

IMPACT Monthly Newsletter

August Highlights

Every step we take as volunteers makes a difference in someone's journey home. Through the IMPACT Programme, delivered in partnership with Singapore Prison Service (SPS), we gain the tools and perspectives to walk with confidence, compassion, and hope.

This August, we explored three powerful themes: bridging families, strengthening aftercare, and using motivational interviewing to inspire change. Here are some highlights to carry with you as you continue making a lasting impact.



Snapshots from this month's trainings. Thank you volunteers for growing with us!



Bridging the Gap: Offenders, Families, and the Journey Home

When incarceration happens, it isn't just the offender who is affected, families often carry the weight too. Roles shift, stress builds, and children may take on responsibilities beyond their years. Volunteers step into these family dynamics, seeing how absence changes bonds and routines.

Reintegration is not the same as reconciliation. Returning home brings hope but also tension, mistrust, and unspoken expectations. For volunteers, patience, respecting boundaries, and supporting families are key to building trust.

Family does not always mean blood ties. Chosen family; friends, mentors, or volunteers, can also provide the stability and encouragement for lasting change.



Why It Matters for Volunteers?

- Recognise that families experience incarceration too and their resilience impacts reintegration.
- Learn to hold safe, non-judgmental space where trust can grow slowly.
- Empower families and clients to use their own strengths and resources.

A photograph of two men sitting side-by-side. The man on the left, Alvin Chiong, is wearing glasses and a white shirt, looking towards the right. The man on the right has grey hair, a beard, and glasses, wearing a dark blue shirt, looking forward. The background is slightly blurred, showing a wall with some items hanging on it.

Speaker's Sharing: Alvin Chiong

“Family is not just the people you’re born with, it can also be the ones who walk with you when life is hardest.”

Speaker - Alvin Chiong

This month, volunteers heard from Alvin Chiong, who shared his lived journey of incarceration and transformation. Once trapped in the cycle of drugs and prison, he found hope through the support of those who never give up on him.

He reminded us that reintegration is rarely straightforward.

Families may struggle with mistrust, or reconciliation may not always be possible. In those moments, volunteers can be the steady presence that offers encouragement, accountability, and care.

Alvin’s story was a powerful reminder that behind every statistic is a person longing for connection and that the presence of even one volunteer can change the direction of a life.

Webinar – The Journey Home: Making Aftercare Work



Aftercare is the bridge between release and reintegration. Many face hurdles such as stigma, unstable housing, and fractured family ties.

Volunteers can make a difference by walking alongside with empathy and keeping the focus on hope and resilience.

The M.I.N.D. Model – Framework for Thought Patterns

Shared by Gopal Mahey, the M.I.N.D. model helps identify unhelpful thinking habits that often hold people back. By naming these patterns, volunteers and clients can gently challenge self-limiting beliefs and create space for healthier perspectives.

M – Maximise or Minimise: exaggerating mistakes or downplaying strengths.

I – Invent: imagining worst-case scenarios that may never happen.

N – Negative: focusing on criticisms or problems over progress.

D – Distract: avoiding painful thoughts through overwork, scrolling, or withdrawal.

How can volunteers use this framework?

The M.I.N.D. model sharpens both self-awareness and empathic listening. By recognising these patterns, in ourselves or in those we support, we can open gentle, hopeful conversations that remind people: thoughts are not facts.

Motivational Interviewing: Inspiring Change

Change is rarely straightforward. Many people feel torn between wanting to change and holding onto what feels familiar.

Motivational Interviewing offers a collaborative way forward: instead of persuading or confronting, MI invites individuals to discover their own reasons for change.



Change Talk vs Sustain Talk



Change Talk

-language that leans toward change

- "I want to reconnect with my child"
- "I can't keep living like this."

These statements reveal desire, ability, reasons, or commitment to change.



Sustain Talk

-language that holds back change

- "I've tried, but I'll probably fail again."
- "This is just who I am."

Sustain talk reflects fear, doubt, or comfort in familiar patterns and it's a normal part of ambivalence.

Why It Matters for Volunteers?

- Trying to persuade or argue against sustain talk usually pushes people further into it.
- By listening closely for change talk, volunteers can reflect it back, gently affirm it, and help individuals hear their own motivation more clearly.
- Over time, even small change talks can grow into confidence and action.



This month's trainings reminded us that reintegration is a journey, not a single moment. From supporting families, to walking with individuals through aftercare, to drawing out sparks of change, each session equipped us to serve with empathy, confidence and hope.

Together, we are building a community where second chances truly take root.

**Thank You for Journeying with us -
See You in Oct-Nov!**



Register by **19 Sep**
2025 – slots are
filling fast!