

## **Understanding the Quality of Life of Seniors, Persons with Disabilities and Persons with Mental Health Issues**

Presenter: Dilys Tan, Assistant Director and Benjamin Tay, Manager, National Council of Social Service, Ministry of Social and Family Development

Date: 13 September 2017

Time: 4pm to 5:30pm

Venue: Evans Room, Ventus (University Campus Infrastructure), National University of Singapore, 8 Kent Ridge Drive, Singapore 119246

### **Abstract:**

What is the quality of life for adults with disabilities, adults with mental health issues and seniors? To better understand this, National Council of Social Service (NCSS) embarked on the quality of life study in 2015.

Taking the perspective that every individual is a person first and should not be defined just by his or her condition or diagnosis, NCSS examined the life of a person using the World Health Organisation Quality of Life Framework. This allowed us to identify different aspects of a person's life beyond just his/her diagnosis– i. Physical, ii. Psychological, iii. Level of independence, iv. Personal belief, v. environment and vi. Social Relationships. Further to this, we also asked what aspects of their lives they would like to see the most improvement in and the type of services they require.

These findings have informed master plans, service development, and most importantly, provided volume to previously unheard voices at these platforms.

### **Presenter's profile:**

Dilys is the Assistant Director of Advocacy and Research at National Council of Social Service. Her role at NCSS is to lead applied research to understand the needs and gaps in the sector and present evidence-informed solutions. Her research interests include caregivers, respite care, quality of life, culture and identity. Prior to this, she was in the service planning and development group, looking into identifying needs and developing services for the disability population. Her past work revolved around special education and care options for school-going children, ensuring service standards and needs were adequately met.

Benjamin Tay currently works for the National Council of Social Service, Advocacy and Research, Advocacy and Membership group to conduct research and advocacy for emerging, unmet and underserved needs in the social service sector. He has a keen interest in evaluation of social programmes and was involved in NCSS's studies to better understand the respite needs of Caregivers and the quality of life of vulnerable populations in Singapore.