



FY22/23

ANNUAL REPORT

TRIGEN LTD

TRIGEN

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ABOUT US



Singapore's ageing population faces a growing intergenerational divide as fewer youth have meaningful interactions with the elderly, leading to intergenerational gaps and an increase in ageist attitudes. TriGen provides a platform for a intergenerational partnership and service-learning where community service enriches classroom learning.

Community volunteers (Youth) will be incorporated into care teams led by healthcare students (TriGen @ North West) or professionals (TriGen @ SGH). These teams will visit seniors with adequate support networks, facilitating relationship building and better care provision. Team leaders also empower these youth by mentoring and guiding them in the care of seniors during these visits and these youth are enabled to care for their own family in future.

VISION

We envision that every elderly in Singapore can experience the protection, care and love of a family.

MISSION

We aim to serve the medical and social needs of our elderly population by providing holistic care. Through the service-learning approach, we will inculcate important values, educate and empower our youth to be champions of their communities.

ABOUT US

OBJECTIVES



SENIORS

To provide long-term holistic care, and empower seniors to take ownership of their own health and care for their loved ones.

TEAM LEADERS

To cultivate a generation of future healthcare professionals as leaders to care for older adults in their communities.

YOUTH

To develop them to be responsive citizens of a compassionate community, empower them in elderly care, and appreciate the roles of healthcare professionals in the society.

DIRECTORS' MESSAGE

As TriGen journeyed out of COVID together with the rest of Singapore, we saw a change in the digital equipping of our seniors. Compared to pre-pandemic, more seniors are now having smartphones. However, the capability of these seniors to fully utilise the phones remains suboptimal.

In 2022, we transitioned from “Project Wire Up” which our main goals were to “Equip, Train and Connect” beneficiaries with smartphones and digital skills, to “HealthStart” with the aims of improving the health literacy and lifestyle of beneficiaries via the adoption of digital technology and resources.

TriGen trained lay volunteers to become digital and health coaches (who are also mentored by healthcare professionals), and these volunteers are deployed to the homes of seniors to help them learn at least 1 health-related application (e.g., HealthHub, Healthy 365, SingPass), to do health coaching with the use of online resources and applications (e.g., HPB website, zoom, online learning platforms) with a focus to improve the health and well being of these seniors.

Through our HomeCare Programme, TriGen continues to use intergenerational and interprofessional volunteer teams, comprising healthcare professionals and students, to improve the health of our beneficiaries through home visits, and train the younger generations to be health advocates in our society.



DIRECTORS' MESSAGE

We are extremely thankful to partner with Youth Corps Singapore in the coming year to improve our volunteers' experience. Our shared commitment towards empowering the youth through volunteerism has brought us together, and brought about refreshing insights and views on how we can better help our youth. In the coming years, we look forward to working closely together to improve our outreach and training programmes for the youth.



Just as we hope to provide every elderly in Singapore with the protection, care and love of a family, our partners, donors, and volunteers have also supported us with the warmth and love of a family. Our programmes would not have been possible without their unwavering support, and for this we remain immensely grateful.

With Warmest Wishes,
Kennedy, Angeline, Aaron and Nerice

LEADERSHIP

TriGen @ SGH Executive Committee

CLINICAL LEADS

Clinical Lead (*Overall*) **Kennedy Ng**
Clinical Lead (*Volunteers*) **Angeline Tey**
Clinical Lead (*Operations & Partnerships*) **Aaron Tang**
Clinical Lead (*Research & Evaluation*) **Nerice Ngiam**

SECRETARY, TREASURER

Nicholas Fu

EXECUTIVES

Lynn Teo
Lin Meiyun
Lee Yan Xuan

TEAM LEADS

Clinical Information & Research
Publicity & Marketing
Human Relations
Operations

Volunteer Development & Management

Yow Ka Shing
Yeo Jia Qi
Dillon Yeo
Huang Xiaoting
Joanne Lee
Johnston Tang
Kuah Poh Kah
Ong Yan Ling



LEADERSHIP

TriGen @ North West Executive Committee

PROJECT DIRECTORS

Koh Yi Zhe

Lee Sz-Ying Winnie

SECRETARY, LOGISTICS, TREASURER

Tan Shan En Shannon

Tang Zhichen

TEAM LEADS

Marketing & Outreach

Natania Rae Tan Xiang Qin

Matthew Tham Yong'an

Operations

Chua Wen Sheng Andrew

Thangaraja Keerthana

Verlyn Ku

Youth & Mentoring

Ler Rynn

Renish M Pillay

Siew Ming Hui (Ashlene)

Education & Manpower

Selvie Yeo

Wong Ziqi

Davidson Chee



OUR YEAR AT A GLANCE



Healthstart

12

**Healthcare Professionals
Volunteers (Team Leaders)**

39

**Non-Healthcare
Volunteers**

201

Seniors

TriGen @ SGH HomeCare Programme

45

**Healthcare Professionals
Volunteers (Team Leaders)**

51

**Polytechnic / Junior
College Youth Volunteers**

72

Seniors

TriGen @ North West HomeCare Programme

35

**Healthcare Students
Volunteers (Team Leaders)**

78

**Secondary School
Youth Volunteers**

26

Seniors

OUR WORK: PROGRAMMES AND ACTIVITIES



Healthstart

HealthStart is a volunteer-led health coaching programme targeting residents with newly diagnosed or uncontrolled chronic diseases as well as residents with borderline high screening results identified at health screening events. Volunteers are assigned to these residents with the aim to promote health and wellbeing for these residents through adoption of digital technology.

Non-healthcare and youth volunteers will also follow up with the residents in their homes to continue to promote health and teach them to fully utilise their mobile devices for communication, entertainment, and health promotion. Up to 6 visits will be conducted over a period of 3 months. These will be done under the supervision and mentorship of volunteer healthcare professionals (doctors and nurses).

This is a programme by TriGen @ SGH (a joint initiative by SGH Population Health and Integrated Care Office and TriGen) in collaboration with Youth Corp Singapore.



OUR WORK: PROGRAMMES AND ACTIVITIES

HomeCare Programme

TriGen @ SGH HomeCare Programme was launched in 2019 to reduce the readmission rates of patients in the community who were frequently readmitted to the hospital, and to increase the health literacy of youths in the society. The programme consists of an interprofessional and intergenerational team of volunteers, comprising healthcare volunteers, non-healthcare volunteers, and students, making fortnightly to monthly visits to selected patients from Singapore General Hospital, to provide healthcare to the patients.

To better integrate care with the hospital, and to allow healthcare volunteers to volunteer in their full professional capacity, this programme has evolved into a volunteer-led clinical service in SGH to support the growing homecare needs of the elderly patient population.



OUR WORK: PROGRAMMES AND ACTIVITIES

HomeCare Programme

At the start of the cycle, volunteers and students are trained to equip them with the necessary skills and knowledge required for the home visits. During the cycle, **Multidisciplinary Meetings** with healthcare professionals from Singapore General Hospital are organized periodically to facilitate discussions and coordinate patient care. Youth volunteers are also trained and educated by the healthcare professionals within their team and came up with innovative solutions to solve the digital and health needs of the seniors.

The cycle came to a close with **TriGen Day** to celebrate and appreciate the efforts of all our partners and volunteers. TriGen presented tokens of appreciation to our partners and awarded certificates of participation to our volunteers. Opportunities were given to the youth to speak to healthcare professionals to explore their career choices as well.



OUR WORK: PROGRAMMES AND ACTIVITIES

Media Features

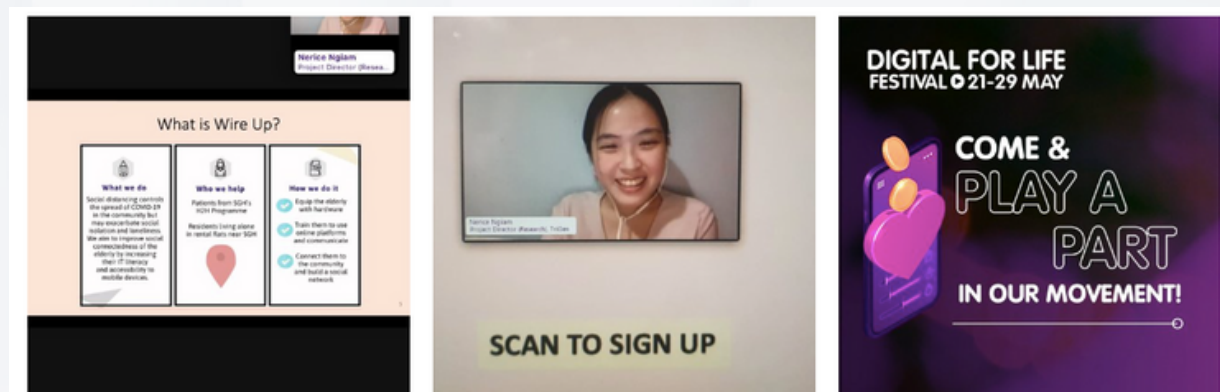
Digital for Life Festival 2022

TriGen is honored to be a part of the Digital for Life Festival this year! Proudly featuring our Project Director (Research) of TriGen@SGH, Nerice, who conducted a virtual webinar titled “How can we help our elderly loved ones keep up with the Digital Wave?”

Many elderly are struggling to catch up with the digital wave in Singapore. With this in mind, Nerice shared tips on engaging the elderly, to help our elderly loved ones keep up with the digital wave and navigate through the digital world safely. She also shared on Project Wire Up, our initiative to equip, train and connect elderly via a home-based individualised digital literacy building program.

The Digital for Life movement brings together Singaporeans from all ages and walks of life to embrace digital learning as a lifelong pursuit. The festival took place at Suntec Convention Centre (21-22 May), Heartbeat@Bedok (28-29 May), 37 pop-up locations islandwide as well as online. With 9 full days of play and learning, the festival helped many discover how digital can bring new possibilities and enrich our lives.

Missed the festival? Check out the festival happenings at <https://go.gov.sg/digitalforlifefestival2022>



OUR WORK: PROGRAMMES AND ACTIVITIES

Media Features

PSS Pharmacy Week 2022

TriGen is honoured to be featured in the multidisciplinary project series of PSS Pharmacy Week 2022!

Pharmacy Week 2022 is organised annually by the Pharmaceutical Society of Singapore (PSS). In addition to providing high-quality pharmaceutical services, PSS believes in engaging, empowering and educating the public to take ownership of their health and medications!

Here are a few excerpts from the article. For the complete article, kindly visit our TriGen website, specifically in the media features section.

Who are some of our pharmacist volunteers in Trigen?



TriGen Pharmacist volunteers Yeo Jia Qi (left), Juliana Shariq, Chium Feng Yong (right)

How does the daily work of Pharmacists contribute to seniors in TriGen?

Medication reconciliation, which can be said to be the bread and butter for pharmacists, is a very useful skill when facilitating home visits. By gathering information on the medicines that they are on, TriGen volunteers can help seniors to better understand their medications, which is essential to achieve adherence, treatment efficacy and cost effectiveness.

For volunteer training, their experience in patient interaction allows them to facilitate effective roleplay, while good drug and clinical knowledge helps them to design a better training curriculum.

In addition, they get to practice teamwork, open communication and interdisciplinary collaboration. Having the expertise of different healthcare professionals, combined with their own professional and operational knowledge, helps them to develop a more comprehensive and holistic operational protocols and volunteer training curriculum.

OUR WORK: PROGRAMMES AND ACTIVITIES

Media Features

SINGAPORE MEDICAL ASSOCIATION NEWS 2022

TriGen is honoured to be featured in Singapore Medical Association News in September 2022.

Here are a few excerpts from the article. For the complete article, kindly visit our TriGen website, specifically in the media features section.



TRIGEN: Bridging the Generations

Text by Dr Kennedy Ng, Dr Angeline Tey, Winnie Lee Sz-Ying and Koh Yi Zhe
Photos by TriGen

FROM THE HEART

Dr Ng is a medical oncologist at the National Cancer Centre Singapore. Co-founder and co-director of TriGen, and also the clinical lead of TriGen@SGH (a collaboration between TriGen and SGH), he enjoys spending time with his wife and two daughters after a hard day of work. He can be reached at kennedy.ng@trigen.sg.

Dr Tey is a senior resident in respiratory and critical care medicine at Tan Tock Seng Hospital. Co-founder and co-director of TriGen, she enjoys the outdoors and volunteering. She can be reached at angelintey@trigen.sg.

Sz Ying is a Phase III medical student from NUS Yong Loo Lin School of Medicine and a co-project director at TriGen@North West. She loves volunteering in her own time and travelling.

Yi Zhe is a Phase IV medical student from NUS Yong Loo Lin School of Medicine and a co-project director of TriGen@North West. He loves the outdoors and watching crime documentaries.

Family. We started TriGen, a registered charity, to share the experience of a family with those who may not have one. We envisioned a healthy and inclusive society where every generation in Singapore can experience the protection, care and love of a family.

How it all started

When we (Angeline and Kennedy) were third-year medical students entering the wards for our clinical postings, we were struck by how patients' social backgrounds and interactions had such a significant influence on their health outcomes. Elderly adults living with good social and/or familial support usually had loved ones who acted as their advocates to marshal various resources to maximise their well-being. In contrast, many elderly and vulnerable patients lived alone and were illiterate, preventing their access to these resources.

In addition, we witnessed firsthand the struggles of first-time caregivers as they tried their best to acquire the requisite caregiving skills when family members fell ill. Many of them had limited health literacy, compounded by the fact that many young people have misconceptions of and limited experiences with elderly adults. We wondered if there could be an avenue for young people to learn caregiving and build up their health literacy early.

In light of the above, we envisioned care teams comprising youths and healthcare professionals providing holistic care to vulnerable elderly patients (who are frequently admitted to the hospitals) over the course of six- to 12-month periods. We named this programme TriGen HomeCare as each care team involves three generations: youth volunteers, adult healthcare professionals/students, and the elderly

patients. Through this programme, youths are equipped with healthcare knowledge and skills (eg, vitals monitoring, normal process of ageing, the geriatric giants, chronic diseases, social determinants of health), and are encouraged to play an active role in elder care. They are also encouraged to share their ideas on how they can improve the well-being of the elderly through a youth innovation challenge.

Two sites, one purpose

We first discussed the idea with one of our tutors, Prof Gerald Koh, who was immediately supportive and connected us with the National University of Singapore (NUS) Dean's Office and Prof Lau Tang Ching. Separately, we connected with Dr Wong Sweet Fun from Khoo Teck Puat Hospital, General Manager Crystal Lim from North West Community Development Council, and former Mayor Dr Teo Ho Pin. Since 2014, generations of undergraduate students from NUS have continued to lead and contribute to the programme.

Fast forward to 2019, a few TriGen alumni regrouped after having survived our initial years of working life and wondered how we could develop a culture of volunteerism among our fellow healthcare professionals. We decided to incorporate a non-profit organisation to further our vision, and successfully registered as a charity in Singapore in 2020. In this regard, we were grateful to have also met Dr Low Lian Leng from Singapore General Hospital (SGH) Population Health and Integrated Care Office, and we thereafter started the TriGen@SGH HomeCare programme for SGH patients with his guidance and support.

The TriGen HomeCare programme is currently running at two sites (TriGen@North West and TriGen@SGH), and has



conceptualised amid the circuit breaker period, during which we were unable to visit many elderly patients. While some could be reached by phone, many were uncontactable because they had no handphones or landlines. These elderly adults were cut off from many essential services because of the Safe Management Measures (SMMs) – not to mention the fact that they were all but starved of social interaction. Digital technology mitigated many of the restrictions imposed by SMMs and allowed most to carry on with their daily lives with minimal disruptions, but not these elderly adults who were digitally and socially isolated.

Together with SGH, Senior Activity Centres, telecommunication companies and the Infocomm Media Development Authority, Wire Up set out to equip elderly adults with smartphones, and train them to use it to connect with loved ones and the community-based and healthcare organisations. To date, we have had 175 seniors participating in the programme, with 103 phones distributed and 151 volunteers involved in Wire Up. One of the elderly beneficiaries, Mdm T, used to call her family located in Malaysia during the pandemic on her mobile phone, racking up huge phone bills. Through Wire Up, she learned to connect her phone to her home wi-fi and use her phone to perform WhatsApp video calls, saving hundreds of dollars and enjoying better connectivity.

Over the past two years, many elderly adults have embarked on their digital journey, but have yet to harness the full potential of their devices. The HealthStart programme is an improved version of Wire Up and aims to build upon the foundations laid over the last two years to help the elderly improve their health through the adoption of digital applications like HealthHub and Healthy 365, and through a volunteer-led health and digital coaching programme.

Non-healthcare volunteers undergo training sessions covering basic concepts relating to chronic diseases (eg, hypertension, high cholesterol, diabetes mellitus and common cancers), screening modalities recommended for the public, an overview of the Singapore healthcare system, health-related digital applications, and motivational interviewing. In addition, participants engage in simulated encounters with elderly adults (not unlike the objective structured clinical examinations we go through in medical school and postgraduate education). These non-healthcare volunteers are grouped with healthcare volunteers who will provide guidance and professional input when required. Non-healthcare volunteers meet seniors after they collect their health screening results and provide health and digital coaching (eg, teaching older adults about chronic diseases or how they can make their first polyclinic appointment through the HealthHub application). Our vision for HealthStart is that healthcare professionals can train and empower the community to improve their own well-being and health.

How you can help!

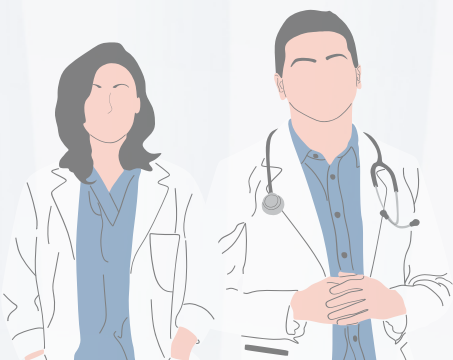
TriGen currently has two teams, TriGen@SGH and TriGen@North West. Both teams have the HomeCare programme while TriGen@SGH also runs the HealthStart programme.

We are always looking for committed and passionate individuals who share our vision and passion for the youth, fellow healthcare volunteers, and for the elderly adults we serve. You can volunteer in the various committees, such as research, operations, volunteer management (recruitment and training), publicity; or you could volunteer in our HomeCare or HealthStart programme. Find out more about our programmes at <https://www.trigen.sg/>

Finally, we would like to offer our sincere gratitude to the following groups of people: our adult volunteers who contribute their time to care for the seniors, and to nurture the youth; our youth volunteers who give their time to care for the seniors; our partners who have been so welcoming and their dedication to the seniors they serve; and last but not least, to our seniors who have shared with us so many insights about life and who have taught us how we can age gracefully too. •

Further initiatives: Wire Up and HealthStart

In 2020, the COVID-19 pandemic hit Singapore with unprecedented and devastating consequences. However, out of this adversity, a new initiative was born. The Wire Up programme was



OUR WORK: PROGRAMMES AND ACTIVITIES

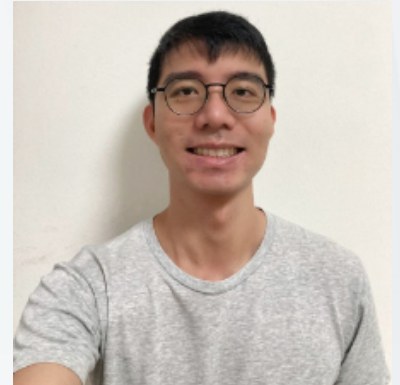
HEALTHSTART

Volunteers Stories

Have there been any difficulties or obstacles during Healthstart, and if so, how were they overcome?

Jian Howe | Engineer

I encountered a few difficulties while volunteering for Healthstart. The first was comprehending the medical concerns that the resident was experiencing because I have no medical background. To address this, I did some research and read up on the resident's condition. This enabled me to provide them with accurate and useful information. Another obstacle was the language gap. The resident couldn't speak English well, so I had to figure out how to interact with him or her. I attempted to speak with the resident in the common language and used translation apps to help the resident feel more comfortable. I learned a lot from this volunteering experience, and I think we both appreciated the time and work it took to get to know one another.



Angeline | Executive



Throughout my journey in the Healthstart Programme, I've had the chance to reflect upon some challenges that have come my way. One of the recurring hurdles I've faced is the task of establishing trust and building rapport with the residents. They initially harbor reservations about opening up to strangers or accepting assistance. I've learned that patience is key, along with active listening and the development of a genuine connection. Another challenge was adapting to the resident's specific demands and preferences. Effective time management has proven to be a challenge. As balancing my commitments as a volunteer with other life responsibilities necessitates meticulous planning and organization. Establishing clear priorities and maintaining open communication with my volunteer team was instrumental in effectively managing this aspect of my journey. In essence, I've come to realize that challenges are an integral component of volunteering in healthcare. However, they also present valuable opportunities for personal growth and learning. By cultivating resilience, empathy, and adaptability, we can overcome these challenges and truly make a meaningful difference in the lives of seniors.

OUR WORK: PROGRAMMES AND ACTIVITIES

HEALTHSTART

Volunteers Stories

What are some insights gained from the Healthstart Programme?

Yan Ting | Sonographer

Reflecting on my experiences with the Healthstart Programme, I couldn't help but recall the wise advice my grandma always emphasize to me : "Eat more greens (ah girl), keep a healthy lifestyle and diet!" Surprisingly, during my time as a volunteer with Healthstart, it felt like our roles had reversed, as I found myself trying to impart this very message to



others. Initially, the thought of engaging with a complete stranger and attempting to coach seniors seemed quite daunting. Where does one find the confidence to do so, I wondered? However, when I met my resident, my worries began to dissipate. She and her husband were incredibly sweet and receptive, eagerly listening to her health report results. The health coaching session, rather than feeling like a formal encounter, resembled a heartfelt conversation with family members. As I delved into understanding my resident's daily lifestyle, it was intricately intertwined with her husband's. I felt a sense of fulfillment after recommending and setting health goals tailored to their lifestyle. This was truly rewarding. I knew my resident wouldn't settle for cliché lines like "eat more vegetables, at least 2 portions a day" from me. Instead, I drew upon personal experiences and strategies I had employed with my own family, such as attending ActiveSG Zumba (Gold) for Seniors with my elderly parents. The most heartwarming moment came when my resident agreed to sign up for a session at the community center near her place. It was a gratifying experience to witness the positive impact of my guidance and to know that I had played a part in enhancing her health and well-being.

OUR WORK: PROGRAMMES AND ACTIVITIES

HOMECARE

Volunteers Stories

Navinn | Student

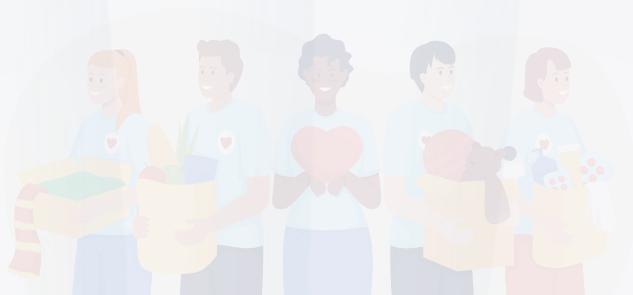


Has volunteering had any unexpected effects on your personal or professional life?

Volunteering with Trigen has had numerous effects on my personal life. I have become more understanding towards the elderly I care for. I am more empathetic. It has allowed me to be more patient with the elderly in my life. This has led to a better relationship between my grandparents and me. I have learned ways to start conversations with them.

Have there been any difficulties or obstacles during Healthstart, and if so, how were they overcome?

I encountered a language barrier with my resident. She speaks Mandarin whereas I'm the only person in my team who does not speak Mandarin. This definitely made things really difficult but eventually, I started to learn simple phrases from my friends. Over the few months, I learned enough mandarin words to be able to have a conversation with my resident. Although it wasn't perfect, I tried my best to speak to her and her to me. She tried to speak English and I Chinese. It was difficult but we somehow made it work. I think the trial and error brought us both closer to each other.



VOLUNTEERS

TRIGEN

OUR WORK: PROGRAMMES AND ACTIVITIES

Our Interns

Roxanne | Intern for Publicity and Operations



When reflecting on my internship experience at TriGen, it's challenging to encapsulate the journey with just one word. If I were to describe it, I would undoubtedly choose the word "fulfilling." During my time at TriGen, I was fortunate to have been able to engage in a wide range of opportunities that not only expanded my horizons but also provided me with invaluable hands-on experience through a multitude of engaging projects and tasks. This exposure allowed me to delve deep into the intricacies of public health, enhancing my understanding of the field in ways that textbooks alone could not. What truly sets TriGen apart is its nurturing and supportive culture. I always felt like I had a network of mentors and colleagues nearby who were ready to offer advice and support, even when dealing with difficult tasks and complex situations.

This not only bolstered my confidence but also empowered me to tackle even the most daunting projects with a sense of purpose and determination.

If you're contemplating the idea of becoming part of the TriGen team, I wholeheartedly encourage you to take that leap of faith and come on board. Rest assured that by joining TriGen, you'll open the door to a wealth of unique experiences and opportunities that you won't find elsewhere. Your decision to join us will undoubtedly lead to a transformative journey filled with unparalleled growth and development.

Rachel | Intern for research and operations

My experience with TriGen was nothing other than enriching. Everyone within the team welcomed me with open arms, and there was never a moment when I felt lost, alone or unsure of what to do since everyone around was always ready to lend a helping hand! My mentor was deliberate about the tasks assigned to me and having tasks that aligned with the goals I wanted to achieve gave me a sense of purpose in TriGen.

My time with TriGen allowed me to learn and grasp many new practical concepts that can be applied to other things in life too (e.g., SWAT analysis, logic models, learning how to give a presentation). During my 3 months here, I saw the thought process behind this meaningful and unique approach to bridging the gaps in healthcare. and to be a part of it was most definitely an honour!



THE YEAR AHEAD

An exciting year lies ahead for TriGen even as TriGen continues its commitment towards serving the elderly, and empowering the youth.

Collaboration with Youth Corps Singapore (YCS)

TriGen is privileged to be working closely alongside Youth Corps Singapore (YCS) in the coming year. Sharing a common goal towards empowering youth volunteers, TriGen and YCS will work together to reach out to more youth in the community, to train and empower them to become health ambassadors and Volunteer Leaders. TriGen and YCS will also work together to refine and improve existing training programmes to better help our Youth Volunteers, even as they serve in our HomeCare and HealthStart Programmes.

Improvement and Expansion of HomeCare and HealthStart Programmes

HomeCare and HealthStart Programmes will also continue to improve its reach and service delivery to its beneficiaries.

In the coming year, the HomeCare Programme looks to expand its efforts by accepting referrals from Singapore General Hospital throughout the year. This will allow the HomeCare Programme to reach out to more beneficiaries. The HomeCare Programme will also be integrating its documentation systems with Singapore General Hospital to facilitate better communication between the beneficiaries' healthcare providers, in a bid to improve the care of its beneficiaries.

In its 2nd year, HealthStart continues to seek to improve the health behaviours of its beneficiaries with the introduction of resources which allow beneficiaries to better keep track of their journey towards a healthier lifestyle, and provide incentives to encourage beneficiaries to persist on their journey. HealthStart will also be working with more community partners to reach out to more neighborhoods in the region.

PARTNERS



We would like to take this opportunity to convey our heartfelt thanks to our partners who have been instrumental in supporting TriGen's intergenerational efforts.



YOUTH CORPS
SINGAPORE

FINANCIALS

Total Expenditure



Programme Expenses

\$19,806



Auditing costs

\$2,886



Manpower expenses

\$98,326

Total Income



Grants

\$103,477



Donations

\$8,830

Total revenue derived from generated funds have increased year on year mainly due to an increase in receipt of funding from partners and goodwill donations. This has been vital in our outreach to ensure that TriGen can continue with our charitable causes.

To expand our outreach, TriGen has hired full-time staff to assist in our day-to-day operations.

Total Funds Carried Forward **\$87,211**

GOVERNANCE



Role of the Governing Board

The Board's role is to provide strategic direction and oversight of TriGen's programmes and objectives and to steer the charity towards fulfilling its vision and mission through good governance.

As part of its role, the following matters require Board's approval:

- Approve budget for the financial year and monitor expenditure against budget;
- Regularly monitor the progress of the charity's programmes

There was one Board meeting and one Annual General Meeting held in the last Financial Year. All the Board members attended the Board meeting. None of the Board members were given remuneration for their work in TriGen.

Reserves Policy

The charity has a reserve policy for long-term stability of the operations and it ensures that there are sufficient resources to support the charity in the event of unforeseen circumstances.

As a general rule of thumb, TriGen seeks to maintain a reserve of up to 3 months of operational expenditure. The reserve level is reviewed yearly by the Board to ensure that the reserves are adequate to fulfil the charity's continuing obligations.

GOVERNANCE

Terms of reference

The Board is made up of committees to oversee the following areas of governance and operations

- Operations and Partnerships
- Finance and Audit
- Volunteer Management
- Research and Evaluation

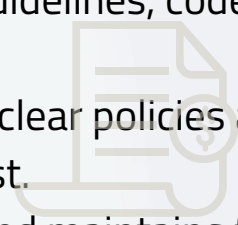
Names of Board Members	Date of Appointment
Ng Yao Yi, Kennedy	29 July 2019
Angeline Tey Jie-Yin	29 July 2019
Tang Kai Wen, Aaron	29 July 2019
Ngiam Heng Wen Nerice	21 August 2021

1. **Operations and Partnerships**


- a. To ensure that operations and programmes are directed towards achieving the stated outcomes, mission and vision.
- b. To ensure that the Board is regularly updated on the progress of its programmes and services
- c. To represent the organisation to the community

GOVERNANCE


2. Finance and Audit

- a. To ensure there is a financial management system in place for budget planning & monitoring, operational and internal controls
 - b. To ensure compliance with applicable laws, guidelines, codes of governance, standards and practices.
 - c. To ensure the setting up of and adherence to clear policies and procedures with respect to conflicts of interest.
 - d. To ensure that the organisation establishes and maintains fund-raising good practices.
 - e. To review Financial Quarterly Results and discuss and report significant financial issues.
- 

3. Volunteer Management

- a. To ensure the well being and needs of our volunteers
 - b. To plan for sustainability of the organisation
- 

4. Research and Evaluation

- a. To ensure that programmes are evaluated and donors are updated on the outcomes of the organisation's programmes
 - b. To ensure that the Board is regularly updated regarding the evaluation of its programmes and services
- 

CORPORATE INFORMATION

TriGen Ltd ("TriGen") was incorporated as a company limited by guarantee on 29/07/2019. Trigen has been registered as a charity under the Charities Act (Chapter 37) since 25/03/2021.

Company UEN: 201924656N

Registered address: 106A Bidadari Park Drive #03-32 Singapore 341106

Website: www.trigen.sg

Auditor: Tan, Chan & Partners

Contact Us



admin@trigen.sg



<https://www.facebook.com/trigenerationalhomecare>



<https://www.instagram.com/trigenerational.homecare/>