishun)

- 📍 838 Yishun Street 81 #01-322
Singapore 760838
- ☎ +65 6484 8040
- ✉ goodlifestudio.north@montfortcare.org.sg

Goodlife Studio (Yishun Riverwalk)

- 📍 333B Yishun Street 31 #01-183
Singapore 762333
- ☎ +65 9643 4032
- ✉ goodlifestudio.north@montfortcare.org.sg

Family Service

Montfort Care Family Service (Kreta Ayer)

- 📍 Kreta Ayer Community Centre
28A Kreta Ayer Road #01-03
Singapore 088995
- ☎ +65 6325 4753
- ✉ familyservice@montfortcare.org.sg

Montfort Care Family Service (Marine Parade)

- 📍 53 Marine Terrace #01-227
Singapore 440053
- ☎ +65 6445 0100
- ✉ familyservice@montfortcare.org.sg

Montfort Care Family Service (Telok Blangah)

- 📍 27 Telok Blangah Way #01-1018
Singapore 090027
- ☎ +65 6270 8327
- ✉ familyservice@montfortcare.org.sg



FAM@FSC

- 📍 28 Telok Blangah Rise #01-219
Singapore 090028
- ☎ +65 6399 1800
- ✉ fam@montfortcare.org.sg

Families For Life @ Community (FFLC)

- 📍 28 Telok Blangah Rise #01-219
Singapore 090027
- ☎ +65 6270 8327
- ✉ parenting@montfortcare.org.sg

KidSTART @ Montfort Care

- 📍 Chinatown Point
133 New Bridge Rd #14-04/05
Singapore 059413
- ✉ ksa@montfortcare.org.sg

Mental Health

COMIT (Bukit Merah)

📍 28 Telok Blangah Rise #01-219
Singapore 090028

☎ +65 6274 6904

✉ comit.tb@montfortcare.org.sg

CREST (East)

📍 Blk 50 Marine Terrace #03-265
Singapore 440050

☎ +65 6702 0212

✉ crest.east@montfortcare.org.sg

📍 613B Bedok Reservoir Road #01-1376
Singapore 472613

☎ +65 6312 3988

✉ crest.east@montfortcare.org.sg

COMIT (Hougang)

📍 613A Bedok Reservoir Road #01-1364
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☎ +65 6242 3309

✉ comit.bd@montfortcare.org.sg

COMIT (Kreta Ayer)

📍 Chinatown Point
133 New Bridge Rd #04-01
Singapore 059413

✉ comit.ka@montfortcare.org.sg

COMIT (Marine Parade)

📍 613A Bedok Reservoir Road #01-1364
Singapore 471613

☎ +65 6312 3988

✉ comit.mp@montfortcare.org.sg

CREST (North)

📍 838 Yishun Street 81 #01-322
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☎ +65 6484 8040

✉ crest.north@montfortcare.org.sg

CREST (South)

📍 108 Bukit Purmei Road #01-105
Singapore 090108

☎ +65 6274 6904

✉ crest.south@montfortcare.org.sg

COMIT (Yishun)

📍 838 Yishun Street 81 #01-322
Singapore 760838

☎ +65 6484 8040

✉ comit.ys@montfortcare.org.sg



“THOSE WHOM THE WORLD REJECTS MUST
**MOVE YOU
THE MOST**”

St Louis-Marie de Montfort

Find out more at montfortcare.org.sg