

Frequently Asked Questions (FAQ)

About Us

1. Who is Community Chest?

As the hallmark of care and share, Community Chest has been uniting the community to fundraise and serve those in need since 1983. As social service needs become more complex, we endeavour to create impactful partnerships with the people, private and public sectors to deepen sustainable giving and champion the potential of those we aim to support. Together, we can empower every person to live with dignity in a caring and inclusive society.

In financial year 2023, Community Chest has supported over 100 social service agencies and over 200 programmes to meet underserved, critical social needs.

2. Who do we serve?

As our fundraising and operating costs are covered mainly by Tote Board Group, **100%** of all donations goes towards empowering the lives of:



Adults with Disabilities



Children with Special Needs and Youth-At-Risk



Families in Need of Assistance



Persons with Mental Health Conditions



Seniors in Need of Support



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3. What is Children's Day Appeal (CDA)?

In 2024, we commemorate the 40th milestone of the Children's Day Appeal (CDA), symbolising four decades of its meaningful impact. Since its inception in 1984, the Children's Day Appeal has stood as an annual beacon for fundraising efforts, advocating for children's involvement, and rallying substantial support for communities in need.

Aligned with the Ministry of Education's Values-in-Action Programme, this campaign encourages preschoolers and primary schools' students to embrace the spirit of giving, fostering the essential values of compassion, respect, and empathy from an early age.

4. How is CDA 2024 different from previous editions?



This year, to foster participation and a sense of unity with the wider community, students are invited to join in a Padlet discussion on social issues and their potential solutions, to lend even more meaning to this class activity, selected schools/students will stand a chance to win Sharity merchandise for our beneficiaries, in celebration of CDA's 40th Anniversary.



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Teachers' Guide

1. As a participating school for CDA 2024, what are the important dates to keep a lookout for?



Registrations open on **22 July**

Scan the QR code or click [here](#) to register.

Each participating school can choose to receive either or both:

- An individual donation envelope per student for cash donations
- A customised PayNow QR code for the whole school valid for usage till 31st Dec 2024



Registrations close on **15 September**

Email NCSS_School@ncss.gov.sg if you have any enquiries or further updates to the registered information.



Teaching kit available on **16 September**

Download the teaching kit via the link below.



Delivery of donation envelopes and emailing of customised PayNow QR codes **from 16 September onwards**

The envelopes will be delivered to the school's general office between 16 and 30 September, from 9am to 5pm (weekdays only). The envelopes will be addressed to the teacher-in-charge. The customised PayNow QR codes will also be emailed to the teacher-in-charge.



Kickstart your giving journey

Schools may kickstart their giving journey upon receiving the donation envelopes and/or PayNow QR code.



Collection of donation envelopes **from 14 October onwards**

A Form.Sg link will be emailed on a later date to all participating schools to select their preferred date and time of collection.

Teaching kit

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1. Where do the teachers download the teaching kit?

Teachers may download the teaching kit from the CDA website starting from 16 September. Community Chest will send an email notification to inform the teachers that the teaching kit is ready to be downloaded.

2. Can the teachers amend the teaching kit?

Yes, teachers may customise the teaching kit to better suit their curriculum and the audience. However, please avoid amending slides 1 to 6 on corporate information.

3. Are teachers allowed to send the teaching kit to students/parents?

Yes, teachers may send the teaching kit to students/parents in PDF format. Alternatively, teachers can visit the [CDA website](#) to download the teaching kit.

Delivery of Donation Envelopes

1. I have indicated the wrong number of donation envelopes in the Form.Sg submission.

Please contact us at NCSS_School@ncss.gov.sg and update the number of donation envelopes required.

2. We have yet to receive the donation envelopes after 20 June.

Please check with your school's general office. If the general office did not receive it, please email us at NCSS_School@ncss.gov.sg.

3. My school/centre received extra donation envelopes, what should we do?

The teacher-in-charge may consider using the extra donation envelopes to encourage other teachers to donate to CDA. Alternatively, you may pass all used and unused envelopes to CDA's cash collection vendor when they arrive at your school for collection of donations.



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4. My school/centre received fewer donation envelopes than indicated, what should we do?

Please email us at NCSS_School@ncss.gov.sg to indicate the additional number of donation envelopes required. We will deliver the remaining envelopes to your school.

Collection of Donation Envelopes

1. One of my students have misplaced / damaged the donation envelope, what should we do?

If there are any remaining donation envelopes from distribution, please provide one to the student. Alternatively, you can encourage the student and their family to contribute using the PayNow QR code included in the teaching kit.

2. How do I pass the donation envelopes to CDA's cash collection vendor?

It is the school's responsibility to safekeep the donation envelopes before the collection by the cash collection vendor appointed by National Council of Social Service. After collecting all donations, please safekeep the donation envelopes in the staff room, or where it is best advised by the school. A collection manual will be sent on a later date to explain on the collection protocol.

3. When will my school be notified of the collection date and time?

A Form.Sg link will be emailed to your school at a later date for the teacher-in-charge to select their preferred collection date and time. Teachers will be required to select 2 dates, at least one week apart, in the event that the first date is not available.

Subsequently, we will send an email to confirm the collection date and time with your school.

4. My school missed the collection date. Can I reschedule the collection date?

Yes, please email NCSS_School@ncss.gov.sg. We will advise you on the next available collection date and time.



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5. Do I need to inform my General Office and guard house about the delivery and collection?

Yes, please inform them to enable a smooth process for delivery and collection.

Others

1. Our school is unable to participate in the donation drive, but we would still like to support CDA. How can we do so?

There are two ways the school can show their support to CDA.

a. Download and share the teaching kit with your students

The teaching kit contains useful educational resources such as experiential activities and an inspiring story of a service user. Through this kit, we aim to nurture, encourage, and inspire students to be socially responsible citizens who can contribute meaningfully to the community. It will be available for download via the [CDA website](#) on 16 September 2024.

b. Partner Community Chest for Values-in-Action projects

If the school has an upcoming/existing initiative that contains a fundraising component, the school may consider tying the fundraiser component with CDA. Examples of such initiatives include school's anniversary, concert, funfair, etc. The funds raised from the project can then be donated to support CDA 2024.



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