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## **PRESS RELEASE**

29 May 2025

# **The Healing Nation: MWS Launches Nation-Wide Push to Redefine Community Care**

**Aiming to mobilise 1.4 million volunteer hours, The Healing Nation seeks to spark a movement to build a sustainable, volunteer-powered ecosystem for community care.**

Methodist Welfare Services (MWS) launches “The Healing Nation”, a national initiative that marks the Methodist community’s contribution to Singapore in commemoration of SG60. Inspired by the 140<sup>th</sup> anniversary of The Methodist Church in Singapore (MCS), the initiative is deeply aligned with the heartbeat of Forward SG, which lays the foundation for Singapore’s refreshed social compact.

“In July 2024, MWS unveiled a White Paper titled Social Empowerment Towards a Flourishing Singapore – our response to Forward SG and a commitment to Singaporeans. We pledge not only to strengthen our outreach and build capabilities and capacity to meet the growing needs, but also to help shape a more vibrant and sustainable care ecosystem. That commitment has now culminated in The Healing Nation national initiative,” said Eugene Toh, Chairperson of the MWS Board of Governance.

The Healing Nation is transformative on three levels:

- It is a Methodist-led national mission to mobilise the community to give back to Singapore.
- Through this, MWS aims to build an ecosystem by developing volunteer engagement capabilities that support sustained community participation.
- It kickstarts MWS’ journey to drive systemic change in community care through innovation.

### **A National Mission**

To kick off The Healing Nation, MWS has set two ambitious goals:

- i) MWS is calling on the Methodist community and Singaporeans – whether individuals, businesses, or community groups – to mobilise 1.4 million hours of volunteer service in 2025. As of 28 May 2025, close to 180,000 volunteer hours have been pledged.

#### **Methodist Welfare Services**

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- ii) MWS is committing to raise \$1.4 million to fund critical social and healthcare services beyond MWS' own programmes.

“We have set a bold and audacious goal: to mobilise 1.4 million volunteer hours,” said Eugene. “We believe this is achievable. First, we are rallying the Methodist community to come together in service to society. Secondly, by partnering other charities and social service agencies, we hope to inspire those beyond the Methodist community to join us in this movement of care.”

Calvin Ngo, Chief Executive Officer of MWS, added, “Through The Healing Nation, we aim to raise \$1.4 million – not for MWS' own programmes that currently do not receive funding, but to support up to 1,000 families cared for by other charities, social service agencies, and Methodist partners who join us in this national effort. Our hope is to empower fellow organisations' aspirations to go even further and do even better in meeting the community's needs.”

### **Building an Ecosystem**

MWS will also be investing resources to build a self-sustaining ecosystem for Singapore's community care sector. The keys to its success lie in both developing more robust volunteer engagement capabilities and shifting mindsets about volunteering and community participation.

To facilitate this is TheHealingNation.sg – an Artificial Intelligence (AI)-empowered digital platform that was developed in partnership with Give.Asia. Designed to match volunteers with volunteer opportunities, the platform's algorithm works by learning user preferences and improving matches over time.

The longer-term goal is to facilitate a mindset shift – that volunteering is seen not as charity but a way of life, where everyone can contribute and benefit, creating a more resilient society.

“The Healing Nation can be a real game-changer. It offers a way for the community care sector to move from operating in silos to becoming a self-sustaining, collaborative ecosystem. Previously, many charities may have worked more independently, each building its own volunteer base. That model served us well for a time. But today's challenges – across both health and social care – are far more complex and interconnected. Collaboration is no longer a good-to-have; it's a necessity. We're encouraged by the government's policy shifts that support greater partnership across the sector. Through The Healing Nation, we hope to contribute to that momentum – by creating space for deeper collaboration, shared resources, and mutual support, so we can all do more, together, for our communities,” said Eugene.

TheHealingNation.sg platform hosts opportunities beyond MWS' Centres or Methodist-related locations. To date, there are 143 volunteer opportunities that cater to different interests, needs and availability. These are offered in partnership with 24 SG Cares Volunteer Centres and three community partners, connecting to more than 100 charities. These range from cleaning horse stables to offering seniors barber services to supporting persons with

intellectual disability in water play. Charities, social service agencies, and other volunteer-run groups are encouraged to place their volunteer opportunities on the platform.

“In 2021, a National Council of Social Service (NCSS) survey across 217 social service agencies reported a combined total of 1.3 million volunteer hours. The Healing Nation invites Singaporeans to see volunteerism not as an extra – but as infrastructure. Like a sharing economy for good, it works when everyone contributes, and everyone benefits,” said Eugene.

Lee Yean Wun, Executive Director of Kampong Kapor Community Services (KKCS), added, “We partnered with The Healing Nation to increase the ways we connect with those who want to volunteer. It is a valuable platform to raise awareness of our volunteering opportunities, complementing the outreach we are currently doing. At KKCS, we believe change happens when people come alongside others with time and compassion. Through this partnership, we hope to invite even more individuals to be part of strengthening lives and communities together.”

### **Driving Systemic Shift Through Innovation**

Besides the AI-empowered digital platform, MWS also hopes to transform community care through innovation. “Technology is central in enabling some of the systemic shifts the sector may need. Demand for care is high and will only increase as our society ages. Given limited manpower in this sector, it is imperative that we leverage on technology and find new ways of working in order to remain sustainable for the long term,” said Eugene. “TheHealingNation.sg platform is one of our first steps in leveraging technology at this scale – and a prime example of innovation, made possible by our tech partner Give.Asia. They have invested in developing a simple, frictionless user interface – customised to our specifications – that makes the experience significantly more seamless for both volunteers and charities, helping to lower many of today’s barriers to volunteering.”

Pong Yu Ming, CEO of Give.Asia added, “We are inspired by the Methodist community’s commitment to give to Singapore and hope to empower more communities to do the same across Asia on Give.Asia.”

Elaborating on its innovation thrust, MWS CEO Calvin said, “Though we’re just one social service agency, we took the step to develop this shared digital infrastructure because we saw an opportunity to mobilise volunteers in new ways – to help bridge the gap created by a shrinking, ageing workforce and growing community needs.”

“Beyond this volunteering digital platform, we are also exploring other tech solutions including generative AI and the related, to streamline work processes, enhance clinical competencies and deepen community engagement. With technology, we will be able to better track impact, ensure effectiveness and improve client outcomes. We are ready to partner the government and like-minded organisations to pilot such solutions so that together, we may strengthen the community care ecosystem,” Calvin added.

## Support from the Government and MCS

The Healing Nation initiative is driven by the Methodists, partnering with the Ministry of Culture, Community and Youth (MCCY) and the network of SG Cares Volunteer Centres and various community organisations.

“The Healing Nation initiative is very meaningful as it brings people together to build a more cohesive and caring society. That different partners have come together to promote giving and volunteerism speaks volumes of the strength of our community. It is a most inspiring endeavour as we celebrate SG60 this year,” said Ms Jill Wong, Senior Director in MCCY.

“We believe in the acts of Grace – building up one another and caring for one another. In celebrating 140 years of Methodism in Singapore, we have the chance to share this Grace through our love for brothers, sisters and also our neighbours. Through The Healing Nation initiative, we hope to ignite more opportunities for generosity to flow as we are better able to choose areas of volunteerism that meet the most pressing needs,” said Bishop Philip Lim of The Methodist Church in Singapore.

Eugene added, “The Healing Nation could not have reached this starting line without the unwavering support of the Methodist community, fellow social service agencies like KKCS among others, and MCCY who first connected us with the invaluable expertise of Give.Asia. Their collective support has been instrumental in bringing this effort to life. But this is just the beginning. Real impact will come as more individuals, businesses, and community groups step forward. Because in the spirit of Forward Singapore – where everyone counts – no one stands alone.”

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Please check out The Healing Nation website at: [TheHealingNation.sg](http://TheHealingNation.sg)

For organisations that wish to upload their volunteer opportunities, please email:  
[mcs140thn@mws.sg](mailto:mcs140thn@mws.sg)

Appendices:

1. Fact Sheet on The Healing Nation
2. FAQs on The Healing Nation



## ABOUT METHODIST WELFARE SERVICES

Methodist Welfare Services (MWS) is all about empowering people to have life to the full.

Our story began out of Christian love in 1981 with a simple desire to help those in need. From a humble starter project of a small nursing home for 24 sick elderly, we have grown to 23 centres and programmes island-wide, serving over 16,700 families and individuals who may experience poverty in different ways, such as poor health, fractured relationships, broken dignity, and financial distress.

The MWS network of services enables cross-referrals and multi-disciplinary interventions from a range of social and healthcare services. These include casework, counselling and therapy; parenting support; medical and rehabilitative care; pastoral care; home-based, community-based and residential care; a debt clearance and asset building scheme; and others.

We are an Institution of a Public Character and a member of the National Council of Social Service, and serve across all age groups, ethnicities and religions.

Please visit [www.mws.sg](http://www.mws.sg) for more information.

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