

For Immediate Release

ISCOS launches iCosy Hub, a dedicated space for ex-offenders and their families

Singapore, 25 January 2019 – The Industrial & Services Co-Operative Society Ltd (ISCOS) launched a new space named iCosy Hub to introduce new facilities such as tele-visit services for families of inmates and ex-offenders at its location at Alexandra Road today.

In addition to the tele-visit facility, there are newly added interview rooms and children's corner for walk-in beneficiaries to iCosy Hub. All these are part of ISCOS' ongoing efforts to offer holistic support to its beneficiaries, young and old, be it assistance for employment, skills upgrading, support groups or seeking educational help for their children through the Fairy Godparent Programme (FGP).

The name 'iCosy' was chosen to be in line with ISCOS' vision of presenting the place as a warm, cosy and welcoming place for members and beneficiaries. In the presence of sponsors, working partners, guests and ISCOS team, the launch was graced by Mr Amrin Amin, Senior Parliamentary Secretary, Ministry of Home Affairs and Ministry of Health this morning.

"(The iCosy Hub) performs a very useful function where people can come together in a cozy place and eat, talk, and get help for various issues – from appointments to speaking to each other to bonding. I think that is really important," said Mr Amrin Amin in his opening remarks.

During the launch, the guests were also inspired by the heartfelt account of an ISCOS Titan, Mr Jabez Koh, who shared how important ISCOS Support Groups were to his reintegration journey. ISCOS Titans are a group of selected ISCOS members who have reintegrated into society and strived to give back to society by sharing their life experiences to inmates, youths at-risk and students in schools.

Every year, ISCOS welcomes an average of 800 to 1,000 ex-offenders as new members and also assists hundreds of existing members based on their different needs. On the other hand, the FGP has also benefited over 350 children and 100 families in 2018 through educational initiatives such as bursary awards, sponsored tuition, family workshops and home improvement projects. To date, FGP has reached out to more than 1,500 children since its inception in 2011.

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About iCosy Hub

iCosy Hub is a new space introduced by ISCOS to better serve ex-offenders and their families, which will add new facilities such as tele-visit service, interview rooms and children's corner to the current range of programmes and services available at ISCOS.

Key highlights for iCosy Hub (floor space: 117 square metres):

1. Tele-Visit Facility
 - Visits are important to the rehabilitation and reintegration of inmates. The engagement with their families, friends and loved ones would help to enhance family bonding and develop positive social support for the inmates.
 - Using tele-conferencing technology, tele-visit allows visitors to see and talk to their loved ones who are incarcerated. This is more convenient and saves on travelling time and costs.
 - The ISCOS Tele-Visit service is the only one in central region, catering to families island-wide especially those staying in neighbourhoods around Redhill, Tiong Bahru, Queenstown etc.
 - The facility will operate from Monday to Friday every week from 9am to 4pm except for public holidays, on appointment basis. The duration for each visit is 30 minutes.
2. Children's Corner
 - Some of our members come to our office with their families and young children
 - Every year, we reach out to average of 350 children and 100 families through the Fairy Godparent Programme
 - There are books and toys at the Children's Corner which will keep the children occupied while the parents are seeking help
3. Interview Rooms and Conference Room
 - There are two new interview rooms set up to maintain the privacy of our members and beneficiaries when they share their struggles and needs with the case workers
 - There is one conference room (Theatre style seating: 30 pax; Conference room setting: 20 pax) which is used to hold meetings, support groups, art therapy workshops etc.
4. Resource Corner
 - Members and beneficiaries can make use of resources such as free laptops to update job resume and/or access useful websites such as:
 - CPF website – to print out CPF records
 - SkillsConnect portal – to track and print out certificates for WSQ courses taken
 - Workforce Singapore website – to search for relevant training skills
5. Reception and Waiting Area
 - The former reception was small with no proper waiting area
 - The new iCosy Hub offers a spacious waiting area for beneficiaries to sit down comfortably while waiting for their turn to be served



About Industrial & Services Co-operative Society Ltd (ISCOS)

Since 1989, ISCOS has been extending friendship and support to ex-offenders and their families so that they can lead meaningful and productive lives. Together with the CARE Network/Yellow Ribbon Project partners, ISCOS takes an active role in engaging the community to help ex-offenders and their families gain a foothold in the society.

As a social Co-operative for ex-offenders under the purview of the Ministry of Home Affairs, our programmes and services are geared towards enhancing the skills level of our beneficiaries, connecting them with supportive employers and providing social support through positive peer groups and mentors, so that they lead meaningful and productive lives.

For more information, please visit www.iscos.org.sg.

About Fairy Godparent Programme (FGP)

FGP is anchored on three major components: Student Development, Family Support and Home Environment. Under the Programme, ISCOS provides academic assistance through bursary awards, sponsored tuition and mentoring to the children of ex-offenders. We place emphasis on the importance of building strong family units through family bonding activities and parenting workshops.

Backed by the support from volunteers, we also help create conducive study corners for the children at their own homes through home reorganisation and/or painting projects. Since its introduction, thousands of children from low-income families have benefited from the FGP initiatives over the years.

Media Contact:

Looi Jo-Anne
Manager, Comms & External Relations
Tel: 6805 0806
Mobile: 8233 2810
Email: joanne@iscos.org.sg

Esther Lee
Executive, Comms & External Relations
Tel: 6805 0805
Mobile: 9457 0084
Email: esther@iscos.org.sg