

IMPACT Monthly Newsletter



Blended Concept | IMPACT Newsletter

September 2025



SEPTEMBER HIGHLIGHTS

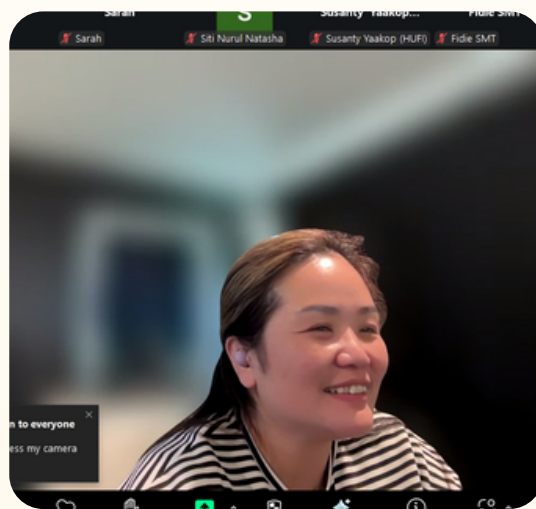
Every step volunteers take brings light and hope to someone's journey of change. Through the IMPACT Programme, volunteers gain tools and insights to serve with empathy, confidence, and care.

This September, we explored four meaningful themes: supporting women behind bars, understanding anger and violence, the power of presence in befriending, and navigating trauma and grief. Each session offered inspiration and practical guidance for lasting impact.



Webinar – Holding Space: Gender-Responsive Work With Women Behind Bars

When women enter incarceration, they often carry more than their own sentence. Many are mothers, caregivers, or survivors of trauma, and the weight of separation, shame, and responsibility follows them behind bars. Their needs differ from men's, mental health support, family connection, and healing from past abuse often shape their rehabilitation journey.



For volunteers, gender-responsive work means holding space with empathy and awareness. It's about listening without judgment, understanding the challenges women face, and creating safe, respectful connections.

“ For women behind bars, healing begins when someone listens without judgement.

Why It Matters for Volunteers?

- Encourages volunteers to create safe, respectful spaces that empower women.
- Highlights the role of empathy in building trust and growth.
- Strengthens community reintegration by focusing on resilience and second chances.

Webinar – Understanding Anger and Violence: Causes, Consequences, and Care



Anger is a normal emotion, but when left unchecked, it can lead to harm.

This session unpacked the difference between anger and violence, showing how anger often masks deeper emotions like hurt, fear, or shame.

Through reflection and case sharing, volunteers learned to look beyond outbursts. Understanding how early beliefs about anger shape reactions and how empathy, calm, and boundaries help to de-escalate tense situations.

S.T.O.P.P. Framework

Shared by Lin Xiangbin, the S.T.O.P.P framework is a simple tool that helps both volunteers and clients manage strong emotions and respond with greater clarity. Volunteers can guide individuals to pause, regain control, and choose healthier ways forward:

S – Stop: Pause immediately, prevents automatic reaction.

I – Take a Breath: Slow breathing calms the nervous system.

O – Observe: Notice the thoughts, feelings, body reactions

P – Pull Back / Put in Perspective: Reframe unhelpful thoughts

How can volunteers use this framework?

The STOPP framework reminds us to pause, and manage our own emotions before responding. By practicing it ourselves, we stay calm, present, and better able to support others with empathy and clarity.

The Power of Presence: Befriending in Corrections

Before we can support others, we must first show up for ourselves. In this session, led by Trainer Gopal Mahey, volunteers explored how empathy and authenticity form the heart of presence. Sometimes, simply being there, even in silence, is the most powerful act of care.



Speaker: Sebastian's Sharing – Lessons of Presence

The speaker reminded volunteers that change often begins with small, consistent acts of care – showing up, listening, and being the bridge for someone on their journey of healing.

- Presence itself can heal, even without words.
- Ground your clients through calm presence; breathing, gentle tapping, or simply sitting together in silence.
- Set boundaries and manage expectations; clarity allows trust to grow.

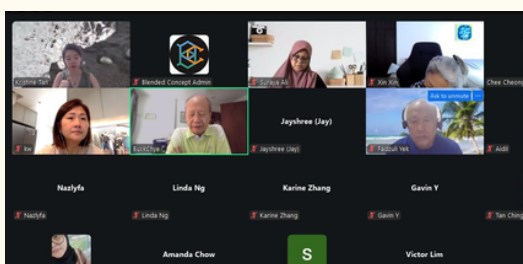
Takeaways for Volunteers

"One of the biggest challenges in volunteering is overcoming pride and ego. True connection comes from humility, being consistent, patient, and present. Volunteers can be the bridge that brings hope, and sometimes, the reason someone chooses to change."

Wounds Unseen Navigating Trauma Grief and Loss in Rehabilitation



Facilitated by Joelle Tan, Nuraisah, and Kristine Tan, this session on Trauma and Grief invited volunteers to look beyond behaviour and recognise the hidden pain that shapes emotions, thoughts, and relationships.



Trauma and grief are often unseen wounds that linger beneath emotions like anger, withdrawal, or hopelessness. Through reflection and shared stories, volunteers learned how empathy, patience, and safety can help individuals rebuild trust in themselves and others.

Key Reflections for Volunteers

- Healing takes time. Volunteers don't need to "fix," but to walk alongside those in pain.
- Safety and consistency are the foundation of trauma recovery.
- Understanding trauma helps prevent re-traumatisation and allows for gentle, compassionate communication.
- Grief and recovery are not linear; people move between pain and rebuilding and volunteers can help them hold both.

“Healing is not about forgetting the pain, but learning to carry it differently”



This month of September, our trainings took us into the heart of human connection, learning to hold space for women behind bars, to understand anger and violence with compassion, to be fully present in befriending, and to journey with others through trauma and grief.

Each session reminded us that change begins with empathy, in how we listen, show up, and create safe spaces for healing.

Together, we continue to build a community where second chances can truly take root.

Thank You for Journeying with Us!



Stay tuned for
upcoming IMPACT
trainings!