

# Practicing Local Area Coordination in Yishun



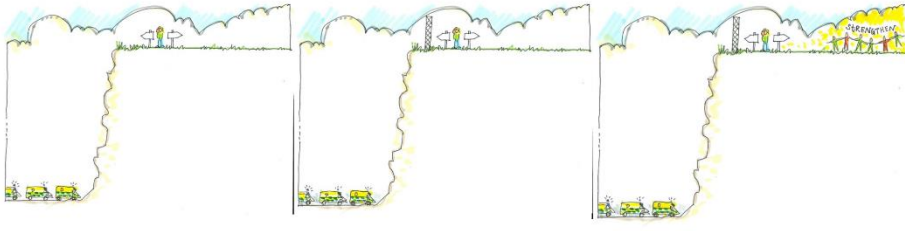
***by Ms Evon Chua***

*Assistant Director, Population Health &  
Community Transformation, Yishun Health*

# Background



Think Natural and Sustainable First



# 3 key learnings about Local Area Coordination





**lesson 1**

**New way of working together**

Opportunity for a shared understanding of what all partners have to offer, the limitations and the boundaries we have, and to develop and maintain effective working relationships

*Local Area Coordinator*

*Occupational Therapist*

*Social worker*



lesson

2

**Local people as  
leaders of change**

It is a chance for a person, and people important to them, to be curious, to explore and plan, to imagine different and better and to take action to make it happen.

*Vetch Community Garden in Swansea, Wales*



### lesson 3

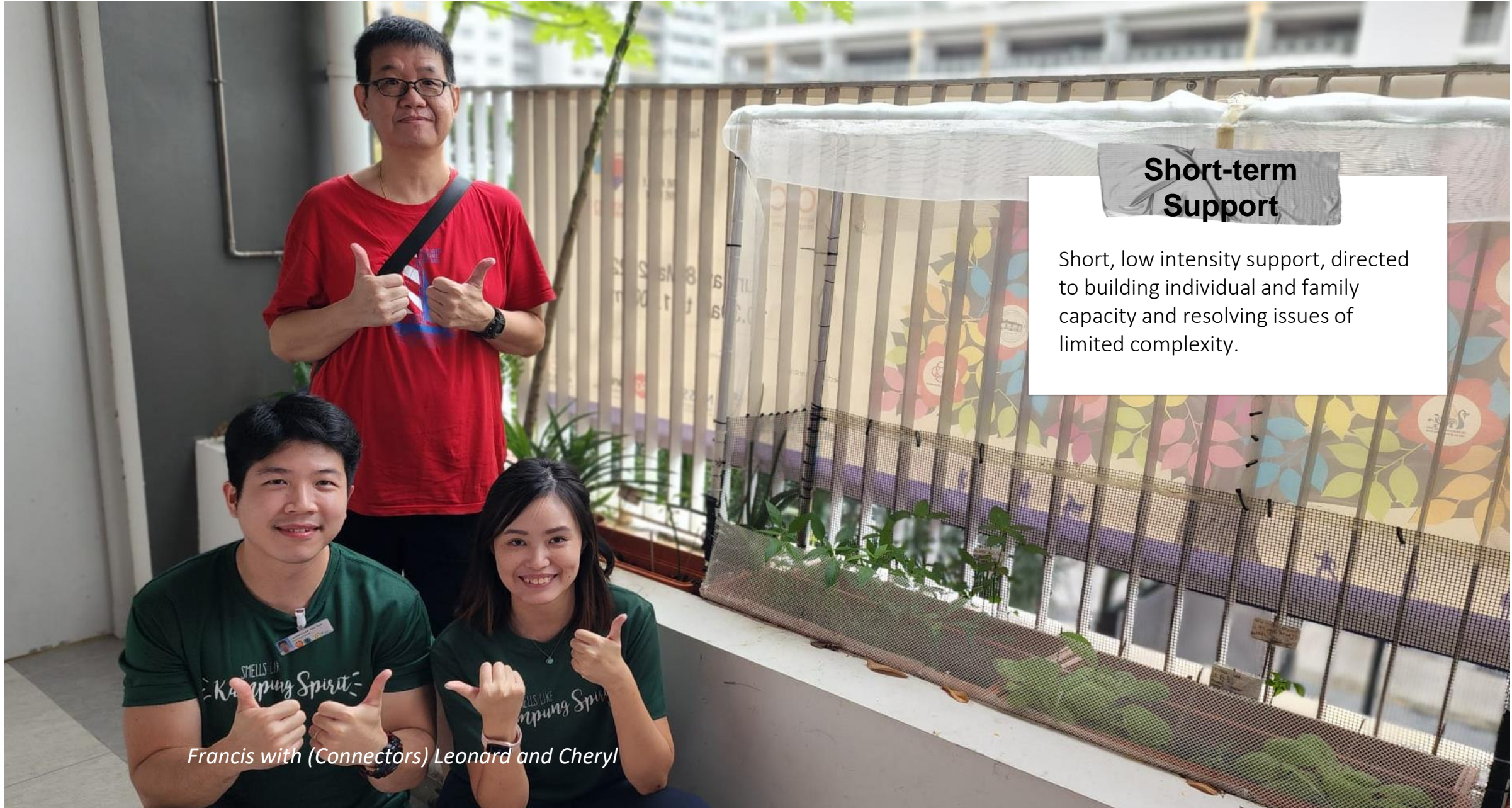
## Reconnecting people to their local community

Placed-based approaches and the importance of connection to community and tackling loneliness.



# Walking alongside our communities





## Short-term Support

Short, low intensity support, directed to building individual and family capacity and resolving issues of limited complexity.

*Francis with (Connectors) Leonard and Cheryl*



# Francis' network

Before Local Area Coordination (December 2021)

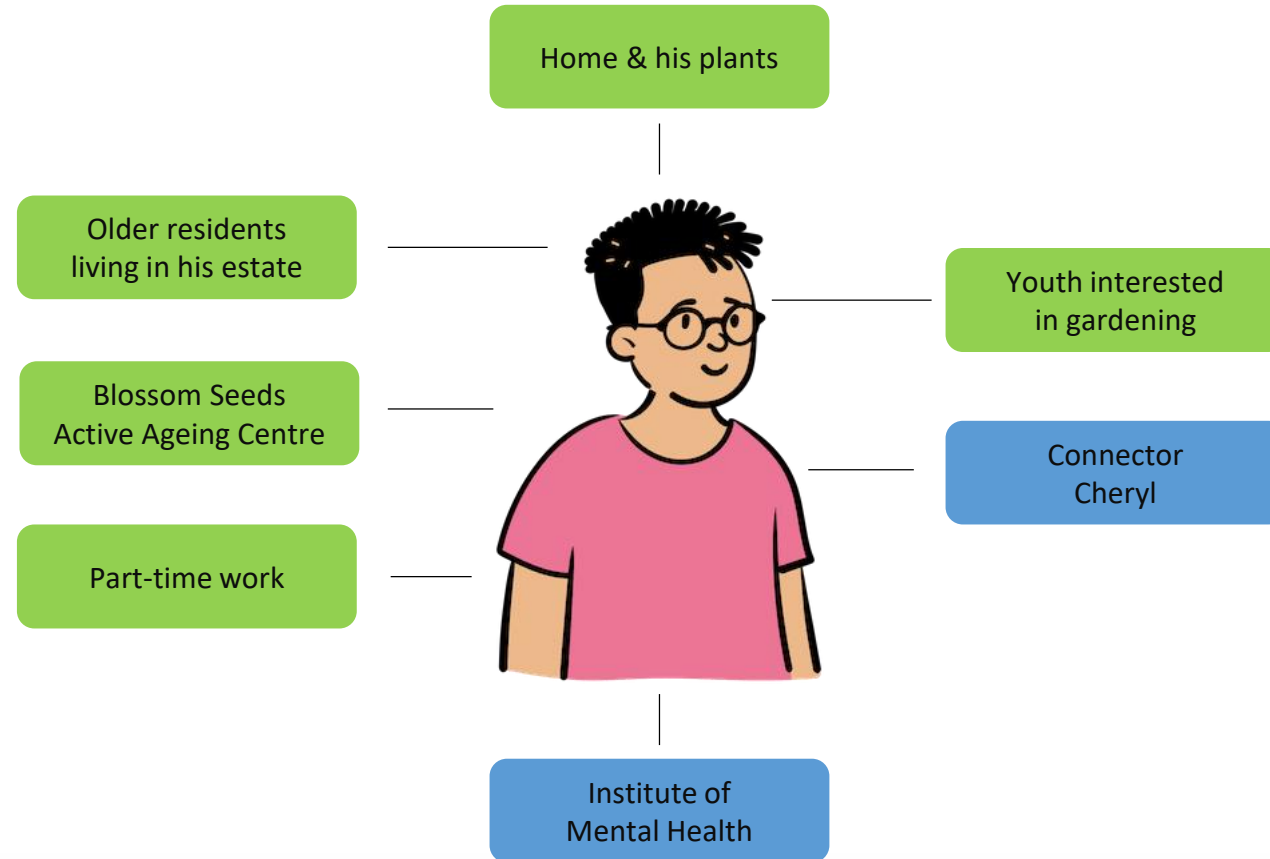


*Short-term support*

local area  
coordination  
Yishun

# Francis' network

After Local Area Coordination (February 2022)



*Short-term support*



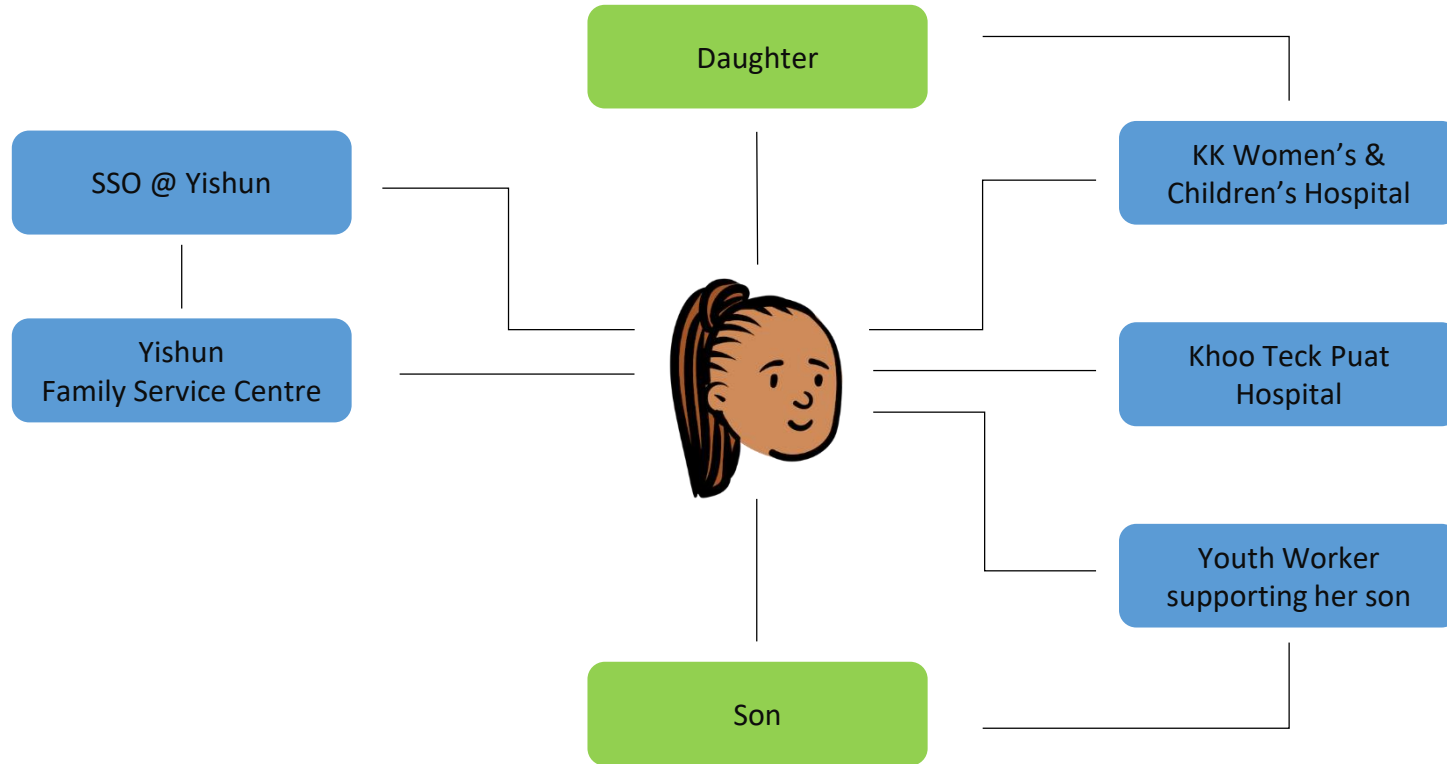
### Long-term Support

Long-term support takes the form of building positive and intentional relationships, with mutual responsibility for identifying and implementing strategies for change, and creating the conditions for success.

*Cass (Connector) with Shahidah*

# Shahidah's network

Before Local Area Coordination (January 2022)

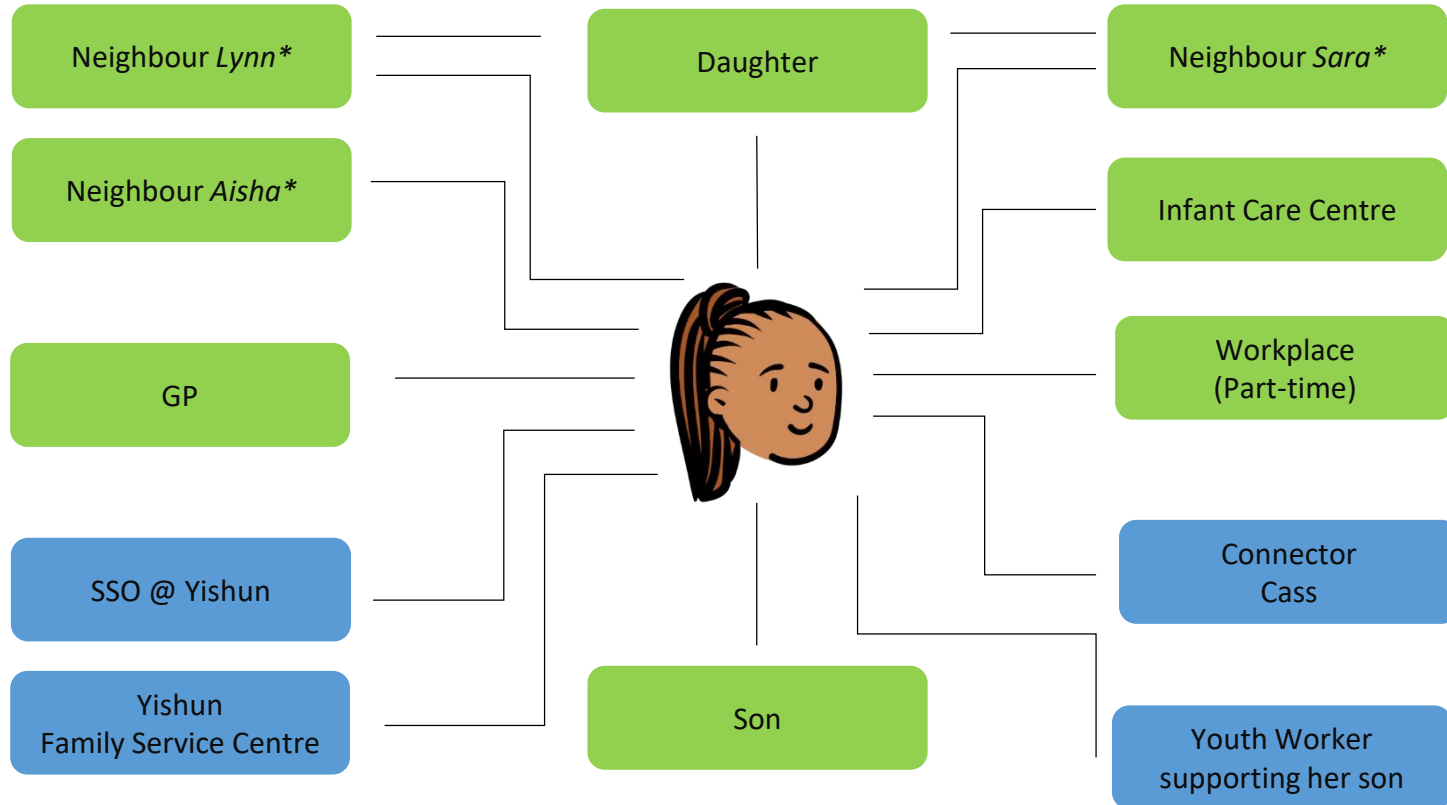


*Longer-term support*

local area  
coordination  
Yishun

# Shahidah's network

After Local Area Coordination

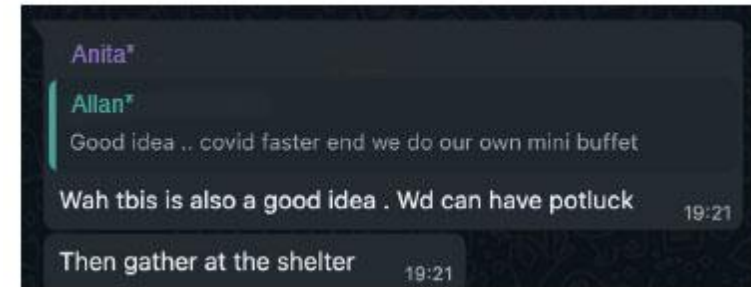


## Longer-term support

*\*Names have been changed*

# Everspring Community

Before Local Area Coordination



*\*Names have been changed*

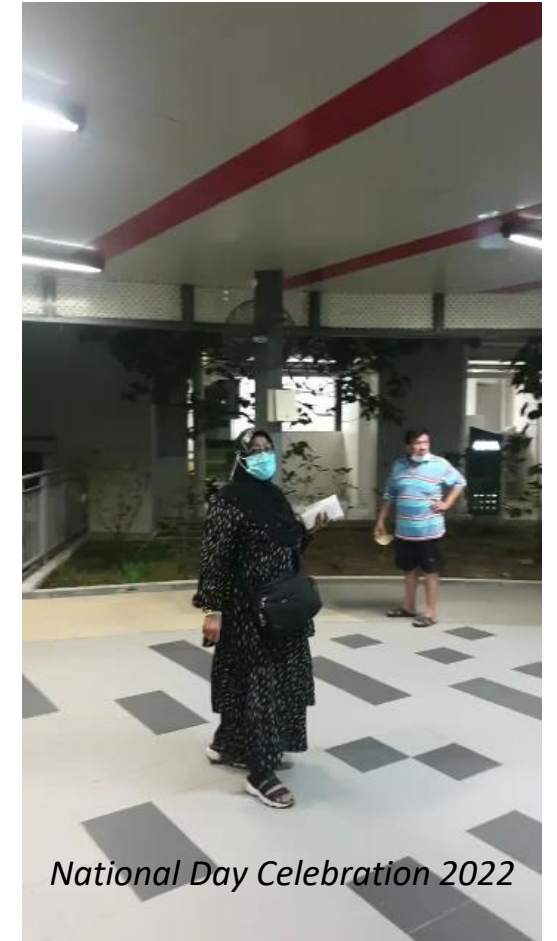


# Everspring Community

After Local Area Coordination



*Hari Raya Celebration 2022*



*National Day Celebration 2022*



## Community Building

By which communities can connect and mobilize their resources.

*Community Pot luck on 9 August 2022*

# How we developed the work in Yishun & Sembawang



# Finding the right fit

## Resident-led recruitment process

Zoom Meeting (Locked)

Candidate Open-Day, August 2020

### 1. Candidate Open-Day

- What is the role?
- Who are we looking for?
- Submit a cover letter

# Finding the right fit

## Resident-led recruitment process

### **Resident panel**

All candidates will be invited to a session with local residents.  
Candidates facilitate an activity with the residents.

*Activity Topic:*

### ***What we love about our community?***

Explore with what residents love about their community, what they want to do together to make it even better and who do they know that would like to get involved?



Evon Chua



Residents @ WK



Will



ralphbroad

# Finding the right fit

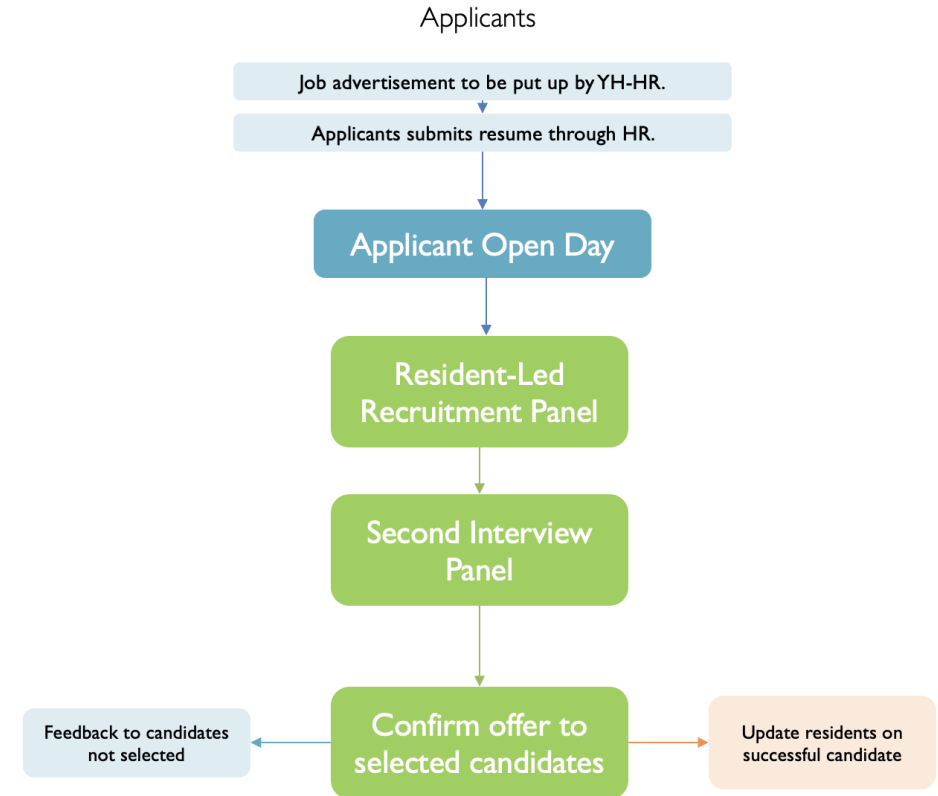
## Second Interview Panel

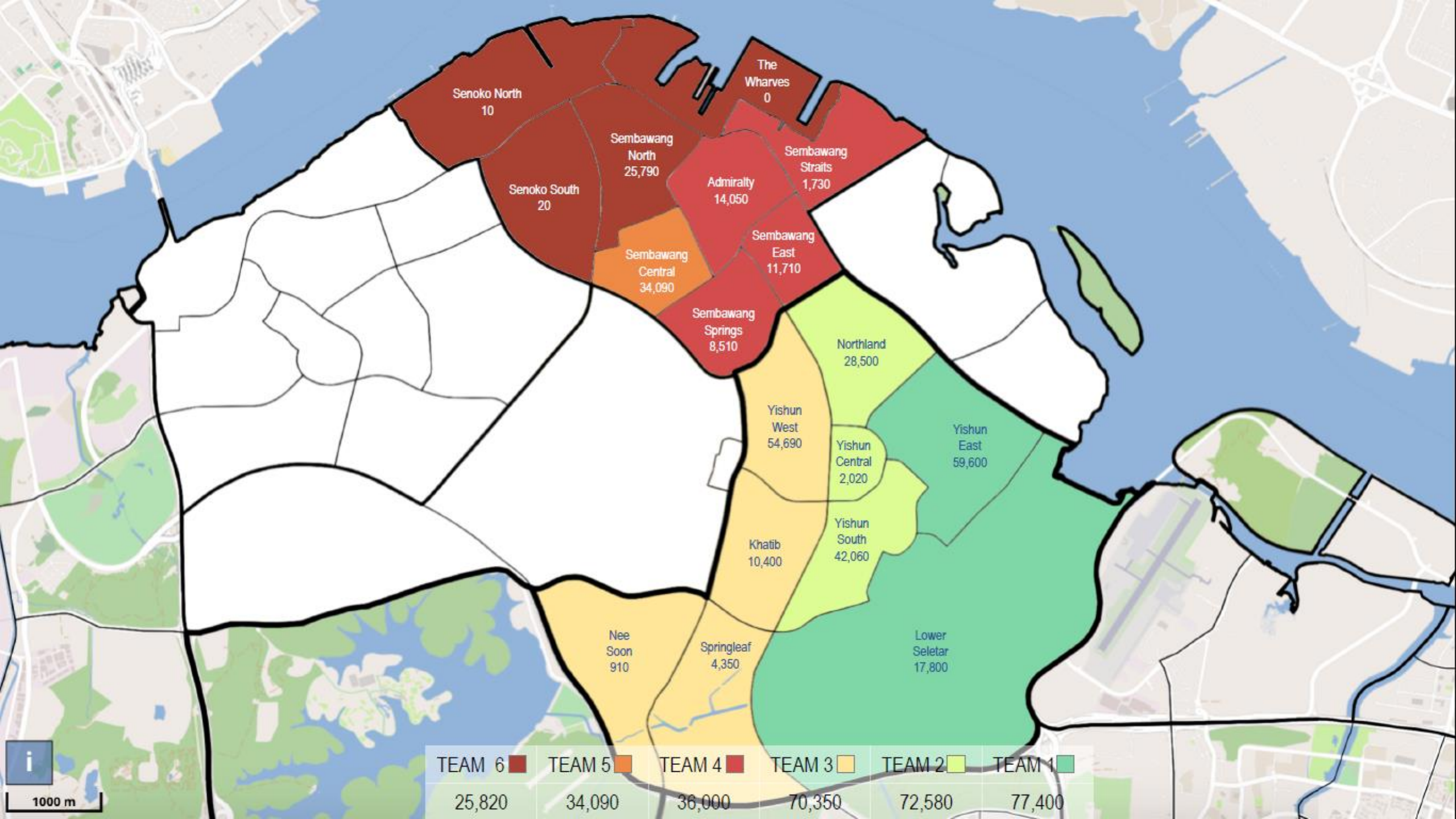
### Panel interview

On the day of interview, all candidates will be asked to answer 1 presentation question and 7 scenario questions.

Candidates are given the presentation question before their interview.

Panellists total the scores of the answers at the end of the interview for review.





TEAM 6	TEAM 5	TEAM 4	TEAM 3	TEAM 2	TEAM 1
25,820	34,090	36,000	70,350	72,580	77,400





# Regional Team 4



Ng See Khee  
Manager



Cheryl Poh  
Senior Executive



Leonard Lee  
Community Care Associate



Feng Pan Pan  
Senior Staff Nurse



Zhang Ru Yi  
Senior Staff Nurse



Joanne Chia  
Senior HCA



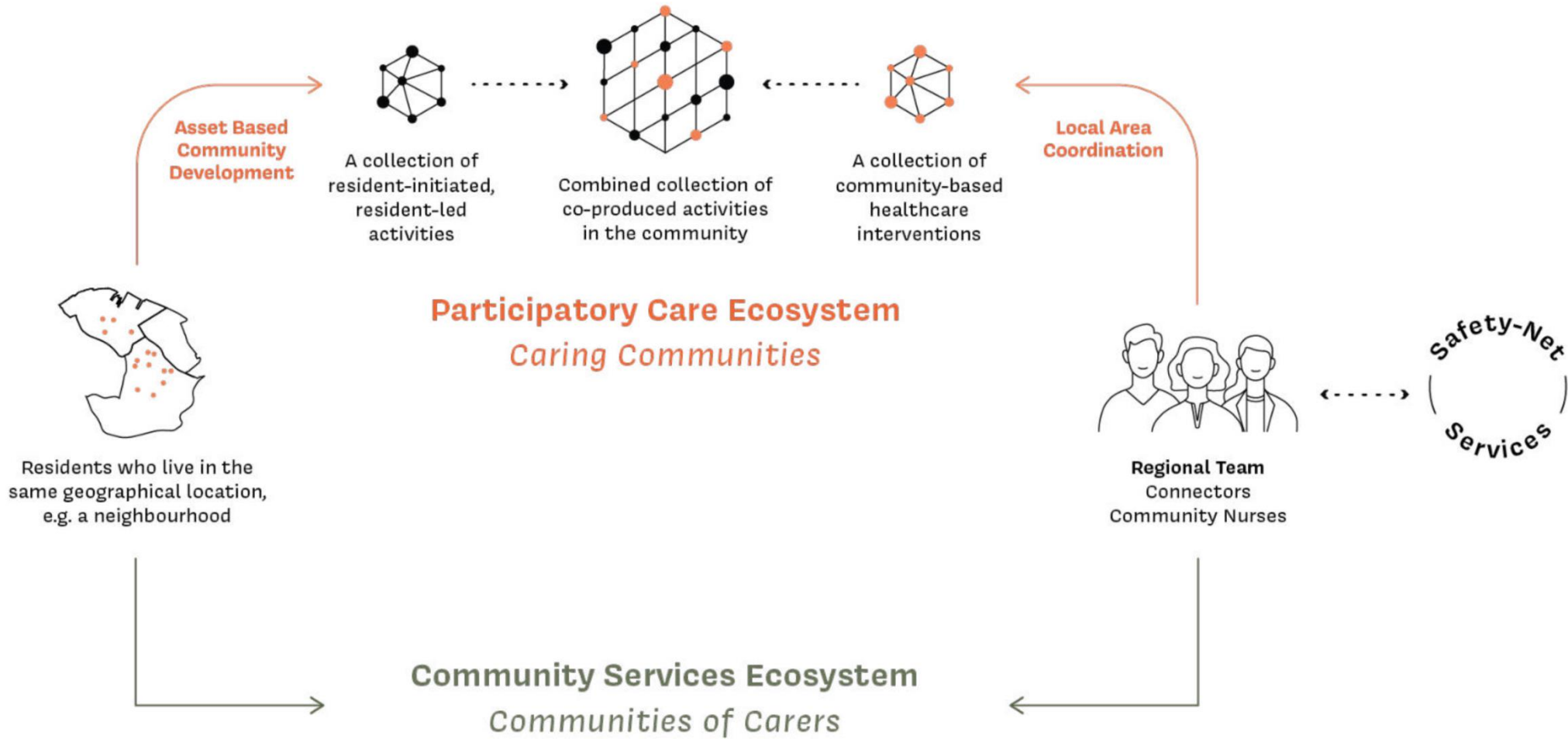
Stephen Jayaleela  
Senior HCA



# Regional Team 4

# Community System of Care

Two Care Ecosystems Work with Safety Net Services





“

*Local Area Coordination rebalances  
how we as a community take care  
of ourselves and each other.*

”

# Thank you

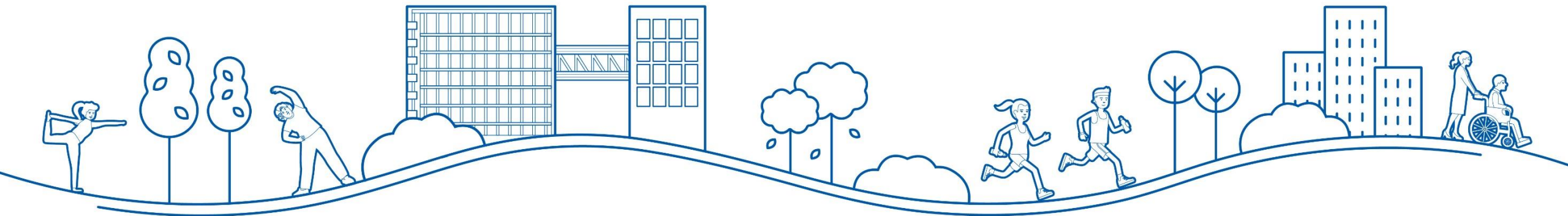


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🌐 : [www.ktp.com.sg/community-resources/be-connected](http://www.ktp.com.sg/community-resources/be-connected)



Caring for patients • community • environment • staff