



Young People's Minds Matter



# ANNUAL REPORT

2022

**CHAT is the Centre of Excellence for Youth Mental Health in Singapore. We've been helping and supporting young people (aged 16 to 30) with their mental health since 2009.**

**Our name CHAT signifies our approach to destigmatise mental health conversations and encourage help-seeking behavior for young people.**



Young People's Minds Matter

CHAT was founded in 2009 as a national youth mental health assessment and outreach service. At the time, CHAT stood for Community Health Assessment Team. Through the years, CHAT has expanded its reach to community partners through capability training. In 2022, CHAT - Community Health Assessment Team, was rebranded as CHAT, Centre of Excellence for Youth Mental Health.

We want **young people** to feel safe and at ease to talk about their mental health, gain clarity about their experiences and raise awareness of the different ways they can take care of their mental health.



**\*SCAPE**  
2 Orchard Link | #04-01A  
Singapore 237978



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**A/PROF SWAPNA KAMAL VERMA**  
**PROGRAMME DIRECTOR**

## DEAR YOU(TH),

I am delighted to present CHAT's annual report for 2022, showcasing the remarkable journey we've had in supporting your well-being. Throughout the year, we focused on delivering impactful services tailored to your unique needs. Our dedicated team worked tirelessly to provide accessible mental health assessments and support, to give you the boost you need to kick-start your journey to mental wellness.

This annual report serves as a testament to CHAT's unwavering dedication and spirit of innovation throughout 2022. It is also a celebration of your trust in allowing us to be a part of your journey.

In the next year, CHAT is committed to reaching out to a diverse and representative group of young people. Through increased outreach, training, and support services, we aim to engage and empower you to create positive change in help-seeking behaviour and anti-stigma movements. By expanding our reach, we hope to positively impact more young people by equipping you with the resources to understand more about mental health and look out for each other.

As the mental health landscape continues to evolve, we hope to keep your confidence in us, by striving to provide professional and compassionate support through our services and outreach efforts.

We are deeply grateful for your belief and support. Your resilience and determination have inspired us to strive for excellence in our work. We remain committed to your well-being and success, and will continue to explore innovative approaches and emerging technologies to meet your evolving needs.

WARM REGARDS,

*Swapna Verma*







**DR CHARMAINE TANG YU ZHENG**

**DEPUTY PROGRAMME DIRECTOR**

## DEAR PARTNERS, VOLUNTEERS AND YOUNG PEOPLE,

As the youth mental health scene constantly evolves, I would like to express my sincere gratitude for your ongoing support and collaboration.

We are honoured to have been granted the responsibility of training and supporting Youth Integrated Teams (YITs) and Youth Community Outreach Teams (CREST-youth) in order to boost Singapore's capabilities in youth mental health support, and ensuring effective, appropriate and accessible mental health services for our young people.

Our CHAT Ambassadors have been co-creating and collaborating with us in our various service improvement projects and outreach work. We thank you for your dedication and passion; we urge you to continue to share your ideas, insights, and feedback openly with us. Your perspective has been invaluable in helping us shape our strategies and serve young people well.

As we move forward, I want to assure you that our commitment to partnership remains. We recognise that our collective success is built upon a foundation of trust, open communication, and shared goals. While the journey ahead can be uphill, we hope to remain steadfast in our united and collective goal to better the well-being of Singapore's young people.

Together, we can continue to push the boundaries of what is possible and create a future filled with new opportunities.

WARM REGARDS,

*Charmaine Tang*





Lead the transformation of mental health support for youth and young adults in Singapore

# VISION

As the Centre of Excellence for Youth Mental Health in Singapore, we've been helping and supporting young people with mental health concerns since 2009. CHAT runs a youth mental health outreach and assessment service for youth and young adults aged 16 to 30.

Our group of **HEALTHCARE PROFESSIONALS** are dedicated to promoting:

Assessment of mental health



Awareness of mental health



Access to mental health resources

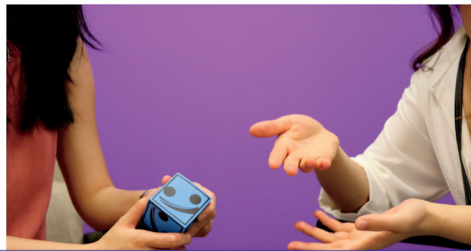


by providing a personalised & confidential mental health check for young persons aged 16 to 30, residing in Singapore.

# OUR MISSION



1 Improve accessibility of mental health services for youth and young adults throughout Singapore



2 Provide youth and young adults with timely and appropriate mental health assessments and interventions in a safe and inclusive space



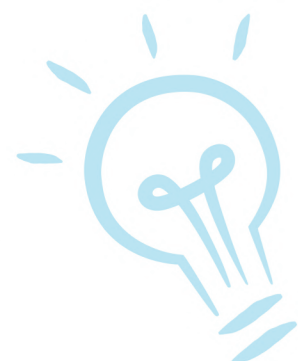
3 Advance research and share best practices, information and resources to improve youth mental health literacy, service quality and outcomes



4 Partner and train a diverse group of individuals and helping professionals to be sensitive and skilled in providing youth and young adults with the care and support they need



5 Harness the voice of youth and young adults; partner and empower them to be active participants in youth mental health





# OUR VALUES



## It's all about people.

We respect and care about the people we work with and those we serve. We are all about building trust-based relationships and establishing win-win partnerships. We care about results, but not at the expense of people. Everything we do should build trust.

## We are change makers.

Change is the only constant in CHAT. We do not just realise that; we enthusiastically embrace and drive ongoing change. We do not just dream about having a better youth mental health landscape. Using a combination of knowledge, resources and determination, we push through until this dream becomes truth, and then push some more. We are bold in what we do.

## Growth and learning is in our DNA.

Our curiosity sparks an endless appetite for learning. Struggle and challenges, trauma and illness may be devastating, but we also see them as sources of opportunities for growth. We learn from mistakes and strive to be better. We are always pursuing growth on all levels and fronts.

## We are passionate about our work.

We are here to create remarkable experiences. We get things done. Above all, we have passion for what we do, and we are proud of what we have accomplished. We are persistent and driven.



## We envision BIG and start small.

We are responsible risk-takers. We try new things without losing focus on what really matters. We know that greatness comes from caring about the little day-to-day things.



## We are generous givers, not self-serving takers.

We give more than we take. We are always helping. We teach and educate. We are always setting people up for success.



## We will laugh hard, loud and often.

We enjoy our work and we have fun while at it. We do not take ourselves too seriously.

**Our friendly and knowledgeable team who supports young people throughout their help-seeking journey**



**We are a team of Youth Support Workers, Outreach workers, Administrators, and Doctors.**

## 2022 STATISTICS

The COVID-19 pandemic continued to pose challenges and disruptions into 2022. Despite this, **CHAT remained unwavering in our efforts to lead the transformation of youth mental health support in Singapore.**

▶ **2,911** Sessions offered across CHAT clinical services.

▶▶ **199,120** Visits for CHAT website & social media platforms

▶▶▶ **1,236** Participants took part in CHAT workshops & training courses



The background of the slide is a green-tinted image of a laptop and a hand holding a pen. The laptop screen shows a website with several articles or resource cards. The hand is holding a pen and is positioned near the bottom right of the page.

## **CHAT's Mission ①**

**Improve the accessibility of mental health services for youth and young adults throughout Singapore**

**CHAT works with young people and community partners to build up accessible and effective mental health services for young people.**

# CHAT HUB

\*SCAPE

2 Orchard Link | #04-01A  
Singapore 237978

Due to refresh plans by \*SCAPE, CHAT's physical space, affectionately known as CHAT Hub, was relocated to Level 4 in \*SCAPE. Following some delays in renovation due to pandemic related challenges, CHAT opened its new physical space for youth and young adults in October 2022.

CHAT's physical space was designed with young people in mind, and was envisioned as a safe space where young people can feel calm and safe while embarking on their first step towards mental wellness.





# ACCESS AND AWARENESSES



CHAT reaches out directly to young people to enhance mental health literacy and encourage help-seeking behaviour. These initiatives give young people more agency over their mental wellness and health.

CHAT started holding talks and workshops to create public awareness on the importance of youth mental health, and improve the skills of helping professionals to support young people on their mental health journey.

With e-learning accessible from CHAT's website, anyone can access bite-sized knowledge and skills from the comfort of their own home.

[Click here to view eLearning modules available!](#)



## E-LEARNING

### Modules:

- Ask Questions about Coping
- Crafting Responses Using Active Listening
- Identify Signs of Poor Mental Health in Young People
- Understanding Mental Health and Mental Illness
- Normal Blues vs Clinical Depression
- Empathy vs Sympathy
- How Stress Affects Mental Well-Being
- Identify Steps Behind Helping a Friend in Distress





Since the pandemic, we have accelerated our transit from face-to-face to online training, creating an online resource repository that professionals and the public can draw on to access helpful information.



## TALKS

To improve public understanding of youth mental health, supportive responses, and avenues of support.

**1,372** young people and youth practitioners attended our talks.

## NETWORKING

CHAT organises networking sessions on a quarterly basis to link up helping professionals from different services. To update on latest trends and collectively improve skills competencies and capabilities.

**83** professionals from Institutes of Higher Learning and Social Service Agencies are part of these networking sessions.



## WORKSHOPS



The **Foundation Class in Youth Mental Health Screening**, is specially designed for helping professionals who are keen to support young people in their mental health journey.

**24** youth practitioners attended

**Lifting Minds Empowering Lives (LiME)**, is designed for peer helpers who are keen to support their peers on their mental health journey.

**64** young people attended



# OUTREACH



CHAT is committed to fostering strong connections with young people through a multifaceted approach that combines both online and in-person outreach activities.

CHAT also maintains a robust social media presence on our Instagram page @letsCHATsg. Our website, [www.chat.mentalhealth.sg](http://www.chat.mentalhealth.sg), is also a platform for young people to access resources on mental health and help seeking.

In 2022, CHAT partnered with RICE Media to publish three articles on loneliness and mental health.

CHAT's presence at roadshows is an opportunity for us to connect directly with young people on the ground. At the booth, we introduce young people to Lemonade!, a fun card game created by our CHAT Ambassadors (our youth volunteers), to explore the inner strengths and resilience that young people have to overcome challenging times. The booths are also a chance for young people to speak to our youth support workers and find out more about mental health checks and the entire help seeking process.

In 2022, after a long hiatus due to the COVID pandemic, we were fortunate to be able to hold mental health outreach booths at school orientations and music, film, and national mental health festivals.

These events not only facilitate knowledge exchange but also nurture a sense of belonging within the community.

# RICE

## RICE

MENTAL HEALTH SPONSORED  
An Open Letter to My Parents About My Passive Suicidal Ideation



by Ilyas Sholihyn March 21, 2022

SHARE TO  

## RICE



MENTAL HEALTH SPONSORED  
Is Feeling Seen Enough? Mental Health Talk On Social Media Is Missing Nuance

by Zachary Hourihane April 28, 2022

SHARE TO  

MENTAL HEALTH SPONSORED  
This Is How It Feels To Be Lonely in Singapore

Text by Zachary Hourihane | Photography by Zac Tan February 18, 2022

SHARE TO  

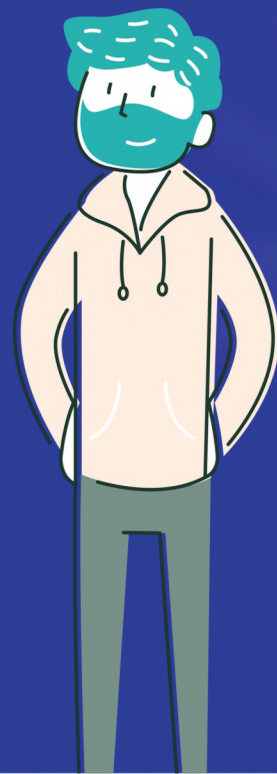




## CHAT's Mission ②

Provide youth and young adults with timely and appropriate mental health assessments and interventions in a safe and inclusive space

Seeking help can be daunting for young people in mental health distress. CHAT's mental health checks and webCHAT services support and guide young people throughout the process. Our youth support workers give young people clarity over their mental health concerns, and advise them on next best steps to take on their journey towards mental wellness.





# MENTAL HEALTH CHECKS

The team behind our mental health checks comprises allied health professionals (youth support workers) who are specially trained by IMH psychiatrists to help young people experiencing distress from mental health concerns.

To give young people ease of mind, our youth support workers go through what they should expect during the assessment process. At the end of the session, the youth support worker will share his/ her clinical impression and discuss how best to manage their concerns.



Young people can request for a CHAT mental health check via [www.chat.mentalhealth.sg](http://www.chat.mentalhealth.sg), or have someone (like a parent or school counsellor) make a referral for them. No parental consent is required to undergo a mental health check with CHAT. This assures young people of their privacy and confidentiality.

CHAT mental health checks are conducted Tuesdays to Saturdays, 12pm - 9pm, allowing young people to choose a day and time suitable for them. They attend the session in-person in CHAT's space at \*SCAPE, via videoconferencing, or over the phone.

## Mental health check

CHAT provides personalized and confidential mental health checks for young persons between 16 and 30 who are currently living in Singapore. Through the mental health check with our qualified mental health professionals at CHAT, you could gain an understanding of what's happening and explore ways to make it better. [Learn More.](#)

Operating hours: Tues - Sat: 12pm - 9pm (excl. Public Holidays)

[Book an Appointment for yourself](#)

[Book an Appointment for someone you know](#)

[FAQ](#)

## A note to young people

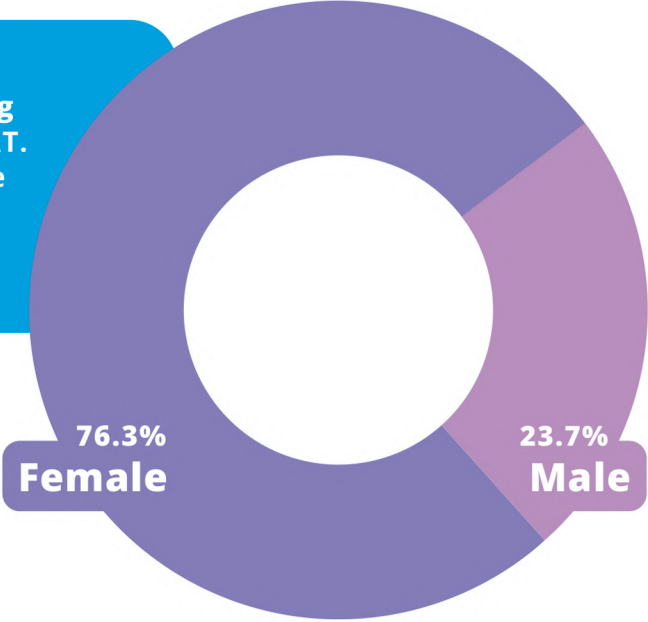
Seeking a mental health assessment is a brave decision you're making for your well-being. Acknowledge your courage as you take this important step, knowing that it reflects strength, not weakness. Establishing rapport and trust, communicating your personal goals, and understanding the process may involve multiple sessions. Follow through with recommendations and treatment plans, knowing that your active participation is vital for positive outcomes.

**Embrace this opportunity for insight, support, and improved mental health.**

# PRESENTING ISSUES

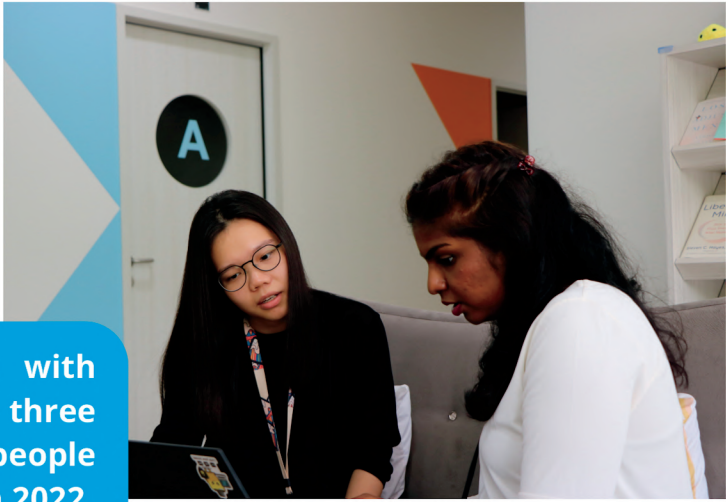


Between January 2022 to December 2022, 1,583 young people were referred to CHAT. 88% of these referrals were self-initiated. 27% referred young people were males, while 73% were females.



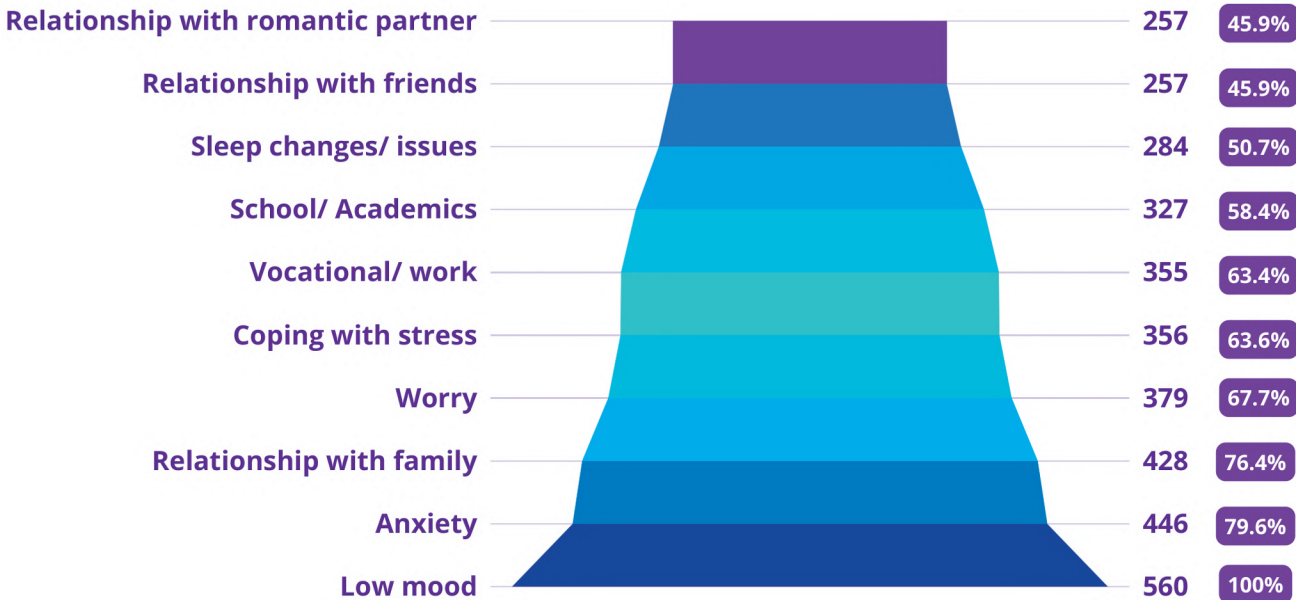
To enhance accessibility to specialised mental health services, young people who have undergone a mental health check will be referred to the mental health service most suited for them. This process will be recommended and coordinated by CHAT's youth support workers. Based on the specific needs of each young person, they will either receive a referral to a restructured hospital or to a counselling centre or social service agency (SSA).

**30%** of young people who were assessed were referred to counselling in schools or SSAs, and **16%** were referred to specialised mental health services in restructured hospitals.



**!** Difficulties with low mood, relationship with family, and anxiety concerns were the top three presenting issues experienced by young people who attended CHAT mental health checks in 2022.

## Number of young people who presented with these issues:





# MENTAL HEALTH CHECKS

## FEEDBACK FROM CLIENTS

*"My youth support worker was extremely meticulous and observant, listened intently and remembered small details which really made me feel heard. She was respectful of my personal space and asked insightful questions which helped me process my thoughts better. The suggestions at the end of the session was very detailed and I have since decided to embark on counselling sessions to improve my mental health."*



*"I am very grateful that I had come across CHAT from a friend's suggestion, prior to knowing about CHAT I thought that seeking mental health help was a dead-end of huge financial costs and I was so prepared to give up on getting help until I went through the assessment and recommendation process with CHAT which has been so immensely helpful in my steps to recovery."*

*"The youth support worker was very patient and kind with me when finding out what were my troubles that prompted me to reach out to CHAT. The many question prompts that she asked me also helped me to make sense and think through more carefully the issues I was facing as well as to think though what kind of help I wanted to seek for myself."*



***"The youth support worker helping me was incredibly supportive and I was able to speak my truth and feel validated."***

# webCHAT

An online, text-based and anonymous platform where young people aged 16-30 residing in Singapore can get clarity and support for their mental health concerns.

Our webCHAT service caters to the needs of youth and young adults who may feel hesitant about in-person, videoconferencing, or telephone consultations. With webCHAT, you can receive the support you need in a comfortable and accessible online environment. Communicate with our youth support workers via online texting at [www.chat.mentalhealth.sg](http://www.chat.mentalhealth.sg).



## DEMAND FOR WEBCHAT

49

SESSIONS

*Average number of sessions per month*

59

MINUTES

*Average duration of session*

599

CLIENTS

*Total number of clients attended*



[WWW.CHAT.MENTALHEALTH.SG](http://WWW.CHAT.MENTALHEALTH.SG)



TUESDAY - SATURDAY

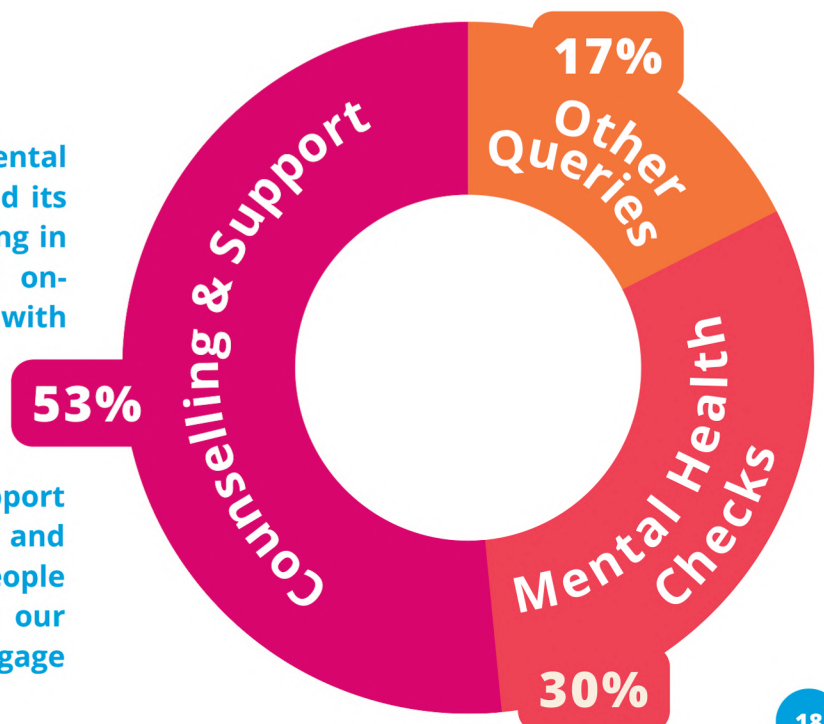


1PM - 8PM

To increase accessibility of local online mental health support services, webCHAT extended its service to include in-the-moment counselling in 2020. This gave young people easy and on-demand access to support, providing them with relief from distress.

With webCHAT, young people can seek support in the "safety" of their home. Accessibility and anonymity are key factors which allow people to be open with their concerns, and for our youth support workers to effectively engage and assess their concerns.

## SERVICES RENDERED





# webCHAT

## FEEDBACK FROM CLIENTS

"I really just like the anonymity of this and you're really being very patient with me, so its great to let some stuff out to a stranger..."

"Thanks for helping me get some clarity and peace of mind! It's so cool how much of a difference a chat like this can make - just being heard and understood."



"This conversation reminds me that we are never alone, there are always people out there who cares for you no matter how small or alone you may think you are, thank you for doing what you do. One interaction alone can make a difference."



"This conversation reminds me that we are never alone, there are always people out there who cares for you no matter how small or alone you may think you are, thank you for doing what you do. One interaction alone can make a difference."





# CHATLINE

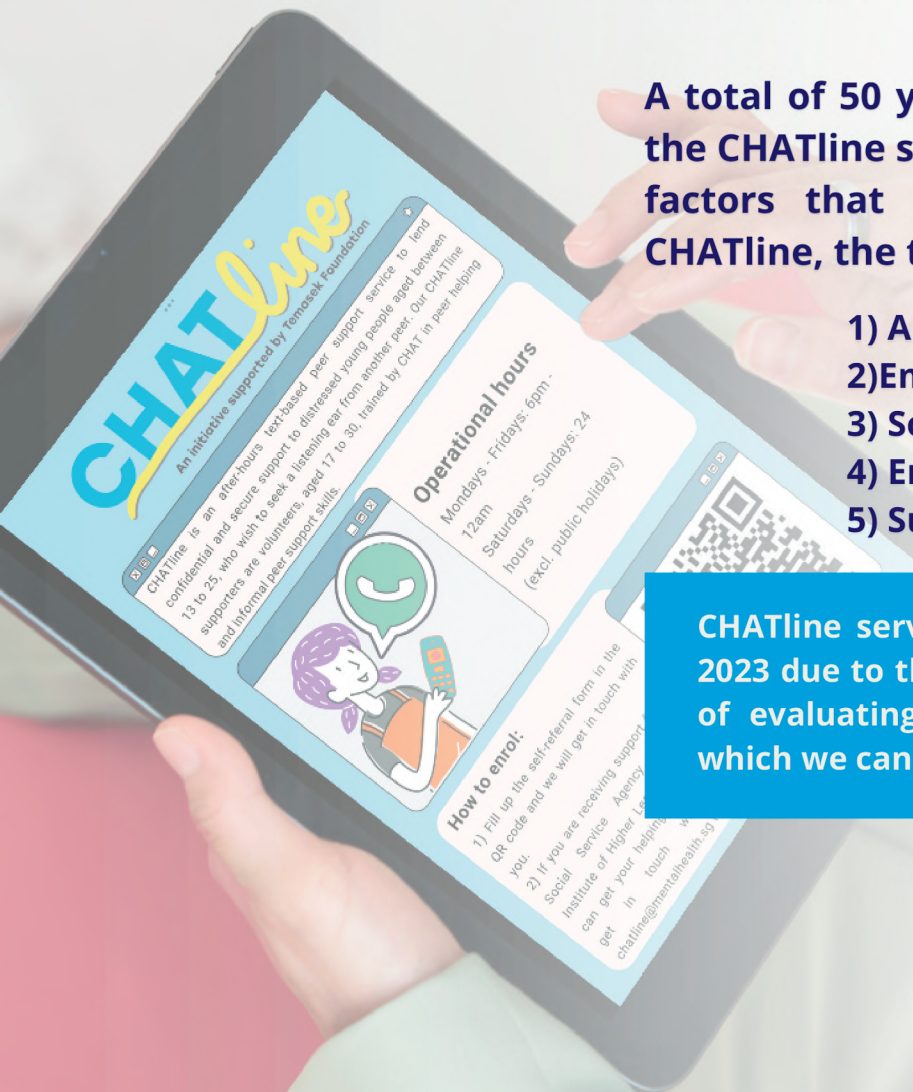
CHATline was an after-hours text-based peer support service to lend support to distressed young people aged between 13 and 25, who wished to seek a listening ear from another peer.

It was manned by 12 CHATline supporters - a group of volunteers, aged between 17 and 30, trained by CHAT in peer helping and informal peer support skills.

A total of 50 young people were enrolled into the CHATline service in 2022. There are various factors that pushed young people to use CHATline, the top five reasons were to seek:

- 1) A Listening Ear and Safe Space
- 2) Emotional Support & Encouragement
- 3) Solutions, Feedback or Advice
- 4) Emotional Regulation
- 5) Support in Processing Feelings

CHATline service has ceased operations as of June 2023 due to the end of funding. We are in the midst of evaluating the service and reviewing ways in which we can serve our young people better.





## CHAT's Mission ③

Advance research and share best practices, information and resources to improve youth mental health literacy, service quality and outcomes

Growth and learning is in our DNA. Research and evaluation helps us understand if we are on track with our efforts and what else we need to pay attention to in order to better support young people. We are pleased to share what we have achieved and plan to achieve.



# CHAT SUPPORTIVE INTERVENTION (CSI)

## Randomised Controlled Trial of Six-session Solution Focused Brief Therapy versus Case Management for Youth with Mental Health Distress

CHAT is embarking on a Randomised Controlled Trial (RCT) study, with the aim of evaluating the efficacy of a six-session Solution Focused Brief Therapy (SFBT) versus standard case management in reducing psychological distress among treatment-seeking young persons aged 16 to 30 years old.



Results from SFBT can help CHAT to develop new models of care and decide if we want to introduce SFBT amongst youth mental health community providers as an evidence-based, low-intensity intervention to improve accessibility to appropriate and quality care.

Mental health often deteriorates if timely care is not received. CSI aims to make care easy and accessible to all clients.



# DELVING INTO THE WORLD OF TEXT-BASED MENTAL HEALTH SERVICE



Most mental health services require youth and young adults to attend face-to-face sessions, physically in a centre or virtually via tele-conferencing platforms. These platforms may not be the choice of preference for those who wish to stay anonymous in their first step towards seeking help. CHAT is embarking on a qualitative research study to understand the needs of young persons, aged 16 to 30, who chose to access text-based mental health services for support. We hope findings from this study can provide useful insights to improve planning of digital mental health services.



# NATIONAL YOUTH MENTAL HEALTH STUDY

The first National Youth Mental Health Study (NYHMS) survey, was launched in 2022. It aims to establish the prevalence of key mental health conditions among youth here, as well as identify personal and social factors associated with these conditions, and the level of unmet treatment needs. This three-year study is funded by the Ministry of Health, and is led by Associate Professor Swapna Verma, Chairman, Medical Board and Associate Professor Mythily Subramaniam, Assistant Chairman, Medical Board (Research) from IMH, in collaboration with CHAT, and the Saw Swee Hock School of Public Health, National University of Singapore.

About 2,600 youths aged 15-35 years were recruited for the study through recruitment drives at locations such as households and public places or using online modes to complete a survey comprising short scales and questionnaires on symptoms of depression, anxiety, alcohol use, smartphone addiction, burnout, academic stress, resilience, self-esteem etc.

This study will allow us to better understand common problems encountered by young people and how they seek help, which may be different from the general population. These findings will allow policy makers and service providers to better allocate youth-specific resources in the future.

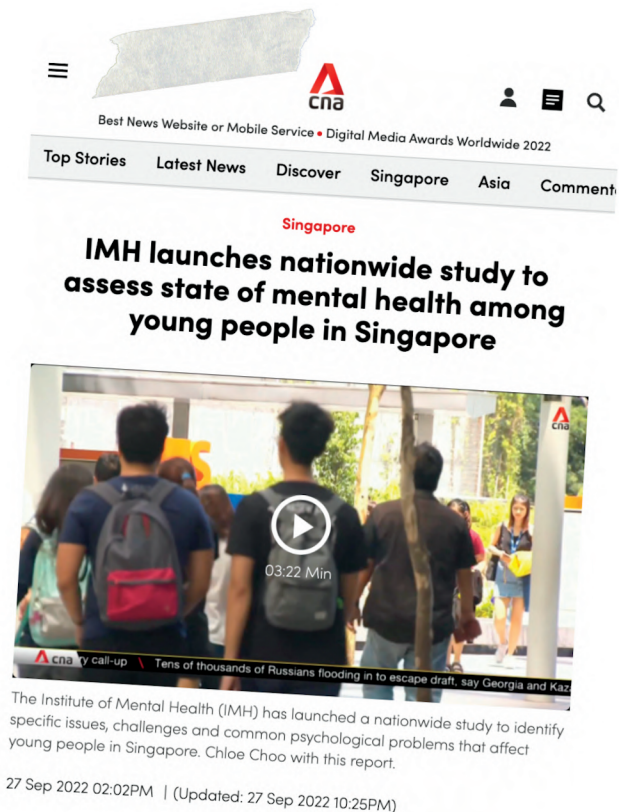
## PAST RESEARCH PUBLICATIONS ON CHAT

**2016** Making in-roads across the youth mental health landscape in Singapore: CHAT  
DOI:10.1111/eip.12192  
**Early Intervention in Psychiatry**

**2019** Evaluating Singapore's CHAT Assessment Service by the World Mental Health Organization (WHO) "Youth Friendly" Health Services Framework  
DOI: 10.3389/fpsy.2019.00422  
**Front Psychiatry**

**2017** Integrated (one-stop shop) youth health care: best available evidence and future directions  
DOI: 10.5694/mja17.00694  
**The Medical Journal of Australia**

**2021** A decade of influence in the Singapore youth mental health landscape: CHAT  
DOI: 10.11622/smedj.2021061  
**Singapore Medical Journal**

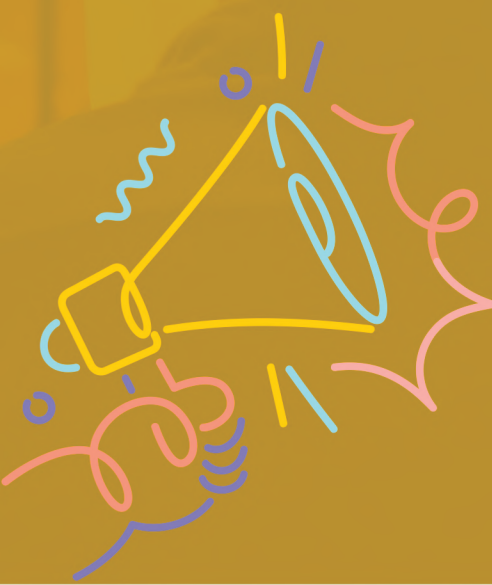






## CHAT's Mission ④

Partner and train a diverse group of individuals and helping professionals to be sensitive and skilled in providing youth and young adults with the care and support they need



To improve awareness of youth mental health concerns and essential skills to support distressed young people, CHAT started holding talks and workshops from as early as 2011 to create public awareness on the importance of youth mental health.



# TRAINING

To meet the growing demand for youth mental health services, the Agency for Integrated Care (AIC) funded some social service agencies (SSAs) to provide youth mental health outreach and screening.

Recognised for its youth mental health care model, CHAT was entrusted the role of equipping workers from the selected SSAs with capabilities in youth mental health screening and mental health checks. This allows young people easy accessibility to services from locations convenient for them.



Awareness of young people's vulnerability to develop mental health concerns and conditions, along with the importance of early help-seeking, has grown significantly over the years. Training on youth mental health literacy is one way that CHAT increases access to mental health resources and raises awareness on youth mental health. CHAT updates its training continuously to cater to the needs of an evolving youth mental health landscape.

## YOUTH INTEGRATED TEAMS (YIT)

The Youth Integrated Teams provide targeted outreach, mental health checks, community-based therapeutic intervention and case management to help youth re-integrate into the community. YITs support young people (aged 12 to 25) with mild to moderate mental health needs, and work actively with other youth agencies, schools and community partners to meet the various needs of the young people and their families.

**SAMH SAY-IT!** under the Singapore Association of Mental Health was trained by CHAT to provide mental health checks to young people residing in the East Region.



Master Class in Youth Mental Health Assessment includes an intensive 6-month skills-based training on specific mental conditions. Besides workshops, CHAT provides intensive clinical competency-based training through joint assessments, on-the-job observation and practice, to ensure competence. Supervisions, case discussion and case reviews are also done to further support YITs in setting up their mental health check service for young people.





+  
+  
+ To ensure young people receive quality services, CHAT developed a series of training modules for selected SSAs.

**5** SSAs were trained in youth mental health screening skills:

- Resilience @ SHINE
- INSIGHT@ Care Corner Singapore
- ec2.sg by Fei Yue Community Services
- Limitless
- Brahm Centre

## CREST-YOUTH

The Youth Community Outreach Team, CREST-Youth, increases awareness of mental health for young people and their caregivers, identifies signs and symptoms of mental health conditions early, and provides appropriate engagements and activities for young people who are at-risk of or coping with a mental health issue.



## Strengthening capabilities of SSAs providing youth mental health services

i

Master Class in Youth Mental Health Screening is an intensive 4-module workshop series which covers engagement skills, suicide screening and safety planning, to better support these agencies in setting up their mental health service for young people.





## **CHAT's Mission ⑤**

**Harness the voice of youth and young adults; partner and empower them to be active participants in youth mental health**



**CHAT partners, empowers and actively engages with young people passionate about mental health, to align CHAT's service development with the needs of help-seeking youth and young adults. Our close partnership ensures that CHAT stays relevant, acceptable and responsive to the changing youth mental health needs in Singapore.**

# CHAT AMBASSADORS

**A voluntary youth participatory group**

The CHAT Ambassadors are a group of young individuals who are enthusiastic about advocating for youth mental health and dedicated to bringing about positive change in Singapore's youth mental health landscape. Their perspective plays a crucial role in informing CHAT's strategies and services, ensuring that they remain relevant, suitable, and adaptable to the evolving needs of young people.

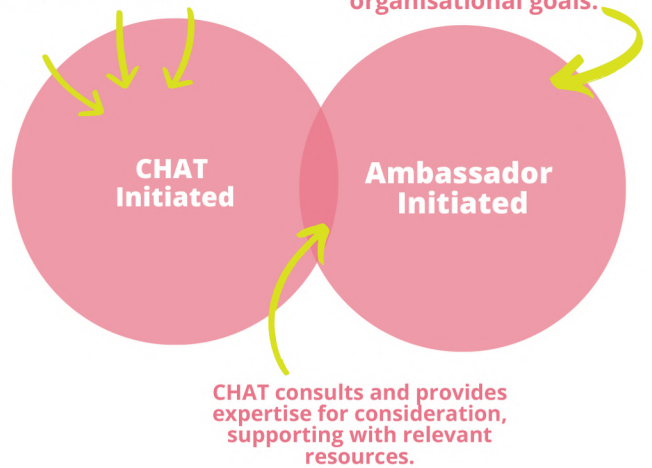
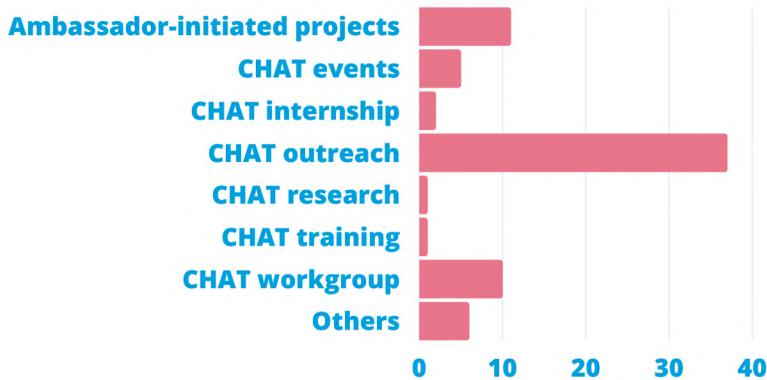


CHAT Ambassadors collaborate with their peers to involve themselves in our service improvement projects and advocacy work. Over a minimum period of nine months, they are engaged in various projects with varying degrees of participation and harmony. Since its inception in December 2014, 66 CHAT Ambassadors have been recruited, with 39 staying beyond the minimum 9 months, and 4 converted to full-time CHAT staff.

Ambassadors are involved and engaged in the planning, decision-making and implementation of CHAT-initiated projects and strategic planning

Ambassadors are empowered to initiate, design and execute service improvement projects aligned to CHAT's organisational goals.

## TYPES OF AMBASSADOR ENGAGEMENTS



## Moving forward >>>

Beneficiaries of our Ambassadors' outreach efforts include CHAT clients, community partners, students, educators and counsellors, HR professionals, international delegates, government agencies, and the general public.

CHAT will look to increasing opportunities for youth participation, and look towards empowering CHAT Ambassadors with greater leadership roles. CHAT will also share knowledge with other service providers keen on youth participation.





# OUR ACHIEVEMENTS



# NATIONAL CLINICAL EXCELLENCE TEAM AWARD 2022

**CHAT received the National Clinical Excellence Team Award 2022 under the National Medical Excellence Awards (NMEA) organised by the Ministry of Health (MOH), Singapore.**



*"This award recognises teams or organisations that have undertaken a clinical quality/practice improvement project that has contributed significantly to bridging the gap between knowledge and practice with a strong research element in knowledge translation process, resulting in improved standard of care, health outcomes, high efficiency and/or more effective patient-centred services. The teams also demonstrated their achievements through successful population of novel care delivery services beyond their own units, wards or departments."*

An excerpt from the National Medical Research Council (NRMC) website.

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***(CHAT) is the “go-to” resource for youth mental health information, professional support, training and/or collaboration in advocacy work.***

***On a national level, CHAT has provided key youth mental health insights and contributed to transformational change discussions on mental health for young people with various partners, including the Ministry of Health (MOH), Ministry of Social and Family Development, Ministry of Education, Ministry of Culture, Community and Youth, and Ministry of Manpower, as well as National Council of Social Service, and Health Promotion Board at platforms such as the Singapore Youth Action Plan Workgroup Retreat, Youth Mental Well-Being Network and Beyond the Label Youth Alliance. In 2019, CHAT established a five-year partnership with MOH, and Agency for Integrated Care to co-create a new youth service model encompassing the provision of integrated social and mental health services for young people aged 12 to 25.***

***On an international level, CHAT has actively shared its experiences at International Youth Mental Health Conferences since 2012. The Team has also shared their knowledge with medical and allied health professionals from other countries such as Japan, South Korea, Hong Kong, India, Brunei and Vietnam. In 2019, CHAT was invited to participate in the World Economic Forum, and Special Lancet Commission on Youth Mental Health.***

**An excerpt from the National Medical Research Council (NRMC) website.**



## DEAR YOUTH & YOUNG ADULTS,

Today, we want to remind you of something that can sometimes be forgotten in the chaos of life: **your mental health matters, and your voice holds immense power.** We want you to prioritise your mental health without hesitation or guilt. Your well-being is not a luxury but a necessity. Seek help when needed, practise self-care, and engage in activities that bring you joy and peace.

Your thoughts, emotions, and overall mental well-being deserve attention, care, and support. We want you to know that **you are not alone, and CHAT is here to empower you on your path to healing and self-discovery.** Voicing your struggles, doubts, and triumphs is an act of immense courage; it has the ability to break down the walls of silence, stigma, and isolation.

We understand that speaking up about mental health can be difficult, but we want you to know that **CHAT is here to support you every step of the way.** CHAT is dedicated to provide resources, guidance, and a safe space for you.

**Remember, you have the power to create change.** Speak to your friends, family, and peers; encourage open conversations and provide support to those who may be struggling. Your voice has the potential to break down barriers, dispel myths, and foster a community that values and supports mental well-being. Together, we can create a world where mental health is valued, understood, and supported.

**Reach out to CHAT whenever you need guidance or support,** for we are here to empower you and uplift your voice. Your courage to share your story is a beacon of hope, illuminating the path towards a brighter future. We are confident that your voices will continue to echo far and wide, inspiring change for generations to come.

*Lots of Love,*

**BETH & NAT**

CHAT OUTREACH TEAM  
AUTHORS OF AR2022



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