



SOCIETY OF SHENG HONG WELFARE SERVICES
ANNUAL REPORT 2016 / 2017



Gearing up for the Future



Striving for
Excellence

CONTENTS

2	PRESIDENT'S MESSAGE
4	EXECUTIVE DIRECTOR'S MESSAGE
6	ADVISORS & MANAGEMENT COMMITTEE
7	ORGANISATION CHART
8	THE SHENG HONG STORY
9	SHENG HONG SERVICES
11	FAMILY SUPPORT SERVICES
12	HOUGANG SHENG HONG FAMILY SERVICE CENTRE / REPORT
16	HOUGANG SHENG HONG FAMILY SERVICE CENTRE / YOUTH ENGAGEMENT / REPORT
17	HOUGANG SHENG HONG FAMILY SERVICE CENTRE / KIDSREAD / REPORT
18	FAMILY SERVICE / CLIENT'S STORY
30	HOUGANG SHENG HONG STUDENT CARE CENTRE / REPORT
33	MACPHERSON SHENG HONG CHILDCARE CENTRE / REPORT
37	LIFE POINT / REPORT
41	THE PEOPLE WHO SERVE
42	LIST OF EMPLOYEES (FROM 1 APR 2016 TO 31 MAR 2017)
44	LIST OF INTERNS (FROM 1 APRIL 2016 TO 31 MARCH 2017)
45	ACKNOWLEDGEMENT / VOLUNTEERS & PARTNERS
46	ACKNOWLEDGEMENT / FUNDERS & DONORS
47	FINANCIAL STATEMENTS

Copyright © 2016 Society of Sheng Hong Welfare Services

Published by Society of Sheng Hong Welfare Services (ROS316/99WEL)

237 Hougang Street 21 #01-406 Singapore 530237

Tel: +65 6289 5022 Fax: +65 6289 8242

Email: fsc@shenghong.org.sg / www.shenghong.org.sg

All rights reserved. All material printed in this publication is protected under the copyright act. No material may be reproduced in part or in whole without the prior written consent of copyright holder. Permission to use the materials may be addressed to fsc@shenghong.org.sg.

DISCLAIMER: The views and opinions expressed in this publication are not necessarily the views of the publisher, who makes no representations or warranties with respect to the accuracy and/or completion of the contents, and shall not be liable for any loss of profit or any other personal or commercial damages, including but not limited to special, incidental, consequential, or other damages.

GROWING WITH PEOPLE

Developing a sustainable workforce

People are the most critical assets in any form of human service. Therefore, Sheng Hong has aside a major portion of its resources in developing its human capital. We believe that quality service can only be delivered by staffs that are not only skilled and knowledgeable, but also passionate and committed to serve.

About 65% of our annual expenditure was spent on staff's remuneration, benefits and welfare activities. Our salary scale was benchmarked against NCSS' recommended salary guide, even though only around 62% of our total revenue was provided by the Government, together with Tote Board and ComChest. The generous support from many donors and sponsors such as Lorong Koo Chye Sheng Hong Temple Association has enabled us to carry out much of our work without any disruption.

BUILDING HUMAN CAPITAL

Besides ensuring a competitive compensation package for staff, we placed much emphasis in providing staff with many opportunities for continuous growth and development. Our staff training budget was utilized at 2.4% at the total expenditure of manpower. In average, each staff clocked 49 training hours in FY16, for both in-house as well as external courses. Professional staffs such as social workers and teachers are the ones who enjoyed the greatest training benefits, as both the FSC and the pre-school sectors were undergoing intensive and progressive transformation. Sheng Hong has provided full sponsorship for two senior teachers and one social worker to pursue a degree and a master program in their respective industry in local university. For those who pursue continuous education on their own, we have also provided flexibility in their working hours as a form of support and encouragement.

RENEWAL AND SUCCESSION PLANNING

As a caring employer, 7 employees were re-employed as they reached their retirement age. Their services

within Sheng Hong remained uninterrupted. Unless there is a change of job scope, none of these retired and re-employed staff suffer any pay cut. Furthermore, they continue to enjoy the rewards of increments, bonuses and other benefits such as annual leave and medical benefits.

With 45% of our staff fall in the age bracket of 50 and above, renewal and succession planning is critical for our organisation's long-term development. Last year, we have promoted three social workers and four childcare teachers to assume higher positions. They were groomed to take up supervisory and mentoring responsibilities as a way to prepare them for bigger job scope in the future. Moving forward, we hope to identify and groom the second generation of key leaders of the various services and to create more opportunities for staff's development and progression in the next three to five years.

WORKING ENVIRONMENT AND WORKING CULTURE

Besides ensuring good hygiene factors, such as compensation and benefits, are in place, we also strive to create conducive working environment and a healthy work culture within Sheng Hong.

Both the Childcare Centre and the Student Care Centre have undergone renovation and refurbishment in the last two years and the respective working environment has improved. Moving forward, we are looking into improving the space utilisation and aesthetic appeal of the Family Service Centre and Life Point so as to meet the changing needs of the community. I believe that a better working environment will not only enhance staff morale but also and will improve the experience of our service recipients.

In addition to make improvement to the hardware, we must not neglect the software as well. As Sheng Hong grows and the workforce is enlarged, it becomes a greater challenge but a stronger urgency to forge closer bond among the staff members, and

“ It is necessary for us to develop mechanism that will promote innovative thinking and accountable practices among staff members, so as to bring our service quality to a greater height. ”

with the management. Each year we have at least two occasions to bring all the staff together, that is the Annual Staff Retreat and the Staff Appreciation Dinner, when staff from different centres get to know one another better through games and other activities. Besides, the leadership of each Centre has also created different opportunities to bring the team together. I thank them all for all the very good efforts.

As we live in a competitive environment that taps into a limited pool of talents, Sheng Hong will need to build a strong brand for itself so as to attract suitable talents to join the organisation. It is necessary for us to develop mechanism that will promote innovative thinking and accountable practices among staff members, so as to bring our service quality to a greater height.

Mr Ling Kin Huat, PBM
President
SSHWS Management
Committee



STEPPING UP FOR CONTINUOUS IMPROVEMENT

Enhancing service quality and stakeholders' experience

FY16 is a year filled with opportunities for improvement. All the centres have embarked on critical areas for service quality enhancement. While some of the learning has been steep, and at times challenging and frustrating, I believe that ultimately all things will work out well for the benefits of our service recipients that a higher quality of service will be ensured.

TRANSFORMATIONAL CHANGES

The FSC sector has gone through a major transformation in the last two years. With the full rollout of Social Service Net (SSNet), we have to get our FSC team to familiarise with the new IT system and learnt how to navigate the system in an intelligent and efficient manner. As the team is still grasping to apply the Code of Social Work Practice (CSWP) and the Family & Adult Support Tool (FAST) in assessment and conceptualisation of clients' needs, the new IT system has added new anxiety and administrative burden to the social workers and their supervisors. Thankfully the team has been resilient enough to support one another during this challenging period.

While we are still striving to align ourselves to the timeline as set out by the Casework Practice Guide for the various intervention steps, we are realistic that it will take more time for the team to fully master all the processes well. We are thankful that the Ministry has been receptive to ground feedback and is working towards simplifying the SSNet system.

SETTING HIGHER BENCHMARK

Over at our childcare centre, we finally set ourselves ready to apply for SPARK (Singapore Pre-School Accreditation Framework) accreditation. In anticipation for the vigorous assessment process, the team at MacPherson Childcare Centre has worked very hard to bring to greater clarity of its purpose and role in early childhood education. The team also refined its teaching pedagogy as well as reviewed its curriculum. In addition, the relevant documentations related to teaching and administration were classified and collated for easy review.

We hope that the result of SPARK assessment will help us to identify clearly our strengths as well as areas for improvement. Ultimately, it is with the desire to provide the best quality of education and care that drives us to work towards excellence in the future.

DRAWING INSIGHTS FROM ONE ANOTHER

In FY16, we embarked on two bite-size consultancy projects, with the funding support fully covered by National Council of Social Service (NCSS). The first project was meant to review the use of space in our Family Service Centre, with the objective of planning for its renovation and refurbishment so as to meet the changing needs for service and operation. The second project aimed at reviewing the recruitment process for one of the programs run by Life Point – the Life Wisdom workshop. Both projects aimed to provide insights and concrete help to enhance the utilisation and reach of services.

We are thankful for the support given by NCSS and the insights derived from consultation with Goshen Consultancy services. The active participation from the staff team of the FSC and Life Point has been invaluable to the successful completion of the two consultancy projects. The consultancy projects have enabled us to sharpen our understanding to the issues at hand and bring greater clarity in solution finding.

From the project on space utilisation, we decided to adopt e-booking system to ensure a more equitable usage of meeting rooms. The team has also come up with various floor layout plans which would provide good reference point when the FSC prepare itself for renovation in future.

Through the consultation process in reviewing the recruitment process of Life Wisdom workshop, the team has worked out different strategies to increase the exposure of the program so that more service users would be able to benefit from this program. It has certainly enhanced the capacity of Life Point to reach out to the larger community.

“ We must continue to remain inquisitive and reflective in our practice, and not be afraid to ask ourselves and one another hard questions which may at times challenge our fundamental assumptions. ”

DEVELOPING EVALUATIVE THINKING

As we continued to serve in the community in whatever capacity over a period of time, it is not uncommon that we will find ourselves staying within our comfort zone. The danger of complacency may set in quietly without us even notice it. We must continue to remain inquisitive and reflective in our practice, and not be afraid to ask ourselves and one another hard questions which may at times

challenge our fundamental assumptions. Moving forward, I hope that we can spend more resources in consolidating our practice wisdom into facts and data that we can analyse and review. It is only through continuous evaluation of our practice with critical thinking that we can spur ourselves to scale greater heights in the future.

Mrs Sara Tan-Woo Lai Kwan
Executive Director



ADVISORS & MANAGEMENT COMMITTEE

HONORARY ADVISORS

Mr Teo Ser Luck
Minister of State (Ministry of Trade & Industry) (*till 30 June 2017*)
Mayor of North East District (*till 26 May 2017*)
MP for Pasir Ris-Punggol GRC

Mr K Muralidharan Pillai
MP for Bukit Batok SMC

Mr Yeo Guat Kwang
Grassroots Advisor for Aljunied GRC (Serangoon)

Mr Lee Hong Chuang, BBM
Grassroots Advisor for Hougang SMC

Mr Zainul Abidin Bin Mohamed Rasheed
Non-Resident Ambassador to Kuwait,
Ministry of Foreign Affairs

Mdm Cynthia Phua

INTERNAL AFFAIRS ADVISORS

Mr Alex Lee, JP, PBM

Mr Tan Tee See, PBM

Mr Lian Chin Bee, BBML (*till 19 May 2017*)

INTERNAL AUDITOR

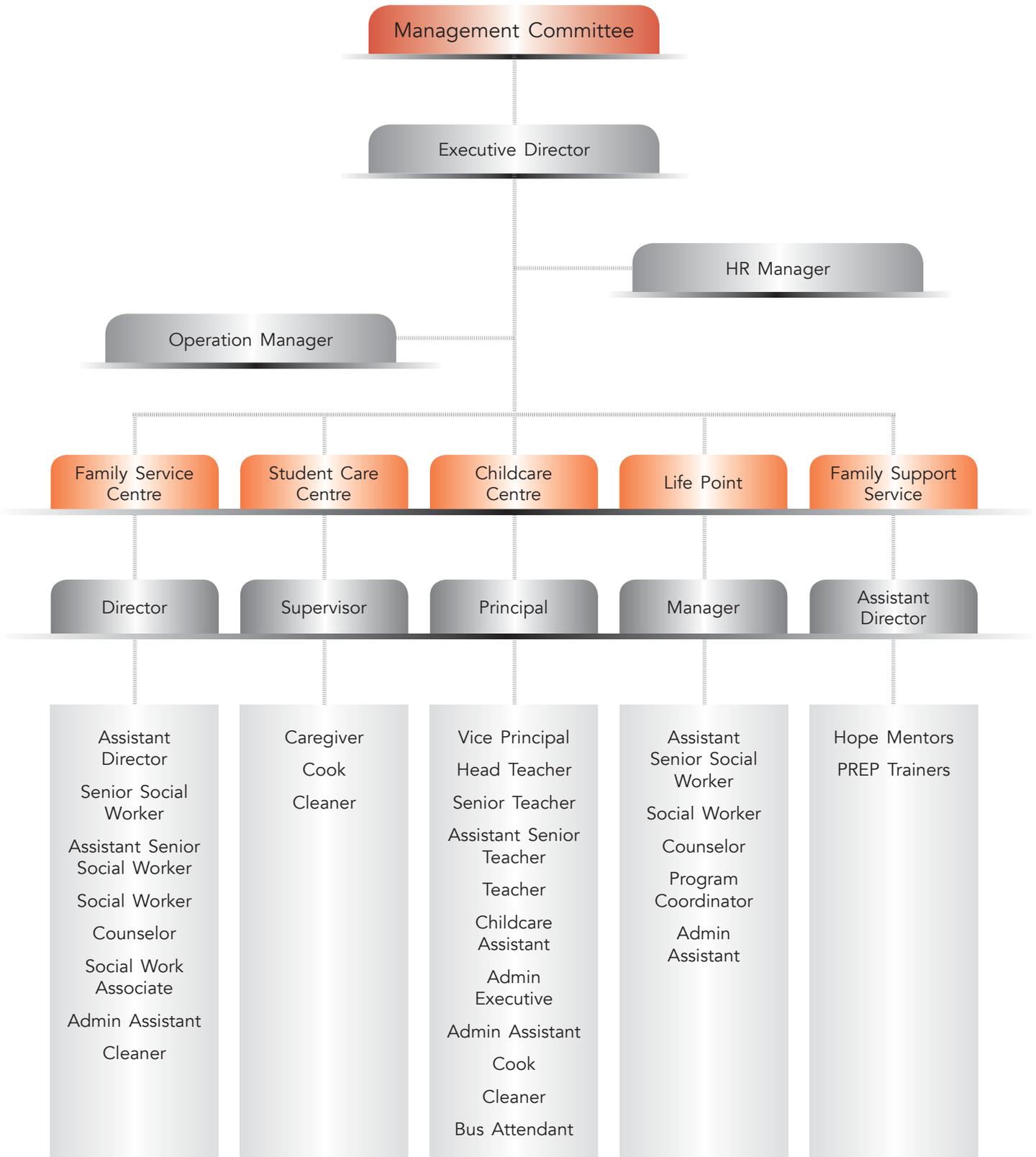
Mr Soong Kok Chee

Mr Ang Kok Seng

MANAGEMENT COMMITTEE

President	Mr Ling Kin Huat, PBM
1st Vice-President	Mr Lim Chwee Kim, PBM
Vice-President	Mr Ong Kuan, PBM
Vice-President	Mr Soon Cheok Kah
Honorary Secretary	Mr Tan Thiam Lye, BBM
Assistant Secretary	Mr Chung Kwang Tong
Treasurer	Ms Goh Geok Choo
Assistant Treasurer	Ms Ong Aii Ley
Member	Mr Tan Eng Wat
Member	Mr Lim Tiam Teng, PBM
Member	Mr Lim Chin Poh
Member	Mr Siew Kian Nam
Member	Mr Long Say Keng, Adrian
Member	Ms Chew Geok Hoon, PBM

ORGANISATION CHART



COMPASSIONATE CARE AND GOOD WORK

Delivering care to a community in need the *Sheng Hong* way

Registered as a Society in April 2000 and gazetted as a Charity since May 2000, the Society of Sheng Hong Welfare Services (SSHWS) has been a Full Member of National Council of Social Service (NCSS) since November 2001. Set up as the welfare arm of Lorong Koo Chye Sheng Hong Temple Association, SSHWS' chief objective is to carry out good work and welfare activities that relieve hardship and benefit society.

For 17 years, SSHWS has achieved this primarily through its four services. These include Hougang Sheng Hong Family Service Centre, Hougang Sheng Hong Student Care Centre, MacPherson Sheng Hong Childcare Centre and Life Point Centre. We have added two new Family Support Services, HOPE mentoring and PREP training in FY15.

SSHWS' Management Committee comprises of members elected according to its Constitution. All of them serve on a voluntary basis and receive no remuneration in any form. SSHWS' membership is open to all aged 18 and above and who share similar objectives with SSHWS, regardless of their race, creed, religion, language, gender and social status.

SSHWS holds the status of Institution of Public Character (IPC). All cash donations are tax-deductible.

OUR MISSION

SSHWS aims to provide assistance, welfare and relief, financial or otherwise, to all people, without discrimination as to race, language, creed or religion,

so as to promote education, and to foster friendship and community cohesion.

OUR VISION

SSHWS strives to become a leading Taoist operated charity.

OUR CORE VALUES

(Adapted from Chapter 8 of Dao De Jing)

- We strive to achieve the highest goodness which resembles the nurturing quality of water
- We empathize from the depth of our heart
- We give with compassion
- We speak with integrity
- We carry out our works to the best of our abilities
- We strategize our moves according to its relevance and appropriate timing

Official Address:	15 Arumugum Road, Singapore 409960
Correspondence Address:	Blk 237 Hougang St 21, #01-406, Singapore 530237
Email Address:	fsc@shenghong.org.sg
Website:	www.shenghong.org.sg
Contact Numbers:	+65 62895022 (Tel) +65 62898242 (Fax)
UEN Identification No.:	T00SS0066C



HOUGANG SHENG HONG FAMILY SERVICE CENTRE

Hougang Sheng Hong Family Service Centre is a one-stop neighbourhood centre open to anyone who needs help on family matters. It serves individuals and families regardless of their age, race, language and religion.

Through casework and counselling, the Centre helps clients work through common family issues such as marital problems, family violence, behavioral problems of children, stress and mental health matters, relational conflicts and dispute. In addition, the Centre organizes psycho-educational, therapeutic and support groups to facilitate individuals to gain useful information, new insights and healthy network to address their challenges. The Centre also works closely with community stakeholders, in harnessing community resources, to address service gaps and client's needs.

A token service fee is usually charged but fee waiver is available for those who have financial difficulty. Operational expenses are 99 percent funded by the Government, ComChest and the Tote Board.

CENTRE INFORMATION

Address:	Blk 237 Hougang St 21, #01-406, Singapore 530237
Telephone:	+65 6289 5022
Fax:	+65 6289 8242
Email:	fsc@shenghong.org.sg
Opening Hours:	Mondays to Fridays: 9am – 6pm Saturdays: 9am- 1pm
Extended Opening Hours:	Tuesdays & Thursdays: 9am – 9pm

HOUGANG SHENG HONG STUDENT CARE CENTRE

Hougang Sheng Hong Student Care Centre provides quality care and enrichment services to help working parents look after and supervise their primary school-going children (P1 to P6) during after school hours.

The Centre provides a safe, homely, and nurturing environment for children to safeguard their basic care, maximize their learning experience and develop their potential.

Affordable monthly fees are charged. Subsidies are available and provided by Early Childhood Development Agency (ECDA).

CENTRE INFORMATION

Address:	Blk 238 Hougang Ave1, #01-292, Singapore 530238
Telephone:	+65 6285 2726
Fax:	+65 6285 0461
Email:	scc@shenghong.org.sg
Opening Hours:	Mondays to Fridays: 12.30pm – 7.30pm Saturdays: 7am- 2pm
Extended Opening Hours during School Holidays and School Closure Days	Mondays to Fridays: 7am to 7pm Saturdays: 7am to 2pm



MACPHERSON SHENG HONG CHILDCARE SERVICE

MacPherson Sheng Hong Childcare Centre provides affordable, accessible, and quality early childhood education for pre-school children in a joyful, nurturing, and safe learning environment. Using a child-centric, play-based and experiential approach, the Centre's curriculum develops each child in a holistic manner.

It is housed in a two-storey building conveniently located in the heart of Sennett estate. It features ample outdoor space designated for water play, sand play, cycling, basketball and an edu-garden, providing every child with a unique learning experience.

CENTRE INFORMATION

Address: 175 MacPherson Road,
Singapore 348537
Telephone: +65 6858 5862
Fax: +65 6858 2809
Email: childcare@shenghong.org.sg
Opening Hours: Mondays to Fridays: 7am to 7pm
Saturday: 7am to 2pm



LIFE POINT

Every man's life ends in the same destination. No one can decide how life begins, but everyone can plan and decide how to live his life, and spend his twilight years. Life is precious, and deserves to be lived to the fullest.

Life point believes in upholding dignity in life as much as it believes in preserving human dignity in death. It advocates early planning for end-of-life matters. Through proper planning, seniors can enjoy their twilight years and ensure their last wishes respected, as they embrace 'a good death' as much as they celebrate life. Life Point's programmes target at seniors of age 55 and above. These include regular talks and workshops on planning for the future and end-of-life matters. A

variety of social and educational activities to encourage bonding, networking, and mutual support among seniors are also organized. All of this helps to empower the seniors with clear objectives and direction how they may live life purposefully.

CENTRE INFORMATION

Address: 133 New Bridge Road, #04-08,
Chinatown Point, Singapore 059413
Telephone: +65 6538 9877
Fax: +65 6538 9878
Email: lifepoint@shenghong.org.sg
Opening Hours: Mondays to Fridays: 9am to 6pm
Saturdays: 9am to 1pm

PREVENTION & RELATIONSHIP ENHANCEMENT PROGRAM (PREP)

PREP (Prevention and Relationship Enhancement Program) is an evidence-based marriage and relationship education program initiated by the Ministry of Social and Family Development (MSF). It is designed primarily to help soon-to-wed and newly-wed couples to lay firm foundation for their marriages.

SSHWS is one of the appointed service providers for PREP. Interventions are at two levels, either the 2-hour lunch-time talk or the 12-hour workshop which is held over 2 consecutive Saturdays. Registration fee is fully sponsored by the Ministry and prior registration at the Registry of Marriages (ROM) is required.

CENTRE INFORMATION

Address: Blk 237 Hougang St 21,
#01-406, Singapore 530237

Telephone: +65 6289 5022

Fax: +65 6289 8242

Email: fsc@shenghong.org.sg

Service Hours: **Lunch-time Talks***
Mondays to Fridays: 12.15pm – 2.15pm
Venue
Registry of Marriages

12-hour Workshops*
2 consecutive Saturdays
Venue
To be informed upon registration

HOPE MENTORING SERVICE

The Home Ownership Plus Education (HOPE) Scheme is first introduced by the Ministry of Social and Family Development (MSF) in 2004 to help young low-income families to come out of poverty trap. These families are provided with benefits in the form of a housing grant, utilities grant and bursaries for their children's education as well as incentives for employment and skill upgrading. They also receive mentoring support.

SSHWS is appointed as one of the HOPE mentoring agencies. Professionally trained mentors are assigned to each HOPE family whereby the family's strengths and limitations are assessed, action plans are developed and reviewed periodically. The mentoring objective is to

motivate and support these families to achieve financial independence and a better quality of life.

CENTRE INFORMATION

Address: Blk 237 Hougang St 21,
#01-406, Singapore 530237

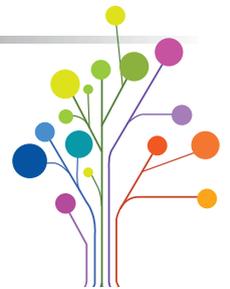
Telephone: +65 6289 5022

Fax: +65 6289 8242

Email: fsc@shenghong.org.sg

Opening Hours: Mondays to Fridays: 9pm – 6pm
Saturdays: 9am- 1pm

**Extended
Opening Hours:** Tuesdays & Thursday: 9am – 9pm



STRENGTHENING SOCIAL WORK INTERVENTION

Deploying technology & Developing Practice Framework

In FY16/17, we handled 381 inquiries, of which 151 were walk-in inquiries and 122 were phone-in inquiries. 237 inquiries or 62% were self-referred.

With 341 cases brought down from FY15/16 and 158 new cases opened in FY16/17, we served a total of 499 cases in FY16/17. Of the new cases, 98 cases or 62% were self-referred. There was an increase of high risk cases being referred by the Family Court and Child Protection Division for family violence and child abuse issues respectively.

By the end of FY16/17, we have closed a total of 228 cases, with 90% of the cases closed with satisfactory outcome. 79% of closed cases have achieved outcome of having their problem solving skills enhanced, and 77% of closed cases have achieved enhanced relationship or network that helped in improving their situation. Out of the 228 closed cases, 101 cases involved with those who need financial assistance. At the junction of closure, 94 cases have achieved improved ability to manage on their own.

With the full roll-out of SSNet (Social Service Net), we have begun the process of uploading all the necessary records onto this national platform, a step towards establishing a paperless system for casework management within the Centre. While the system has offered a convenient platform to confirm client's particulars, as well as current and past history on assistance received, it took the team much time and effort to learn how to navigate the system intelligently. The team was still grasping to conceptualise cases according to Code of Social Work Practice (CSWP) framework and inputting the thinking process outcome for case categorisation with the tool of

FAST (Family & Adult Support Tool). It has been a very steep learning curve for the team.

We have successfully conducted two groups in FY16/17. The first group titled 'Between Parents – be a Good Enough Parents' targeted at parents with children from ages 4 to 12, with the objectives of raising parents' self-awareness of their own parenting style and how their own coping stance would have impacted on themselves and their relationship with their children. 17 parents have registered for the group and 7 members have completed more than 3 sessions out of a total of 5 sessions. We observed that attendance was affected by weather and parents' busy schedule. However, for those who attended regularly, they managed to share and interact spontaneously after the initial warm-up.

The second group entitled 'Life Review' aimed to facilitate seniors to make meaning of their lives and to promote peer support among seniors through sharing of their life stories. Altogether 10 elderly were recruited and 40% of them have completed 3 sessions out of a total of 4 sessions. All the participants found the group experience satisfying. They were pleased to make new friends. Though many group members spoke different dialects, it did not stop them from sharing and understanding each other.

Mr Tan Chuan Jin, Minister for the Ministry of Family and Social Development (MSF) visited our Centre on 5 December 2016. Together with SSO@Hougang, we shared our experience in working with clients in the Hougang community. Minister Tan was particularly interested to know how we helped those who were poor and vulnerable. He shared his vision in community building through mobilising volunteer participation, forming relevant partnership and coordinating collaboration among multiple community stakeholders.

From December 2016 to February 2017, together with SSO@Hougang, we conducted a needs assessment survey among residents of rental blocks of Blk 174 cluster. After many rounds of door knocking and talking to the residents, we have collected more than 200 feedbacks. Through the survey, we have identified home safety and security within the neighbourhood as key concern among the respondents. Some residents expressed concern over the lack of window grilles to prevent accidental fall whereas others were concern over the presence of unsupervised children and youths loitering around, corridors were jammed with bulky items, estate cleanliness and the presence of vices such as gambling, drugs, alcohol and illegal money lenders.



“ With the full roll-out of SSNet (Social Service Net), we have begun the process of uploading all the necessary records onto this national platform, a step towards establishing a paperless system for casework management within the Centre. ”

~ Mrs Sara Tan, Executive Director

With the support from SSO, those residents who met the HDB eligibility criteria were helped with the window grilles installed. We would continue to work towards building the strength and assets in this community in the following year, so that the community would utilise its own strength in solving its own challenges. It is our desire to build a healthy and harmonious community in the near future.

On 19 February 2017, we organized the special community event ‘Balik Kampong with Sheng Hong’ to celebrate the auspicious Lunar New Year with 900 residents and 60 volunteers. The carnival-style event was strongly supported by many community stakeholders, including SSO@Hougang, One-Stop@Paya Lebar, SIA Community Service Club, Schoolhouse by the Garden, Man Fut Tong, together with our own Student Care and Childcare centres. We were honored to have Hougang SMC Grassroots Advisor, Mr Li Hong Chuang, BBM, to grace the occasion as Guest of Honour, together with many other special guests, such as Mr Murali Pillai (MP for Bt Batok SMC), and the three Grassroots Advisors for Aljunied GRC, including Mr Alex Yeo, Mr Yeo Guat Kwang and Mr Chua Eng Leong, as well as many other prominent grassroots leaders.

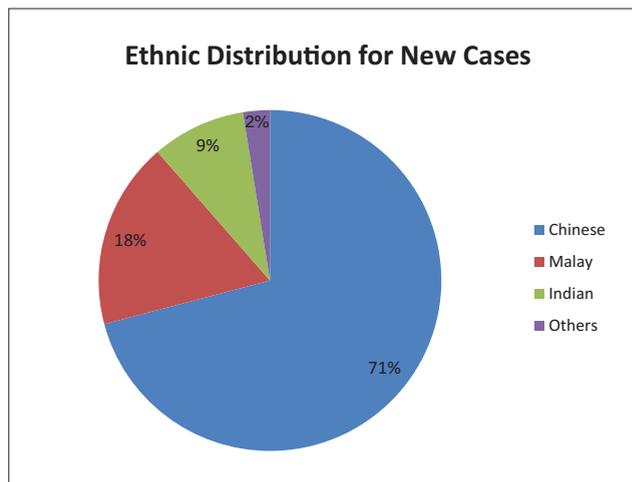
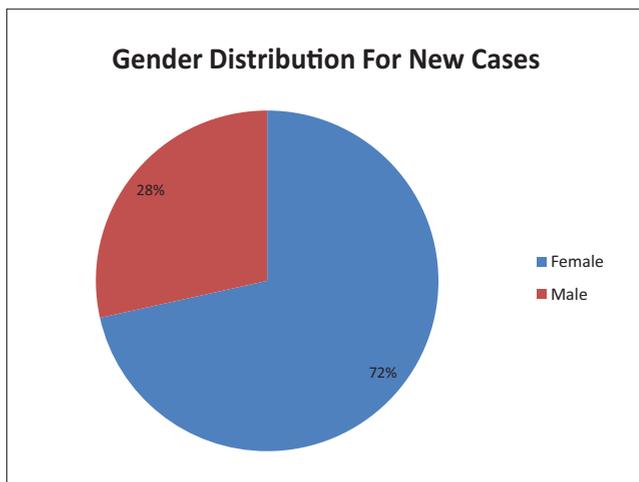
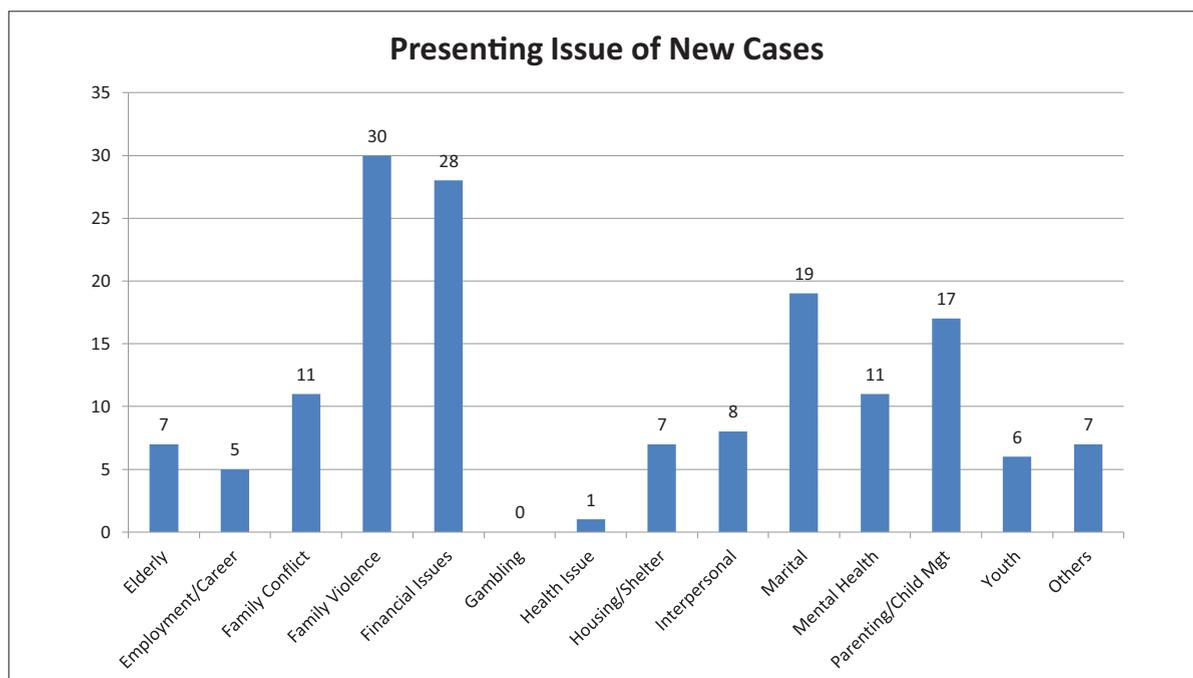
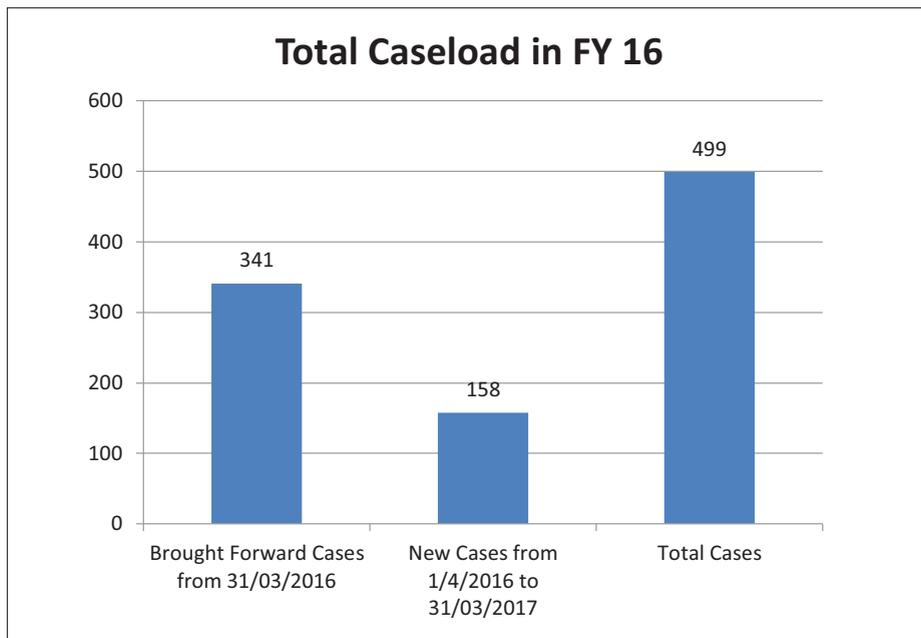
On that day, the bus interchange at Kovan Hub was transformed into a beautiful venue decorated with a grand entrance with bright red lanterns hanging from the ceiling and colorful motifs decorating the walls and the stalls. Besides having lion dance and stage performances, we put up 6 traditional food stalls, 17 game stalls and 5 static displays to engage the participants. It was very heartwarming to see parents and even grandparents sharing with the young ones how to play such traditional games as hopscotch, zero point or 5-stones. The photo booths and the wishing trees were favourite spots for photo-taking. Besides, the bonsai stall and the calligraphy stall also attracted a good crowd. The artwork put up by the children from MacPherson Sheng Hong Childcare Centre, Hougang Sheng Hong Student Care Centre and Schoolhouse by the Garden expressed their love and hope for their families. The turnout for the event was fantastic!

We have intentionally involved a few clients during the event planning stage because we believed that they would be able to contribute relevant ideas. Some of

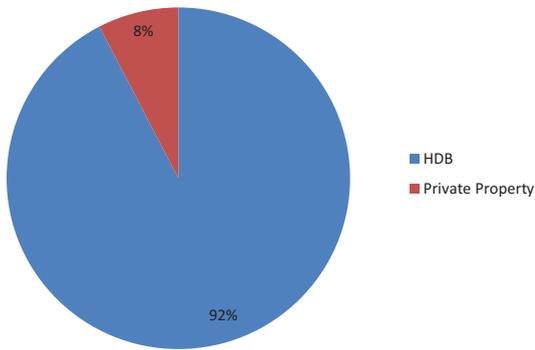
them were also involved in manning the game stalls and snacks stalls, and providing transport assistance. Moving forward, we hope to continue to engage clients to give back to the community whenever possible.

Description	Number of Persons
Total Number of Enquiries handled in FY16/17	381
Total Number of Cases Handled in FY16/17	499
Total Number of Participants in Group Work in FY16/17	27
Total Number of Participants in Kids-READ in FY16/17	44
Total Number of Participants in Youth Engagement in FY16/17	28
Total Number of Participants in Community Event – ‘Balik Kampong’ in FY16/17	900
Total Number of Participants in Community Survey (Blk 174) in FY16/17	221
Total Number of Volunteers Engaged in FY16/17	96

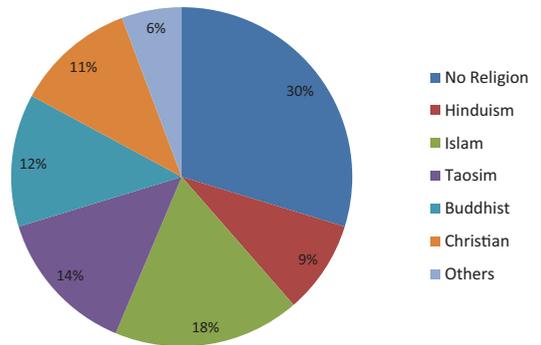




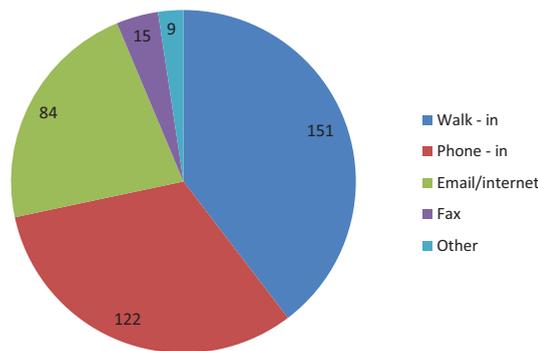
Housing Type for New Cases



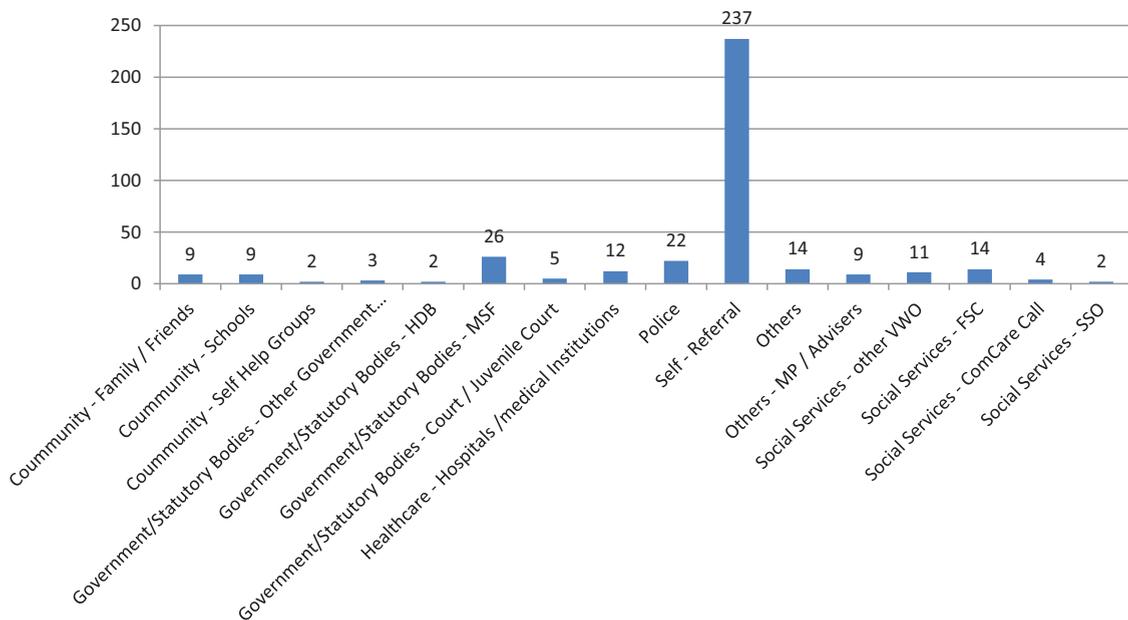
Distribution of New Cases by Religion



I & R - Mode of Enquiries Total 381



I & R - Source of Referral Total 381



YOUTH OUTREACH AND ENGAGEMENT

Character building through sports

In FY16, we were able to reach out to 28 youth participants to join the soccer group. They were of age 13 to 19 years old. Some of them were engaged through our outreaching efforts at community centre and sports centre, while some were referred by school or other social workers of our Centre. Out of the 28 youths, a small percentage came from low income families as they were helped under the school's financial assistance scheme. Most of them were not actively engaged in school activity but found idling around in the neighbourhood after school.

Soccer was being selected as a game to engage the youths as the game itself provide good opportunity for character building. Through the weekly training and preparation for friendly matches, we instilled in the youth members discipline, perseverance, sportsmanship and teamwork.

During this year's ACE League, an inter-agency soccer competition, our team was given the 'Most Inspiring Team' Award in recognising their diligence, initiative and demonstrating positive attributes both in and off

the field. Other team managers have remarked that our 'boys are role models to the other teams'. Our team members were being recognised for 'good display of sportsmanship, even in losing'. Our team also clinched the Overall Champion for the Fusalympics League.

Engaging youths in sports have had many benefits. Through active participation in weekly training, these youths are meaningfully engaged over the weekends. Parents were kept informed of their whereabouts. Many of our youth members were initially socially disengaged, lacking of self-confidence and hardly motivated to excel in any performance. Through the soccer group, they have eased themselves in social interaction. They have built good rapport with the staff, as well as with other group members. Through the regular training, winning and losing games together, they fostered valuable friendship with one another. As they gradually mastered the game, they began to gain better self-confidence as well as self-esteem. The regular meeting up also enabled the staff to provide mentorship and guidance with the youths without making the latter felt embarrassed or awkward in seeking advice.

“ Soccer was being selected as a game to engage the youths as the game itself provide good opportunity for character building. ”

~ **Muhammad Fatihah bin Mohamed Seh**
Social Work Associate

Total Number of Youths served in FY16/17	28					
Training sessions held in FY16/17	68 (3 hours / session)					
Team engagement in FY16/17	22 sessions					
Individual engagement in FY16/17	38 sessions					
Study Clinic held in FY16/17	12 sessions					
Special Bonding activities held in FY16/17	3 sessions					
Age Group						
Age	14	15	16	17	18	19
No. of Pax	4	7	6	6	3	2
Ethnicity						
Race	Chinese		Malay		Indian	
No. of Pax	16		10		2	

JOY OF READING TOGETHER

Enriching a child's experience

KidsREAD, a programme started in 2012, continues to promote the love of reading among children in the community. Besides reading, our staff and our volunteers would also plan interesting activities to engage the children after story time. We were glad to see that many children have grown in their confidence in reading and speaking in English. The children also made friends with one another and with the volunteers through the weekly meet-up.

One parent gave the feedback that his son, in K1, has been chosen as the emcee for his kindergarten's K2 graduation event. She attributed that his son's confidence in public speaking was due to his active participation in KidsREAD.

Another parent also credited KidsREAD for her daughter's improvement in English pronunciation and articulation. She commented that both her daughters, who participated in KidsREAD, have improved in their social skills and social manners.

In FY16, KidsREAD served a total of 44 children and we ran a total of 64 sessions for two groups of children, the Senior Club which comprised of children from P1 to P2, and the Junior Club which comprised of children from K1 & K2.

We are thankful for the support by many volunteers who helped to read stories, conduct activities and provide support in the logistic of weekly sessions. In FY16, we managed to have an average of 10 volunteers per session, a volunteer to child ratio of 1:1.5, so that each child could receive personal attention from the volunteer. The volunteers also provided very useful feedback to us during the debriefing session, so that we could make

improvement to the program structure, content as well as the venue set-up.

Besides reaching out to children, KidsREAD also actively involve parents' participation. For instance, we allowed parents to sit in during the story-telling time so that parents could also pick up reading skills. We have conducted several library outings to encourage parents to spend quality reading time with their children. The outing to visit the Singapore Zoological Garden in October 2016 has not only provided the children an opportunity to see real animals up close, it also provided a great bonding opportunity for parents, children, staff as well as volunteers.

In FY16/17, we were privileged to have benefited from the generous sponsorship from Tan Chin Tuan Foundation. TCTF has provided our KidsREAD children free lessons for speech and drama for over two months through the 'More than Words' program. The special program was facilitated by two very experienced trainers from Acts of Life (AoL). They guided the children through reading, story-telling, music and movement and many other fun-filled activities. The training started in July 2016 and ended with an exciting performance held on 8 September 2016 at Anglo-Chinese School (Independent) where the children showcased their talents and learning through the themed concert 'True Colours, True Hearts'. The children enjoyed the weekly training and the performance thoroughly. Not only their communication skills have improved, they also grew in their creative thinking and their self-confidence. Two of our staff also benefited from the speech & drama training workshop which was sponsored by TCTF. They picked up very useful ideas in the use of creative art as a way to engage children and develop children's potentials.

“ We were glad to see that many children have grown in their confidence in reading and speaking in English. ”

“ We are thankful for the support by many volunteers who helped to read stories, conduct activities and provide support in the logistic of weekly sessions. ”

~ **Arie Suriani bte Muhammad Azmi Kuan**
Social Work Associate

	Senior Club	Junior Club
Number of Children Served in FY16/17	17	27
Number of Sessions Held in FY16/17	32	32
Number of Volunteers Involved in FY16/17	17	19

CHRONIC CAREGIVER'S STRESS CENTRE

Madam Doris, 62, is married with three grown-up daughters. Since marrying Albert, Doris has been a homemaker, putting all her energy to taking care of the family and raising her children. The family used to be well-provided for by her husband, Albert, who was a senior consultant.

Life has changed drastically for Doris and her family in 2011 when her husband, Albert, met with a serious car accident in China. As a result, Albert has had serious head injury. The traumatic brain injury has caused his lapses in memory and distortion in his vision. His sense of judgement has deteriorated and so was his decision making ability.

Doris became the main caregiver for Albert. After the accident, Albert lost his job and faced with huge medical expenses. His savings depleted fast. Madam Doris was worried but she continued to strive on.

In 2014, Doris' brother died of cancer. After the demise of her brother, her sister-in-law was reluctant to provide continuous care for the elderly mother-in-law, that is, Doris' mother. Doris' mother, Madam Tay, was 90 years old then, and used to stay with Doris' brother and his family. Being an eldest daughter in the family-of-origin, Doris took upon herself to look after her aged mother and Madam Tay moved to stay with Doris. In spite of the fact that she was already strained from providing intensive care for her husband, Doris became the only caregiver for Madam Tay too.

Since the head injury, Albert's personality has changed drastically. He became temperamental with frequent outburst of temper tantrums. He always quarreled with Madam Tay, Doris' mother. Torn between two loved ones on a daily basis has proved to be too much for Doris to bear. It has caused her health to deteriorate. She developed a heart problem, in addition to other menopausal-related issues. She was having difficulty to sleep and concentrate. She was in constant anxiety and worries. She found her life miserable and she started to entertain suicidal ideation. It was at this stage that she decided to seek help from our Family Service Centre.

Knowing Doris' anxiety over the huge medical expenditure, I helped to link her up with the medical social worker in the hospital. Albert's medical

expenses received subsidy from the hospital's medic fund. While Doris' anxiety over the medical costs was somewhat addressed, she continued to feel stressed up as she was the main caregiver for her elderly mother and her husband. While many of her relatives have suggested to Doris to transfer her elderly mother to an aged home, Doris expected herself to be a filial daughter who would take care of her mother till the last day. It was after many sessions of counselling that Doris finally agreed to let her mother move to an aged home so that she did not have to face the daily squabble between her mother and her husband. The decision has also brought some relief to Albert and he became calmer. Doris continued to visit her mother in the aged home and helped to feed her, as a way to express her love and care towards her mother. As for Albert, he has started to frequent a nearby Senior Activity Centre as a way to pass his time. Doris continued to keep a close watch over him, as he could wander off and could not remember the way home.

Doris' second daughter is married. Her eldest and youngest daughters are employed but facing high work stress. Doris did not want to burden them, but chose to bear with all the stresses herself. She encountered bouts of depressive moods. While I continued to provide counseling and emotional support to Doris, there was a need to build additional support for Doris as Albert's condition was chronic and both of them were also advancing in age. Therefore, I referred the couple to the cluster senior support service, to identify 1-2 suitable befrienders who can provide constant social and emotional support for them on a regular basis.



« While I continued to provide counseling and emotional support to Doris, there was a need to build additional support for Doris as Albert's condition was chronic and both of them were also advancing in age. »

Andy Ang,
Social Worker

RISING ABOVE DEPRESSION

Maria, 44 years old, moved in to stay at a one-room rental flat near to our Family Service Centre in early 2016. Her case was transferred by another family service center, where she used to receive help, for continuous community support.

Maria was diagnosed with severe depression since 2009 after the demise of her grandmother. She was certified as unfit for work and remained unemployed since then. Since 2010, she was helped by another family service center for emotional support and financial assistance. She required medication and monthly consultation with IMH doctor to regulate and monitor her depressed mood.

Maria has had very traumatic growing years. Her mother, due to her cultural belief, counted her as a 'jinx' and always scolded her and put her down. Her brothers bullied her. She even mentioned that she was sexually abused by her brothers before.

Maria witnessed her father's committing suicide by jumping down from the flat when she was a teenager. She shared that her father was depressed over the dire family situation at that time. Her mother became bed-ridden due to illness. Her father was unable to cope with the caregiving stress and financial difficulties, so

he killed himself. Maria was brought up by her grandmother and she described her as the only one loved her and accepted her. Hence, when her grandmother passed away, Maria sank into great depression.

While Maria received medication and attended regular follow up sessions at IMH, she continued to experience mood swings. She was living in pain. When she was in low moods, she entertained suicidal ideation and she became verbally abusive too. At times, she was also very resistant towards my engagement efforts and constantly demanded for termination of service.

Due to her unstable mood and expressed suicidal ideation, I continued to make every effort to engage her and to lend her a listening ear. When she refused to pick up my calls, I would pay her home visits. There were once or twice that IMH crisis team was mobilized and Maria would be admitted in IMH due to overdose/intention to harm herself and others.

Financially, she was helped by the Social Service Office. Although there was no major breakthrough in my work with Maria, I would continue to provide her with emotional support. Hopefully, one day, she could break away from her self-imposed isolation and be willing to open her world for others.



« Due to her unstable mood and expressed suicidal ideation, I continued to make every effort to engage her and to lend her a listening ear. »

Esther Malar,
Social Worker

PARENTING A SPECIAL CHILD

Julie was a divorcee with two teenage children, Sandra aged 11 and Alan aged 16. At Primary 3, Sandra was diagnosed of Dyscalculia, a learning disability in Mathematics. She has had great difficulty understanding number-related concepts or using symbols or functions needed for success in mathematics. She did poorly in school. She became more and more demotivated to study as she felt that no matter how hard she tried, she would not be able to do well in her studies. When she reached Primary 5, she was diagnosed of having Adjustment Disorder, showing symptoms of feeling constant stress, feeling sad and hopeless.

Sandra was found to have great difficulties in following school rules and instructions too. She was generally disorganised and haphazard in dealing with her schoolwork. Julie perceived Sandra as lazy, irresponsible and she found Sandra constantly lying as well. Sandra's behaviour has put Julie at the end of her wits. She was desperate to look for help.

I realised that Julie has very little understanding about Sandra's learning difficulty and how her disability has impacted her performance. Julie has set similar expectations on Sandra as her elder son who was performing fairly well in school. I also realised that there was very little quality communication between Julie and Sandra. Most of the time, Julie was spending time to push Sandra to improve in her performance. Often times, they ended up arguing with one another and the interaction was very unpleasant.

After meeting up with Sandra a few times, I realised that Sandra was not happy in school too. She was given learning support but she felt embarrassed that she was being single out to receive learning support. She was teased by her classmates for her poor performance. She hardly had friends in school.

At home, Sandra was rejected by her elder brother, Alan, who did not talk to her or acknowledge her in front of his friends. She felt extremely hurt. I realised that Alan started to dislike Sandra because Sandra was receiving a lot of attention from the mother when she was born. He was

jealous. Subsequently, because of Sandra's disability, Julie has focused much of her attention on Sandra again. Alan has harboured a lot of anger towards Sandra. He also felt embarrassed by Sandra's clumsiness and poor performance.

Through the sessions with Julie, I provided her with more understanding in regards to Sandra's psycho-social challenges arising from her learning disability. Julie has become more aware of her unrealistic expectation. She also realised the importance of communicating clearly with Sandra so that there would be lesser room for misunderstanding. She was learning to understand Sandra more and more.

I also realised that Julie was under tremendous stress as she was coping with work as well as the two children by herself. We discussed ways how she could manage her stress and take care of herself.

Moving forward, I would like to have some conversations with Alan to see how he could deal with his disappointment and release his anger. I hope that he could re-establish his relationship with Sandra in the near future.

As for Sandra, I would continue to offer her emotional support. I would discuss with her various strategies to cope with her schoolmates and how she could adjust her expectations on her own performance. Recently, she was placed in a Foundation Class in Primary 6 and I am happy to receive feedback from Julie that Sandra's performance seemed to slightly pick up.

« Through the sessions with Julie, I provided her with more understanding in regards to Sandra's psycho-social challenges arising from her learning disability. Julie has become more aware of her unrealistic expectation. »

Fathima Shafeeka,
Counselor



YOUNG AND HOMELESS

When we think of someone who is homeless, we normally would think of someone who is middle aged or elderly, and usually a male. However, this is a different homeless case. Mary was only in her mid-twenties. She approached our Family Service Centre for help as she became homeless after her grandmother chased her out of home. Her parents were divorced and left her under the care of her paternal grandmother when Mary was still a baby.

Mary's grandmother refused to allow her enter the house because she was angry with the granddaughter for marrying a man of another race and religion after meeting him for only a month on Facebook. However, Mary's relationship with her new husband turned sour soon over financial matters. She walked out from her husband after a 10 month marriage. She left her husband's family and wanted to return to her family-of-origin. However, her grandmother refused to take her back. With no money in her pocket and no one to turn to, Mary felt helpless and lost. After sleeping under the void deck for five nights, she decided to seek help from Family Service Centre.

When Mary approached for help, it was already late in the evening. There was no way to find her an emergency shelter. With approval of emergency ComCare fund, I arranged for her to put up for a night at a budget hostel. Meanwhile, I applied for her the emergency shelter where she moved to stay the following day.

I made contacts with Mary's grandmother and siblings to explore if there was any room for reconciliation. Her grandmother was still angry with her and stood firm of not accepting her back. I needed to plan to solve her longer term accommodation needs. Within 2 weeks, she moved to stay in the transitional shelter.

After finding a roof over her head and appeasing her immediate anxiety, I began to discuss with Mary to plan for her future. Through the counselling sessions, Mary began to reflect on her experience. She realized that she has been impulsive and rash in decision making. She has learnt a painful lesson. I continue to work with her to strengthen her problem solving capacity. She has decided to look for a job so that she could rent a place for herself in the future.

« Through the counselling sessions, Mary began to reflect on her experience. She realized that she has been impulsive and rash in decision making. She has learnt a painful lesson. »

Kenneth Lim,
Assistant Senior Social Worker



A CASE WITH MANY ISSUES

When I was first assigned Mr Selvam's case, I thought it was a straight forward case with financial needs and parenting issues. At that time, Mr Selvam's second son was caught stealing a bicycle and was sentenced for probation. As his son has defaulted reporting to Probation Officer numerous times, his son was sent to Boy's Home and released a year later.

Meanwhile, I discovered that Selvam's family has many layers of needs. Selvam, aged 40, used to work as a security guard, earning a monthly salary of less than \$2,000. His wife, Gina, was working part-time in a factory. While they have a total income of around \$2,600 and staying with Selvam's parents, they found it hard to meet their family needs with four growing children.

In the course of working with this family, Selvam lost his job because he was found consuming drugs. He has been using drugs and wine as a way to escape from his unhappy marriage and financial stress. His drug consumption habit was only discovered when he alleged to police that his eldest son has sodomized his third son. Upon police investigation and MSF's intervention, it was confirmed that his allegation was false and his judgement was distorted as a result of drug addiction. Subsequently, he was mandated to receive drug rehabilitation treatment at NAMS of IMH. When he failed to complete his treatment, he was sentenced to one year incarceration.

Selvam's wife, Gina, was in her late 30's. She has treated her two step children, ages 19 & 18, from Selvam's 1st marriage and her own two younger children (ages 8 & 2) with very permissive parenting style. She hardly set any structure, boundaries or expectations on their performance or behaviour. She left most of the parenting responsibility to her mother-in-law whom she is staying with. As I discussed with Gina about her way of parenting, I discovered that she has been projecting her own unmet needs as a child in her growing up years that she wanted to satisfy the wants of her children without setting any limits. There was also a deep yearning in her for love and attention, that she could not find satisfaction in her marriages. The marriage to Selvam was Gina's second marriage. A few years ago, Gina fell for another man and has committed adultery. This has become a constant trigger for quarrel between Selvam and Gina for

many years.

The more they quarrelled, the further they grew apart. Worse still, the couple's quarrels were often witnessed by their children. I would imagine how the children would feel living under constant tension and hostility. Six months ago, Gina was caught stealing in a departmental store and she was sentenced to six months imprisonment.

After Gina's imprisonment, all the parenting and childminding responsibilities fell onto the shoulder of Selvam's mother, Mrs Raju, who was working as a part-time carpark attendant. Mrs Raju has quickly mobilized the two older boys, who are waiting to be enlisted to National Service, to help keeping an eye on the two younger siblings while she was working. Selvam's 3rd child, who is in Primary 2, has been refusing to attend school since Gina's incarceration.

As the family went through crisis after crisis, I found myself struggling to keep the family stabilised. I also realised that, in order to meet the multiple needs of Selvam's family, from financial difficulties to emotional upheaval, I need to work closely with many other community partners, such as Probation Officer, Social Service Officer to school counsellor.

I also realised that Mrs Raju, Selvam's mother, could be a protective factor for this family in chaos. Mrs Raju was calm and resilient. She revealed that Mr Raju, Selvam's father, has been a chronic drug abuser in the past, in and out of prison many times. She was the one who tried very hard to hold the family together. Now, Mr Raju has been 'clean' for more than a year, she hoped that Selvam would learn his lesson and change his behaviour. While I know that it might take a long time before Selvam's family is stabilized, I somehow started to see some light in the end of the tunnel.



« I realised that, in order to meet the multiple needs of the family, I need to work closely with many other community partners. »

Nagoor Mohideen,
Social Worker

SUFFERING BUT NEVER LOSE HOPE

When Mr Ahmad, age 70, came to the door of our Family Service Centre, he was looking for assistance for accommodation as he was chased out of his house by his son. Upon further probing, I realised that Mr Ahmad has been putting up at void deck for about three years. His son was described as very hot-tempered and has threatened to kill Mr Ahmad many times. He was hesitant to seek help as he was worried if his son would react strongly. Sometime last year, he returned home after his wife had a fall as he wanted to care for his wife. However, within a few months, he was chased out by his son again.

Mr Ahmad has two grown up children. His daughter was in her 30s and his son was about 35 years old, unemployed. Mr Ahmad and his wife have lost contact with their daughter due to prolonged strained relationship. His son has always been the one staying with the elderly parents. He was extremely hostile towards Mr Ahmad, though he was somewhat more tolerant towards the mother. Due to poor health, Mr Ahmad has not been working for many years. It was his wife who worked to support the family, despite her chronic arthritis condition. With her fall, she lost her job and the family was in dire financial difficulty.

To address Mr Ahmad's immediate need, I helped him to apply for crisis shelter. He stayed

there for a few months. During that time, his son was arrested due to certain offence. Mr Ahmad managed to return home to care for his wife. I also educate Mr Ahmad about the need to apply for Personal Protection Order to keep himself safe from their son.

His son was diagnosed as suffering from paranoid schizophrenia and was undergoing inpatient treatment in IMH. Together with the medical social worker from IMH, we educated Mr Ahmad and his wife to understand the mental health issues faced by his son and the need to develop safety plan for themselves. With the information and counselling service, the elderly couple gained a better understanding of their son's mental illness. They also joined the caregiving program conducted by IMH, so as to better equip them to deal with their son upon his discharge from the hospital. To help the elderly couple to meet the need for sustenance, I applied financial assistance for them from Social Service Office, transport assistance from 1-stop@ Paya Lebar and provided them with food rations.

In spite of the hardship and heartache caused by their loved ones, Mr Ahmad and his wife never lose hope. They continue to wish to live their lives to the fullest. They want to learn as much as possible to handle their son upon his discharge in the near future.



« In spite of the hardship and heartache caused by their loved ones, Mr Ahmad and his wife never lose hope. »

Ng Shiuh Shuen,
Assistant Senior Social Worker

FINDING NEW MOTIVATION FOR CHANGE

Madam Yasmine has been receiving financial assistance from our Family Service Centre since 2013. She is a single-parent with two children. The family of three was staying in 1-room HDB rental flat nearby. Her husband was incarcerated because of drug offences. While Yasmine faced dire situation at home, she was not motivated to discuss or to take concrete action to improve the family circumstances. She became rather dependent on welfare assistance. Meanwhile, she was involved in another relationship.

In December 2015, Yasmine and her boyfriend were caught consuming drugs by CNB officer. She was sentenced to six months jail term plus another six months of Home Detention program. It was during those six months that Yasmine reflected on what she has done and regretted over her mistakes. She started to pick herself up. She attended a course in the prison. After

her release, she actively looked for employment. She also observed the curfew strictly and went for mandatory urine test appointments. She also became more responsive in meeting up with the social worker to discuss her future plan.

It has been more than a year after she has completed the prison program. Yasmine has not relapsed to her old way of drug consumption. While she still received financial assistance from Social Service Office, she has learnt to organise her life better. Through the counselling sessions, she has learnt to budget her expenses and try to keep some savings. She has become more organised than before, in terms of structuring the family life. She has also assumed her mothering roles and responsibilities more seriously than before. She shared that the welfare of her children was the main motivating factor for her to move on in life.

« Through the counselling sessions, she has learnt to budget her expenses... She has also assumed her mothering roles and responsibilities more seriously than before. »

Yong Shu Kuan,
Assistant Senior Social Worker



REBUILDING BROKEN TRUST

David (54 years old) was married to Clara (53 years old) for over 20 years with a 19 years old son. They were referred by the police for mediation and counselling after David and Clara had another fight two days ago.

Since five years ago, David has had a romantic relationship with another woman when he was posted overseas, Clara lost trust in him. While they continued to live under the same roof, they often argued and quarrelled over almost anything. Clara felt more hurt when David refused to sleep with her in the same room. She suspected that David was still thinking of the other woman, though David has repeatedly stated that he has ended the extra-marital relationship.

Two days ago, the couple broke into another serious argument. Clara was so angry that she gave David many slaps and punches. She became hysterical. It was not the first time when Clara lost control of her emotion and became physically violent towards David. Every time David just let Clara vent her anger on him. He felt too shameful to ask for help. When Clara became more and more aggressive, David also felt more and more distant from her. This time when Clara started to slap and punch David in front their son, David could stand it no more. He called for police's intervention. Clara was sent for psychiatric assessment at IMH. She was found not having mental health issues but with severe emotional stress. She was advised to get counselling support. David also responded well when he was referred to seek help from our Family Service Centre. He was eager to resolve his marital issues.

After hearing them out, I realised that both David and Clara were living in pain. While the affair was over, Clara was still holding on to her anger and hurt of being betrayed by David. She found it hard to trust David again. On the other hand, David has never made any explicit efforts to regain her trust too. It was in the counselling session that David admitted that he felt shameful for what he has done. However, he found it hard to admit to his wife owing to his patriarchal belief. While he struggled to function and connect as a husband and a father, outwardly he appeared to

be distant and aloof. He also chose to stay in another bedroom in order to avoid Clara's anger and be reminded of his shame.

Clara shared her yearning for love and intimacy from David. She wanted David to take more initiative to mend their broken relationship. Her constant outburst was her way to express her anger towards David as well as her yearning for love and attention from David. Unfortunately, David has interpreted her aggressive action as retaliation, and so he also retaliated by fighting back and finally withdrawing from Clara. At one juncture, David has even contemplated divorce as a way to get rid of his problem.

It was after many counselling sessions that both David and Clara gained more insights of their own and their spouse's behaviour and inner yearning. They realised the importance of direct communication and active listening. Today, the couple has made fresh commitment to stay in the marriage. They have decided to let go of their past hurt, shame and pain, but moved on with their lives. It was their common desire to provide their son with a stable family environment that motivates them to continue to work on building a stronger marriage.

« It was after many counselling sessions that both David and Clara gained more insights of their own and their spouse's behaviour and inner yearning... Today, the couple has made fresh commitment to stay in the marriage. »



Sivakumar s/o Kala Muthu,
Assistant Senior
Social Worker

TOUCHING LIFE AND EFFECTING CHANGE

Mr Tay, a 58 year old divorcee, sought help from the Family Service Centre because he was jobless and had great difficulty to sustain his day-to-day basic needs. When I started to gather information to assess his financial circumstances, I discovered that Mr Tay has had a rather dark past history.

As a child, he was often beaten up by his father who believed in using force and punishment in parenting. His mother was powerless and unable to intervene to stop the father abusing him. As he was growing up, he got involved with bad company and started to drink and gamble. Eventually, he was chased out by his father and had to depend on himself to make ends meet. Soon, he was in and out of prison many times as he broke the laws with assaults and other offences. His life just spiralled downwards and he became addicted to alcohol.

As I was making my inquiry, I found Mr Tay became more and more agitated and defensive. It was difficult to engage him in conversation. He was not willing to share much. I faced great difficulty to make a good assessment. I came to a road block.

As I sought help and advice from my supervisor, I began to reflect on my way of making the inquiry. I realised that my enquiry was interpreted as a form of interrogation and investigation. My tone

of voice and my mannerism have not conveyed sufficient warmth and respect. In a very subtle way, I have conveyed a negative judgement on him.

Without rapport and trust, it was difficult to build any therapeutic relationship. I refocused my lens and started to consciously rebuild my connection with him. I began to pay attention to my tone of voice and my mannerism. Instead of purely collecting factual information, I began to pay attention to his emotional needs. I realised that he was very depressed and feeling very hopeless in himself. I began to see him as a human being in suffering, rather than a case asking for help.

I realised that being social worker is more than helping our client to stabilize their situation. It is the human touch that we give to our clients that helps to reignite their hope in life and to experience the warmth of the human world again.

Today, Mr Tay is still receiving support and help from me. He was grateful for the tangible assistance given, such as financial assistance and donation-in-kind. But most important of all, he felt that he has regained his self-worth and his dignity as he experienced respect and trust from me. That has motivated him to journey on to break his alcohol dependency and to improve his life.



« It is the human touch that we give to our clients that helps to reignite their hope in life and to experience the warmth of the human world again. »

Teck Teck Hui,
Social Worker

ON THE WAY TO RECOVERY

Pam is married to Ben. They have a 4 year old child, Adam. Ben suffered from depression and Obsessive-Compulsive Disorder (OCD). He was receiving treatment at IMH. He was required to attend monthly medical review sessions. Occasionally he would skip the sessions when he ran out of money or when Pam was unable to escort him to IMH. Ben was very withdrawn and refused to take public transport on his own to seek medical help. He was highly dependent on Pam.

As Ben was certified unfit for employment, Pam became the main breadwinner for the family. However, she could not hold onto a regular employment because Ben would demand her to take time off from work to attend to his needs. Because of constant emergency leaves and high absenteeism, Pam changed from job to job. Pam also chalked up high credit bills which she could not manage to clear. At the point when she was referred to the Family Service Centre, the family was struggling financially. They have difficulty to meet their basic needs, such as food and milk powder for the baby. Pam was highly stressed. The couple quarrelled and gradually escalated to physical fights.

When I took up the case, I aimed to deal with the immediate risk first. Through counselling sessions, I facilitated both of them to understand how triggers might escalate to violence and aggression, which could pose risk to their personal safety as well as compromise the welfare of their young child. I also discussed with Pam on safety plan for herself and her child, Adam.

Both Pam and Ben were receptive to counselling intervention. They became aware that aggression and violence were detrimental to healthy relationship and unhelpful ways to solve their problems. I processed with them their frustrations, disappointment, hurt, worry and anxiety so that they could hear one another out. We examined the consequences of their actions and they were asked to reflect if there were other options to deal with their problems. Ben

responded well to counselling. Together with the medication, he became more stable emotionally. He was able to appreciate the challenges faced by Pam in juggling between family and work.

Now, Ben has accepted the reversed role as a stay-at-home father and husband, helping to look after his son, Adam and helped out in household chores. On the other hand, Pam could focus on working and bringing home the bacon. She has been able to hold onto the present job with better attendance rate at work now.

In addressing the interim financial needs of the family, I linked the family with various community resources such as ComCare Emergency Fund, Milk Fund, financial assistance from the Social Service Office, as well as provision of food rations, milk powder and diapers, to provide the family with tangible assistance. Ben's application for Medifund was also approved so that his medical bills would be subsidized.

I believe that with consistent medical follow-up and medication, Ben's mental state would improve. And when Ben's mood stabilize, Pam would have a greater peace of mind to sustain in her employment.



« I assisted the couple to explore and reflect their feelings and concerns, so that they are capable to examine their options and make an informed decision. »

Low Yiing Jia,
Counselor

MENTORING TO RE-CHART LIFE COURSE

Madam Eng is a 28 year old divorcee since 2014. She was the sole custodian for her two young children, ages 8 and 6 now. It has been an uphill task to bring them up singlehandedly. Eng has to juggle between caring for her children and meeting work demands. To be able to find a job which could cater to her family needs was arduous. Her employment record has been sporadic as she could not attend to a job consistently because now and then she had to take leave to care for her children. As the sole breadwinner to sustain the family, she could not earn sufficient money. She almost ended up in depression because of the struggle to make ends meet.

Fortunately, Madam Eng was able to tap into the assistance from the HOPE Scheme as the Scheme opened up to divorced mothers. She received substantial monetary incentives which helped to lighten her financial burden. For instance, she used the Utilities Grant to pay off the utilities bill and Education Bursary to support her children's studies.

I was assigned as a HOPE Mentor to work closely with Madam Eng where she received emotional

support and guidance. After processing with her, Madam Eng realized the need to reconcile with her father who could be a source of support for her and her children. Madam Eng took the initiative to make up with her father and accepted his help in looking after her children. Their relationship has since been improved. Madam Eng became more motivated to look for a full time job as she did not have to worry over the care arrangement for her children. Within a month, she managed to find a job independently. Besides, Madam Eng's budgeting skills also improved after attending the mentoring sessions.

When she and her children were finally given a rental flat, she was overjoyed. I also helped her to look out for second-hand furniture so that she could furnish her new home. Through the 'Pass-it-on' platform, I helped Madam Eng to acquire such household appliances as refrigerator, washing machine and television; as well as furniture such as bed and sofa. Madam Eng's financial status has improved significantly. She regained her self-confidence and became more hopeful towards her future. Madam Eng has become more motivated to work towards improving her living condition.

« Madam Eng's financial status has improved significantly. She regained her self-confidence and became more hopeful towards her future. »

Wong Mei Hua,
HOPE Mentor



RIDING ON *HOPE* TO BUILD A BETTER FUTURE

Siti joined HOPE Scheme in 2011 when the family was struggling financially. She was the sole breadwinner. Her husband, Zul, became the main caregiver for his elderly mother who became bed-ridden after a major stroke. Besides caring for a sick and frail mother, the couple also needs to provide and care for four young children, two from Zul's first marriage and two from his marriage with Siti.

After her successful application for HOPE Scheme, the family condition improved steadily. The couple purchased their first flat after they received a \$50,000 Housing grant, one of the benefits under the Scheme. Siti and Zul also utilized the \$10,000 training grant, another benefit under HOPE Scheme, to upgrade themselves by acquiring additional vocational skills and professional qualification.

After Siti completed a Diploma course in Human Resource, she managed to get a higher paying job soon after. Zul has also completed the WSQ Advanced Certificate in Social Service. He has secured a job as a Welfare Worker in a Children's Home.

After three years into the job, Zul is now the Assistant Superintendent. He is currently taking a Diploma course in Social Service. Once he graduates from the course, he could be promoted to the role of Superintendent.

Within a short span of 6 years after joining the HOPE Scheme, Siti and Zul's quality of life has improved significantly. They were able to afford a home and earn a higher household income to support themselves, their four children and their parents as well.

« Within a short span of 6 years after joining the HOPE Scheme, Siti and Zul's quality of life has improved significantly. »

Chow Yin Ying,
HOPE Mentor



A YEAR OF ENHANCEMENT

For Better Service & Experience

Expansion & Improvement of Premises

As Hougang Sheng Hong Student Care Centre entered its 16th years in providing afterschool care to the primary school age children in the community, we are thankful that we finally completed the renovation and extension work of the Centre. With the building work completed, we added a new classroom which can comfortably sit at least 20 children at one go. We also added four new toilets equipped with showering facilities. Besides, we replaced all the desks and chairs of the centre, all the ceiling lights and added new storage cabinets. With the improved environment, the children now enjoyed more spaces whether in studies or in play. They took shorter time to queue to use the toilet and bathroom facilities. With additional classroom, the staff could also hold different activities simultaneously.

We are thankful for the support given by Professor Brian Lee, the former Grassroots Advisor for Aljunied GRC (Paya Lebar Division), who has been instrumental to help us to obtain approval from HDB for the extension work. The cost of renovation was supported by the generous donation obtained through the Care & Share Scheme.

Developing Core Literacy Program

We introduced the English creative writing program two years ago. We were happy to see good progress made by the students. Many students gave the feedback that they have benefited greatly from the creative writing

program. They could manage their schoolwork better and their scores have improved.

In early 2017, we embarked on introducing a Chinese literacy program as we saw an increasing number of students need additional support in learning and mastering the Chinese language. We worked closely with a trained Chinese Language specialist who has developed a year-long curriculum which consists of 90 intensive lessons. We hope that through consistent and scaled teaching, our students would learn the use of key Chinese vocabularies so that they could speak and write in Chinese more confidently.

Forging Meaningful Partnership

It takes a village to raise a child. Our staff team has been working actively with different community partners so as to create more life enriching experiences for our students.

The National Heritage Board (NHB) has invited our students to visit the Singapore Philatelic Museum and the Singapore National Museum on 21 June & 21 December respectively. The visits have provided them with very comprehensive information of past postal history and its stamps, as well as the history of Singapore. It was very encouraging to see our children showing interests in learning about the past. We see the importance of developing, in their young age, a sense of awareness and appreciation towards our diverse culture and heritage.





Besides appreciating our national heritage, we taught our children the value of respect and inclusiveness by bringing them to interact with the elderly members from Life Point, another centre under Sheng Hong. We organized many inter-generational activities such as kites flying cum game sessions at Marina Barrage on 30 November, celebrating Moon Cake Festival on 7 September and Christmas Party with the seniors on 21 December. We were indeed thankful for the partnership and support given by the student volunteers from Anglo-Chinese Junior College. They have made all these activities possible, meaningful and successful. Both the elderly and the children have had great time mingling and interacting with one another. Our children reflected their thoughts and expressed warm sentiments through their journal writings. Many of them looked forward meeting the elderly again. They were very appreciative towards the volunteers and the organizers too.

Last November, we also mobilized our children to participate in the special project organized by North East Community Development Council, to raise fund for the low income through our artwork contribution. Our children, working in a team, produced 10 pieces of artwork with the theme of 'Community Spirit'. The children were proud of their work and were happy that they could give back to the community. We believed that the artwork production process has not only built closer bond among the children, it has also boosted

their confidence to express themselves freely through their art pieces.

Besides having opportunity to interact with the seniors, our children also have had many meaningful interactions with youths who were students from universities and junior colleges. To name a few, our children have joined a two-days Sports Camp organized by students from National University of Singapore; a team building workshop organized by Singapore Management University; a two-days Lego-building and dancing sessions with Anderson Junior College; Chinese calligraphy lessons organized by Hwa Chong Junior College; bonding game sessions organized by Serangoon Junior College, etc. Through the many activities, the children were not only enjoying the fun and laughter, but also learnt important social and relational skills. On the other hand, the student volunteers also learnt to plan and execute activities through team work, with the guidance and feedback given by our staff team.

With the improvement in Centre's space and facilities, we plan to serve more children in the coming year. We would continue to develop useful core programs to support the learning of our children in a holistic manner. We would continue to work closely with parents, volunteers and community stakeholders to create a good ecosystem to support our children's growth and development.

“ It takes a village to raise a child. Our staff team has been working actively with different community partners so as to create more life enriching experiences for our students. ”

~ Ms Ng Lai Yoong
Supervisor, Hougang Sheng Hong Student Care Centre

Hougang Sheng Hong Student Care Centre is committed to support and to work closely with parents, to provide the best possible care environment and learning opportunities so that our children will grow and develop well, and be happy, confident and resilient.

We collected feedback from both parents and children from time to time. We received very favorable feedback from our annual survey last year. All parents were happy with the Centre facilities and found them adequate to support the children’s learning and development. They also gave a thumbs-up to the activities organized by the Centre and found them helpful to their child’s development. All parents appreciated the staff and felt that the staff team has done an excellent job. They were happy to see that their children were happy and well-mannered. As for the children, an overwhelming majority liked the food, the activities, the staff and the friends in the Centre.

We would like to use three examples to illustrate the positive impact created by our Student Care Centre. The names of the three children in story below were not real and have been changed.

Andy was diagnosed with Attention Deficit & Hyperactivity Disorder (ADHD) since his pre-school years. Soon after enrolling into our Student Care Centre in early 2017, he was found having great difficulty to follow basic rules and regulations of the Centre. He was causing nuisance and disruption. The staff has had a hard time managing his behavior.

Instead of giving him up, the staff held many rounds of discussion with his parents in order to better understand the child. The team tested out different approaches to work with him. After two months of persistent and consistent work, Andy’s situation has improved. He was able to follow instruction and sit down a longer time

to do his work. He was learning to make friends with others too. Both the parents and the staff were pleased to witness his improvement. It was especially a relief for the mother as she could now concentrate in her work, instead of worrying over her son.

Ruth’s mother is a single parent who needs to devote much time to work to support the family. She has requested for an urgent admission for Ruth when her domestic helper has to leave for home abruptly and she could not find an immediate replacement. Ruth is an only child who has never attended any childcare centre or student care centre before. When she first admitted, she was shy and felt uncomfortable in group setting. With the warmth and affection shown by the care staff, Ruth gradually settled in well. When the mother finally managed to replace her domestic helper a month later, Ruth has insisted to continue attending the Student Care Centre for she has made new friends and she liked the activities in the Centre. She also liked the food in the Centre very much!

Mark joined the Centre after hearing his classmate shared about the many different fun-filled activities in the Centre. He asked his mother to enroll him during the school holidays so that he could participate in all these activities. However, Mark stayed beyond the school holidays. Mark was academically weak and he struggled to cope with his schoolwork. His parents could not afford the time and resources to give him the necessary help. Soon he discovered that he could gain much guidance from the Centre staff and volunteers. He also made new friends in the Centre. His parents were happy to see his progress and improvement after joining the Centre.

With a strong belief in the worth and uniqueness of individual child, our dedicated staff would continue to support every child to learn and develop to the best of his/her abilities.



Total number of students served in FY16-17	80
Number of new students served in FY16-17	25
Average number of students served in a month	57
Students who received SCFA subsidy	40%

SHARPENING VISION IN CHILD DEVELOPMENT

Fulfilling Mission with a New Zest

MacPherson Sheng Hong Childcare Centre went through a year of review and reflection as we are preparing ourselves for SPARK accreditation. With the facilitation of external consultants to discuss and brainstorm ideas, the staff team reviewed the centre's philosophy, vision and mission.

We are happy to affirm our vision to be a Centre that will enable every child with a good head start in a nurturing environment. We strive to live up to our mission of providing a quality early childhood education that will support the holistic development of every child, with a special emphasis on inculcating good moral values in every child. Respect, integrity, sharing and empathy are the core values that we strive to promote in the Centre.

Developing a Holistic Curriculum

In achieving our aim of providing a good head start for every child, we ensure a holistic and progressive curriculum that will help our children making good sense of the real world and preparing them for the future. The centre adopts the thematic approach where four broad themes are implemented across the entire year, with different emphasis for each level ranging from Toddler to Kindergarten 2. The four themes are selected based on their relevance to children's lives, so that they can connect more meaningfully to the environment and people around them. The activities are specially designed to integrate across the six learning areas, namely 'Aesthetics & Creative Expression', 'Discovery of the World', 'Numeracy', 'Language & Literacy', 'Social and Emotional Development' and 'Motor Skills Development'.

As an educator, it is our responsibility not only to prepare the children academically for Primary School education,

but to help them to be successful in life. Since a person's belief usually corresponds with the behaviour, it is important to expose children to good moral values and teach them to apply in their daily experiences. A simple 'thank you' and 'sorry' are indications of a child's ability and readiness to build relationship and relate with others. Children need to understand that their every word and action has an impact on others. In order to achieve that, we have weekly sessions of Character-Building and the teaching of 'Three Characters Chinese Classic' for all levels. We also adopted the 'Zippy's Friends' programme for our Kindergarten 2 children.

Building a Strong and Cohesive Staff Team

In order for children to have an enriching learning experience, the teachers play a vital role in designing the learning environment, as well as planning and implementing the curriculum. The centre sets aside a generous budget for staff training to build the professional capacity of the teachers. Currently, we have two teachers being sponsored to attend a Degree program in Early Childhood Education. Another teacher was nominated to participate in the ECDA Professional Development Program, a 3-year program which provides training opportunity and annual cash award.

Apart from sending the teachers for workshops and courses, it is also important for teachers to forge strong working relationship with one another so that we can move forward as a team. Every week, our teachers will get together to share teaching ideas and good practices. This is especially helpful for new and inexperienced teachers. Our teachers taking the same level would gather for meeting once every fortnight to discuss on ways to improve their curriculum and strategies for managing certain behaviours of children. With such arrangements,



we hope to build a culture of peer learning and sharing in our centre.

To show our appreciation for the hard work and efforts put in by the staff, we celebrate the birthday of each staff just like the way a family does. We hope to create a happy and healthy working environment whereby the staff will develop a sense of belonging and treat the Centre like a second home.

We believe in facilitating continuous learning and education for our teachers so that their knowledge and skills would be kept abreast with the ongoing development of early childhood education.

Partnership with Parents

Parents are a child's first teacher, which explains the important role they play. In an effort to involve parents more actively, the centre has reviewed on ways to build stronger home-school partnership. Last year, we invited parents to join us in the National Day celebration with the theme 'Building our Singapore of Tomorrow'. Our teachers got together and planned Kampong games to engage both parents and children. The Kampong games brought back many childhood memories from yesteryear, and parents were keen to play the games with their child. Some of those games include 'Five Stones', 'Chapteh', 'Hopscotch', 'Kuti Kuti' and 'Gasing'.

The centre also introduced the special 'Bond with Your Child Day' in each school term and the dates are reflected in the Calendar of Events. By doing so, we hope to encourage parents to plan their leave in advance to spend time with their child in class, as well as having a better idea of what their child learns and does in class.

For our Chinese New Year celebration this year, we invited parents to join us for a steamboat lunch with the children after watching the performance put up by each class. We had about a hundred parents who turned up for the event.

The centre is planning for more opportunities to involve the parents, and we are working with the teachers to encourage parent volunteers to conduct some activities in class, such as cookery, dance, storytelling, among others.

Connecting with Community

Field trips provide valuable experiences for children to

explore and apply what they have learned in an authentic setting. Apart from being recognized as important moments in learning, children also benefit in interacting and learning from one another. Each term, our teachers plan a day to bring children on a field trip, which is designed to achieve certain learning objectives that are related to the theme. Some of the field trip locations include Science Centre, Health Promotion Board, Singapore Zoo, Hay Dairies Goat Farm, Qian Hu Fish Farm, East Coast Road Safety Park, to name a few.

In order to allow the Kindergarten 2 children to have a smoother transition to Primary school, the centre works with Bendemeer Primary School to engage children in activities within the school premise. The most enjoyable part was the canteen experience where children are guided in purchasing food of their choice with a budget of \$2.

Another community partner we work closely with is the Health Promotion Board. Every year, we welcome teams of HPB staff in our centre to conduct health-related activities for the children in order to raise their awareness in areas of healthy eating, hygiene, eye care and dental health. On top of that, the HPB officer has been offering advices on providing healthy meals for children in the centre and we are glad to have passed the 'Healthy Meals in Childcare Centres Programme' assessment on 17 March 2017.

On 19 February 2017, we participated in the community event 'Balik Kampong with Sheng Hong' at Kovan Hub. The event was organised by Hougang Sheng Hong Family Service Centre with the aim of spreading the message of building strong family, coincided with the celebration of the Lunar New Year. Our Kindergarten 1 children showcased their art works based on the theme of 'Happy Family' and our Kindergarten 2 children put up a dragon dance and a dance performance to engage the residents. They also involved in the many fun activities during the event. It was definitely a fun experience for our young ones! In the near future, we hope to continue to involve our children in community service, with the support of parents and teachers.

Total number of New Enrolment in FY16/17	47
Total number of children served	198
Average number of children per month	160
Percentage of children receiving additional subsidy	37%

“ As an educator, it is our responsibility not only to prepare the children academically for Primary School education, but to help them to be successful in life. ”

~ Ms Wendy Tan, Principal
MacPherson Sheng Hong Childcare Centre

Thank you for the email and video clip. I really appreciate the heart (love) and efforts done by the staff. It was very nicely done up. Hereby wishing everybody good health and a very happy Chinese New Year!

Parents of Randall Ng, Fraser

Thank you, teachers, for nurturing Megan to be a more confident and cheerful child over the past year! Merson has also grown to be more responsible over the past one year. Thank you for the great job done!

Parents of Megan & Merson Hua

I would like to take this opportunity to thank the two teachers of Marcel's Nursery class, Ms Grace and Teacher Ai Hua. Both of them are very kind and patient, which I think is the most important part for parents who send their children to school. Both of them did a great job in teaching and educating the children. They always take children's needs as their main concern in terms of teaching and caring. I love how my child's classroom looks like. It's very lively and interesting. It enables the kids learn with enthusiasm. I can see that my child enjoys going to school and happily shares what he has done every day. I love the monthly newsletter too! It helps me to know more about Marcel's daily activity and it is very interesting.

Parents of Marcel Chen Boxi

Thank you for making differences in Syazwani's life! She has improved a lot, especially in her social and communication skills.

Parents of Saiyidatul Nurr Syazwani Nasha binte Mohamed Yusri

17 June 2016

A LETTER OF APPRECIATION FOR MS. CAPIRA MARY ROSE RIVERA (TEACHER, K2A CLASS)

I am writing to express my appreciation to Ms. Rose for creating such fond and positive learning experience for my child, Pierson. Ms Rose has all it takes to be the perfect teacher - with all her patience, creativity, and love; Pierson has achieved a lot in her class. I am very thankful that Pierson has started off in nursery by having Ms. Rose as his teacher. Ms. Rose has made a great difference in Pierson early education.

As Pierson's class teacher, Ms. Rose is unhesitant to call and engage in open conversations with me to discuss about his well-being and development. I recalled one time she diligently printed extra sets of letter-tracing materials for Pierson to do at home so he could improve on his writing. She will also keep me closely on track about Pierson's improvements - this forms a great partnership between parents and the school. During the past Parents-Teacher Conferences, Ms. Rose is always substantial and well-focused, she's always willingly thoughtful and provided us with meticulously prepared information about my child. All these takes immerse passion, patience and hard work.

Hard-working and dedicated professional educators like Ms. Rose needs to be highly recognized, it is clear to me that Ms. Rose will continue to be devoted to becoming the best kind of educator in early childhood education. I respect and admire what she has contributed to MacPherson Sheng Hong Childcare Centre, and hope to spotlight her consistent efforts for the school's recognition too.

Once again, allow me to sincerely thank your leadership, MacPherson Sheng Hong Childcare Centre and Ms. Rose for providing the best education and care possible.

Sincerely yours,
Mr and Mrs Png
(Pierson Png's parents)



MacPherson Sheng Hong Childcare Centre has conducted a Survey to collect feedback from parents on 21 October 2016. We are thankful for the many appreciative and encouraging words from parents:

Toddler & Playgroup

- Sheng Hong has done a good job in taking care of our kids. Teachers and aunts are dedicated and look into details of the wellbeing of the children.
- Happy with the teachers, curriculum and school. Keep up the very good work!

Nursery

- Thank you teachers for your loving care for the children
- Certainly not easy to be an early childhood education. Thank you teachers & principal for trying your best educating my child.
- Over the years, the centre has seen great improvement. Well done!
- Good job! Continue to strive even better!
- Ample open spaces for children to run. Teachers are very dedicated and very little turnover in teachers which is the best I've seen in preschools.
- Thanks for the good work Teachers
- I am glad that I chose MacPherson Sheng Hong Childcare as they have qualified and best teachers in guiding the children. Keep it up.
- Great School! Great Childcare!

K1

- In all 3 years my child is in MacPherson Sheng Hong Childcare Centre, all her 6 teachers have been caring, professional and gives us regular feedback. My child enjoys their lessons too.
- Well Done! The school has done a very good job in keep our kids well entertained and interested in their school. They look forward to going to school every day.
- Greatly appreciate the hard work of teachers to generate the monthly newsletters. The effect of the learning environment is so appealing and attractive for the children. Great job teachers!

K2

- Excellent preschool environment. Both my children greatly benefitted.
- The teachers' attrition rate is low, allowing for greater teacher-child-parent bonding and relationship building. The teachers, admin staff, aunts and uncles and principal are genuinely caring and nurturing towards the children. The learning environment created is great. I am totally satisfied with the school and will highly recommend to my friends and relative. Keep up the excellent work!
- Most of the teachers are caring towards the children. I believe that I have chosen the right child care centres for my kids. Well done to all the teachers and staff of MacPherson Sheng Hong Childcare Centre.
- Thank you teachers for always being so caring and encouraging! I'm always very impressed with the teachers who creatively use recycled materials for craft work.



ADVOCATING FOR EARLY PLANNING

Reaching for More Seniors

As Life Point entered into its 4th year of service, we continued with our mission of supporting seniors to 'live well' and 'leave well'. Besides facilitating seniors to plan and register their wishes through the various legal documents and Advanced Care Planning, Life Point organised various activities to enhance the psychosocial well-beings, self-esteem and meaningfulness of life among the seniors.

Public Education for Awareness, Acceptance & Action

In FY16, Life Point continued in its efforts in educating seniors to understand the various legal instruments related to end-of-life matters. We have successfully held 70 educational talks on End-of-Life matters attended by a total of 1544 participants. Among all these public educational talks, the most popular topic has been around the making of Lasting Power of Attorney (LPA). We have held 20 LPA talks and reached out to 706 participants.

At Life Point, we do not only share information, we also assist seniors to execute their plans as many seniors need support on that. Therefore, after attending a talk, we will make arrangement for them to take actions, such as applying for LPA, making an Advanced Medical Directive or making a Will. In FY16, we have helped 700 seniors to move from awareness to action. Besides the legal instruments, we started to introduce pre-plan funeral services in June 2016 and we have assisted 16 seniors in getting their pre-planning done.

Workshops to Reminiscent, Review Life and Plan for Good Leaving

'Life Review' Workshop enables seniors to have greater acceptance on their past and be more positive towards life whereas 'Towards a Good Death' Workshop (formerly known as Life Wisdom) educates senior to be more accepting towards death and dying, and they become more confident to talk to their family/friends on death related matters. We conducted the two workshops both within Life Point as well as in collaboration with external agencies.

Since September 2016, Life Point has taken up the Bite-size consultancy project, with funding provided by NCSS, to review ways to increase take-up rate of 'Life Wisdom' workshop. With the eight months consultation, we have sharpened the focus of the workshop and renamed it as 'Towards a Good Death' workshop. We also worked out explicit processes and new marketing tools in promoting the workshop to external agencies. The team has gained greater knowledge and confidence in promoting the workshop to external agencies.

The team has successfully recruited the first batch of 10 participants from Sree Narayana Mission Home (SNMH) to participate in the 'Towards a Good Death' workshop in December 2016. Seven from HCA Hospice Care has completed the Life Review workshop and 30 attended Advance Care Plan talk. We have also outreached to Cheshire Home, Trans Family Service Centre (Bedok), O'Joy Care Services, Macpherson Sheng Hong Childcare Centre, Trans Focus Centre, REACH Senior Centre to conduct various End-of-Life educational talks and workshops. On 24 – 26 March 2017, we participated in



“ Besides facilitating seniors to plan and register their wishes through the various legal documents and Advanced Care Planning, Life Point organised various activities to enhance the psychosocial well-beings, self-esteem and meaningfulness of life among the seniors. ”

~ **Liau Yi Fang**
Manager, Life Point

the '50plus conference and exhibition' as organised by C3A, promoting our services. About 800 members from the public have visited our booth. Our team of staff and senior volunteers have done a great job in championing our cause and sharing our service information.

Besides the two core workshops, we have introduced a new workshop, with the facilitation of two interns from Singapore Polytechnic, Psychology and Applied Drama faculty. With the use of music and movement, seniors narrated and shared their memorable moments in the past. Initially they were very shy and inhibited. As the workshop progressed, they really came alive and felt young again. It has been a great moment of bonding, sharing and creating warm moments together.

Living well and Embracing Life

Life Point membership has grown from 361 to 455 this year. To promote healthy lifestyle and good well-beings among seniors, we organised many new and enriching activities this year, such as STEP exercise programme, Golden Age Workshop, Mindfulness workshop, Ukulele class, and many other educational talks on health and financial management.

We also organised many intergeneration activities whereby seniors would interact with children or youths, and learning together. For instance, in the outing to

Marina Barrage and the mid-autumn festival, seniors had a chance to interact with primary school age children from Hougang Sheng Hong Student Care and youth from Anglo-Chinese Junior College. Through the popular 'smartphone workshops' which was organised by NUS Biz club students, the youths became teachers. The seniors were very keen to learn from these young people on the use of different functions of smart phones.

To continue to live a meaningful and purposeful life in old age is beneficial to sound mental health. Therefore, we encourage our members, wherever possible, to play an active role in sharing their knowledge, skills and experience. Members were also encouraged to organise members gathering and lead in interest groups, such as Sudoku, oldies and Reading Club. Some seniors contributed by volunteering their time to champion for our services. For instance, playing the role as ACP advocates to assist in ACP discussion, helping seniors to prepare LPA application forms, helping to promote Life Point services at the 50 Plus exhibition. Some contributed as Care Ambassadors by making regular phone calls to engage inactive and homebound members.

We are looking forward to spread the message of 'Forward Planning for the Peace of Mind' among the seniors in the coming two to three years. We also hope to partner with more community partners so that we can bring our services to benefit more seniors.



Thematic Public Education Talks

Topic	No. of runs	No. of participants
Entering 4th Age	7	137
Lasting Power of Attorney	20	706
Advance Care Plan & Advance Medical Directive	19	305
Will Making	14	270
Human Organ Transplant Act & Body Donation	5	43
Advanced Planning for a Funeral	5	83
Total	70	1544

Implementation Services

Implementation Services	No. of sessions	No. of participants
Lasting Power of Attorney	13	389
Will making	16	69
Advance Care Plan	204	102
Advance Medical Directive	9	124
Pre-plan funeral	6	16
Total	248	700

Groups and Workshops

Workshop	No. of run	No. of participants completed workshop	Outcome Impact
Life Review	8	51	49 seniors benefited from life reflections 49 seniors developed more positive mind-set towards life
Life Wisdom / Towards a Good Death Workshop	6	48	46 seniors gained greater acceptance towards death related matters 47 seniors gained skills in communicating death related matters to friends/family
"Reminiscence" – Applied Drama Workshop	1	11	Participants reported an increase in personal growth, positive interaction and a reduction in past sentiments.
Total	15	110	

Other activities

Date	Event	No. of participants
April-June 2016	STEP exercise	12
20 May 2016	Smartphone Workshop (1st run)	24
16 June 2016	IG program - Marina Barrage Outing	14
5 July 2016	Smartphone Workshop (2nd run)	17
6 August 2016	Symphony Concert appreciation	55
2 August 2016	Movie screening – "The Journey"	42
7 September 2016	IG program - Mid-Autumn Festival celebration	34
October-November 2016	Ukulele class	14
November – December 2016	Mindfulness Workshop	26
20 December 2016	IG program - Christmas Party	36
8 March 2017	Movie screening – "The Road Home"	28
	Total attendance	302

Volunteer Participation

Number of senior volunteers	35
Total Number of volunteering sessions in FY16-17	93

“Life Point provided me a direction to complete my Advance Care Plan, Lasting Power of Attorney, Advance Medical Directive, Will etc.”

**Male, 63 years old
Participant of various
implementation services**

“Good service to seniors.
Timing is good.”

**Male, 60 years old
Participant of
educational talk on ‘Lasting
Power of Attorney’**

“I hope that Life Point can organise more talks and workshops on End of Life matters. Through different platform, more people can benefit from it. They can gain better understanding and be well equipped with the necessary information to cope with the ageing process.”

**Feedback by Ms Janet Tan
Volunteer Leader with SNMH,
after attending ‘Towards a
Good Death’ Workshop**

“I learnt about forgiveness through Life Review Workshop. Through the sharing of life experience from each and every group member, I realised whatever I have now, I must treasure.” As shared by Madam Chan who is 80 years old and wheelchair bounded.

Madam Chan also shared that she has decided to pledge her body for research and education purpose upon her demise. She said, “I have been taken care by the hospital for many years. This is the way I want to repay their kindness to me.”

**Madam Chan, 80 years old
Participant of Life Review Workshop**

“I learned how to get along with others, the manner in talking to others, the importance of listen to others and to take care of my own feeling.”

**Madam Tan, 63 years old
Feedback after attending
Applied Drama Workshop**

“Making friends and feeling young & great once more.”

**Madam Ivy Tan,
74 years old
Feedback after attending
Applied Drama Workshop**

“I always look forward to go volunteering with other Life Point members as I find it very meaningful, fulfilling and enjoyable. I am thankful for such opportunity to do the little that I can to help others.”

**Mr Henry Ong Kok Seong, married, 63 years old
Active Member of Life Point**

“Initially, I was ignorant of forward planning on End-of-Life matters. It was Life Point’s talks on ACP, AMD and LPA, as well as Life Wisdom Workshop that allayed my fear of death and made me start planning for the conclusion to my life. Now I have no worry about what will happen in the event that I am stricken with an illness or accident which leaves me mentally incapacitated. My family will be able to make the appropriate decisions to make me comfortable and eventually rest in peace.”

**Madam Chew Chai Khim, married,
61 years old
Beneficiary of Life Point**

“My wife passed on in 2013 due to an unexpected illness. It was a very trying period for me as her death happened too fast and too sudden. Subsequently, I came to know about Life Point and joined as a member. Through the activities, I made new friends and I am able to engage with them in meaningful exchanges of experiences, ideas and conversation. It has helped me tremendously in coping with the loss of my wife.”

**Mr Ng Ah Chye, widower,
79 years old
Beneficiary of Life Point**

THE PEOPLE WHO SERVE



Hougang Sheng Hong Family Service Centre

Back row from left to right: Steven Tham, Ching Ah Wah, Kenneth Lim, Nagoor Mohideen, Sara Tan, Tan Soon Tee, Sivakumar s/o Kala Muthu

Middle row from left to right: Tan Teck Hui, Lim Swee Kee, Fathima Shafeeka, Wong Mei Hua, Yong Shu Kuan, Chow Yin Ying, Ngai Yin Ming, Andy Ang

Front row from left to right: Esther Malar, Low Yiing Jia, Choong Chee Seng, Chong See Mun, Pang Yan Chyun, Ng Shiuh Shuen, Dennis Ng Hock Beng



MacPherson Sheng Hong Childcare Centre

Back row from left to right: Lim Phay Hiong, Charlene Mistas, Li Hong Shan, Tan Bee Nan, Yong Siew Kwee, Samurdhi, Lim Bin Khoon, Shou Hui Jiu, Tan Siew Wai

Middle row from left to right: Chua Bee Hua, Peh Jock Ooh, Didi Tjua, Ng Yen Hwa, Lee Ang Keok, Zhu Meizhen, Zhong Lei Ling, Zhang Aihua, Mary Rose, Huang Xue Ping, Nay Chi Win, Wang Jiren, Chen Lijuan, Yeow Lai Cheng, Zhao Shouzhen, Kavitha

Front row from left to right: Grace Buagas, Ann Jee Too, Zaliha bte Ibrahim, Zhang Pei, Wendy Tan, Aw Wai Leng, Stella Gabutan, Jaslyn Angeles



Hougang Sheng Hong Student Care Centre

From left to right: Goh Back Ching, Lim Siew Cheng, Ng Lai Yoong, Ong Yam Neo, Ong Gek Choo, Chee Hwee Sian Denise



Life Point

From left to right: Kok Soon Heng, Peter Mao, Liao Yi Fang, Lok Huey Chuen, Lim Jit Haur, Choo Kin Cheong

LIST OF EMPLOYEES (FROM 1 APR 2016 TO 31 MAR 2017)

Executive Director	Woo Lai Kwan Sara	SCC Supervisor	Ng Lai Yoong
Operation Manager	Ngai Yin Ming	Caregiver	Chashma Taufiq
Human Resource Manager	Choong Chee Seng	Caregiver	Ong Gek Choo
Admin Assistant	Tan Soon Tee	Caregiver	Nisha d/o Yoga Rajah
Admin Assistant	Ching Ah Wah	<i>Till 18 Oct 2016</i>	
Asst Director	Tham Chee Kin	Caregiver	Lim Siew Cheng
<i>From 16 May 2016</i>		Relief Caregiver	Ng Jia Yi
Lead Social Worker	Chong See Mun	<i>Till 25 Jul 2016</i>	
<i>From 7 Nov 2016</i>		Caregiver	Chee Hwee Sian Denise
Senior Social Worker	Goh Sze Mei	<i>From 3 Jan 2017</i>	
<i>Till 31 Oct 2016</i>		Cook (SCC)	Ong Yam Neo
Assistant Senior Social Worker	Ng Shiuh Shuen	Cleaner (<i>Part-time</i>)	Goh Back Ching
<i>Promoted on 1 Oct 2016</i>			
Assistant Senior Social Worker	Pang Yan Chyun	Manager	Liau Yi Fang
<i>Promoted on 1 Oct 2016</i>		Assistant Senior Social Worker	Choo Kin Cheong
Assistant Senior Social Worker	Yong Shu Kuan	Social Worker	Peter Mao
<i>Promoted on 1 Oct 2016</i>		<i>From 4 Nov 2016</i>	
Assistant Senior Social Worker	Sivakumar s/o Kala Muthu	Counselor	Lok Huey Chuen
		Program Coordinator	Kok Soon Heng
Assistant Senior Social Worker	Lim Yong Huat Kenneth	Admin Assistant	Lim Jit Haur
<i>From 21 Nov 2016</i>			
Social Worker	Nagoor Mohideen Fatimah d/o Abdul Gani	Principal	Tan Li Keng Wendy
		Vice Principal	Aw Wai Leng
Social Worker	Andy Ang Hock Beng	Accounts Executive	Tan Siew Wai
Social Worker	Chan Kit Man	Admin Assistant	Ann Jee Too
<i>Till 31 Aug 2016</i>		Head Teacher	Zhang Pei
Social Worker	Tan Teck Hui	Senior Teacher	Charlene Mariano Mistas
Social Worker	Esther Malar d/o P Sammuvel	<i>Promoted on 1 Oct 2016</i>	
		Senior Teacher	Shou Hui Jiu
Counselor	Low Yiing Jia	<i>Promoted on 1 Oct 2016</i>	
Counselor	Fathima Shafeeka Mohamed Faris	Senior Teacher	Zhang Aihua
		<i>Promoted on 1 Oct 2016</i>	
Counselor	Wong Mei Hua	Assistant Senior Teacher	Alvarez Ma Stella Gabutan
Counselor	Chow Yin Ying	<i>Promoted on 1 Oct 2016</i>	
Social Work Associate	Muhammad Fatihah bin Mohamad Seh	Childcare Teacher	Li Hong Shan
		<i>From 18 Apr 2016</i>	
Social Work Associate	Arie Suriani Binte Muhammad Azmi Kuan	Childcare Teacher	Thalangama Millagahawattage Samurdhi Gayana Apekshi
		<i>From 3 Jan 2017</i>	
Social Work Associate	Ng Hock Beng	Chinese Teacher	Chen Lijuan
Cleaner (FSC)	Lim Swee Kee	Chinese Teacher	Wang Jiren
		Chinese Teacher	Zhao Shouzhen
		<i>Till 31 Mar 2017</i>	

LIST OF EMPLOYEES (FROM 1 APR 2016 TO 31 MAR 2017)

Chinese Teacher	Zhong Lei Ling	<i>Till 17 May 2016</i>	
Chinese Teacher	Zhu Meizhen	Childcare Assistant	Lin WeiFang
English Teacher	Chua Bee Hua	<i>Till 15 Dec 2016</i>	
English Teacher	Jaslyn Moroscallo Delos Angeles	Bus Attendant <i>(Part-time)</i>	Wong Swee Geck
English Teacher	Ramachandran Kavitha	Bus Attendant <i>(Part-time)</i>	Yeow Lai Cheng
English Teacher	Capiral Mary Rose Rivera	Bus Attendant cum Childcare Assistant	Lim Puay Hiong
English Teacher <i>Till 30 Jul 2016</i>	Nidhi Behl	Bus Attendant cum Cleaner	Yong Siew Kwee
English Teacher	Grace Caliba Buagas	Cook (CCC)	Yong Siew Kee
English Teacher	Nay Chi Win	Cook (CCC)	Didi Tjua
Assistant Teacher	Lim Bin Khoon	<i>From 29 Jun 2016</i>	
Assistant Teacher	Huang Xue Ping	Cleaner (CCC)	Peh Jock Ooh
Childcare Assistant <i>(Part-time)</i>	Ng Poh Choo	Cleaner (CCC)	Tan Bee Nan
Childcare Assistant	Zaliha bte Ibrahim		
Childcare Assistant	Ng Yen Hwa		
Childcare Assistant	Lee Ang Keok		
Childcare Assistant	Ng Siew Keng		

LIST OF INTERNS (FROM 1 APRIL 2016 TO 31 MARCH 2017)

Internship Location: Hougang Sheng Hong Family Service Centre

S/N	Name	Course / Learning Institution	Practicum Dates
1	Pek Siao Tian	Nanyang Technology University	9 May – 16 Jul 2016
2	Wong Wing In	City University of Hong Kong	20 Jun – 22 Jul 2016
3	Lam Yik Tung, Yvonne	City University of Hong Kong	20 Jun – 22 Jul 2016
4	Goh Chin Cheng	Monash University	Aug 2016 – March 2017
5	Carina Wong May Yee	Nanyang Polytechnic	6 Feb – 31 Mar 2017
6	Lena Chin	Nanyang Polytechnic	6 Feb – 31 Mar 2017
7	Lucas Chia Man Hon	Temasek Polytechnic	Sept to Dec 2016
8	Ong Yue Er	Temasek Polytechnic	Sept to Dec 2016
9	Tan Teck Jie Bryan	Singapore Polytechnic	17 Oct 2016 – 18 Feb 2017
10	Chan Yan Yin Daphne Cecilia	Singapore Polytechnic	17 Oct 2016 – 18 Feb 2017

Internship Location: Hougang Sheng Hong Student Care Centre

S/N	Name	Course / Learning Institution	Practicum Dates
1	Low Jia Ying Sylvia	Singapore Polytechnic	17 Oct 2016 – 18 Feb 2017
2	Nursyariah bte Shahlihin	Singapore Polytechnic	17 Oct 2016 – 18 Feb 2017

Internship Location: Life Point

S/N	Name	Course / Learning Institution	Practicum Dates
1	Tsang Hoi Lam (Christie)	City University of Hong Kong	20 Jun – 22 Jul 2016
2	Kayden Yue Koon Hey	City University of Hong Kong	20 Jun – 22 Jul 2016
3	Chrystal Yeo Jing Jing	Singapore Polytechnic	17 Oct 2016 – 18 Feb 2017
4	Jerrell Kwang Wei Yang	Singapore Polytechnic	17 Oct 2016 – 18 Feb 2017
5	Lu Jiajia	Nanyang Polytechnic	2 Feb to 2 Apr 2017
6	Low Zi Ying	Nanyang Polytechnic	2 Feb to 2 April 2017

Internship Location: MacPherson Sheng Hong Childcare Centre

S/N	Name	Course / Learning Institution	Practicum Dates
1	Zhu Ying	Fundamentals Certificate (ECE)	31 May – 22 Jun 2016
2	Zhou Xiufeng	Diploma in ECE (Chinese)	08 Jun – 29 Jun 2016 09 Dec – 18 Jan 2017
3	Li Wen	Diploma in ECE (Chinese)	08 Jun – 29 Jun 2016 09 Dec – 18 Jan 2017
4	Lim Jia Hui	Diploma in ECE (English)	16 Aug – 07 Oct 2016
5	Rabiatul Hazirah Bte Abdul R	Diploma in ECE (English)	16 Aug – 07 Oct 2016
6	Wong Kai Sin Casey	Diploma in ECE (English)	16 Aug – 07 Oct 2016

ACKNOWLEDGEMENT / VOLUNTEERS & PARTNERS

We wish to express our heartfelt appreciation to our dedicated volunteers and supporters. Their supports have been instrumental to the success of many special projects and programs.

Volunteers are love in motion! ~Author Unknown

Individual Volunteers

Andson Cai
Ang Bon Kee
Arvind Nair
Avinav Gupta
Boo Peifang
Chew Chai Khim
Cher Kwang Meng
Choo Li Lian
Chua Ah Lian
Crystal Tilni Nanayakara
Duan Hong Xuan
Eng Wan Hoon Lynn
Er Sok Huang
Eva Dunque
Foo Yan Rong
Goh Ah Lek
Goh Siew Kim
Hoong Siew Leng
Huang Zhilian
Jee Guay Beng Rebecca
Jermaine Booi Yongxuan
Josephine Wong Jin Ping
John Rocha
Jonathan Khoo
Koh Joo Haw
Koh Thye Hong
Kok Yixuan Tiffany
Kong Lai Tong
Koo Wen Hui
Koo Wun Kuon
Lai Yee Wah Eva
Lauren Khoo
Law Shih Houg
Lee Poo Yong Jenny
Lee Wai Ling
Lee Weng Kay
Li Nan Lan
Liang Shujing
Lim Suat Chiu
Lim Teck Koon Richard
Lim Xinyi
Lin Ming Dih

Lionel Wong
Megala D/o Murugiah
Mun Yoke Yin Christina
Natalie Leong
Ng Ah Chye
Ng Bock Hock
Ng Sue Hui, Aricco
Phoebe Chua
Poh Jin Hui
Rachel Tan Xue Wei
Sean Low Yu Song
See Jing Jing
Sha Yun Qing
Sharon Woo
Sherman Oh
Siddharth Kapoor
Siok Peek Sian Olive
Soh Jia Yi Ling Peiting, Sabrina
Soo Tah Keng, Jerry
Sun Lat Kwok
Tan Bee Beng
Tan Chor Chia
Tapsee Mahajan
Teddy Ahmad
Teo Ai Choo
Thaarsheni d/o Thanaskodi
Tian Zuyu
Tong Dui Tsan Venessa
Vasantha Ruby D/O Rouben
Wang It Peng
Wong Boon Peow Francis
Wong Chin Yue April
Wong Yoke Lin
Wong Way Sim
Yak Yuen San
Yeo Thiang Swee
Yeo Yong Quan
Zhang Shaojie
Zhao Xiao Chan
Zhou Yueping
Xiao Lingyi

Volunteers from Schools, Institutions & Corporates

Anderson Junior College
Anglo Chinese Junior College
Civil Service Club
Hwa Chong Junior College (Calligraphy Club)
Institute of Technical Education
James Cook University (Golden Key Club)
National Junior college
National University of Singapore (Business School)
NIE OER Office Administration Team
Raffles Institution
Serangoon Junior College (Runners Club)
SIA CSC Volunteers
Singapore Chinese Girl's School
Singapore Management University
St Gabriel's Parent Support Group
United Parcel Services
UOB Audit group

Supportive Partners

Dr Jonathan Yeo, Family Medicine Clinic@Chinatown)
Dr Oh Cher Ming, Family Medicine Clinic@Chinatown)
Mr Patrick Tan, Fortis Wills
Ms Pauline Tan Kwee Sain, P.Tan & Company
Mr Tan Shen Kiat, Fortis Wills
Ms Yeo Poh Tiang, Beatrice, Yeo & Associates and Solicitors
National Library Board
North East Community Development Council
Paya Lebar Kovan Grassroots Organisations
Social Service Office @ Hougang

How beautiful a day can be, when kindness touches it!

~ George Elliston

ACKNOWLEDGEMENT / FUNDERS & DONORS

A very big 'thank-you' to our funders, donors and sponsors. Their generous gifts have provided the financial and moral support needed to continue our mission. Their support has played a key role in our success. There is no way to fully express our gratitude and appreciation.

Main Funders

Lorong Koo Chye Sheng Hong
Temple Association
Ministry of Social and Family
Development
ComChest
Tote Board

Individual Donors

April Wong
Chen Yu Qing
Cheong Zeng Yi
Chooi Poh Chan
Chua Mui Eng
Foo Kan Loon
Goh Siew Kim
Helen Ho
Ho Chwee Mui
Ho Gia Hua
Ho Shen Yuan
Hon Xue Shun
Hoon Jok Keow
Hoong Siew Leng
Joyce
Kan Yuen Hong
Kew Yuk Bin
Kho Thye Hong
Khoo Yong Kiong
Kim Geok Lin
Koh Lai Sheng
Lee Lily
Lee Weng Kay
Lee Yi Ying
Lee Zi Ying
Leow Guan Huai
Liau Yi Fang
Lim Ah Moi
Lim Boon Heng
Lim Chan Poh
Lim Gan Meng

Lim Lan
Lim Teck Koon
Lim Wei Fang
Ling Kin Huat
Loo Kuen Feng
Mak Yee Sun
Murugaiyan Rajkumar
Neo Kiow (Deceased)
Ng Ah Chye
Ng Buck Ngho
Ng Buck Ngho
Ng Chuin Ting
Ng Gek Hiang
Ng Pek Tin
Ong Kok Seong Henry
Ooi Hock Yuan
Peh Bon Tee
Phey Kian Guan
Phua Lai Ein
See Mei San
Tan Leng Chee
Tan Siew Kiow
Tan Suat Cheng
Tan Thiam Lye
Teh Tau Choo
Teo Ai Choo
Teo Jing
Teo Pin Swan
Teo Wee Teck
Terence Teo
Thia Lai Chun
Tung Lay Ying
Wang Puay Tong
Wee Teck Fun
Wong Chin Yue
Woo Lai Kwan Sara
Yap Lien Cheng
Yeow Lucy
Yik Yuen Wuh
Yong Han Yan

Schools/Charities/ Corporates

Galaxy Insurance Consultants Pte
Ltd
Chye Heng Huat Engineering Pte
Ltd
FOCUS Adventure Pte Ltd
HDB
Hwa Chong's CIP Project R.I.C.E.
J-Quest Technology (Asia) Pte Ltd
Leong Wan Giam Temple
Association
Lotus Light Charity Society
(Singapore)
San Qing Gong Management Pte
Ltd
Schroders
Singapore Gold Cup 2016
Straits Air-Conditioning Pte Ltd
Tan Chin Tuan Foundation
The Food Bank Singapore Ltd
The Man Fut Tong Nursing Home
Yuying Secondary School

Event Sponsors

Act 3 International
Earth Society
Esplanade – Theatre on the Bay
Gardens by the Bay
Hougang Sports Complex
Little Heroes Dreams
National Heritage Board
Nestle Singapore Pte Co.
Tan Chin Tuan Foundation

Society Of Sheng Hong Welfare Services

(UEN : T00SS0066C)

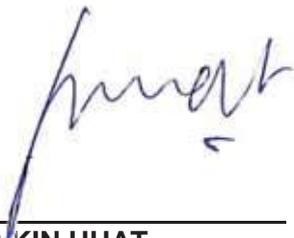
(Registered in the Republic of Singapore)

Year ended 31st March 2017

Statement by the board of management committee

We, Ling Kin Huat, Tan Thiam Lye and Goh Geok Choo, being the President, Honorary Secretary and Treasurer of Society Of Sheng Hong Welfare Services, respectively, do hereby state that in our opinion, the accompanying statement of financial position, statement of financial activities and statement of cash flows together with the notes thereon are properly drawn up so as to give a true and fair view of the state of affairs of the charity as at 31st March 2017 and of the results of its financial activities and cash flows of the charity for year then ended.

On behalf of the Board of Management



LING KIN HUAT
President



TAN THIAM LYE
Honorary Secretary



GOH GEOK CHOO
Treasurer

Independent auditors' report to the members of Society Of Sheng Hong Welfare Services

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Society Of Sheng Hong Welfare Services ("the charity"), which comprise the statement of financial position as at 31st March 2017, and the statement of financial activities and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Societies Act, Chapter 311 (the Societies Act), the Charities Act, Chapter 37 and other relevant regulations (the Charities Act and Regulations) and Charities Accounting Standards in Singapore (CASs) so as to present fairly, in all material respects, the state of affairs of the Charity as at 31st March 2017 and the results and cash flows of the Charity for the year ended on that date.

Basis for Opinion

We conducted our audit in accordance with Singapore Standards on Auditing (SSAs). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Charity in accordance with the Accounting and Corporate Regulatory Authority (ACRA) *Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities* (ACRA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The Management Committee is responsible for the other information. The other information comprises the Statement by the Management Committee set out on page 2, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of The Charity's Management Committee for the Financial Statements

The Management Committee is responsible for the preparation and fair presentation of the financial statements in accordance with the provisions of the Societies Act, the Charities Act and Regulations and CASs, and for such internal control as the Management Committee determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, Management Committee is responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Management Committee either intends to liquidate the Charity or to cease operations, or has no realistic alternative but to do so.

The Management Committee are responsible for overseeing the Charity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also :

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Management Committee.
- Conclude on the appropriateness of the Management Committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Management Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

In our opinion, the accounting and other records required to be kept by the Charity have been properly kept in accordance with the provisions of the Societies Regulations enacted under the Societies Act, the Charities Act and Regulations.



CHEW WHYE LEE PAC
Public Accountants and
Chartered Accountants
Singapore

Dated : 29th June 2017

Statement of financial position

	NOTE	2017 S\$	2016 S\$
ASSETS			
Non-Current Asset			
Property, plant and equipment	3	217,907	283,173
Current Assets			
Trade and other receivables	4	285,376	78,039
Cash and cash equivalents	5	3,991,468	4,687,670
		4,276,844	4,765,709
Total Assets		<u>4,494,751</u>	<u>5,048,882</u>
FUNDS AND LIABILITIES			
Restricted fund	6	2,407,176	2,311,524
Unrestricted fund	6	1,849,036	2,485,348
		4,256,212	4,796,872
Current Liabilities			
Trade and other payables	7	168,282	148,833
Special funds	8	70,257	103,177
		238,539	252,010
Total Funds And Liabilities		<u>4,494,751</u>	<u>5,048,882</u>

Statement of financial activities

2017

	Unrestricted Funds			Restricted Funds		Total S\$
	Society Of Sheng Hong Welfare Services S\$	Hougang Sheng Hong Student Care Centre S\$	Macpherson Sheng Hong Childcare Centre S\$	Lifepoint S\$	Hougang Sheng Hong Family Service Centre S\$	
Income						
Voluntary income	67,180	-	2,200	39,770	970	110,120
Funds generating activities	156,270	210,462	1,581,378	368,643	1,683,532	4,000,285
Other income	30	21,335	59,629	21,930	60,535	163,459
Total income	223,480	231,797	1,643,207	430,343	1,745,037	4,273,864
Expenditure						
Cost of charitable activities	156,457	284,264	2,230,412	443,544	1,638,508	4,753,185
Governance costs	2,640	11,252	23,939	12,631	10,877	61,339
Total expenditure	159,097	295,516	2,254,351	456,175	1,649,385	4,814,524
Surplus / (deficit) for the year	64,383	(63,719)	(611,144)	(25,832)	95,652	(540,660)
Transfer between funds	(674,863)	63,719	611,144	-	-	-
Transfer between funds	(25,832)	-	-	25,832	-	-
Net (deficit) / surplus for the year	(636,312)	-	-	-	95,652	(540,660)
Total funds brought forward	2,485,348	-	-	-	2,311,524	4,796,872
Total funds carried forward	1,849,036	-	-	-	2,407,176	4,256,212

Statement of financial activities

2016

	Unrestricted Funds			Restricted Funds			Total
	Society Of Sheng Hong Welfare Services	Hougang Sheng Hong Student Care Centre	Macpherson Sheng Hong Childcare Centre	Lifepoint	Hougang Sheng Hong Family Service Centre	Programme Group And Community	
	S\$\$	S\$\$	S\$\$	S\$\$	S\$\$	S\$\$	
Income							
Voluntary income	484,406	-	-	4,488	3,930	-	492,824
Funds generating activities	1,206,320	209,744	1,760,944	270,867	1,925,487	26,690	5,400,052
Other income	-	47,495	134,432	15,089	145,556	-	342,572
Total income	1,690,726	257,239	1,895,376	290,444	2,074,973	26,690	6,235,448
Expenditure							
Cost of charitable activities	107,189	276,531	2,218,903	372,448	1,538,644	41,191	4,554,906
Governance costs	3,677	5,656	24,066	10,829	19,525	-	63,753
Total expenditure	110,866	282,187	2,242,969	383,277	1,558,169	41,191	4,618,659
Surplus / (deficit) for the year	1,579,860	(24,948)	(347,593)	(92,833)	516,804	(14,501)	1,616,789
Transfer between funds	(372,541)	24,948	347,593	-	-	-	-
Transfer between funds	(6,130)	-	-	6,130	-	-	-
Net surplus / (deficit) for the year	1,201,189	-	-	(86,703)	516,804	(14,501)	1,616,789
Total funds brought forward	1,284,159	-	-	86,703	1,777,282	31,939	3,180,083
Total funds carried forward	2,485,348	-	-	-	2,294,086	17,438	4,796,872

Statement of cash flows

	NOTE	2017 S\$	2016 S\$
Cash Flows From Operating Activities			
(Deficit) / surplus for the year		(540,660)	1,616,789
Adjustment for :			
Depreciation of property, plant and equipment		136,873	129,055
Property, plant and equipment written off		-	200
		(403,787)	1,746,044
Trade and other receivables		(207,338)	(42,474)
Trade and other payables		19,450	(15,659)
Special funds		(32,920)	35,618
Cash (used in) / generated from operations		(624,595)	1,723,529
Net Cash (Outflow) / Inflow From Operating Activities		(624,595)	1,723,529
Cash Flows From Investing Activity			
Purchase of property, plant and equipment	3	(71,607)	(12,278)
Net Cash Outflow From Investing Activity		(71,607)	(12,278)
Cash Flows From Financing Activity			
Bank's guarantee		-	113,589
Net Cash Inflow From Financing Activity		-	113,589
Net (decrease) / increase in cash and cash equivalents		(696,202)	1,824,840
Cash and cash equivalents at beginning of year		4,687,670	2,862,830
Cash And Cash Equivalents At End Of Year	5	3,991,468	4,687,670



城隍慈善基金会

2016 / 2017 年报



整装待发
迈向未来

优化服务 精益求精



内容

- 2 主席的话
- 4 执行主任的话
- 6 城隍的故事
- 7 城隍服务范畴
- 10 后港城隍家庭服务中心汇报
- 12 后港城隍家庭服务中心\青少年工作汇报
- 14 后港城隍家庭服务中心\儿童悦读计划汇报
- 15 后港城隍学童托管中心汇报
- 18 麦波申城隍托儿中心汇报
- 20 生命同行坊汇报

Copyright © 2016 Society of Sheng Hong Welfare Services

Published by Society of Sheng Hong Welfare Services (ROS316/99WEL)

237 Hougang Street 21 #01-406 Singapore 530237

Tel: +65 6289 5022 Fax: +65 6289 8242

Email: fsc@shenghong.org.sg / www.shenghong.org.sg

All rights reserved. All material printed in this publication is protected under the copyright act. No material may be reproduced in part or in whole without the prior written consent of copyright holder. Permission to use the materials may be addressed to fsc@shenghong.org.sg.

DISCLAIMER: The views and opinions expressed in this publication are not necessarily the views of the publisher, who makes no representations or warranties with respect to the accuracy and/or completion of the contents, and shall not be liable for any loss of profit or any other personal or commercial damages, including but not limited to special, incidental, consequential, or other damages.

重点投资、培育人才

建立长远的人力资源

对于任何一种‘以人为本’的服务行业，‘人力’就是最重要的本钱；所以，城隍每年都投入最多的资源去发展人力资本，因为我们相信要提供优质的服务，不但需要有才干和专业知识的的工作人员，更需要他们有服务他人的热情和愿意付出的承诺。

去年我们给与员工的薪酬、福利和其他员工活动的开销，共占总开销的百分之六十五。虽然我们的总收入，其中只有六十二巴仙来至政府、奖券基金和公益金的拨款，我们还是依照国家福利理事会提供的员工薪酬指标订定职员们的薪酬。不敷之数，有赖其他善长人翁的慷慨支持，譬如：韭菜芭城隍庙联谊会等等，让我们能够继续提供服务，满足社区的需要。

建立人力资本

除了保证员工们的薪酬配套具备竞争力，我们也注重员工的培训，让员工有机会继续提升本身的知识技能。去年我们所花的员工培训支出，占人力总开销的2.4巴仙；每一位员工平均花了49小时在参与培训方面，包括参与机构内外的课程；其中以社工和幼教老师们享有最多的培训机会，以配合家庭服务和幼儿教育两个业界剧烈的变化和改进。城隍也为两位资深老师和一位社工提供全费资助，让他们攻读本地大学的学士学位课程和硕士课程。其他工作人员自费攻读相关课程的，也获得我们给与调动工作时间的方便，以鼓励他们继续进修，提升自身的条件。



林金发主席（右二）接受奖券基金捐款

“ 我们需要建立一个有效的机制，
鼓励员工发挥创新的精神和问责的工作态度，
好让城隍的服务更上一层楼。”

更新和传承

作为一个爱护员工的机构，去年七位已达退休年龄的员工获得再被聘用；除了一位因为需要减轻工作量而改变薪酬外，其他的退休人员，不但可以继续留任，还可以享有原来的薪酬，无需降薪。他们还可以继续享有其他的员工福利，譬如：每年的加薪、花红、假期和医疗福利等等。

我们的员工有45巴仙已经达到50岁或以上，对机构的长远发展，人力的更新和传承计划变得十分重要。去年，有三位社工和四位幼教老师获得擢升，学习督导和培训的职责，以备未来可以承担更大的工作范畴。在未来的三五年，我们希望在各个中心都可以找到第二代的接班人，也为员工提供更多的发展和晋升机会。

工作环境和企业文化

除了在薪金和福利方面给予员工良好的工作条件外，城隍也希望为员工提供一个舒适的工作环境和一个健康的工作文化氛围。

在过去一两年里，我们属下的托儿中心和托管中心都经过装修和添置新的家具，工作环境改善不少。在未来一两年，我们会针对家庭服务中心和

生命同行坊两个中心，改善中心的场所和外观，以便配合社区的需要。我相信一个舒适的工作环境，不但可以提高员工的士气，还可以让服务对象有更佳的感受。

改良硬件之余，我们也不忘改善软件的重要性。随着城隍的日益壮大，员工人数不断增加，要团结上下，更需要花上不少的心力。每年，我们有起码两次的员工活动，让全体员工有机会聚首一堂；一个是员工康乐退休会、一个是员工慰劳宴。在此，我要感谢那些曾经帮忙安排各项活动的工作人员，谢谢他们所花的心思和时间。同时，我也要感谢各个中心的领导，不遗余力的安排各种的机会，来建立团队的默契。

我们处于一个竞争激烈的环境。为争取稀有的人才，城隍需要建立一个强大的品牌，以便吸引更多有才华的人士来加入。同时，我们需要建立一个有效的机制，鼓励员工发挥创新的精神和问责的工作态度，好让城隍的服务更上一层楼。

~ 城隍慈善基金会主席
林金发PBM先生

踏步向前、不断求精

提高服务质素和服务人员的经验

2016年度是充满长进机会的一年。基金会属下的各个中心都在服务改良方面跨出了重要的一步。学习新的东西绝不容易，有时更会让人觉得吃力和沮丧。不过，我深信当我们克服一切后，最终，我们的服务对象将可保证会获得更高水准的服务。

彻底改变、迎合未来

家庭服务在过去一两年来，经历了重大的改变。随着‘社会服务网’的推行，我们家庭服务中心的团队需要赶紧熟悉新的电脑系统，学习如何以更好更快的方式来操作。可是，因为团队还在学习运用刚推出不久的‘社会工作实务守则’和FAST测量工具，来评定个案的需要和底蕴；在还没有完全掌握前者的情况下，又要适应一个新的电脑系统，无论是社工或者是督导人员都感到百上加斤，十分吃力。幸好团队都愿意互相支持，彼此鼓励，共度难关。

在大家都尽力去赶上‘个案工作指引’订定的各个流程和报告期限时，我们都知道大家需要更多的时间去适应；我们感谢政府有关部门的谅解，

能够听取各方的意见和回馈，把‘社会服务网’简化，以便更配合实际的工作情况。

更高基准、精益求精

至于学前教育服务方面，麦波申托儿中心终于在2016年下半年向有关当局申请SPARK学前教育评估方案的认证。为了应付严格的评审过程，中心的教职员们都格外努力，重新厘清办学的宗旨和理想，更修订教学手法和课程大纲；除此以外，也把相关的教学记录和行政记录逐一整理，以方便查阅。

藉着SPARK的审查，我们希望能够更肯定本身的优点，也找出需要进步的空间。希望我们最终能够把教育工作推向更高的水平，让更多的孩子受惠。

广纳意见、交流心得

在2016年度里，藉着国家福利理事会的全力资助下，我们进行了两项小型的咨商计划；一个是针对家庭服务中心未来装修工程的需要，检讨目前中心场地使用上的情况；另外一个是针对生命同



“我们在进行各种服务和工作时，一定要保持好奇心和反思精神，思考如何把工作做得更好，让服务对象获得更大的益处。有时，我们更需要勇气，琢磨思考艰深的问题，有时，也需要重新审视一些基本的假设。”

行坊其中一项服务‘生命无忧’小组而设，思考如何把服务推广，以提高参加服务的人数。通过两项咨商计划，我们希望能够找出新的观点和实际的方法，以提升服务的用度为目的。

我们十分感谢国家福利理事会和歌珊咨商服务的有关人员给予我们的支持和帮助，还有，家庭服务中心和生命同行坊的团队们的积极参与，让两项咨商计划能够如期完成；更让我们更清楚问题的重点，找出更适当的解决方法。

在解决场地使用的问题方面，我们决定采纳‘网上订座’的方法，让工作人员更好分配可以使用的场地。团队也分享意见，列出几个中心平面图的设计，可供日后中心装修工程的参考。

经过重新思考‘生命无忧’的招募过程后，团队提出了更多样化的宣传策略，让更多人认识有关服务，并因此受惠。咨商计划的成果，肯定让生命同行坊的团队更有信心把服务推介到社区各处。

不断反思、自我评估

当我们从事同样的服务超过一段不短的年日时，不知不觉很容易会停留在一个‘舒适区’，慢慢的变成满足于现状，不思改进，处于原地踏步的危机却不自知。所以，我们在进行各种服务和工作时，一定要保持好奇心和反思精神，思考如何把工作做得更好，让服务对象获得更大的益处。有时，我们更需要勇气，琢磨思考艰深的问题，有时，也需要重新审视一些基本的假设。

在未来的日子，我希望我们能够提供更多的资源，让我们那些宝贵的实务工作经验，化成可以分析和评论的资料和数据。因为唯有这样，通过批判性的思维和不断的检讨，我们才会有进步，才能够把服务的质量，推向更高的层次。

~ 城隍慈善基金会执行主任
陈胡丽群女士



城隍送暖 关爱社群

城隍慈善基金会于2000年4月注册为合法社团，同年5月注册为慈善机构。尔后于2001年11月，成为全国福利理事会属下的成员之一。

城隍慈善基金会乃韭菜芭城隍庙联谊会所创立，以服务社区，照顾大众利益为宗旨。

城隍慈善基金会经由投选出来的会员，根据基金会订立的章程来管理。所有基金会管理委员皆是义务服务，并无收受任何形式的酬劳。本会会员籍开放参与，只要认同城隍慈善基金会的服务宗旨，所有18岁以上的人士，不分种族，肤色，宗教，语言，性别和社会阶级，皆可申请。

城隍慈善基金会自2000年11月开始获取了公益机构（IPC）资格，公众人士给予本会的一切捐款将获得税务回扣。

我们的使命

城隍慈善基金会不分宗族、语言、信念与宗教，对于处于困境的人士，伸出援手，提供经济援助、福利及其他支援，并致力促进教育，培养社区群体的友谊和凝聚力。

我们的愿景

城隍慈善基金会致力于成为一个领先的道教慈善机构。

我们的信念(取自道德经第八章)

上善若水、心善渊、与善仁、言善信、事善能、动善时

登记会址：阿鲁慕甘路15号邮编409960
通讯地址：后港21街大牌237座，门牌01-406号
邮编530237
电邮：fsc@shenghong.org.sg
网址：www.shenghong.org.sg
联络：+65 6289 5022（电话）
+65 6289 8242（传真）
UEN：T00SS0066C



后港城隍家庭服务中心

建立家庭 巩固关系

后港城隍家庭服务中心是一所位于后港高文与阿苏弄邻里的一站式服务中心，旨在为新加坡东北部区内任何人士，无分年龄，种族，语言与宗教，提供有关个人和家庭的支援和服务。

鉴于家庭与个人在不同的阶段具有不一样的需求，后港城隍家庭服务中心发展了形形色色的服务，以满足各种需要。个案与辅导服务，专为处理常见的家庭问题，譬如：财务困难、夫妻不和、家庭纠纷、暴力行为、儿女管教、压力与精神健康等问题。

此外，我们也定期举办饶富教育意义的活动，以提倡正确的家庭观念。包括亲子讲座，婚前准备课程及婚姻增值工作坊等等。不仅如此，我们全年皆有举办各类活动，协助提升儿童及青少年的学习能力和培养

他们品德的活动。家庭服务中心的服务收费一般低廉，经济拮据者还可以申请豁免收费。中心去年的常年营运经费，99%由政府（包括社会及家庭发展部与国家福利理事会）及奖券基金赞助。

中心资讯

地址：	后港21街大牌237座 门牌# 01-406号邮编530237
电话：	+ 65 6289 5022
传真：	+ 65 6289 8242
电邮：	fsc@shenghong.org.sg
服务时间：	星期一至星期五：早上9时至下午6时 星期六：早上9时至下午1时
延长服务时间：	星期二及星期四：早上9时至晚上9时

后港城隍学生托管中心

安全环境 利于学习

后港城隍学生托管中心专为小学学生而设，提供完善的照护，监督和功课辅导，让双职父母安心工作，减轻日常照顾孩子的负担。

托管中心提供一个既安全又温馨的环境，让学童们不但得到基本的照顾，还可以丰富学习经验和发展潜能。中心服务收费合理，更为低收入家庭提供每月月费津贴。

中心资讯

地址：	新加坡后港1巷大牌238座 门牌# 01-292号邮编530238
电话：	+ 65 6285 2726
传真：	+ 65 6285 0461
电邮：	scc@shenghong.org.sg
一般开放时间：	星期一至星期五：中午12点30分至 晚上7点30分 星期六：早上7点至下午2点
学校假期开放时间：	星期一至星期五：早上7点至晚上7点 星期六：早上7点至下午2点



“ 城隍慈善基金服务
不分种族、语言、
信念与宗教，
对于处于困境的人士，
伸出援手…，
并致力促进教育，
培养社区凝聚力。 ”

麦波申城隍托儿中心

奠定基础 为孩子的未来做好准备

麦波申城隍托儿中心致力为幼童提供收费合理，素质优良的学前教育，让孩子们可以在一个愉快及安全的环境下成长及学习。托儿中心教学以孩子的需要出发，贯彻体验式活动教学的理念设计课程，以孩子的全人发展为目标。除了专注发展学童的思维和智力，更灌输良好价值观，提升孩子待人处事的能力。总之，我们不仅为孩子上学做好准备，更要为他们未来的人生奠定基础。

麦波申城隍托儿中心坐落在麦波申区内的一栋两层高的独立建筑内，邻近有咖啡店，银行及商店等设施。中心拥有难得一见的宽敞户外空间，设置嬉水池、玩沙池、种植园、脚车区、篮球场和游乐场等，一应俱全。

全。每班的课室更设置角落，陈列孩子们的作品和学习材料。除此之外，中心还有一个宽敞的用餐区、和一间装置落地镜子的活动室，供孩子进行音乐，舞蹈和体育等室内活动。另外，我们也提供价格公道的校车接送服务，以方便家长。

中心资讯

地址:	麦波申路175号邮编348537
电话:	+ 65 6858 5862
传真:	+ 65 6858 2809
电邮:	childcare@shenghong.org.sg
开放时间:	星期一至星期五: 早上7点至晚上7点 星期六: 早上7点至下午2点



生命同行坊

预先规划晚年生活 圆满人生、安枕无忧

我们所走的路不同，却朝向同一个方向。我们无法决定我们如何出生，但却可以规划自己的生活，包括晚年的生活。我们相信生命可贵，每个人应充分发挥生命价值。我们相信生命的尊严，一个人在生及死亡的时候，都应该被尊重。

在生命同行坊，我们鼓吹提早为临终阶段做准备。我们希望提供有关资讯以支持年长者为临终阶段规划与决定。通过妥善的规划，我们希望帮助年长者圆满他们的心愿，藉此让他们安心，并可无后顾之忧地安享晚年。

生命同行坊服务，专门以55以上的人士为对象。除了

定期举办讲座和工作坊，让长者认识有关晚年生活规划的资讯外，我们还会组织各种教育与康乐的活动，让长者打开生活圈子，结交志同道合的朋友，彼此支持和联系。

中心资讯

地址:	新桥路133号唐城坊 (购物中心) 门牌 # 04 - 08 邮编059413
电话:	+ 65 6538 9877
传真:	+ 65 6538 9878
电邮:	lifepoint@shenghong.org.sg
开放时间:	星期一至星期五: 早上9点半至下午6点 星期六: 早上9点半至下午1点

家庭支援服务

婚姻预备服务 (PREP)

婚姻预备服务 (PREP) 是由社会及家庭发展部发起, 为一项经过验证的婚姻与关系的课程。主要针对新婚和将要结婚的人士而设, 希望他们为婚姻建立一个稳固的基础。

城隍慈善基金会是其中一个被委任举办PREP课程的机构。服务包括两方面: 其一是在婚姻注册局举行的两小时的午间讲座; 另一方面是参与为时两天 (共12小时) 的工作坊。参加费用全免, 可是, 参加者需要预先报名有关课程。

中心资讯

地址: 后港21街大牌237座
门牌 # 01-406号邮编530237

电话: + 65 6289 5022

传真: + 65 6289 8242

电邮: fsc@shenghong.org.sg

服务时间: **午间讲座:**
星期一至星期五下午12时15分至2时15分
地点: 婚姻注册局

12小时工作坊:
连续两个星期六
地点: 另行通知

家庭支援服务

买屋及教育辅助计划

买屋及教育辅助计划由政府所创, 自2004年开始成立, 目的是帮助年轻的低收入家庭脱贫。这些家庭除了获得房贷、水电和孩子教育津贴外, 更可以得到就业和在职培训的机会。同时, 他们也会被安排参与一项辅导计划。

城隍慈善基金会是其中一家为这类家庭提供辅导的机构。我们为每一个家庭安排一个专业指导员, 与父母定期见面, 一方面检视家庭情况, 了解家庭的能力, 困难和资源; 然后从长计议, 订下短期和中期目标, 按部就班地改善家庭的经济情况, 让他们的生活条件好转。

中心资讯

地址: 后港21街大牌237座
门牌 # 01-406号邮编530237

电话: + 65 6289 5022

传真: + 65 6289 8242

电邮: fsc@shenghong.org.sg

服务时间: 星期一至星期五: 早上9时至下午6时
星期六: 早上9时至下午1时

延长服务时间: 星期二及星期四: 早上9时至晚上9时



强化社会工作介入手法 科技的应用和发展实践方案

2016财政年度里，我们一共处理了381起的咨询与转介服务，其中151起是直接上门求助，另有122起是通过电话联系来寻求援助。其中62巴仙或237个咨询是自己直接求助的。

连同上一个年度带下来未结的341起旧个案，以及在本年度的158起新个案，我们一共处理499起个案。新接的个案其中98个或62巴仙是自己直接求助的。今年的新案中，由家事法庭或政府部门转介的高危案件增加不少，其中牵涉家暴或虐待儿童为主。

在2016年度结束时，我们一共关了228起个案，其中90巴仙在结案时表示对服务满意。79巴仙的个案，在结案时表示自己的应对能力有所提升，77巴仙的结案表示与人关系有所改善。结案中的101个案曾经需要经济援助，至结案时其中的94起个案表示自己较有能力解决经济问题。

随着‘社会服务网’的全面推出，我们也逐步把个案的档案储存入网络里，不再依赖纸笔和文件来存案。‘社会服务网’提供了一个很好的平台，方便工作人员审查求助者的资料和以往的援助记录。不过，由于这是一个新的系统，工作人员需要花上不少的时间去理解应用的步骤。与此同时，社工也正在揣摩如

何应用‘社工实务指引’和应用‘FAST’来整理个案的资料以及把个案分类。所以，团队正处于一个颇为艰辛的学习阶段。

在2016年度里，我们顺利完成两个小组。一个是为4岁至12岁孩子的父母而设，命名为‘父母之间：做一个称职的父母’，以提升为人父母者省察自己教养孩子的手法，以及自己的应对方式怎样影响本身和与孩子、家人的关系等等。一共有17位父母参与，并有7名家长完成为时五次的小组其中的三次聚会。我们发现不少家长容易受天气和繁忙的事务影响参与。不过，那些能够出席的家长经过初步的暖身后，都能够积极参与和乐意分享。

另外一个小组命名为‘生命回顾’，针对区内的乐龄人士，通过小组分享生命历程来探索人生意义，也希望达到群体互助的目标。一共有10位长者参与这个为时四次的小组，四名长者完成其中三次的聚会。所有参加者对小组都十分满意，他们也很高兴认识新的朋友。虽然，他们操着不同的方言，却无碍他们互相分享，彼此认识的热情。

在2016年12月5日，家庭及社会发展部部长陈川仁先生到访。我们与后港区社会服务处联手为部长讲述区



“随着‘社会服务网’的全面推出，我们也逐步把个案的档案储存入网络里，不再依赖纸笔和文件来存案。”

~ 后港城隍家庭服务中心执行主任
陈胡丽群女士

内面对的家庭问题。陈部长尤其是关注低收入家庭和弱势人士的需要，他也与我们分享他对社区建设的看法，例如通过动员义工参与、缔结同盟以及统筹各方人士的合作等等。

自2016年12月至2017年2月期间，我们与后港区社会服务办事处一起进行一项社区调查，针对对象为大牌174附近的租赁组屋。经过几番的上门家访，我们一共收集了超过200份的回馈。从调查里反映了区内人士主要关心家居安全和区内治安的问题。部分受访者表示家里窗户没有窗花，担心幼儿安全，也有一些表示区内常见一些青少年无所事事，在组屋楼下流连；走廊堆积杂物；区内卫生和清洁欠佳；和担心一些不良份子，譬如：赌博、毒品、酗酒、非法借贷的问题等等。在社会服务处的协助下，那些符合建屋局条件的住户获得免费安装窗花的帮助。在未来一年里，我们会持续发掘区内的资源来解决区内的挑战，我们能够在不久的将来，把这个社区建立成为一个健康和谐的社区。

在2017年2月19日，我们在60位义工的协助下，在高文城举办一项别出心裁的活动 - ‘高文甘榜迎新年’，免费招待900名居民。活动获得区内其他组织大力支持，包括：后港社会服务处、巴耶里峇一站服务中心、新航社区服务小组、万佛堂、城隍托儿中心和学童托管中心，还有，区内的一所幼儿园‘School-house by the Garden’。我们也很荣幸邀请到后港区的基层组织顾问李宏壮先生担当大会贵宾，还有其他特别嘉宾的莅临，包括：武吉巴督议员穆仁理先生、阿裕尼基层组织顾问杨陞才先生、杨木光先生和蔡荣良先生以及其他基层领袖等等。

当天下午，高文城旧巴士站被装扮成一个大礼堂，迎客的进口处布置得十分堂皇，礼堂里张灯结彩，挂着大红的灯笼，墙上都挂上很多的装饰品。节目内容除

了台下生动的舞狮表演和台上的歌舞表演外，我们还摆设了6个传统小吃摊位、17个游戏摊位、5个陈列展览供公众参与。我们很高兴看到不少的家长，甚至是祖父母和小朋友们一起进行游戏，譬如：跳飞机、跳橡筋绳、捡石子等等，或写挥春，或欣赏盆栽，或享用美食等。拍照摊位和许愿桃树都是拍照的热点。还有，托儿中心和托管中心的孩子把他们对家庭的爱与希望，都以纯真的画意表达出来。参与当天活动的人潮众多，场面热闹，人人都十分开心，流连忘返！

我们也特别邀请几位服务的受助者参与策划这次活动，因为我们相信他们可以提供适切的建议。有些还帮忙主持摊位游戏、分发小吃和运送道具和用品等。在未来的日子，我们希望能够鼓励更多的受助者在能力所及之处为社区尽一份力。

后港城隍家庭服务中心 \ 2016-17年度服务数据

有关资料	服务人数
全年咨询和转介服务人数	381
全年个案与辅导服务人数	499
全年小组工作服务人数	27
全年儿童‘悦’读计划服务人数	44
全年青少年服务人数	28
社区活动 - 高文甘榜迎新年参与人数	900
社区活动 - 大牌174租赁组屋服务需要调查	221
全年参与志愿工作人数	96

接触和维系青少年 通过运动建立品格

在 2016年度，我们一共招募了28位青年人参与我们的足球队。他们的年龄介乎13至19岁之间。其中有些是从社区中心或康体中心的外展活动联系起来的，也有一些是学校或家庭服务中心的辅导员或社工转介的。在这群年轻人当中，少部分来自低收入家庭，需要经济援助的补贴。大部分都是在学校的生活不太投入，课余之后无所事事，到处流连。

我们选择以足球运动来维系这一群年轻人，因为足球是一个群体运动，很能达到建立品格的目标。每周的足球训练和定期的友谊赛，都提供了很多机会，去锻炼年轻人的意志力和毅力、培养他们的责任感、体育精神和团队合作的技巧。

在今年的ACE足球联赛（一项跨机构的赛事）中，我队获得‘最鼓舞人心的队伍’的大奖，以赞扬我队的努力不懈、积极参与和无论在场内场外都保持良好的态度等等优良素质。其他队伍也赞扬我队的男生可以

成为其他队伍的榜样；无论是赢或输，我队都保持风度，体育精神十分高。我队也把FUSALYMPICS联赛的总冠军拿下了！

利用运动来维系年轻人有很多好处；藉着每周的训练，让年轻人在课余和周末时候过得更充实，家长也不用担心孩子们流离浪荡。我们发现不少的年轻人社交圈子狭窄，缺乏自信心，也没有上进心。通过足球运动，他们慢慢学会与人相处，包括社工和其他的青年人。当他们一起经历每周的训练和一起面对比赛的胜负，他们就自然的建立了友谊。当他们慢慢掌握足球技巧和懂得如何应付比赛，他们的自信心和自尊心也获得了提升。社工藉着训练和比赛活动，与这群年轻人保持紧密的接触，同时也自然的给与他们生活上其他方面的指导和帮助，减轻年轻人的心理负担，而不会觉得寻求辅导是一件丢脸或者尴尬的事情。

“我们选择以足球运动来维系这一群年轻人，
因为足球是一个群体运动，很能达到建立品格的目标。”

~ 穆罕默德·法提哈
社会工作助理



青少年工作数据

全年服务人数	28人
全年训练节数	68 节 (每节3小时)
全年小组活动次数	22 节
全年个人面谈次数	38 节
全年功课辅导活动次数	12 节
其他特备团队活动	3 节

服务对象资料

教育分类

年级	中二	中三	中四	工艺学院	理工一年级	理工二年级	理工三年级
人数	4	7	6	2	5	2	2

年龄分类

年龄	14 岁	15 岁	16 岁	17 岁	18 岁	19 岁
人数	4	7	6	6	3	2

种族分类

种族	华族	马来族	印族
人数	16	10	2

一同阅读乐趣无穷

让孩子的经验更丰富

‘儿童悦读计划’自2012年开始，一直在区内提高孩子阅读的兴趣。除了讲故事、看图书、我们的职员和义工们定时计划多姿多彩的活动，让孩子在每周的故事时间后参与。我们很高兴看到不少的孩子在读和讲英语方面的信心大大提升了；而且，经过每周的相聚，孩子们不但认识了其他的小朋友，还结识了其他的义工。

有一位家长说：她的幼稚初班的儿子，今年被选作幼稚高班毕业典礼的司仪。她相信孩子在演讲方面的信心是被‘儿童悦读计划’培养出来的。

另外一位家长也表示，自己女儿在讲英语方面的能力大大提高，无论在发音和表达反面都变得流畅了。她也说：两个女儿参与‘儿童悦读计划’后，都变得没有那么害羞，也较懂得社交礼貌。

在2016年度里，悦读计划一共为44位孩子服务，共举行64次聚会。分别有高班和低班。高班属小一和小二的孩子，而低班则是幼稚初班和高班的孩子。

我们特别感激一群卖力的志愿服务者，担当每周的讲故事、游戏和分担其他的工作。在2016年度里，平均每周有10位义工参与，达到一个义工协助一两个孩

子的比例，使孩子们都得到很好的关注。义工们也给与十分有用的建议和回馈，让活动的安排和内容，甚至场地的摆设都得到改善。

我们除了注重孩子的投入感，也鼓励家长的参与。譬如：我们让家长参与讲故事时间，好让家长们也领略其中的技巧；我们也安排了多次参观图书馆的活动，鼓励家长多与孩子一起看书。在去年十月份，我们也举行了外游项目，参观动物园，让孩子有机会与动物作近距离的接触，为家长和孩子提供一个很好的亲子时间，也让工作人员和义工们有一个联谊的机会。

2016-17年度里，我们获得陈振传基金的慷慨赞助，为参与悦读计划的孩子提供一项免费的英语话剧课程，该课程为时两个月，由两位资深的老师负责指导。她们利用故事、音乐和游戏，带动孩子的学习兴趣和想象力。课程由去年七月开始，孩子们更在九月八日参与于英华书院举行一个特别的音乐会‘True Colours, True Hearts’，展示他们的表演能力。他们不但在沟通能力方面有所改善，而且，他们的创造力和自信心都大大提升了。我们也感谢陈振传基金赞助我们的两位职员参与一项有关应用话剧的训练，让他们认识如何利用艺术活动来发展孩子的兴趣和潜能。

“我们很高兴看到不少的孩子在读和讲英语方面的信心大大提升了。”

“我们特别感激一群卖力的志愿服务者，担当每周的讲故事、游戏和分担其他的工作。”

~ 爱丽。苏里安丽
社会工作助理

	高班	初班
全年服务人数	17 人	27 人
全年聚会次数	32 次	32 次
全年义工人数	17 人	19 人

晋升的一年

让服务质素和内容更上一层楼

扩建和改善设施

为社区小学生提供课后活动的后港城隍学童托管中心进入了第十六年的旅程。感谢中心终于完成了翻修和扩建工作。我们增加了一个新的教室，新教室可以至少容纳20个孩子。我们还添增了四个配有淋浴设施的新厕所。此外也更换了中心所有的桌椅和天花板灯，并添加了新的储物柜。随着环境的改善，孩子们现在在学习或娱乐方面享有更多的空间。他们花更短的时间排队使用厕所和浴室设施。因为多了一个教室，工作人员也可以同时进行不同的活动。

这里我们要衷心感谢阿裕尼集选区（巴耶里峇分区）的前基层顾问李灿龙教授，在他的支持下，我们扩建的计划获得建屋局的许可。整个装修的工程费用，全赖参与公益金的“关怀与共享”计划的善长仁翁的慷慨捐赠，我们谨此致谢。

提高读写能力计划

两年前我们引进了英文创意写作课程。我们很高兴看到学生们在学习上取得的进步。许多学生表示他们从

创意写作计划中大大受益。他们可以更好地完成学校的作业，他们的成绩也有所改善。

2017年初，我们开始引入华文识字课程；因为我们看到越来越多的学生需要额外的帮助来学习和掌握华文。我们聘请了一位训练有素的华文老师，她编辑了一个由90节强化课组成的华语课程，以一年的时间教授。我们希望通过持续和规模化的教学，可以帮助学生们学习使用基本的华文词汇，以便让他们在运用华文时更有信心。

缔结有意义的伙伴关系

俗语说：培养一个孩子需要动员整个村庄。我们的员工一直致力与各社区伙伴积极合作，共同为孩子们缔造更多、更丰富的学习环境和生活体验。

国家文物局邀请我们的学生，在6月21日和12月21日分别参观新加坡集邮博物馆和新加坡国家博物馆。这两次的游览，让学生们更加了解我国的邮政历史及其发行的各种邮票；以及新加坡的历史。看到孩子们兴致勃勃的学习了解过去的历史，是非常鼓舞人



后港城隍学童托管中心致力于支持和密切地与家长合作，为学童提供最好的成长环境和学习机会，使我们的孩子健康成长，更快乐，自信和有弹性。

我们也不时收集父母和孩子的反馈与意见。去年我们的年度调查得到了非常好的反馈。所有家长对中心的设施感到满意，认为它们足以支持孩子的学习和发展。他们还对中心组织的活动竖起了大拇指，觉得活动有助于孩子的发展。家长们也感谢员工，并认同员工们的贡献。他们很高兴看到自己的孩子快乐和有礼貌。至于孩子们，绝大多数人喜欢中心的活动，工作人员，朋友及所提供的食物。

我们想用三个例子，说明我们的托管中心对孩子产生的积极影响。为了保护隐私，下面故事中三个孩子的名字都不是真实的。

安迪在学龄前被诊断患有注意力缺陷和多动症（ADHD）。2017年初注册入学后不久，他被发现不能服从与遵守中心的规则和制度。他经常在中心内干扰其他同学和造成滋扰。工作人员很难管理他的行为。

工作人员没有放弃他，却与安迪的父母进行了多次讨论，以便更好地了解这个孩子。我们的团队用了两个月的时间，尝试了不同方法来引导安迪，后来，安迪的情况终于有所改善了。他能够遵循指示，坐上较长的时间来完成他的作业。目前，安迪也正在学习如何与人交往。看到安迪的改善，他的父母和我们全体工作人员都感到十分的欣慰。尤其是安迪的妈妈，她现在就可以专心工作，不用过分担忧儿子的问题了。

露丝的母亲是一个单身母亲，需要出外工作来维持生计。当她的家庭女佣工突然提出要求辞职不干时，露丝的妈妈一时之间无法找到适合的女佣来顶替，唯有把露丝暂托于学生托管中心。露丝从来没有进过托儿所或学生托管中心，而且，她个性内向害羞，初来中心时，不习惯群体生活，显得格格不入。后来在中心工作人员的爱心与鼓励下，露丝逐渐适应了中心的一切。一个月后，母亲虽然聘请了新的女佣，露丝却坚持要继续留在托管中心，因为她已经交了新的朋友，她也喜欢中心的活动和食物呢！

马克从同学的分享中，对城隍托管中心的活动产生兴趣，于是，他要求妈妈让他在学校假期时安排他加入中心，以便能够参与这些活动。学校假期过后，马克决定继续留下来。马克的学习基础不稳，常常赶不上学校的功课。他的父母也没有能力给与他格外的帮助。加入中心后，马克却得到工作人员和义工的帮助，不但功课进步了，他也交了很多新朋友，马克快乐多了。

我们深深相信每一个孩子都十分宝贵的，他们都是独一无二的。我们工作人员都会竭尽所能，帮助每一个孩子在学习和潜能方面，充分发挥他们各自的能力。

16-17年度全年服务人数	80
16-17年度新生人数	25
平均每月服务人数	57
获SCFA津贴人数	40%



认清幼儿教育发展方向 为完成任务而努力不懈

为了准备即将来临的‘新加坡学前教育认证框架’的资格鉴定，麦波申城隍托儿中心在这一年里针对课程与中心方针进行了重新规划和检讨。在顾问的协助下，全体员工一同为中心拟定新的愿景，使命与核心价值观。

中心的愿景是为幼儿提供培育性的环境让他们在人生的起跑点上领先。我们也立志于履行中心的使命，提供优质的课程以支持幼儿的全方位发展，并培养幼儿正确的道德价值观。此外，中心将极力推行四个核心价值观，分别为‘尊重’、‘诚信’、‘分享’和‘同理心’。

设计全面发展课程

为了实现中心的愿景让幼儿在人生的起跑点上领先，中心所提供的课程将着重于幼儿的全面发展，让他们打下一个好的基础为将来做准备。中心通过主题教学在一年里涉及四个大主题，而豆豆班至幼稚二班在涉及同一个大主题时将有不同的着重点。中心所选择的四大主题与幼儿的生活息息相关，让他们更容易的把知识与熟悉的环境和人事物做链接。课程的活动将综

合六个学习领域，包括‘审美与创意表达’、‘探索世界’、‘语言能力’、‘动作技能发展’、‘数概念与计算能力’和‘社交与情绪管理技能’。

身为专业的幼儿教师，我们的责任不单单是栽培幼儿在学术方面将来能够融入小学课程，我们更必须让他们为未来的生活做好准备。一个人的信念通常与其行为是一致的，所以我们必须从小为幼儿灌输正确的价值观并教导他们如何应用在日常生活中。一句简单的‘谢谢’和‘对不起’足以显示幼儿是否有能力或愿不愿意与他人进行沟通和建立友谊。幼儿需了解他们的一言一行会对他人造成一定的影响。为了培养幼儿的道德意识，每个班级的课程将包括每周一次的品格教育和‘三字经’。我们也为幼稚二班推出心理健康与情绪管理相关的课程。

建立一个坚强和具凝聚力的团队

为了丰富幼儿的学习经验，老师在布置学习环境，计划和实施课程方面扮演关键性的角色。为此，中心为员工培训提供了慷慨的预算，以提高教师的专业能力。目前，中心有两位老师已报读幼儿教育学士学位



位，而全额学费也由中心赞助。中心也推选了一位老师参加幼儿培育署主办的专业培训计划，该计划为时三年，获选的老师除了享有培训机会外，更可以获取额外的奖励金。

除了为老师提供培训机会，以提高他们的专业素质外，员工之间在建立良好的工作关系与默契也是至关重要的。每周我们的老师们会聚集在一起分享教学心得。这个安排对于新来的或没有经验的老师相当有帮助。除此之外，同级的班级老师每隔两周会一起为课程和教室管理方面进行讨论。通过这些安排，我们希望在同事之间建立‘互相学习与无私分享’的精神，并让此精神成为中心的一个文化。

为了对辛勤工作的员工表达感谢与重视，中心会为每一位员工庆祝生日，就像为自己家人庆生一样。我们希望能够营造一个快乐和健康的工作环境，让员工更有归属感，把中心当成自己的第二个家。

家园合作

家长是幼儿的启蒙老师，所扮演的角色是非常重要的。为了加强家长与中心的合作，我们举办了一些活动鼓励家长的参与。去年，中心邀请家长前来与我们一同庆祝国庆日。老师们为此策划了不同的甘榜游戏，希望让家长与幼儿有更多的互动。这些甘榜游戏为家长们带来了儿时的美好回忆，而家长也积极的与孩子投入游戏。所策划的游戏包括‘拾石子’、‘踢毽子’、‘跳飞机’、‘转陀螺’等。

中心也在每个学期末安排一个‘亲子日’，而活动日期已打印在中心的事件年历。提前安排亲子日的日期是为了方便家长请假前来与幼儿一同参与活动。我们希望借此活动加深家长对中心课程的了解，和幼儿在中心里的学习情况。

在今年的农历新年庆祝会，中心邀请家长一同庆祝。观赏了每个班级带来的表演后，家长也与幼儿一起享用火锅午餐。我们要感谢抽空出席的100多位家长。

中心将计划更多机会让家长参与幼儿的学习。现阶段的计划是鼓励家长在中心内为幼儿设计一些活动，如烹饪、舞蹈、讲故事等。

与社区建立联系

郊游活动为幼儿提供了宝贵的学习经验，让他们在一个真实的环境里探索与运用所学的知识。幼儿也可以通过此机会互相交流和学习，所以郊游活动的安排被视为幼儿在学习的重要时刻。在每个学期，班级老师将为幼儿安排一次郊游活动，而活动的目的是为了达到与主题相关的学习目标。以往的郊游地点包括新加坡科学馆、新加坡健康促进局、动物园、夏氏牧羊场、仟湖渔场、东海岸公路安全公园等。

为了让幼稚二班的幼儿能够更顺利的融入小学，中心与明智小学合作让幼儿到小学参观，并参与一些活动。最令幼儿期待的是能够以\$2的预算，在老师的协助下，到小学的食堂自己购买午餐。

中心也与新加坡健康促进局有紧密的合作关系。每年，中心都会迎来几组健康促进局的人员为幼儿举办一些健康方面的活动。活动的目的是为了引起幼儿在健康饮食，卫生，眼部健康和口腔卫生方面的意识。除此之外，新加坡健康促进局也为中心提供了健康饮食的咨询，协助中心为幼儿准备营养，健康和美味的饮食。我们已在今年3月17日通过健康促进局的审核，在提供幼儿健康餐食方面获得认可。

在今年2月19日，后港城隍家庭服务中心举办了一个‘高文甘榜迎新年’的嘉年华活动。在与居民一同庆祝农历新年的当儿，这项活动的另一个主要目的是为了传达‘建立坚强与具韧性的家庭’的信息。会场的其中一项展示是由我们幼稚一班的小朋友根据‘快乐家庭’的主题，所创作的画作。幼稚二班的小朋友则为居民带来了舞狮与舞蹈表演。这个参与的机会对我们的幼儿而言，是种有趣与难忘的体验！在不久的将来，我们希望在老师和家长的支持下，让孩子继续有机会参与社区工作。

“身为专业的幼儿教师，我们的责任不单单是栽培幼儿在学术方面将来能够融入小学课程，我们更必须让他们为未来的生活做好准备。”

~ 陈丽卿小姐
麦波申城隍托儿中心校长

继续提倡未雨绸缪

扩大服务网让更多长者受惠

生命同行坊迈入第四年的服务，我们继续以支持长者的“乐活”与“善终”为使命。除了协助长者签署各种相关法律文件和预先护理计划，生命同行坊也举办有益长者身心的活动，让长者活出一个自信自尊有意义的人生。

公共教育：醒觉，接纳与行动

在2016财政年度，生命同行坊成功举办了70场各个主题的公共教育讲座，以教育长者了解各种临终准备的法律文件。出席各公共教育讲座的长者多达1544人。其中最热门的“持久授权书”讲座，我们已成功主办了20场，让706名听众从中获益。

在生命同行坊，我们不只分享有关善终准备的各种资讯，我们也提供一站式文件签署服务，协助长者执行他们的意愿与计划。在长者听过讲座之后，我们协助他们安排签署有关文件，譬如：申请持久授权书，签署预先医疗指示，或者订立遗嘱。在2016财政年度期间，我们已协助超过700位长者把他们的醒觉化为行动。除了法律文件，自2016年6月份开始，我们开展了预先规划后事的新服务，并已协助16位长者预先把后事规划好。

工作坊：思前想后、生命回顾、规划善终

“生命回顾”学习小组通过回顾人生，让长者更接纳自己的过去，并更积极面对现在的生活。“规划善终”学习小组教育通过思考未来，让长者更开放的讨论有关死亡的课题，以便能更自信的向亲友表达他们自己的意愿与看法。我们不只生命同行坊主办学习小组，同时也把这项活动带到社区其他的机构。

从2016年9月份开始，生命同行坊参与了国家福利理事会资助的小型顾问咨询计划，以加强“生命无忧学习小组”的招生工作。通过八个月的咨询，我们重新审视该学习小组的焦点，并重新命名为“规划善终学习小组”。我们也藉此整理出更明确的工作流程和制作了向外宣传学习小组的宣传短片和宣传单张。于是，生命同行坊团队拥有更充分的知识与信心把“规划善终学习小组”推荐给社区伙伴们了。

我们的团队已在2016年12月于瑞那拉耶拿教会养老会成功招募到生命同行坊以外的10名参加者。HCA 慈怀护理日间中心也有7位病友完成了生命回顾学习小组，并有30人出席预先护理计划讲座。除此之外，我们还向新加坡Cheshire Home, Trans 勿落家庭服务中心, Trans Focus 中心, 海悦辅导中心, 麦波申



“除了协助长者签署各种相关法律文件和预先护理计划，
生命同行坊也举办有益长者身心的活动，
让长者活出一个自信自尊有意义的人生。”

~ 刘宜芬女士
生命同行坊经理

城隍托儿中心，REACH 乐龄中心，为他们呈献各项善终准备公共教育讲座。于2017年3月24至26日，我们也参与由活跃乐龄主办的“50佳大型展览会”，介绍我们的服务，我们的摊位共吸引了800人到访参观。团队的职员和长者义工们，在与公众人士分享有关生命同行坊服务的资讯方面，不遗余力。

除了两项主要的学习小组，来自新加坡理工学院的两位实习生（主修心理学与应用戏剧学系）推介了一项新的学习小组。参加“怀旧学习小组”的长者们通过音乐和动作，叙述和分享他们过往的美好时光。开始时，长者们都较含蓄和保留。经过暖身后，大家都享受应用戏剧带来人与人之间的连结，交流与温馨。

快乐生活、活出精彩

生命同行坊的会员今年已经从361人增长至455人。为了推广健康生活与照顾长者的身心灵健康，我们主办了数项新课程，包括STEP平衡运动课程，黄金年华-美丽与智慧课程，正念课程，四弦琴班，和许多其他有关保健与财务管理的讲座。

除此，我们也安排了许多隔代交流课程让长者和青少年共同学习，例如游览滨海堤坝及庆祝中秋节，长者有机会和后港城隍学童托管中心的小学生和英华初级学院的青少年互动交流。通过主办智能手机课程，新加坡国立大学的学生们成为教练。长者们都十分热衷向年青人探知智能手机的各种功能。

继续活出一个有意义的黄金年华对保持心理健康是很重要的。因此，我们鼓励我们的会员，尽可能积极的分享他们的知识，技能与经验。会员们受鼓励主持会员活动，带领各项兴趣小组，包括数独数字游戏，怀旧歌曲欣赏和读书会。某些长者义工贡献出他们的时间来推介新的活动，例如扮演预先护理计划大使的角色以催化预先护理计划的讨论，协助长者完成签署持久授权书，在50佳展览会上介绍生命同行坊的服务。某些长者义工还通过电话关怀慰问不活跃的会员。

在往后的两三年里，生命同行坊会继续把‘提早规划、安枕无忧’的信息传达给更多的长者，也会扩大我们的联系网络，与更多相关机构介绍我们的服务，务求让更多长者获益。



公众教育主题讲座

讲题	场次	参加人数
迈向圆满人生	7	137
持久授权书	20	706
预先护理计划与预先医疗指示	19	305
遗嘱知多少	14	270
人体器官移植法令与大体捐赠	5	43
预先规划后事	5	83
总数	70	1544

协助办理相关服务

协助办理相关服务	签署服务次数	参加人数
持久授权书	13	389
遗嘱办理	16	69
预先护理计划	204	102
预先医疗指示	9	124
预先规划后事	6	16
总数	248	700

小组与工作坊

学习小组主题	小组数目	完成课程人数	活动成效
生命回顾工作坊	8 个	51	49 名长者从反思自己的人生中受惠 49 名长者有更正面的生活态度
规划善终工作坊	6 个	48	46 名长者对死亡相关事宜抱更接纳的态度 47 名长者获得与亲友谈死亡相关事宜的沟通技巧
“怀旧” —— 应用戏剧工作坊	1 个	11	参加者回馈他们在自我成长，正向互动方面有所增长，并减少了负面的感受
总数	15 个	110	

其他活动

日期	活动	参加人数
2016年4月到6月	STEP 平衡运动课程	12
2016年5月20日	智能手机班 (第1轮)	24
2016年6月16日	隔代交流活动 —— 滨海堤坝游	14
2016年7月5日	智能手机班 (第2轮)	17
2016年8月6日	交响乐会欣赏	55
2016年8月2日	电影欣赏会 —— “一路有你”	42
2016年9月7日	隔代交流活动 —— 庆祝中秋节	34
2016年10月至11月	四弦琴班	14
2016年11月至12月	正念课程	26
2016年12月20日	隔代交流活动 —— 庆祝圣诞节	36
2017年3月8日	电影欣赏会 —— “我的父亲母亲”	28
	总出席人数	302

义工服务

义工人数	35
2016-2017年度义工服务次数	93

“生命同行坊给我实际的引导，协助我完成预先护理计划，持久授权书，预先医疗指示，遗嘱等等。”

- 男，63岁，
持久授权书一站式服务使用者

“这个服务对长者很有用，时间安排也很恰当。”

- 男，60岁，
持久授权书一站式
服务使用者

“我希望生命同行坊可以举办更多关于临终准备的讲座和学习小组，通过不同的平台，让更多的人受益。长者们可以通过掌握必要的知识，来更好地为自己的熟年做好准备。”

- 瑞那拉耶拿教会养老会
义工协调员Janet Tan，
参与“规划善终小组”后回馈

“通过生命回顾学习小组，我学习到宽容。听到组员们各自的生命故事，我领悟到我现在所拥有的一切，都值得珍惜。”不良于行的陈女士（80岁）分享道。

陈女士表示她已决定将来百年之后，捐赠大体作为教育与研究的用途。“多年来，我受到医院许多照顾，这是我报答恩情的方式。”

- 陈女士，80岁，
曾参与生命回顾学习小组

“我学习到如何与人相处与沟通。聆听他人和觉察自己的感觉都很重要。”

- 陈女士，63岁，
应用戏剧学习小组参加者回馈

“我结交了新朋友，再次感觉自己年轻了，多好！”

- 陈女士，74岁，
应用戏剧学习小组
参加者回馈

“我经常盼望着去生命同行坊做义工，这份有意义的工作让我觉得充实和享受。我感谢有这样的机会让我尽绵力帮助别人。”

- 王国祥先生，已婚，63岁

“起初，我对规划善终的事宜一无所知。生命同行坊举办的各项讲活动（预先护理计划，预先医疗指示，持久授权书和规划善终学习小组），消除了我对死亡的恐惧并让我开始为自己人生的圆满终点做准备。现在我的心没有挂虑了，万一我因为患病或遭遇意外突然失去心智能力，我的家人能够妥善的为我做决定并让我好走。”

- 周彩琴，已婚，61岁

“我的太太在2013年突然患病过世了。那是一段让我难熬的日子，因为她走得太快，也太突然。过后，我无意中认识了生命同行坊并成为会员。在参与活动过程中，通过与新结交的朋友分享经历与看法，我们彼此认识交流。这些有意义的连结对我面对丧妻后的失落有很大的帮助。”

- 吴亚仔先生，鳏夫，79岁