

CYCLING WITHOUT AGE

Annual Report 2021



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ABOUT CWA SINGAPORE



Our vision is to build a more inclusive community for seniors and persons with disabilities (PWDs).

Together with our volunteers, partners and collaborators, we work to eliminate social isolation and empower seniors and PWDs.

Our e-trishaws are our primary intervention tool, allowing our volunteer pilots to connect with seniors and build meaningful relationships with them.

Our volunteers also give rides to people who are differently abled, to bring joy and a feeling of connecting with the community despite their disabilities.

CWAS also runs programmes that focus on senior empowerment and longevity, as well as advocacy work through training programmes that build empathy and challenge ageism.

MESSAGE FROM THE CHAIRMAN



YEOH CHENG SAN AARON

Our fiscal year beginning May 2020 saw Cycling Without Age Singapore (CWAS) trying to find its feet at the height of safety restrictions due to COVID-19. With the pandemic halting our volunteering and engagement activities in the community, we faced the fundamental question – who are we without our trishaws?

It was during these unprecedented times that the Board and team of CWAS rolled up their sleeves and worked closely together to find our way through this pandemic. We challenged ourselves to remain relevant and continued to push boundaries by digitalising our trishaw services. For the first time, we used VR gears to offer virtual trishaw rides along places of interests, such as Clarke Quay and Gardens by the Bay, for our seniors who have less mobility and are unable to go out in the community as the pandemic raged on. The programme has been very well received, with seniors asking for more experiences, such as a virtual tour to Jeju island in South Korea. We have also managed to bring together our beneficiaries and volunteers in virtual spaces for shared activities – a first for our fledgling organisation.

Along with digital transformation, we also focused on strengthening our organisation. We've established sub-committees to support strategic and governance work. Setting the right standards, policies and processes in place continues to be a priority, and we have also renewed our IPC status for another 2 years. For the past fiscal year, learning journeys for staff and board of directors have enabled us to gain a better understanding of the evolving needs of our seniors and PwDs.

We believe that in adversity lies great possibility, and we continue to work towards delivering meaningful and impactful programmes in the community against the backdrop of COVID-19. More and more, we hope to drive deeper engagement and empowerment of our beneficiaries.

Should you be as excited as us in this goal, feel free to write in and share with us your passion and talent and how we may work together towards a shared vision.

MESSAGE FROM THE EXECUTIVE DIRECTOR



ADDIE ELICANO

So many events have happened since May 2020 that the writing of our annual report was a longer process than usual. As I think about the year that has passed, there is one thing I have been grateful for throughout. I am thankful for the many organisations and individuals who inspired myself, our team and our Board of Directors to have the courage to turn passion to action.

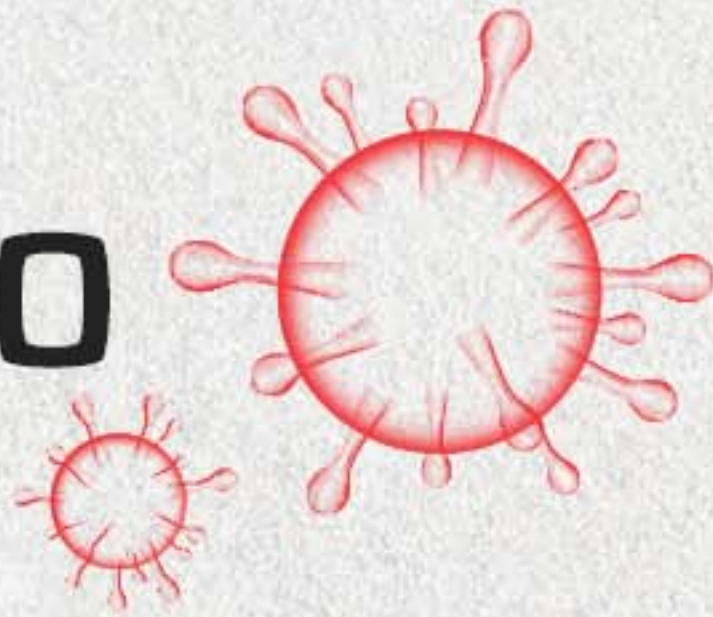
2020 was a year of reimagining the fundamentals of social services such as engagement and impact. Like other organisations around the world, Cycling Without Age Singapore's continued relevance as a charity rested on our ability to understand the rapidly changing needs of the community in uncharted territory. Equally, we needed to have a deep understanding of our strengths, talents and value as a team to respond to these changes in a meaningful way.

The year gave us an opportunity to find out how we could make the most of our services and where we could contribute the most to make a difference. It also allowed us to connect more deeply with the partner of courage – innovation – as we sought new ways to make safe spaces for our beneficiaries to remain connected to community.

Our story this year showcases our commitment and dedication to continue to find ways to deliver meaningful services in the face of adversity; to continue taking stock of how we do things and find ways to do them even better; and to continue pushing forward despite multiple setbacks this pandemic year has brought, focused and determined to leave the world a better place than how we found it.

I wish to thank all our collaborators for our work together that enabled us move towards the positive impact we desire to make on the community. Our doors remain open to all those who wish to walk this journey with us!

RESPONDING TO THE PANDEMIC



In 2020, the world faced a new highly contagious virus, COVID-19. When the virus found its way into Singapore, the government decided to increase the DORSCON level to Orange. This meant all volunteer activities and outings for most of our beneficiaries had to be paused. Seniors residing in nursing homes have not been able to go for outings since February 2020, and seniors residing at home have been encouraged to limit their movement. For those seniors who rely on these volunteer services to engage in meaningful activities and social interaction, this has been a hard time.

As a high-touch organisation, CWAS had to pivot its services from May - August 2020 and maximise the limited opportunities to engage with our beneficiaries throughout the rest of the fiscal year. Despite the eventual loosening of restrictions later in the year, CWAS lost the opportunity to provide over 2,000 trishaw rides to its beneficiaries. In lieu of trishaw rides, it had to explore digital or virtual ways to serve the community.



Pierre Png with Mdm Tay Yeok Leng from St Luke's ElderCare during the President's Star Charity 2020.

Thinking in opportunities

The results from our market research among seniors show that they lack social interaction and miss their friends, families and going outside. The risk of social isolation among seniors is rising and with COVID-19 still present in the community, this risk is only increasing. As seniors are a high-risk group in relation to COVID-19, it might take a while before they are able to engage in outside activities again.

With this in mind, CWAS explored digital or virtual ways to serve the community. One of the pilots we pursued is our virtual trishaw rides, which give our senior beneficiaries who were locked down in nursing homes the opportunity to have simulated outdoor experiences in spaces they are familiar with. More on the virtual rides can be found on page 20.

To continue to create meaningful relationships between our beneficiaries and volunteers during the pandemic, CWAS conducted several virtual activities. Residents from RenCi Nursing Home and Jamiyah together with CWAS volunteers engaged through food whilst decorating roti prata and baking pancakes. Together they played virtual games such as “Guess The Price” and decorated pinwheels for National Day 2020. Both the seniors and volunteers enjoyed each other's company and having the opportunity to learn whilst having fun together.





Fantastic 5 Team

Donation drive by volunteers

The CWAS volunteers have not only continued to show their support by engaging in virtual activities with our beneficiaries but have also participated in multiple donation drives. CWAS started with a virtual Pub Quiz in June 2020. Volunteers were invited to join forces and engage their family and friends to compete with other teams. Due to popular demand, CWAS hosted a second virtual awareness and donation drive called GEN quiz where we invited students from tertiary institutions and young adults. Through this event, CWAS shared the key issues seniors are facing and how aging looks like in Singapore.

In September 2020, we invited a group of volunteers who were also avid cyclists to build their donation pages on giving.sg and run a virtual cyclothon. CWA Ambassador Calvin Sim was a key supporter of the initiative and cumulatively, this group of volunteers were able to raise \$17,088 in donations.

In November 2020, a team of primary school students, the Fantastic Five, started a campaign to cycle and raise funds to support CWAS and ultimately raise \$13,000. They called this initiative Fantastic Five Cycle for Good.

Donation drive by volunteers

Cycle for Good became the rallying cry for further support of CWAS, where the organisation's volunteers raised awareness around the importance of building strong social connections by cycling in teams and making a call for donations to support our cause. The donations were received primarily through individual campaign pages created on www.giving.sg.

From December to January 2021, volunteers and friends raised a total of \$8,783, enabling CWAS to continue its programmes and reach more beneficiaries in 2021. As a way of giving thanks for their contributions, our supporters were invited to experience CWAS' VR ageing simulation and virtual trishaw rides. The donations received throughout the year formed part of our application to the Bicentennial fund matching programme, allowing our volunteers to double the impact of their efforts to support CWAS.

Inspired by the moniker Cycle for Good, CWAS has aspirations to plan a formal fundraising campaign on its own online platform in 2021, taking the concept of virtual cycling to promote social awareness of our cause forward.



Longevity ambassador Gayl Tan (pilot) and Moving Generations youth volunteer Tu Chang (marshal) enjoy intergenerational volunteering opportunities through our community rides.



OUR PROGRAMMES & ACTIVITIES

Introduction

The onset of the global pandemic required CWAS to adapt and innovate in order to continue working toward our mission in a time when in-person activities were severely disrupted. This led to the development of new programmes and establishment of new partnerships to increase our reach in the community. Through ongoing discussions with internal and external stakeholders CWAS adapted services online and made improvements to processes.

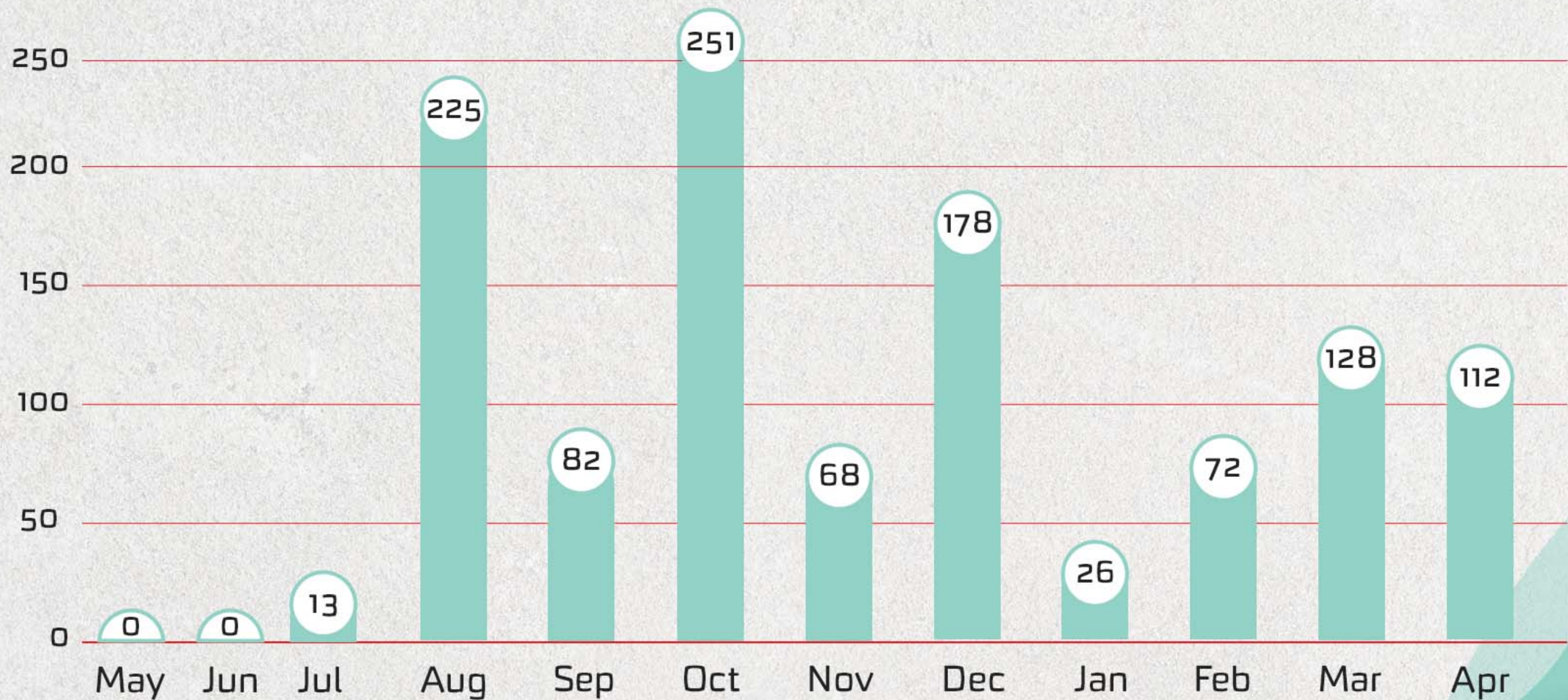
CWAS' approach to programme design involves the perspectives of key stakeholders including volunteers, beneficiaries, caregivers and senior care staff to refine the programme activities that help it achieve desired outcomes. This enables CWAS to better meet the needs of beneficiaries and volunteers, increasing our potential to create social impact and make continual improvements to programmes.

Our programmes are developed and deployed by a team whose expertise cover a broad range of relevant subject matter expertise including public policy, gerontology, pedagogy, youth development and psychology.

PROGRAMME IMPACT HIGHLIGHTS

MAY 2020 - APRIL 2021

Total Number of Rides



"Circuit Breaker lockdown", 7 April to 1 June 2021.

1,155
Total number
of rides

PROGRAMME IMPACT HIGHLIGHTS

MAY 2020 - APRIL 2021

Partnerships

Our partnerships this year are a mix of organisations who have engaged with us to give trishaw rides to more beneficiaries, either through one-time events or longer-term collaborations with CWAS. Some of our new partnerships also fall under our advocacy work, where CWAS conducted ageing simulation, empathy and longevity training programmes.

NEW BENEFICIARIES



NEW FUNDERS



17

new partnerships

PROGRAMME IMPACT HIGHLIGHTS

MAY 2020 - APRIL 2021

New Volunteers

395

Trained Pilots

239

Post Empathy Training

852

Participants

Total number of people including students, volunteers and corporates who underwent CWAS' ageing simulation and empathy training

80%

Empathy

training participants rated their empathy toward seniors as very good or best

56%

Comfort level communicating with seniors

training participants rated their comfort level communicating with seniors as very good or best

PROGRAMME IMPACT HIGHLIGHTS

MAY 2020 - APRIL 2021

New Programmes

In FY 2020-2021, CWAS introduced new programmes to meet the changing needs of the community. Our programmes focused on engaging and empowering seniors with restricted mobility, at-risk youth, pre-seniors and more mobile seniors.



Strengthening Generations

Senior empowerment programme



iLearn Social Workshop

Youth empowerment and senior mentoring programme



VR Trishaw Rides

to engage seniors in nursing homes when in-person activities were not possible

PROGRAMME IMPACT HIGHLIGHTS

MAY 2020 - APRIL 2021

Existing programmes

Moving Generations and Empathy Training continued throughout FY 2020-2021, further promoting both intergenerational bonding and our advocacy for greater empathy in the community towards our beneficiaries.



Moving Generations

Intergenerational bonding between seniors and youth



Empathy Training

Empathy building in the community

STRENGTHENING GENERATIONS

In January 2021, CWAS launched its first longevity and empowerment programme for volunteers aged 50 years and older. The programme is funded by the Council of the Third Age who share CWAS' interest in positive ageing and senior volunteerism.

The ultimate goal of the programme is to engage senior volunteers as Longevity ambassadors and trishaw pilots. Longevity ambassadors help promote healthy living and optimised longevity to those engaged through trishaw rides and in the community. The programme takes a collaborative and strengths-based approach whereby the involvement of volunteers help shape programme activities.

Senior volunteers joining the programme undergo two forms of training: CWAS' longevity training and trishaw handling training to graduate as Longevity Ambassadors. The health tips shared by the volunteers in the longevity training are incorporated in subsequent training sessions. Through this re-iterative process, training content is shaped by the wisdom of many volunteers.

The programme targets to enhance the physical and psychosocial wellness of senior volunteers. The health promoting benefits of volunteering as a Longevity ambassador are further amplified as volunteers join a growing supportive community of other like-minded individuals where they will be invited to participate in regular activities. A knock-on impact of the programme will be to reduce ageism and promote a more positive perception of ageing amongst programme participants and those engaged in the community.



Key Outcomes

14

Senior volunteers received Longevity Training

17

Senior volunteers received Trishaw

31

Beneficiaries engaged via trishaw rides

11

Youth engaged through intergenerational volunteering

Key Activities

Since the launch of the programme CWAS has hosted a series of volunteer induction sessions and began programme activities including trishaw activities and longevity training. CWAS participated in the National Silver Academy virtual roadshow with a virtual booth that led to the sign up of an additional 16 new volunteers. Senior volunteers also had the opportunity to give rides to our beneficiaries in tandem with our youth volunteers from Moving Generations. This paved the way for intergenerational volunteering.

The pandemic and subsequent restrictions present a threat to CWAS' ability to conduct programme activities such as trishaw activities and in-person volunteer connects. CWAS are ready to adapt volunteering opportunities online should the need arise and would continue to check-in with volunteers to maintain engagement.

Moving Forward

One of the key focus areas for the programme is to identify and train Longevity Ambassadors to give back in capacities with greater responsibility such as, trishaw trainer, longevity and ageing simulation training co-facilitator and trishaw mechanic. This contributes to CWAS' mission to empower seniors as they give back in ways that are personally meaningful while harnessing their strengths.

Furthermore, CWA continues to look at ways to expand the programme to include more volunteers and beneficiaries.

iLEARN SOCIAL WORKSHOP

With the support from NCSS Community Chest Fund and NCSS Seed Grant Fund CWAS was able to pilot the iLearn Social Workshop from September 2020 to May 2021.

The iLearn Social Workshop offered youths an alternative learning pathway tailored to address their individual needs and life circumstances through a multi-disciplinary engagement approach.

In this programme, CWAS and Care Corner brought together youths who are passionate about cycling with bike shop partners in an internship programme designed to teach the youths both technical and soft skills as a bike mechanic. Apart from being an intern at the bike shops, the youths' learning was supplemented by enrichment workshops on key topics such as digital marketing and business planning. The aim of these workshops was to provide a framework for the youths, should they wish to establish their own bike repair shop, or a related business in the future. Throughout the social workshop, youths were supported by Senior mentors. With this programme the youths were provided opportunities to learn and apply newly learned skills and succeed in achieving personal goals. This experience led the youth to realise their potential to contribute to the community.

4 youths completed the programme, with the help of 2 bike shops partners that offered an internship position. 11 working professionals also provided supplementary workshops for the them.



Key Outcomes

The iLearn Social Workshop consisted of three pillars: workshops, intergenerational bonding activities and internship. The key findings of this programme can be summarised as follows:

YOUTHS

- Attending the workshops led to increased confidence and youth learned new transferable skills
- Youths reported that they could apply what was learnt in the real world and that the format of the workshops suited their learning style
- Youths report more knowledge about bicycle maintenance and workmanship

SENIORS

- Through intergenerational bonding activities, barriers between generations were brought down
- Senior mentors wanted more opportunities and activities to deepen the relationship with their mentee

OTHERS

- Workshops and activities helped combat negative stereotypes held about youths.
- Professionals expressed, on average, 61% more confidence in the youths after interacting with them
- Youths learned from their mistakes and showed growth in independence through their internship.

Moving Forward

The CWAS team has taken learning from the pilot and is working on the implementation of several enhancements to strengthen the programme and its impact on both the youths and the senior mentors. NCSS has guided the team by providing a Theory of Change framework and several workshops on the usage of this framework. We are looking forward to the next run of this programme to start in Q1 2022.

VIRTUAL TRISHAW RIDES

The aim of the virtual trishaw ride project was to provide virtual trishaw rides to at least 120 senior care residents, allowing them to explore both new and familiar places, from the safety of their nursing home. The project came about as CWAS sought to pivot from its service model amidst COVID.

Through the support and funding by Temasek Trust's oscar@sg fund and a partnership with social enterprise MindPalace, CWAS filmed and produced five virtual trishaw rides with accompanying narratives in Singapore's four national languages.

Outcomes

On 31 December 2020, the project was concluded with the following outcomes:

- 132 residents across four nursing homes and one senior care facility experienced a virtual trishaw ride
- Differences in average happiness scores were observed ranging 33-40% between pre- and post-ride assessment across centres
- Qualitative feedback indicated improvements in mood, changes in behaviour and excitement from engaging with a new technology
- Benefitting organisations have requested that we continue the programme beyond the pilot




Qualitative Feedback

Qualitative feedback indicated that seniors found the VR rides engaging, even requesting for more locations to take virtual rides on. Some locations triggered memories, leading the seniors to reminisce and share new details from their past with the senior care staff. Other seniors were excited to visit new places previously inaccessible due to mobility issues. For example, a staff member from Sree Narayana Mission (Woodlands) wrote, **“[The resident] commented that the scenery at Gardens by the Bay was beautiful, they never had the chance to go out due to mobility issues. They enjoyed the ride very much and said it felt real.”** Even seniors who are bed-bound were able to go for a virtual ride, allowing them to have their first CWA trishaw experience.

The staff also reported changes in mood and behaviour, such as becoming more talkative and excited. Even residents who are usually difficult to engage with were intrigued by this new technology. One such senior from Jamiyah Nursing Home became more willing to share stories with the staff, when before he was usually difficult to engage with.

The virtual rides facilitated engagement between residents as well. For example, one resident from Sree Narayana Mission (Yishun) who would frequently gesture, smile and talk during rides, led other residents in the room to ask staff what she was doing and wanted to try VR as well. “[the resident] kept pointing and talking while doing the VR rides, it was great seeing her enjoying, talking and smiling. Even other residents beside her were curious of what she's talking about and also tried the rides.” The rides offer distraction from the current situation of being socially isolated, and in one case even distracted a senior from the pain she was experiencing.

Collectively, the results demonstrate that CWA is able to continue its mission of combating social isolation beyond COVID-19 through leveraging technology, and continue to serve beneficiaries with severe mobility limitations who are unable to go for physical trishaw rides.



Public Interest in the Project

It is also worth mentioning the virtual trishaw ride project received significant interest from the public that was supported by Temasek Trust's oscar@sg fund publicity efforts. This led to positive feedback from the public as well as substantial intrigue, given that the applications of virtual experiences in senior care are relatively new and unexplored. Through the help of Temasek Trust's Oscar@SG, CWA's virtual trishaw ride project was featured on various websites and media platforms including whatareyoudoing.sg, a podcast feature on MeListen and a news article on the Straits Times and Zaobao. This type of publicity helps CWAS build further partnerships with corporates, health and community organisations, and reach further beneficiaries.

Moving Forward

Based on the project pilot, CWAS will look into ways to expand the virtual experiences with seniors and document its impact as a service. This will be reviewed alongside the required investment in the development of the content and related technology for further rollout.



MOVING GENERATIONS

Moving Generations is CWAS' first programme which started in 2018. In partnership with and funded by Temasek Foundation, Moving Generations aims to connect youth with seniors through trishaw rides. The trishaw ride is used as a tool to build an intergenerational relationship between the passenger (senior) and youth (pilot). For this programme CWAS works closely with Nursing Homes, Senior Activity Centers and Senior Care Centers who house the trishaw and whose beneficiaries are passengers for the trishaw rides.

Youth volunteers undergo a 3-hour trishaw training to safely pilot the trishaw and are offered an Aging Simulation, Communication Skills and Empathy training conducted by CWAS staff.

Due to the restrictions and pauses on volunteer activities in nursing homes, senior care and activity centres that were brought about by COVID-19, CWA halted rides for 4 months last year. The lost opportunity for rides has also affected our volunteers' engagement and well-being.

In response to the pandemic and with the support of Temasek Foundation, the programme expanded its beneficiary base to include persons with disabilities, who have been found to be equally susceptible to social isolation and can enjoy similar benefits of remaining connected to the community through the trishaw rides. New collaborations with MINDS, SAVH, Rainbow Centre YAA!, YMCA, RDSS and Bedok Youth Society started and their members were also able to enjoy trishaw rides. These new collaborations have led to a positive impact on the wellbeing of more people.



Key Outcomes

Here are some highlights of the key outcomes under our Moving Generations Programme for the period of May 2020- April 2021:

101 youth volunteers completed their trishaw training, 42% of our trained volunteers have been volunteering for 6 months or more

678 unique seniors and/or persons with disabilities (PWDs) enjoyed a trishaw ride

In total, our volunteers have given **831** trishaw rides

33 seniors and/or PWDs have been on 4 or more trishaw rides

A total of 101 seniors completed our programme survey and reported the following:

100% of the seniors reported improvement in their mood and outlook on life and **97%** shared feeling more connected to the community after the trishaw ride(s)

84% of the seniors who completed the survey felt they had opportunities to share life stories and experiences with the youth pilots during a trishaw ride

67 of the newly trained youth pilots have completed our programme survey about their experiences as a volunteer with CWAS. **87%** of these youth pilots reported having greater empathy for seniors and **84%** felt more comfortable interacting with seniors after volunteering



Key Activities

Despite the minimal volunteer opportunities and face to face engagement with our beneficiaries due to the rising COVID cases in the community and advisory by the Singapore Government, our volunteers tried their best to serve our beneficiaries. Volunteers took the trishaw out and, through a virtual connection, they showed residents from Ren Ci Nursing Home and Singapore's Institute of Mental Health the beautiful scenery in Bishan Park and Lower Seletar Reservoir.

We have also been more visible in the community to members of the public by providing trishaw rides in the community to either seniors or people with disabilities. This led to greater awareness about CWAS in the community and new trishaw passengers.

On the volunteer management side, volunteers who are no longer able to commit to volunteering due to changes in their circumstances have been minted as programme alumni. While they have an option to remain connected to CWAS through our regular newsletter updates, they are no longer counted towards our total number of volunteers.



Moving Forward

In the next 6 months, CWAS will focus on engaging our current volunteers and train newly interested volunteers to create deeper relationships between volunteers and beneficiaries. New partnerships will be forged to create more opportunities for seniors and people with disabilities to enjoy a trishaw ride. With the programme coming to an end in May 2022, CWAS has been working to plan for its sustainability.

EMPATHY TRAINING

At CWAS, we offer Aging Simulation and Empathy training to our volunteers, schools, corporates and other organisations as part of our advocacy work. The main objective of this training is to develop greater understanding of and empathy for seniors and differently abled people. This year, CWAS invested in converting the ageing simulation sessions into virtual reality (VR), for participants to have a more immersive experience during the session. The VR session comprises of 3 environments in a senior's daily life. These environments are designed to give participants the feeling of social isolation, and certain frustration due to the inability to complete common daily activities.

Through this training, participants will have greater understanding of the challenges faced by seniors. Participants will be asked to identify and reflect on the range of feelings and emotions that seniors may experience as a result of limited physical and cognitive abilities through the aging simulation experience. Participants also learn about the positive attributes of aging and debunk stereotypes against aging. Lastly, we support participants in identifying practical examples of positive action that can be taken to show empathy for seniors.



In the past year we have conducted several training sessions for different groups of participants.

Empathy training in schools

This training complements MOE's Values in Action (VIA) Programme. VIA is a Key Student Development Experience (SDE) that aims to nurture socially responsible citizens who contribute meaningfully to the community, through the learning and application of values, knowledge and skills. VIA is designed to engender student ownership and initiative. As part of VIA, students reflect on their experience, the values they have put into practice, and how they can continue to contribute meaningfully.

The secondary schools that engaged us for empathy training were Zenghua, Xinmin, and CHIJ St Theresa. A total of 741 students were able to experience this training and will use the tools handed to them in their VIA Programme.

Empathy training for corporates

For the second consecutive year, we have been engaged by OCBC to give a longevity training for their employees. The training comprises of an ageing simulation session for participants to build up their empathy for seniors, a section on the pillars of longevity and the opportunity for participants to build their own longevity roadmap.



Pivoting to Online Sessions

Due to COVID-19 and the restrictions that came with it, trainings have been moved from face to face to online. CWAS has changed its training content so it is feasible to conduct online. However, in this setup, CWAS was unable to use its VR ageing simulation experiences. Subsequently, the impact of the training on the participants' empathy and comfort level in communicating with seniors is not as high as expected. Furthermore, organisations showed a preference for in-person training. With limited engagement opportunities due to the ongoing pandemic, our Empathy programme has been severely affected.

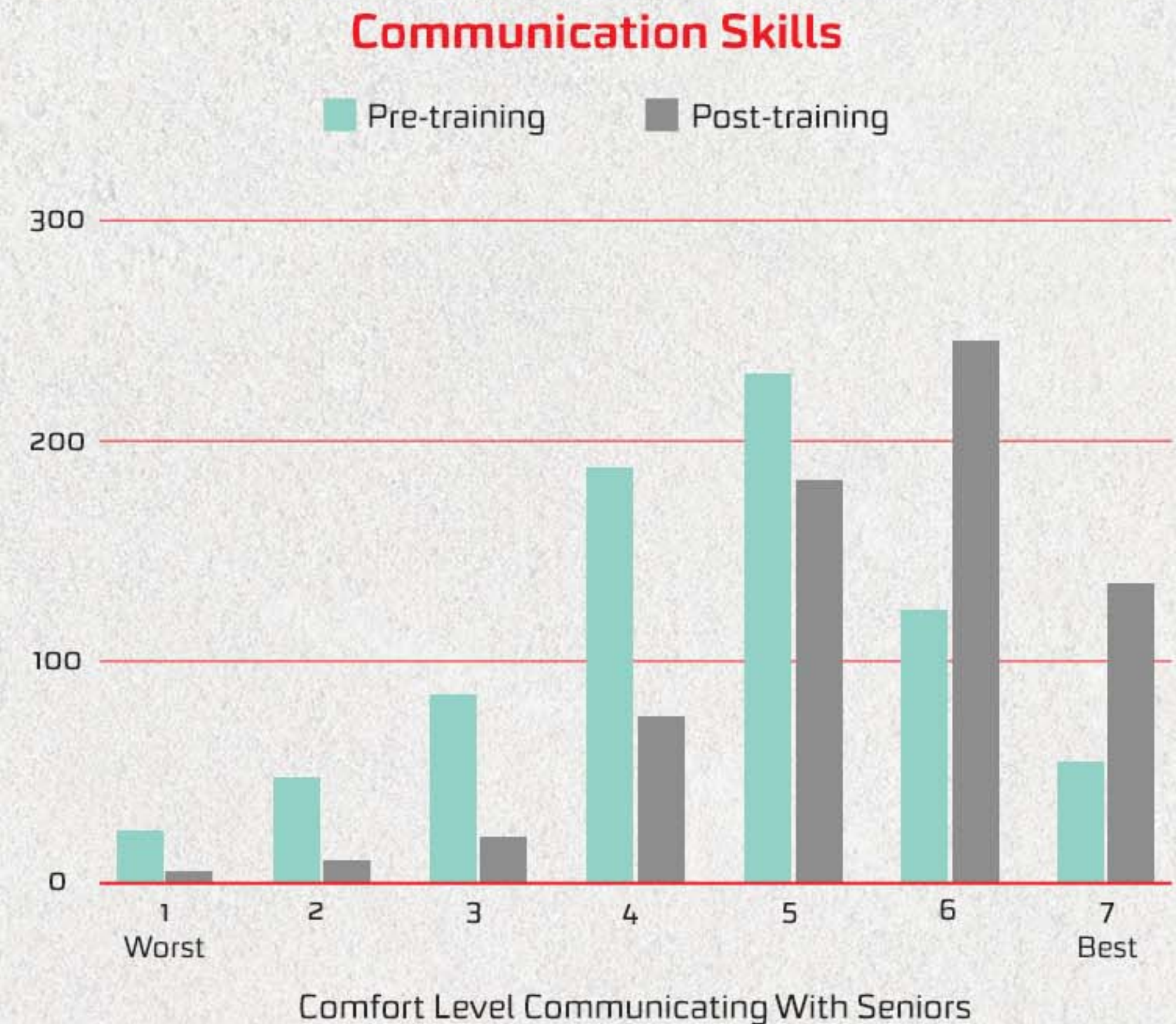
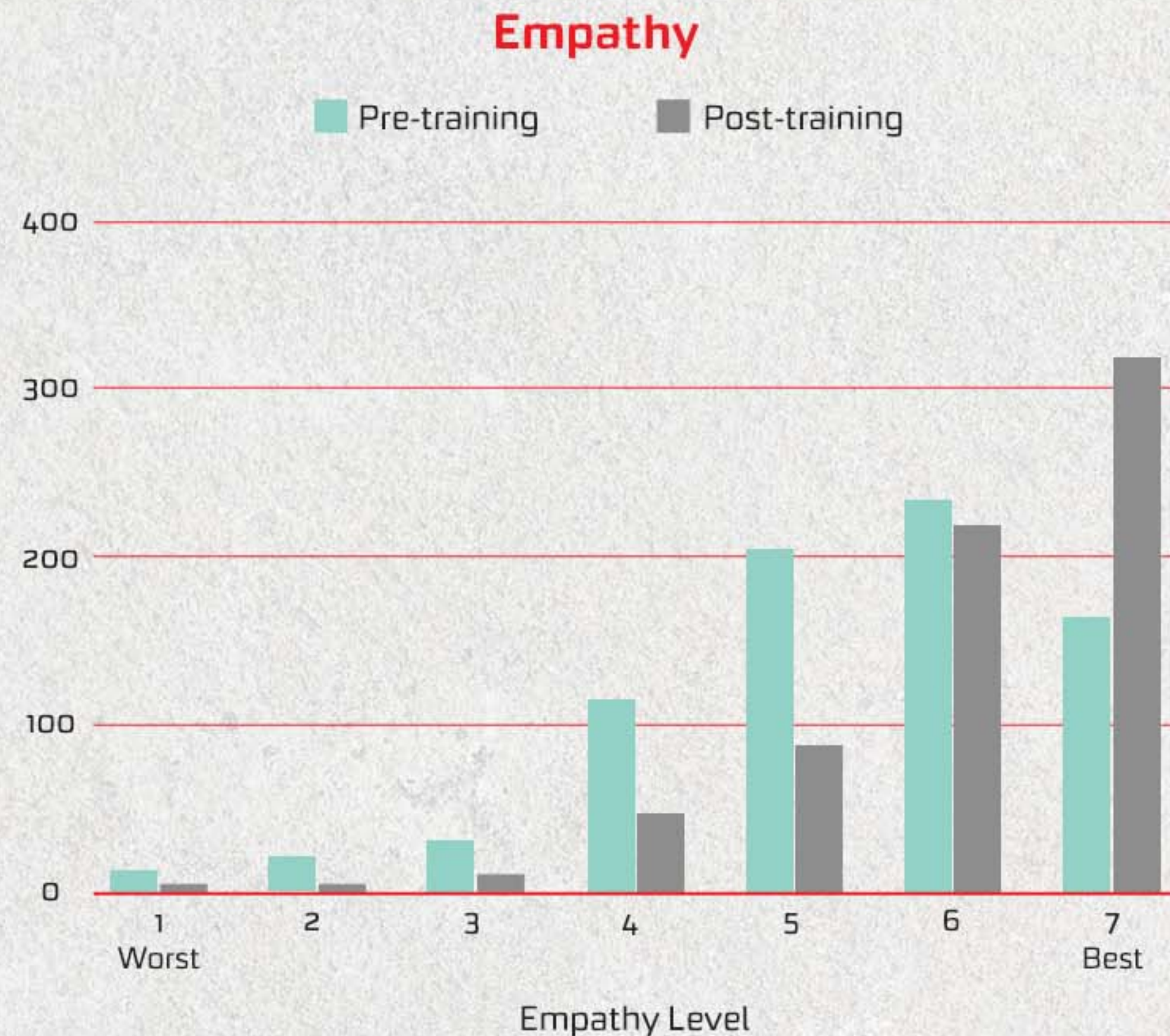
Training and No. Participants



Total: 852

Post-Training Outcomes

CWAS examines the impact of the ageing simulation and empathy training by asking participants to complete a pre and post-training survey on perceived empathy level toward seniors and comfort level communicating with seniors. The results of the graphs below show the responses from training participants who completed the surveys.



“It was a great experience feeling how elderlies feel, not for one but 24 hours. I feel a lot of empathy for them.”
- Xinmin Secondary School student

The results demonstrate a shift in the training participants' perceived empathy toward seniors and comfort level communicating with seniors. CWAS also gathers qualitative feedback with key learnings from the training and areas CWAS can improve, the results of which lead to adjustments to enhance training effectiveness.

Moving forward

CWAS continues to create a positive impact on training participants and further develop the training content to the current situation. Best practices and research on empathy and positive aging changes rapidly and it is therefore utmost important to continue to update our training content to reach the desired outcomes. The change from in person trainings to virtual trainings also requires the CWAS staff to enhance the training further for it to be feasible online. Activities require more in-depth thought to make sure the training is engaging enough for the participants and they take learning from the content.



CONNECTING WITH COMMUNITY



National Day 2020 Community Rides | August 2020

During National Day 2020, Singapore was only slowly beginning to open up after the circuit breaker. CWAS worked with the Agency for Integrated Care to put safety measures in place for our programme to ensure that our volunteers and beneficiaries could continue to enjoy a trishaw ride. Rides were offered to members of the public and volunteers could bring their grandparents or family members on rides as well. These were well received by the passengers and it was a good opportunity for our volunteers to safely connect with CWAS staff and each other after months of no rides.

CONNECTING WITH COMMUNITY

President's Star Charity

October 2020 | Event partner: Mediacorp

Every year Mediacorp hosts the President's Star Charity show as part of a nationwide effort to raise funds for charities chosen by the President. The President's Star Charity 2020 marked the 20th anniversary of the Presidents' Challenge. CWAS, together with athletes from Team Singapore and mediacorp artistes Pierre Png and Elvin Ng, had the opportunity to cycle seniors from Sree Narayana Mission Yishun and St Luke's Elder Care Ayer Rajah from Ulu Pandan Gardens PCN all the way to the Mediacorp campus. Upon arrival, the convoy was welcomed by President Halimah herself. It was a remarkable experience for both the seniors and trishaw pilots to engage closely after a break of almost 10 months.



CONNECTING WITH COMMUNITY

Christmas rides with RDSS and Rainbow Centre | December 2020 | Event partner: Rare Disorders Society (Singapore)

Early December 2020 CWAS invited members from the Rare Disorder Society Singapore (RDSS) and Rainbow Centre to join us for trishaw rides through Bishan Park. With funding from Purple Outings- Central Singapore CDC all participants left with a filled goodie bag and a smile on their face. It was the first time members from RDSS got to experience a trishaw ride. Caregivers shared it was a great opportunity for their children and themselves to let down their guard and have fun together. The respondents all shared they want to go for another trishaw ride!



Songs for seniors | December 2020 | Event partners: AbbVie, Spot Pocket Opera Theatre group, St Luke's Eldercare Ayer Rajah Centre

To bring the Christmas spirit inside the senior care centre, CWAS collaborated with AbbVie and Spot Pocket Opera Theatre Group to bring the joy of a lunch to the seniors from St Luke's Elder Care- Ayer Rajah. Whilst the seniors enjoyed their Christmas lunch, we listened to a record of the Spot Pocket Opera Theatre Group singing different Christmas songs. The seniors were thankful for the meal and had a great time singing and dancing along with all the songs. Despite the difficult year, music and a meal brought all seniors and staff closer together.

CONNECTING WITH COMMUNITY



Cycle for the Cause | February 2021 |

Event partners: Innospec team, Gardens by the Bay, MINDS, Rainbow Centre, Bedok Youth Society

3 trishaws, 15 employees from Innospec and Gardens by the Bay as venue, made it possible for beneficiaries from Bedok Youth Society, MINDS and Rainbow Centre to enjoy the wind in their hair on the trishaw. It was a remarkable experience for both the Innospec employees and trishaw passengers. They learned about each others' strengths and weaknesses and most importantly had fun together. This event was done alongside a donation drive by Innospec for CWAS.

PLANNING AHEAD

Charity's upcoming plans



Applying the insights garnered during our learning journey, the CWAS Board of Directors and team will be working together to map out strategic priorities for the next 3 years. As part of the organisation's continued desire to deliver relevant services to the community in the face of the changing social sector landscape, it will look into key investments in the digital space, as well as continue maximising current tools and resources used for community engagement.



CWAS has plans to scale its fundraising event, Cycle for Good, by creating its own fundraising portal through which all donations will be channeled.

SUMMARY OF FINANCIAL PERFORMANCE

Major Financial Transactions

Total expenditure for the year was \$365,889, a 17.7% increase on last year. This was mainly due to Aging Simulation VR implementation expenses that were paid out of unrestricted funds. Overall, we had a deficit of \$77,397.

However we had a surplus of funds amounting to \$185,272 in the fiscal year 2020, and this balance was carried over to fiscal year 2021, thereby giving a surplus of \$107,875 as reflected in the Statement of Change In Funds.

Donations

From the total donations of \$99,046, \$43,571 of which was tax deductible, and \$55,475 was non-tax deductible.

Purpose of Charitable Assets

The Charity owns a total of 10 trishaws. The trishaws are strategically located around Singapore, each with our care partners and nursing homes. They are used to take our beneficiaries on free rides along pre-approved routes. These routes are determined through consultations with the Land Transport Authority and NParks.

Our Financials

Statement of Financial Activities

	Unrestricted Fund	Restricted Funds									
	General fund 2021 \$	Temasek grant fund 2021 \$	Sage grant fund 2021 \$	NCCS VR Project grant fund 2021 \$	iLearn Social Workshop 2021 \$	Strengthening Generations C3A grant 2021 \$	NCCS Trust fund - President's Challenge 2021 \$	TOTAL FUNDS 2021 \$	Unrestricted fund 2020 \$	Restricted Funds 2020 \$	TOTAL FUNDS 2020 \$
INCOME											
Voluntary income:											
Donations	99,046	-	-	-	-	-	-	99,046	51,677	-	51,677
Activities for generated funds:											
Events - Trishaw rides	5,038	-	-	-	-	-	-	5,038	5,846	4,805	10,651
Fund-raising	-	-	-	-	-	-	-	-	15,587	-	15,587
Interest Received	1	-	-	-	-	-	-	1	-	-	-
Training	20,203	-	-	-	-	-	-	20,203	16,526	-	16,526
Grants	10,404	-	-	50,816	50,000	25,946	19,665	156,831	27,965	172,720	200,685
Other income	7,373	-	-	-	-	-	-	7,373	356	-	356
	142,065	-	-	50,816	50,000	25,946	19,665	288,492	117,957	177,525	295,482
LESS: COST OF GENERATING FUND											
Fund raising expenses	-	-	-	-	-	-	-	-	3,692	-	3,692
Programme activities and event	38,134	-	-	60,816	5,135	-	-	104,085	9,037	66,783	75,820
	38,134	-	-	60,816	5,135	-	-	104,085	12,729	66,783	79,512
LESS: GOVERNANCE AND ADMINISTRATIVE COSTS											
Auditor's remuneration	4,687	-	-	-	-	-	-	4,687	1,882	1,568	3,390
Bank Charges	95	-	-	-	-	-	-	95	106	45	151
Depreciation of plant and equipment	495	37,825	-	-	651	-	-	38,971	-	37,697	37,697
General and administation	1,329	6	-	-	-	-	-	1,335	2,214	2,338	4,552
Insurance	-	-	-	-	-	800	835	1,635	-	1,568	1,568
Legal fees	1,333	-	-	-	-	-	-	1,333	868	-	868
Licences	4,870	632	-	-	29	-	-	5,531	327	2,453	2,780
Balance brought forward to next page	12,809	38,463	-	-	680	800	835	53,587	5,337	45,669	51,006

Our Financials

Statement of Financial Activities

	Unrestricted Fund	Restricted Funds									
	General fund 2021 \$	Temasek grant fund 2021 \$	Sage grant fund 2021 \$	NCCS VR Project grant fund 2021 \$	iLearn Social Workshop 2021 \$	Strengthening Generations C3A grant 2021 \$	NCCS Trust fund - President's Challenge 2021 \$	TOTAL FUNDS 2021 \$	Unrestricted fund 2020 \$	Restricted Funds 2020 \$	TOTAL FUNDS 2020 \$
<i>Balance carried forward from previous page</i>	12,809	38,463	-	-	680	800	835	53,587	5,337	45,669	51,006
Office rental	-	6,281	-	-	-	960	1,020	8,261	-	10,788	10,788
Public relation cost	-	-	-	-	-	-	-	-	15	440	455
Repairs and maintenance	-	15,545	-	-	-	166	-	15,711	89	11,910	11,999
Shipment and delivery	130	-	-	-	-	-	-	130	-	-	-
Staff costs	85,513	45,732	1,500	-	27,235	9,663	-	169,643	4,500	135,699	140,199
Stationary, photocopy and printing expenses	1,350	8	-	-	6	246	-	1,610	252	271	523
Sundry expenses	972	46	-	-	51	400	-	1,469	233	35	268
Telecommunication and internet	733	768	-	-	129	-	129	1,759	714	1,737	2,451
Training cost	1,460	-	-	-	-	327	-	1,787	711	250	961
Transportation and travel	6,214	-	-	-	-	-	-	6,214	2,994	8,575	11,569
Travel expense	1,002	39	-	-	260	21	-	1,322	-	-	-
Volunteer cost	311	-	-	-	-	-	-	311	32	1,142	1,174
	110,494	106,882	1,500	-	28,361	12,583	1,984	261,804	14,877	216,516	231,393
Total expenditure	148,628	106,882	1,500	60,816	33,496	12,583	1,984	365,889	27,606	283,299	310,905
Surplus/(Deficit) before taxation	(6,563)	(106,882)	(1,500)	(10,000)	16,504	13,363	17,681	(77,397)	90,351	(105,774)	(15,423)
Less: Income tax expense	-	-	-	-	-	-	-	-	-	-	-
Surplus/(Deficit) for the financial year, representing total comprehensive income/(loss) for the financial year	(6,563)	(106,882)	(1,500)	(10,000)	16,504	13,363	17,681	(77,397)	90,351	(105,774)	(15,423)

Our Financials

Statement of Changes in Funds

	Unrestricted Fund	Restricted Funds						TOTAL FUNDS
	General fund	Temasek grant fund	Sage grant fund	NCCS VR Project grant fund	iLearn Social Workshop	Strengthening Generations C3A grant	NCCS Trust fund - President's Challenge	
	\$	\$	\$	\$	\$	\$	\$	\$
As at 1 May 2019	37,488	141,514	21,693	-	-	-	-	200,695
Surplus/(Deficit) for the financial year, representing total comprehensive income/(loss) for the financial year	90,351	(91,636)	(14,138)	-	-	-	-	(15,423)
As at 30 April 2020	127,839	49,878	7,555	-	-	-	-	185,272
Surplus/(Deficit) for the financial year, representing total comprehensive income/(loss) for the financial year	(6,563)	(106,882)	(1,500)	(10,000)	16,504	13,363	17,681	(77,397)
As at 30 April 2021	121,276	(57,004)	6,055	(10,000)	16,504	13,363	17,681	107,875

DECLARATIONS AND POLICIES

Board meetings & attendance

We had a total of 15 board meetings during the year.

2020		2021	
May	12, 14, 18	Jan	15
Jun	7, 15	Mar	22
Jul	24	Apr	14
Sep	1, 18, 25		
Nov	25		
Dec	7, 21		

The attendance of the Board of directors at the Board meetings are as following:

Mr Aaron Yeoh	attended all the meetings
Ms Dorothy Teo	attended all the meetings
Mr Siang Ter Foo	attended the meetings except on 22/3/21
Ms Yos Pang	attended all the meetings except on 7/12/20

Committees

Following are the committees chaired by our directors:

Audit and Compliance • Dorothy Teo

Finance & Fundraising • Yos Pang

Programmes, Marketing & PR • Siang Ter Foo

Strategy and Business Development • Aaron Yeoh

Remuneration

The Charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.

Reserves policy

Unrestricted Funds: (decrease)	Current Year	Previous Year	% Increase / Decrease
Total Funds	\$121,276	\$127,839	6,563
Ratio of reserves to annual operating expenditure	0.33	0.41	0.8

Our reserves slightly decreased this fiscal year mainly due to our investments in a few programmes which will benefit our beneficiaries in the longer term. However, subsequent to this fiscal year we have fundraised and also taken advantage of the matching grant which has improved our reserve ratio. The board reviews the reserves regularly to ensure that the amount remains adequate to fulfil our future obligations. It acknowledges the need to grow the reserves to enable us to sustain operations and is actively working on strategies for this.

DECLARATIONS AND POLICIES

Conflict of Interest Policy

It is the policy of the Board that should it need to make a decision on an issue where the Board member(s) has/have an interest, the Board member(s) should:

- a. Identify the potential conflict of interest;
- b. Not participate in discussion of the program or motion being considered; and
- c. Not vote on the issue.

If the Board needs to make a decision on an issue where the Board member(s) has/have an interest, it is the responsibility of the Board to ensure that:

- a. All decisions are made by vote, with a two-thirds majority required based on the presence of a quorum; and
- b. Interested board members must not vote on matters affecting their own interests.

It is the responsibility of the Board to:

- a. Only decide to hire or contract with any vendor if they are the best qualified individuals available, and willing to provide the goods or services needed at the best price. The Board's decision shall not be influenced in any way by the fact that a Board member has an interest in the contract.
- b. Record in the minutes of the Board Meeting the potential conflict of interest, and the use of the procedures and criteria of this policy.

It is the sole responsibility of any member of the Charity to report any possible real, potential or perceived conflict of interest. If it is an oversight of the Charity, the member shall promptly inform the Charity that he has been put in such a position of conflict of interest. No member of the Charity shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation with the Charity. Each individual shall disclose to the Charity any personal interest which he or she may have in any matter pending before the organisation and shall refrain from participation in any decision on such matters.

The Board of the Charity shall have the right to suspend any involvement of any member/staff when it has come to their attention that a potential actual or perceived conflict has arisen, but has not been voluntarily disclosed by the relevant member. Any violation will result in discipline, up to and including termination from employment or removal from the board, or expulsion from being a volunteer member of the Charity.

DISCLOSURE: PURPOSES OF RESTRICTED FUNDS

TEMASEK MOVING GENERATIONS - The Temasek Grant fund is a restricted fund. It is solely used for any costs, direct and indirect, incurred in the execution and enablement of youth and senior activities, interactions and events.

STRENGTHENING GENERATIONS - This fund from the Council for the Third Age is used for longevity and empowerment programmes for volunteers aged 50 years and over. Funds are used to train the volunteers to become longevity ambassadors and act as role models for healthy living.

The **iLEARN SOCIAL WORKSHOP** grant is also a restricted fund. The funds are used for enabling and engaging youth in different activities which offer alternative learning pathways.

The **NCSS VR PROJECT** Grant is used for implementing and investing in virtual reality environments and VR headsets. These are widely used in our training programmes to further enhance the empathy and ageing simulations as part of our advocacy work.

The **SAGE** grant was established and utilised for the purpose of providing practical life skills to the youth and enriching their lives. The programme was done in collaboration with ITE and YMCA.

NCSS TRUST FUND - PRESIDENT'S CHALLENGE

This fund was established and is being utilised for our intergenerational bonding programme, bringing youth and seniors together on trishaw rides, and further expanding the existing programme to offer virtual rides to seniors who are not able to enjoy a physical ride.

OUR BOARD OF DIRECTORS



Yeoh Cheng San Aaron
Chairman



Foo Siang Ter
Director



Pang Su Lyn Yos
Director



Teo Sook Fern Dorothy
Director



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📅 Mondays to Fridays, 9:00 am to 6:00 pm