

### Abstract:

In line with the nation-wide thrust to move healthcare services beyond the hospital and into the community, National Healthcare Group's (NHG) Neighbours for Active Living programme (Neighbours) aims to provide integrated healthcare services to their elderly clients while they are in the community. Using a holistic approach to bridge social and healthcare services, Neighbours serve to plug service gaps, move services upstream and help deliver more efficient healthcare services.

This project serves to help NHG perform ground sensing to better understand elderly patients in this programme in MacPherson, Ang Mo Kio, Bishan-Toa Payoh and Serangoon areas. Conversational interviews were used to gather primary data, which was analysed using thematic analysis to build thematic maps and client personas. Two main themes were selected for persona development: Mobility Issues and Social Networks. These two themes were found to be key in helping elderly patients achieve independence in managing their healthcare needs.



### Lai Wei Xuan (Year 4)

Faculty of Science (Life Sciences)

Chua Tian Poh Community Leadership Centre

Wei Xuan is a final-year student in NUS, majoring in Life Sciences. He has ventured beyond his studies as a Life Sciences major to looking at Social Entrepreneurship with Builder's Connect offered at University Scholars Programme (USP) and understanding the public health system at Sengkang Health over the past summer. He serves the elderly community through volunteering at the Communicable Disease Centre weekly. He believes that helping the elderly with their personal grooming can improve their self-esteem and allow him to build meaningful relationships with the elderly. The time that he spends serving and volunteering rewards him with stories and experiences of human strength that he cannot obtain in the classroom. He participates in volleyball and tchoukball with the teams at USP whenever he has pockets of time.

# PRESENTATION 2

## Our Stories on Dignity: Narratives of the Nursing Home Experience

### Abstract:

This study seeks to explore the concept of dignity in healthcare through gathering narratives from current residents of St Theresa's Home, a nursing home under the Catholic Welfare Services in Singapore. The study aims to propose recommendations to enhance the experiences of nursing home residents through the preservation of a dignified life. Literature reviews on the concept of dignity in healthcare, and the various models of dignity were conducted to identify an appropriate framework to evaluate residents' sense of dignity, and how this could have changed after residing in the nursing home. Over the course of three months, semi-structured interviews were conducted with 13 residents to understand how their lives have evolved. Recommendations were then proposed using the interviews and theoretical literature to ensure that the residents continue to perceive their lives in the nursing home as meaningful, seeing the nursing home as beyond a residential facility but truly a home.



### Ngui Jia Yi (Year 4)

NUS Business School (Accountancy)

Chua Tian Poh Community Leadership Centre

Jia Yi is a final-year student in NUS, majoring in Accountancy. She seeks to integrate the business and accounting knowledge she learns in school to a real-world context, especially the social service sector. Given her strong interest in healthcare and community development, she had previously interned with Ren Ci Community Hospital and Singapore Cancer Society. She is passionate about helping the aged sick, and is interested to learn the best ways to support them through their physical and emotional struggles. Whenever time permits, she will bask in reading or go on a leisure trip overseas to discover the world.



### Tan Jia En, Elizabeth (Year 4)

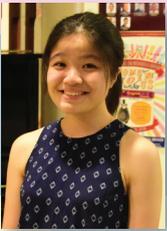
NUS Business School (Accountancy)

Chua Tian Poh Community Leadership Centre

Elizabeth is a final-year student in NUS, majoring in Accountancy. She believes strongly in the power of individuals in driving change, and she seeks to be that individual through working with children to improve their educational standing and empowering them with confidence. She has also volunteered with Uni-YMCA's Sidewalk Gallery Café, working with persons with intellectual disabilities to impart them with skills applicable to customer-facing jobs. In her free time, she likes to play badminton, listen to music and read.

### Abstract:

The four-month study with Highpoint Halfway House (Highpoint) seeks to develop an impact evaluation framework that can be adopted by Highpoint's management. The framework aims to enable the organisation to determine whether and how its recently launched secular reintegration programmes have provided psycho-emotional support to its residents. Specifically, two out of the four Highpoint's programmes that comprise weekly support groups and monthly house meetings were examined. Alongside interviews and primary observations, the framework is formulated through reviews on existing literature covering desistance, therapeutic communities and learning evaluation models.



### Ho Kai Ling Phyllis (Year 3)

Faculty of Arts and Social Sciences (Global Studies)  
Chua Thian Poh Community Leadership Centre

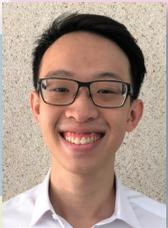
Phyllis is a third-year student in NUS, majoring in Global Studies where she specialises in policy, the Northeast Asian region and the Spanish language. She is curious about international development and current affairs, as well as the potential for social entrepreneurship to address community concerns sustainably. Phyllis has worked with youth, older persons and social workers in various capacities. These include creating opportunities for students such as herself to learn how to interact with seniors, as well as community development projects in Ecuador. In her free time, Phyllis likes to chill and stay offline.

# PRESENTATION 5

## Unravelling Education as a Perpetuator of Social Inequality: School Banding as Distorter of Opportunities and Resource Availability

### Abstract:

Education is often touted as the social leveller and in Singapore, it is also the embodiment of meritocracy. In recent years however, the education system has drawn flak for deviating away from its intended purpose of creating fair opportunities for all, and accused of perpetuating inequality along socioeconomic lines. This explorative study seeks to speculate that inequality arising from the education system has, in part, been informed by the presence of school banding. School banding has been found to distort the amount and type of opportunities that students are endowed with, ranging from academic and co-curricular opportunities, to post-JC opportunities that can impact one's personal development. School banding also influences the quality of education and by extension education experience which has significant ramifications on their performance at the national exams, their post-JC pathways and life trajectories.



### How Kwang Ming (Year 4)

NUS Business School (Accountancy and Finance)  
Chua Thian Poh Community Leadership Centre

Kwang Ming is a fourth-year student in NUS, majoring in Accountancy with a second specialisation in Finance. While his specialisations lean towards the profit-making corporate sector, Kwang Ming had also previously interned at the American Chamber of Commerce, where he learned a great deal about the business aspects in Non-Government Organisations (NGOs) and their social impact on the local community. His passion lies in team sports, such as floorball, where he enjoys and appreciates the importance of teamwork, camaraderie, and kinship. It is his exposure to experiences within the floorball community that has spurred his interest to understand more about community development. In his free time, he enjoys playing the acoustic guitar.



### Andy Lua Jia Hui (Year 4)

NUS Business School [Business Administration  
(Marketing & Management)]  
Chua Thian Poh Community Leadership Centre

Andy is a final-year student in NUS pursuing an undergraduate degree in Business Administration. With strong interest in public administration, the economy and the market place, he seeks to understand and contribute actively to the amelioration of social inequality in Singapore – an issue that is close to his heart. Andy believes that the power of mentorship is a practical means of empowering others and bridging divides. As such, he helms several key appointments in various mentorships programmes both within and outside of the university. He likes aviation, and understanding social trends and current affairs. In his free time, he enjoys discussing social issues with friends over a cup of iced teh-O in a neighbourhood kopitiam.

# PRESENTATION 6

## Standing in the Gap:

### An Analysis of Personal Experiences with the Social Service Office

#### Abstract:

Social policy research often overlooked clients' perspectives even though they are the ones whose needs are being met. This research, therefore, seeks to present an analysis of ComCare Assistance delivery through the Social Service Office (SSO) from the perspective of residents in the Crawford subzone. Through the inductive research methodology, the gap between clients' expectations and their personal experiences with the SSO is being explored. The aforementioned gap manifests in three ways: socio-economic segregation, the formulaic solutions provided by the SSO, and finally the underlying policy objectives. From these conclusions, we put forth four propositions to inform future research in this area.



#### David Lim Shing Yang (Year 3)

Faculty of Arts and Social Sciences (Economics)  
Chua Tian Poh Community Leadership Centre

David is a third-year student in NUS, majoring in Economics. With a strong conviction towards corporate social responsibility especially in the financial sector, he strives to continually better himself and his understanding of the community so as to bring social impact through his future work. He is passionate towards helping and serving the vulnerable, especially youth-at-risk and families in poverty. This passion has translated into much of his time spent in church mentoring youth holistically and also volunteering as an associate consultant for non-profit organizations in Conjoint Consulting. In his personal time, he enjoys dancing and playing soccer.



#### Tan Xin Le, Hillary (Year 3)

Faculty of Arts and Social Sciences (Social Work)  
Chua Tian Poh Community Leadership Centre

Hillary is a third-year student in NUS, majoring in Social Work. Being someone who is strongly convicted by her faith, Hillary sees significance in serving those in need and is especially passionate about working with families. In recent times, she has also had the privilege to work with youth under the Guidance Programme and has found great joy in working with youth to develop their potential. Upon graduation, Hillary will be working as a Medical Social Worker and she looks forward to serving in the healthcare sector.