



Together,

We Grow from

Strength to Strength





Children are not things
to be **molded,**
but are people to be
unfolded.

~ Jess Lair

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Scaling Greater Height

From strength to strength

FY17 is a year of significant achievement and continuous development for Sheng Hong.



Mr Ling Kin Huat PBM

President

SSHWS Management Committee

Achieving New Milestones

I would like to congratulate MacPherson Sheng Hong Childcare Centre for achieving the accredited status of SPARK (Singapore Pre-school Accreditation Framework), which is a stamp of approval for the quality of teaching and management of the Centre, a significant milestone achieved indeed. I thank the Principal and all the staff for their dedication, diligence and teamwork to work together to bring hard work to fruition.

With the addition of usable floor space, Hougang Sheng Hong Student Care Centre has increased its capacity to 82 children. I am very glad to see that the new capacity of the Student Care Centre was 100% filled by the end of FY17. Life Point has also increased its productivity by 52% as compared to FY16 by reaching out to more seniors and running more programs and activities. With the increase of service demands in the two centres, we have also allocated additional resources for new headcount of manpower.

“ My sincere appreciation goes to our team of dedicated staff who work tirelessly to overcome many challenges to bring the best possible service to our beneficiaries. ”

Developing New Services

To meet the emerging needs of an ageing population, Sheng Hong has been working closely with MOH and AIC in FY17 to plan for the development of a new senior care centre which will co-locate with our childcare centre. It will provide day care, rehabilitation and maintenance care for seniors who are frail and/or with mild dementia. In addition, the centre will also run programs and activities for those seniors who are well, to enhance their capacity to stay active and healthy in the community. With the proximity between the senior and childcare centres, we envision the new facility will provide ample opportunity for intergenerational programs which, we believe, will bring benefits for the young and the olds. We target to open the new centre in the 1st quarter of FY2019.

I would also like to express my thanks to the continuous support from the Ministry (MSF), Community Chest and Tote Board, as well as Sheng Hong Temple. It was with their funding provision that we can continue to provide the necessary manpower and resources to serve the community without any disruption. My sincere appreciation goes to our team of dedicated staff who work tirelessly to overcome many challenges to bring the best possible service to our beneficiaries. My heartfelt gratitude goes to all the volunteers, corporates, sponsors, donors and community partners who have supported our work in many different ways. It is with all these strong support and partnership that Sheng Hong can continue to work towards fulfilling its mission in serving the community.

With strong vision, commitment and a heart to serve, I believe FY18 will be another year of great opportunity for Sheng Hong to scale greater heights.

Forward Looking

Equipping for the future



Mrs Sara Tan-Woo Lai Kwan
Executive Director
Society of Sheng Hong Welfare Services

FY17 has been a significant year for Sheng Hong as many of its services have reached a new milestone. With dedication and hard work, each service has seen growth and development, some with significant leap of improvement.

Expanding & Adapting to Stay Relevance

Our Family Service Centre has fully embraced Code of Social Work Practice (CSWP) in needs conceptualisation, adopted FAST tools to categorise case intensity and complexity level and has gone almost paperless by storing case data on national database system, SSNet. With much perseverance and diligence, the team has successfully adapted to the key changes in the FSC sector.

With the addition of floor space, our Student Care Centre was able to increase its capacity to serve more children. By end of the fiscal year, we have reached its new capacity of 82 children, a 53% jump from its enrolment before the expansion.

For the very first time, our Childcare Centre was accredited with SPARK status, which is a recognition of our service and staff quality against the national benchmark. The hard work put in by the staff for many months have finally paid off.

Life Point has expanded its reach and scope in FY17 as it reached 5 years in service. Its service users have increased by over 50% as compared to the previous fiscal year. It has also received better recognition and has formed wider partnership with many other eldercare providers.

“

Staying true to its mission, Sheng Hong will continue its efforts to improve service quality and to ensure its services meet the changing needs of society.

”

Meanwhile, Sheng Hong is actively developing and building a new eldercare centre. This will be the very first time that Sheng Hong expands itself beyond social service and education to the healthcare sector. We foresee that it will be a steep learning curve in the coming year but also a very exciting and worthwhile endeavour.

Staying true to its mission, Sheng Hong will continue its efforts to improve service quality and to ensure its services meet the changing needs of society.

Engaging & Equipping Staff

Our employees are the backbone of all our services. The quality of the staff will have a direct impact on our service quality. We continue to invest heavily on equipping our staff with the relevant skills and knowledge for the respective services. In FY17, we have spent about 2.7% from our total expenditure on manpower in staff training and development. Under the Sheng Hong sponsorship, one social worker has completed the program of Master of Social Work, two teachers have finished the program of Bachelor in Early Childhood Education. Another social worker is pursuing the program of Master of Social Work and a counsellor is pursuing the Graduate Diploma of Social Work. Besides attending formal educational programs as well as external courses, each Centre also planned a variety of in-house training programs, conducted regular supervision sessions by senior staff or external consultants. We have provided our staff with ample training and development opportunities. Over time, we hope to see all these learnings will be translated to higher competence in service delivery and higher quality in service provision.

As a caring employer, we have launched a series of employee activities for bonding and recognition purposes. We launched the 'Healthy Workplace' program at our Annual Staff Retreat which was held at Kranji Farm Resort. Surrounded by lush greenery, the management and the staff learnt about simple and fun exercise routine, good posture and healthy eating. Throughout the year, each centre was also given a budget to hold a number of activities to promote healthy living and healthy working,

e.g. healthy sandwich making competition, mindfulness training to counter stress, brisk walking session, etc.

We held our Annual Staff Appreciation Dinner to recognise staff's achievement and good performance. We are very glad that 63% of our workforce have stayed with the organisation beyond 3 years.

Moving forward, we are working towards developing a robust performance management system which will spell out clearer performance indicators so that we can recognise and reward good performance timely and adequately. It will also provide staff with clearer idea on areas for improvement so that they can work towards career advancement. We are committed to enable our staff to grow with the organisation.

Meeting Challenges

Our society has become more diverse, dynamic and complex. We must constantly re-invent ourselves to stay abreast with the changes. Staff must be willing to be challenged to go beyond their comfort zone. On the other hand, staff must be well supported with the necessary information and tools to do their job. We will continue to provide the necessary support and resources for our staff.

The demands and changes exerted by the external environment can cause great stress on us. To deal with it better, we need to have the emotional support from one another. It is comforting to know that we are not alone in our struggles. It takes every member's effort to build a strong team. A healthy camaraderie will carry the team very far. We are thankful that many colleagues are positive contributing members in the team, especially during challenging times.

We are most grateful for the trust and generous financial support given by the Sheng Hong management. Because of their strong commitment, many of our services can be carried out and expanded without any disruption. We look forward to another year of significant growth and development for Sheng Hong in FY18.

ADVISORS & MANAGEMENT COMMITTEE

Honorary Advisors

Mr Desmond Choo Pey Ching

Mayor of North East District

Mr Alex Yeo

Advisor to Aljunied GRC Grassroots Organisations
(Paya Lebar)

Mr Lee Hong Chuang *BBM*

Advisor for Hougang Grassroots Organisations

Mr Teo Ser Luck

MP for Pasir Ris-Punggol GRC

Mr K Muralidharan Pillai

MP for Bukit Batok SMC

Mr Zainul Abidin Bin Mohamed Rasheed

Non-Resident Ambassador to Kuwait,
Ministry of Foreign Affairs

Management Committee

President

Mr Ling Kin Huat *PBM*

1st Vice-President

Mr Lim Chwee Kim *BBM*

Vice-President

Mr Ong Kuan *PBM*

Vice-President

Mr Soon Cheok Kah

Honorary Secretary

Mr Tan Thiam Lye *BBM (L)*

Assistant Secretary

Mr Chung Kwang Tong

Treasurer

Mr Tan Eng Wat

Assistant Treasurer

Mr Sim Wai Chin *BBM (L)*

Member

Ms Goh Geok Choo

Member

Ms Ong Aii Ley

Member

Mr Lim Chin Poh

Member

Mr Soong Kok Chee

Member

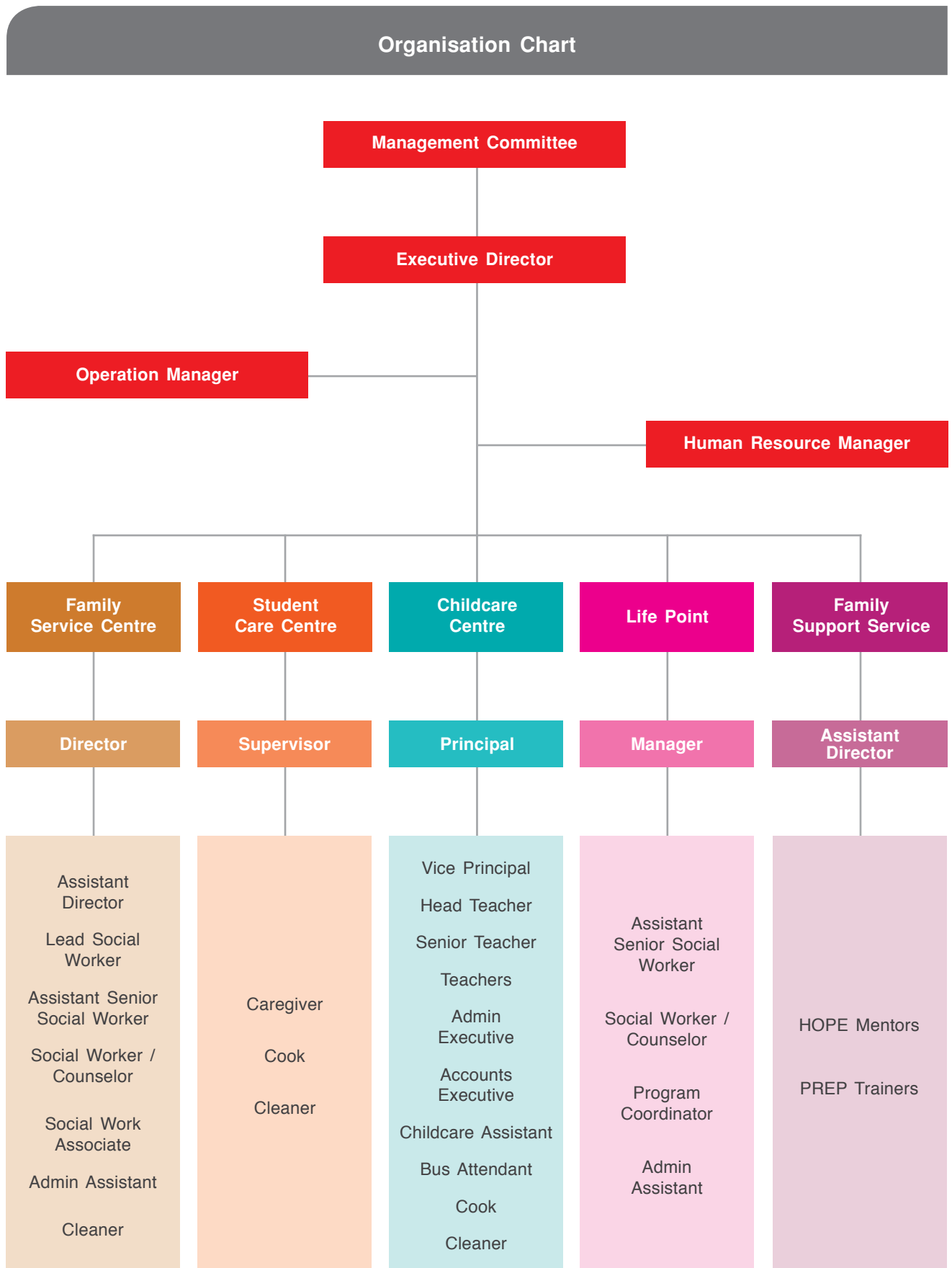
Ms Chew Geok Hoon *PBM*

Internal Auditor

Mr Lim Tiam Teng *PBM*

Mr Long Say Keng, Adrian

ORGANISATION CHART



THE SHENG HONG STORY

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' main objective is to carry out good work and welfare activities that relieve hardship and benefit society.

SSHWS holds the status of Institution of Public Character (IPC) since Nov 2000. All cash donations are tax-deductible.

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

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

- 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 work to the best of our abilities
- We strategize our moves according to its relevance and appropriate timing

(Adapted from Chapter 8 of Dao De Jing)

As at end March 2018, Sheng Hong achieves its objective of serving the community through the following services:

1. **Hougang Sheng Hong Family Service Centre**
2. **Hougang Sheng Hong Student Care Centre**
3. **MacPherson Sheng Hong Childcare Centre**
4. **Life Point** (at Chinatown Point)
5. **HOPE mentoring service**
6. **PREP marriage relationship program**



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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, parenting challenges, stress and mental health matters, relational conflicts and dispute. 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.

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 for those who need additional financial support.



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.

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 • Saturdays: 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.

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.

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*
Time : 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.



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



Building Quality and Professional Intervention

Developing casework, group work and
community work practice

In FY17, our Family Service Centre is going full steam to adopt the Code of Social Work (CSWP) framework and Social Service Net (SSNet), the shared data management system. The framework has provided a systematic way to conceptualise case needs and has developed a common language and understanding in case management among stakeholder.

Meanwhile, it has been a very steep learning curve for all the social workers to learn to navigate the multiple levels within SSNet. As we move away from documenting clients' details and intervention recordings in physical files, we are learning how to capture data and store records digitally, timely and efficiently. It is good to note that, with diligence and perseverance from the social work team,

we are getting more proficient in using the system by the end of the financial year and the Ministry is also looking into ways to enhance the system to make it more user-friendly and less time-consuming.

The biggest benefit of SSNet is that it has provided a common platform for social workers to easily check on client's particulars, so client does not need to repeat his/her stories, and also to plug the gap to prevent some clients to shop around for services to take advantage of the system. With the continual enhancement of SSNet, we believe that the FSC sector will be more able to fulfil its mission of being a one-stop client-centric service.

Managing Inquiries & Cases

In FY17-18, we handle 255 inquiries, of which 125 are walked-in inquiries and 40 are phone-in inquiries. 154 inquiries or 60% are self-referred.

With 104 new cases and 271 cases brought down from the preceding financial year, we have served 375 cases in total. The top three issues presented by new cases include Family/Spousal Violence, Mental Health and Marital problems. There is an increase in high risk and complex cases which requires us to work more closely with other community partners, including different Ministries and statutory boards.

Out of 79 closed cases, slightly more than 50% of cases have their goals achieved, out of which, more than 81% of them have achieved at least 50% of goals. More than 90% of them have showed reduction in needs and risks at case closure. 82% of closed cases have demonstrated improved ability to appraise and cope with situation more positively and 84% of them have taken actions to improve their situations. 93% of cases have feedback that they can manage their difficulties better after being helped by us; and they are better equipped to face or cope with similar problems if they arise in the future. 96% of the closed cases are satisfied with services received from our Family Service Centre.



Group work with Single Parents

Solo but Strong: Managing Anxiety as a Single-Parent

In FY17, we conducted a support group for single parents with the objective of enhancing the participants' capacity in coping with the challenges as single parents. The 6 group members included single parents served by our Family Service Centre as well as from the larger community in Hougang. They became single parents out of different circumstances, including those who are divorced or with spouse who have passed away or incarcerated.

Through mini-lectures, sharing and exercises, participants shared their common challenges as single parent and learnt different ways to cope with stresses and anxiety. At the end of the five sessions, many felt that they have benefited from the group process and they have forged friendship and mutual support among the group members. One participant shared that she has gained a better understanding of her anxiety and has learnt different ways to manage her anxiety. Another participant commented that, through sharing among the group members, she realised that she was not alone in her struggles. The sharing has strengthened her in overcoming the odds in life as a single parent. At the end of the group sessions, the participants also develop new personal goals in coping with stresses as single parents.

To enable the parents to participate in the group work without much distraction, we are thankful for the support rendered by four committed volunteers who helped to conduct games and activities to engage the children of group members, ages from four to ten years old.

Community Support Programs for families with young children

To better support those families under our care as well as the community, we continued running KidsREAD and have embarked on a new project, Toy Library, in FY17. Both programs cater to young children.

KidsREAD, a programme started in 2012, aims to encourage children to develop interest in reading books from young age. In FY17, KidsREAD serves a total of 46 children and we run a total of 66 sessions for two groups of children, the Senior Club which comprises of children from P1 to P2, and the Junior Club which comprises of children from N2 to K2. Many of these children are from families who are receiving casework and counselling services from our Family Service Centre.

We are thankful to have an average of 8 to 10 volunteers per session, with a volunteer to child ratio of 2:3. With the good reading materials provided by National Library Board, our volunteer story readers spend time reading to the young children almost on a weekly basis. Besides reading, we also design many interesting activities to engage the children.

Besides carrying out centre-based activities, we have implemented other outdoor activities to make reading even more interesting. Riding on the book 'Dou Dou, the Little Imperial Chef' in September 2017, we organised a special hands-on session at Pastamania whereby the children learnt how to make pizza. They were all excited to pick and choose what to go with their own pizza. It was a moment of making the book learning alive!

On 21st October 2017, we brought the children to Geylang East Public Library to watch two plays that based on the story books, "What Animals Really Like" and "Click, Clack, Moo! Cows That Type!". The children were very attentive during the play and even wanted to be part of the story after memorizing some lines! After the show, the children are given a guided tour to learn the procedure of borrowing and returning books. They were all very excited to go around the library to look for their favourite books.

On 2nd December 2017, we organised a mini-carnival where the children, their siblings and their parents have had a very enjoyable time of playing and eating together. It was not only a good family bonding time, but a happy time for those elder children who are graduating from KidsREAD. They volunteer themselves to assist the staff and thers adults volunteers to run the stalls and conduct games for the younger ones.

We are glad to see that many children have grown in their confidence in reading and speaking in English. With the weekly interaction, they also made friends with one another and with the volunteers. We are very appreciative towards the dedicated volunteers who have assisted us to run the weekly sessions and to provide many useful feedbacks so that we can continue to make improvement to the program structure, content as well as the venue set-up.

KidsREAD	Senior Club	Junior Club
Number of Children	19	27
Number of Sessions	33	33
Number of Volunteers	12	14



Toy Library is another initiative that we have set up in June 2017, with the seed funding provided by North East CDC. With the creativity of our talented staff and volunteers, we have transformed our former multi-purpose room into the colourful playroom. The community Toy Library is born. We have created different play corners with games/toys that suit children of ages from pre-school to primary school levels. The purpose of setting up this special Toy Library is to create a place whereby parents can spend quality play time with their children, without the need to keep purchasing different toys to suit the growing needs of their child. We have also conducted donation drive to ask the community to donate pre-loved toys to Toy Library.



Within a span of 9 months, Toy Library has recruited 209 children as members, of which 57% of them attend primary school and the remaining 43% are from pre-school age. It is interesting to note that about 40% of those who sign up as members are children with parents originated from India. Toy Library may offer a good platform for such families to integrate in the mainstream society. We open the Toy Library 3 times per week. The average monthly attendance ranges from 40 to 50 persons per month.

Toy Library	
Total number of sessions in FY17	97
Total number of attendance	673

“ The Toy Library is very entertaining. It is suitable for children of all ages as there is a huge variety of toys. I can easily find toys that suit my primary school boy and also my toddler. They always refuse to leave the Toy Library when it is time to go home. They always ask for more time to play in the Library and wish that the Library is open for longer hours, especially during the weekends.

”

Feedback from Mr Thow, A parent whose two children are members of Toy Library

Reaching out to the vulnerable community

In FY17, we have continued our journey in outreaching to the rental blocks of Block 174C and 174D with the objective of building a healthy and harmonious community. By employing the Asset-based Community Development (ABCD) framework, the team outlined two main focuses in intervention. Firstly, to build connection with residents: to identify connectors and influencer amongst the residents. Secondly, to identify strengths, assets and concerns in the community with the objective that community may mobilise its resources to resolve its common concern. ABCD framework believes that every community is embedded richly with strengths and resources which could be tapped, rather than viewing the community as one with problems and deficiencies.

In FY2017, the Community Work Team has conducted the following activities for Blk174C & 174D:

1. Four community walks were conducted on 12/9, 21/9, 28/9 and 5/10/17: to observe the community dynamics, to identify connectors and influencer, to build rapport and relationship. Each time, the team managed to hold a conversation with 10-15 residents;
2. Sharing session with stakeholders on 28/11/17: to share with SSO and a few community stakeholders, including SSO, Fei Yue SAC and GROs of our observation and plans, and to elicit feedback from stakeholders;
3. Two Focus Group Discussions (FGD) were carried out with 31 residents on 9/12/17 and 15 residents on 11/1/18: to identify common concerns and to further identify connectors and influencers.

From those who have attended the Focus Group Discussions, the issues on estate cleanliness, especially killer litter, was identified. While they have feedback to Town Council and the Police before, the issues tampered off for a short while but soon resurfaced again. There was a general sense of helplessness among the residents. Many of them also voiced out their worries of antagonising their neighbours; and fear of confrontation or being targeted for revenge by such neighbours.

We brainstormed together with the residents ways to solve this common concern, as a process to educate the residents how they can work together to solve problems, as a first step of community building. Though there was no concrete action subsequently taken, it was nonetheless a very important step of learning for the staff team, as well as for the residents experiencing a sense of empowerment by owning their problems together.

We understand that there is no shortcut for success in community building as it takes time to build trust and connection. Nonetheless, we are happy that we have identified some connectors in the community. We will continue to identify community strength and assets. We hope that, by working consistently with the residents, we will be able to achieve the goal of building a healthy, safe and harmonious community at Block 174 cluster in the near future.

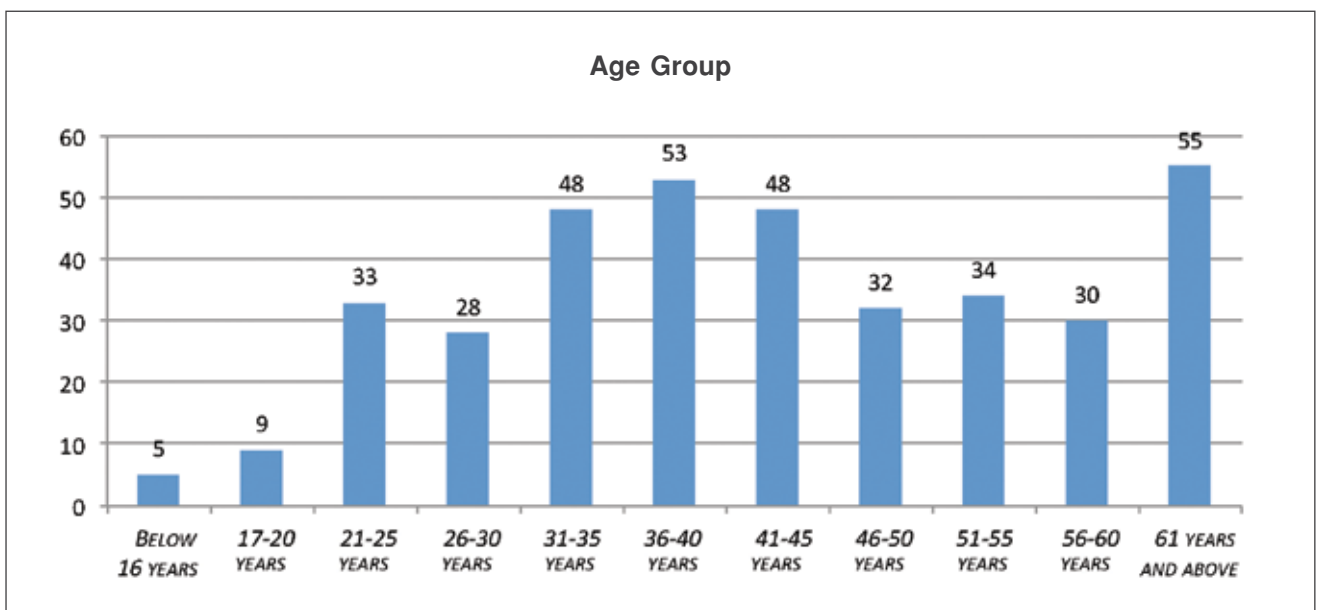
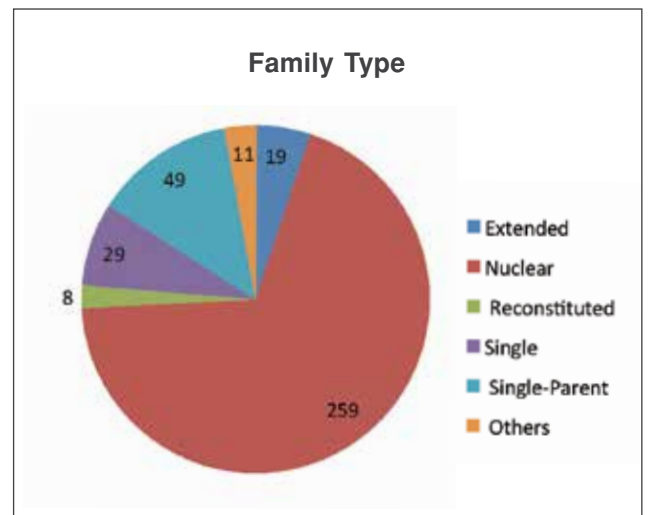
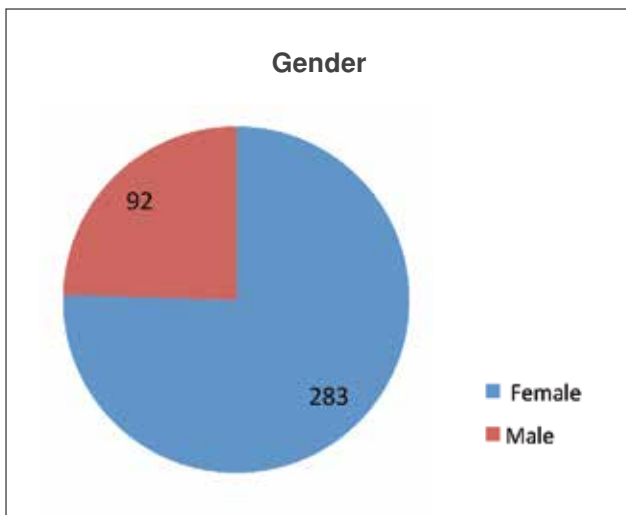
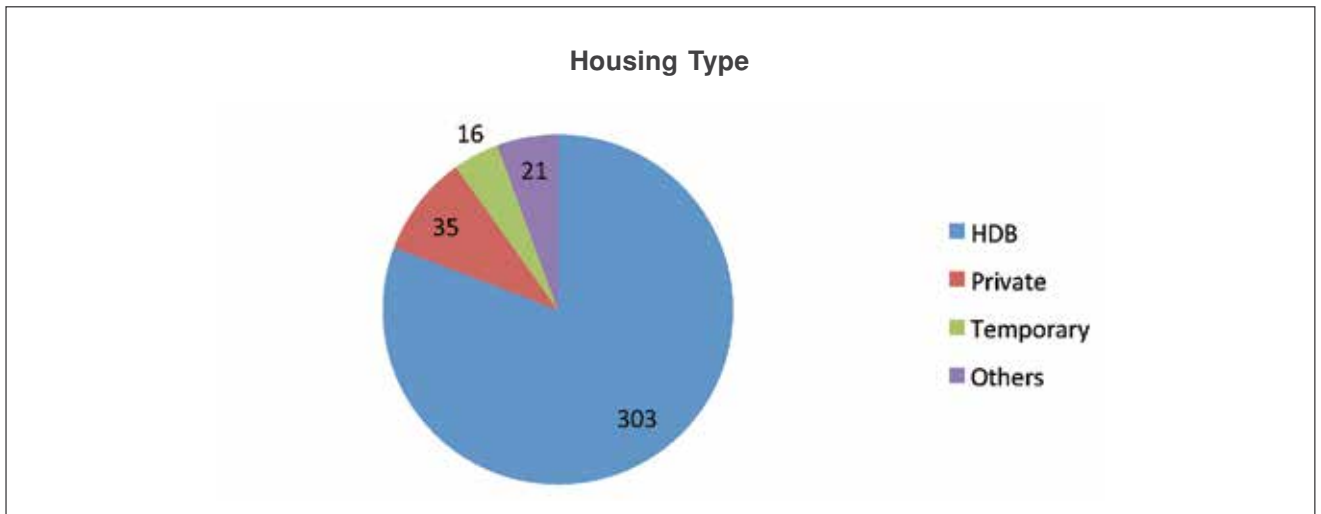
Furthermore, we continue to work closely with the community stakeholders by holding quarterly inter-agency case conference to discuss ways to manage common chronic cases, as well as to assist those walk-in residents at the monthly Care sessions. Through close partnership, we hope to better attend to the needs of the vulnerable in the community.

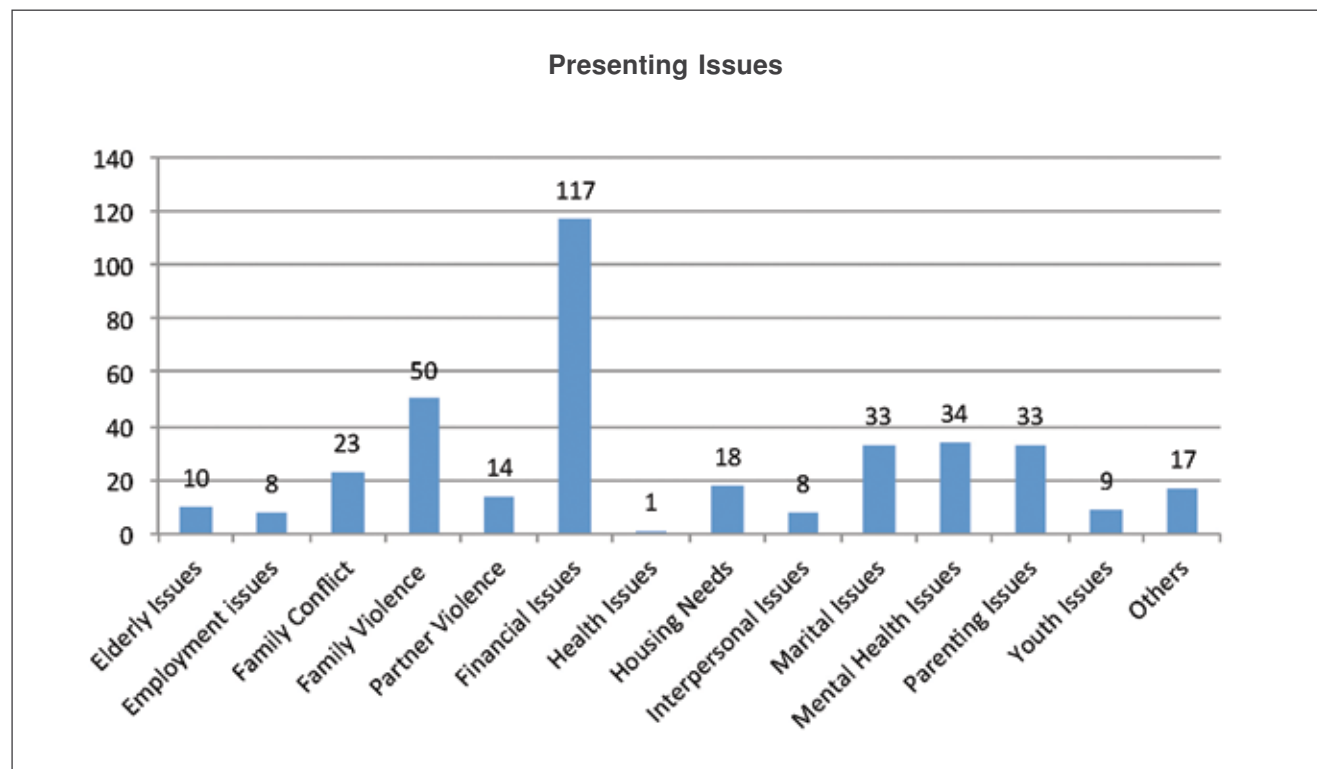
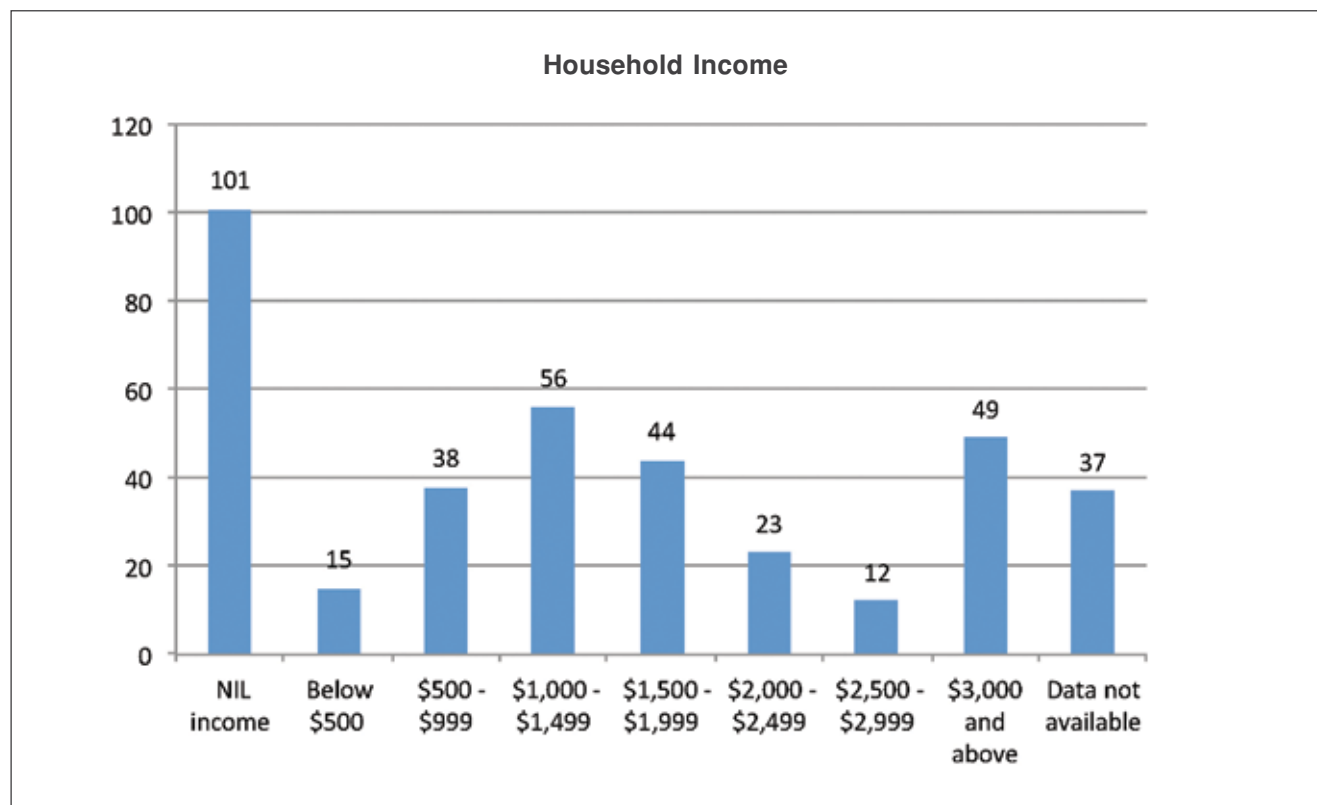
Sara Tan, Executive Director
Hougang Sheng Hong Family Service Centre

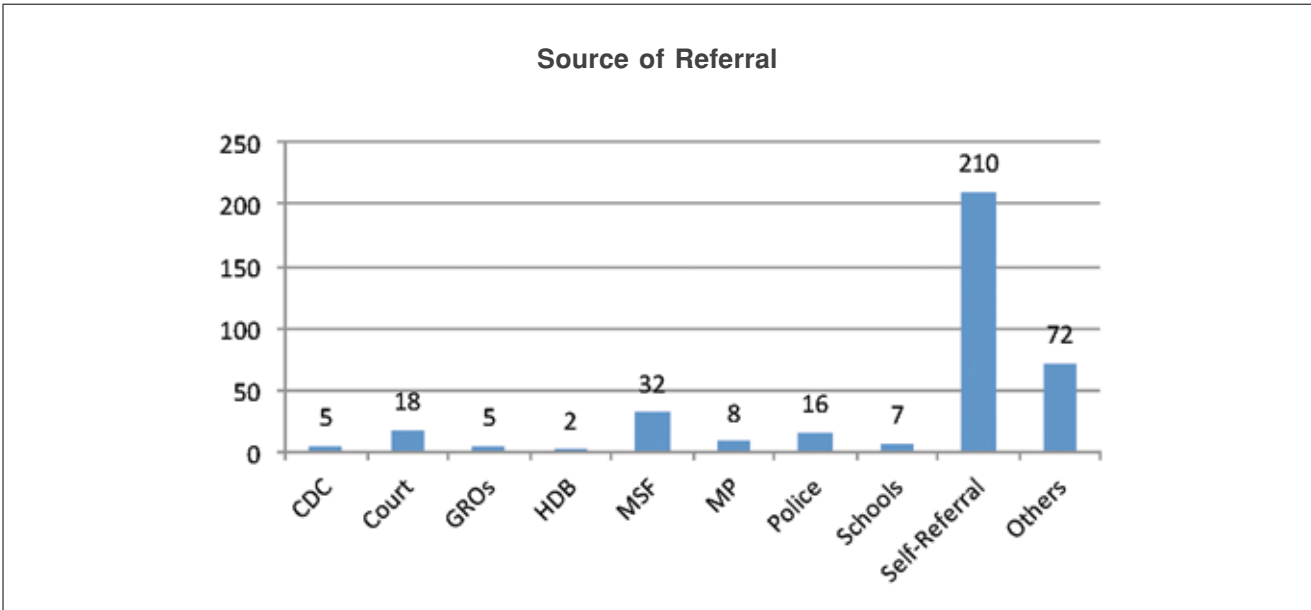
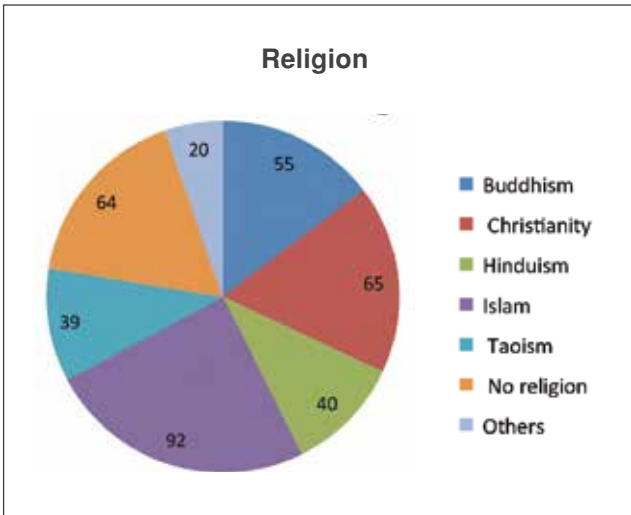
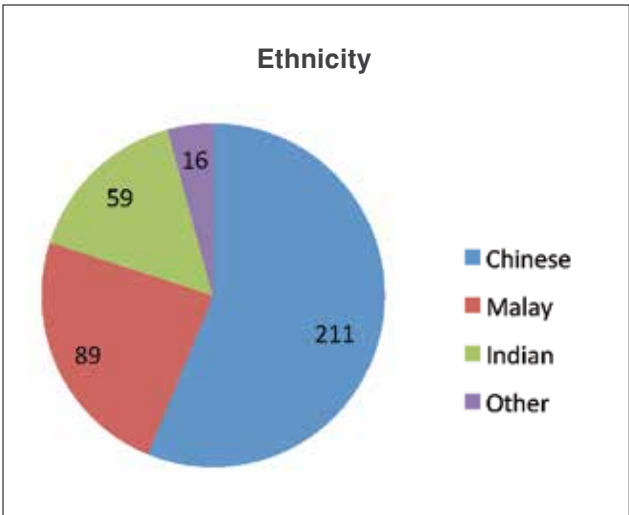
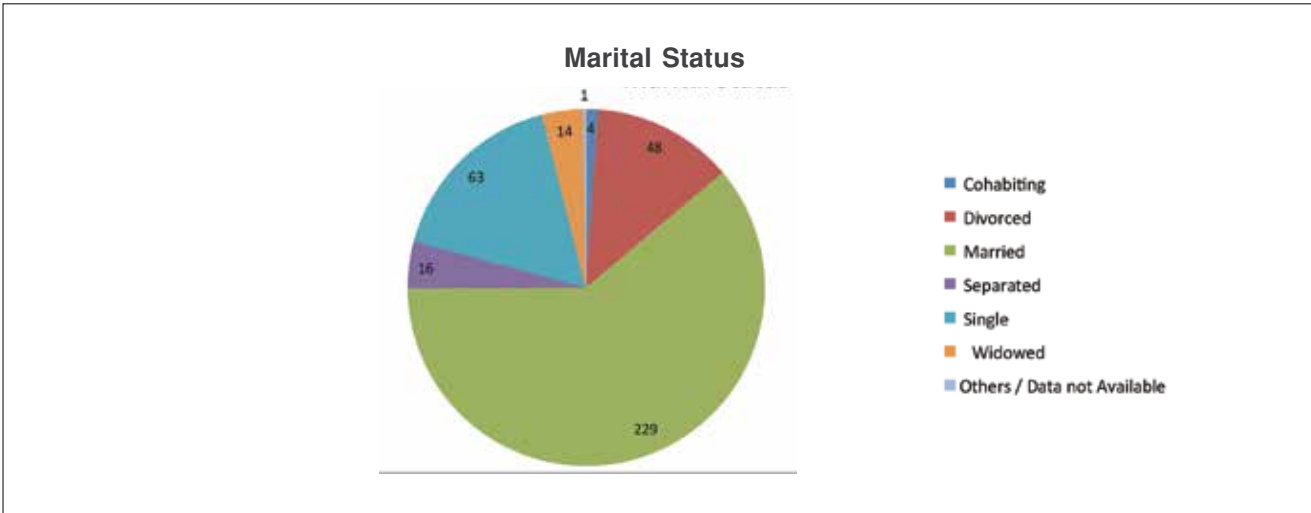
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...it has been a very steep learning curve for all the social workers to learn to navigate the multiple levels within SSNet.... with diligence and perseverance from the social work team, we are getting more proficient in using the system by the end of the financial year...

”







Working to Fulfill Hope

Pressing on with resilience

Entering the 3rd year in service, HOPE mentors continued to reach out to the young low-income families, as referred by MSF, to assess their needs and to render the necessary assistance so that these families will continue to improve in their socio-economic capacity.

Besides emotional support and counselling, the mentors also worked closely with the mentees to motivate them for change, such as upgrading their employable skills, looking for better employment opportunities, making alternative plan for children care arrangement, managing their income and expenses within their means. For those families who were struggling with crisis or chronic issues, the mentors would refer them for further support from the nearby family service centre for more intensive follow up.

The mentors would also pay home visits as well as accompanying clients to visit job fair, visit employment agencies or attend to interviews so as to provide close support for these families.

In FY17, our mentors have served 324 families and 29 families have graduated from the scheme. In FY16, our mentors have served 231 families and 43 families have

graduate from the scheme. There is 40% increase of families served in FY17.

Besides the bi-annual meet up, we have also organised two bonding activities for a total of 50 families in FY17 and 2 activities for 20 families in FY16. In FY17, we brought these families to Pororo Park in May 17 and Adventure Cove in August 17. The two activities were meant to reward those families that have sustained in employment. They also have provided the families with quality bonding time within the family as well as with other HOPE families.



In FY17

HOPE programs	Number of sessions	Number of Beneficiaries served	No of Families Graduated
HOPE mentoring	324	324 Families	29
HOPE family bonding activities	2	50 Families	-

In FY16

HOPE programs	Number of sessions	Number of Beneficiaries served	No of Families Graduated
HOPE mentoring	231	231 Families	43
HOPE family bonding activities	2	20 Families	-

Making Preparation for Lifetime Union

Building Strong Foundation for Marriage

In FY17, Sheng Hong was re-appointed as the official vendor to conduct PREP 2-hour lunchtime talks and 12-hour workshops. The Prevention and Relationship Enhancement Programme (PREP) is an evidence-based marriage and relationship education programme initiated by the Ministry of Social and Family Development (MSF) targeting at couples who are newlyweds or intending to tie the knot. The programme is aimed to help couples to build a strong foundation for their marital life.

The lunchtime talk is meant to give couples an overview on issues encountered in married life and how they can improve on their communication and listening skills. The 12-hours workshop conducted over 2 consecutive weekends allows more in-depth discussion and mini-lectures. It allows couples to have more time to reflect,

explore and discuss under the guidance and facilitation of very experienced and skilled trainers. Many of them have feedback that they have gained better insights and greater knowledge that help them to enhance their capacity in communication, resolving conflict and managing stresses which are part and parcel the reality of married life. Both the talks and workshops are conducted in either English or Mandarin to cater to couples with different language preference.

In FY17, we have successfully organised 100 lunchtime talks at the Registry of Marriage (ROM), serving 734 couples or 1468 individuals. We have also organised 5 workshops at our Centre, serving 52 couples or 104 individuals.

PREP Programs	Number of Runs	Number of couples served	Number of participants served
2-hours lunchtime talk	100	734	1468
12-hours workshop	5	52	104

“ The course is very fulfilling. It has shed some light on how to manage a relationship better. ”

“ This is a very good prep session for newly wed to understand what expects their life ‘changes’ after marriage. Trainer has covered the topic well and I certainly learnt how to communicate better in the future. ”

“ It is a very enriching learning experience. All couples who intend to get married are highly recommended to attend the workshop. ”

“ My husband and I have learnt some new skills to help with resolving future conflicts. ”



Developing A Child Holistically

Building character and self-esteem

In FY17, Hougang Sheng Hong Student Care Centre has two main focuses in program planning: firstly, to strengthen its emphasis in instilling strong sense of moral values among the children, and secondly, to ensure that our programs catering to the holistic development of the children.

Character building

Besides providing the children with supervision and a safe and nurturing environment, we see the importance of supporting working parents to reinforce positive moral values and to build good character among the children. The staff team has identified such key values as respect, caring, adaptability and mindset of excellence as key ingredients for teaching. At the beginning of each term,

our staff will share with the children the meaning of the core value. We also emphasize to the staff team to set themselves as role models for the children to emulate. We captured in photos the 'good behavior' displayed by our children and displayed these photos on the 'core value' notice board, as a way to exemplify their good behavior for others to emulate.

In addition to putting up visual cues to remind children of good behaviour, and using activities and discussion to educate and reinforce their learning, we also provide children with incentives and rewards for good and improved behavior. We see a progressive improvement in many children's behavior reflected in the way they interact with one another, as well as with staff members.

Holistic Development

In catering to the holistic development of our children, the staff team has dedicated much effort to research and to plan for many interesting and educational activities, meeting their cognitive, physical, social, emotional and psychological needs. Besides daily study and reading times, we also run English creative writing and Chinese literacy courses, workshops that enhance the learning of mathematics and science; activities that promote appreciation of arts, music and culture; outdoor games, sports, excursions and festive celebration. We run regular sessions to discuss newspaper clippings with the students, in the hope of raising their awareness of the environment, training them to think and verbalize their thoughts and ideas. We rope in the neighborhood police officer to share ways in dealing with bullying. Such sharing sessions have helped to raise the confidence level and self-efficacy of the children.



Developing capacity

We develop the thinking skills and presentation skills of our children through running regular sessions of focus group discussion. Facilitated by our Caregivers, children were asked to discuss and share their views after reading newspaper clippings or inspiring stories. Such show and tell sessions have sparked children's curiosity of what is happening around them. They become more observant. When they were asked to articulate their views and opinions, they also learnt to reflect, organize and articulate



their ideas and opinions. All these exposure will help to enhance their self-confidence and thinking capacity.

Enhancing Self-esteem

Children are also encouraged to play together, accepting one another and helping one another. For those who are weaker, we provide additional coaching through the support of staff and volunteer. For those who display undesirable behavior, we offer individual counselling. We also organize workshops for children to understand and learn how to cope with bullying. By providing relevant attention to each child, we are glad to see the improvement in most of the students' behavior.

By end of the fiscal year, we have reached the full capacity of 82 students in our Centre.

Enrolment for 2017/2018 in SCC

Total number of students served in FY17-18	104
Number of new students served in FY17-18	46
Students who received SCFA subsidy	48

Evelyn Choo, Supervisor

Hougang Sheng Hong Student Care Centre

“

Besides providing the children with supervision and a safe and nurturing environment, we see the importance of supporting working parents to reinforce positive moral values and to build good character among the children.

”

HOUGANG SHENG HONG STUDENT CARE CENTRE / FEEDBACK BY STUDENTS

We are happy that the children have enjoyed their time in our Centre. It is a home away from home. Let us hear what the children have to say about their experience at our Student Care Center.

I was very anxious when I started with Hougang Sheng Hong Student Care Centre last year November 2017. Ms Eve cheered me every day. When I was teased for no reason, Mdm Chashma comforted me. Now no one teases me. The home cooked food is always delicious and is still warm when I have my lunch. We get to choose either indoor or outdoor activities. There are many different toys in the center. Some toys will test my IQ level. I like doing assessment books during study time after I had completed my school homework.

Yu Chen, 9

I sat beside someone who is afraid of loud noise. Mdm Chashma explained to me that for her to overcome her fears she will speak to herself. I know she is very unique and I got used to her. Sometimes, she will cry and I show my concern for her by caring for her. If other friends speak to her loudly, I will tell them to speak softly. I know that she is different and I learn to be kind to her and also learn to adapt myself to the situation.

Jeremy, 10

The first thing I like about Hougang Sheng Hong Student Care Centre is because I can make friends from different schools beside my school. It is my hobby to make new friends. The second thing is that the cook provides a variety of delicious lunch and fruits. The last thing is that the caregivers really put in a lot of effort to care for us and they also guide us in our school homework when we are unsure of certain questions. This greatly helps us.

Jing Xuan, 11

I like this center as I have many helpful, kind teachers and friends. I get to eat healthy home cooked meals that are delicious. I get to study in a good study environment. We have an equal number of study times and play time. We get to go out and play if the weather is good. The teachers are fair to everyone in the center. I really enjoy coming to the center.

Sufeia, 11

There are many volunteers in Hougang Sheng Hong Student Care Centre. Few days ago, some CHIJ students came and taught us incredible fun games which I enjoyed very much. These games were conducted after our study time so that I would not feel bored but as happy as a lark.

Xiao Qian, 11

The whole student care center is very clean including the toilets. I feel very happy to be surrounded by my friends.

Le Ping, 11

Outing is one of my favorite events in the student care. I can learn a lot from all the outings. Sometimes we do receive gifts from the volunteers after the outing. We will have to do journal writing on the following day on the fun that we had. I appreciate the time and effort from the caregivers and supervisor for organizing all the events and outings for us.

Nessa, 12

HOUGANG SHENG HONG STUDENT CARE CENTRE / REFLECTIONS BY VOLUNTEERS

Besides the efforts made by the dedicated team, many of our programs and activities will not be successfully carried out without the support of many volunteers and community stakeholders. They have offered invaluable support. We have captured some of their feedbacks below:



I enjoy the personal interaction with the students, teachers and other volunteers in the Centre, knowing that I can make an impact on someone, even if it is just one person or just one small difference.

I have the chance to learn new things and meet new people while giving back to the community. I feel very happy to be able to use some of my skills, knowledge and personal experience to help these kids. Motivating the students to achieve up to their potential is very enriching. Guiding these children to acquire good moral values is fulfilling to me. Having fun cheering and inspiring them as well as seeing them smile and their eyes sparkle makes my day.

Volunteers are not paid -- not because they are worthless but because they are priceless. My role as a volunteer teacher has given me a sense of pride and identity. The better I feel about myself, the more likely I am to have a positive view of my life and future goals. Moreover, volunteering teaches me to be grateful for the things I take for granted in life and widens my perspective on how lucky I am.

Madam Wong Way Sim, 61,
Retiree An active volunteer since 2014

My volunteer experience in Sheng Hong has truly been a fruitful one as I have learnt much from the caregivers and the students over a period of 6 months. The center has a very efficient system in supervising and ensuring order and safety of the children. The implementation of assessment books and giving them a sufficient amount of breaks and playtime gives the students a sense of discipline. Despite just being a volunteer, I feel belonged here because the team of caregivers and their supervisor are very friendly and welcoming of any suggestions to improve the students' learning. I appreciated their quick implementation of the suggestions I gave as the team is very oriented in ensuring the children are given the most conducive environment to study.

What I truly appreciate from this experience is the trust the caregivers have entrusted upon me in handling the lower primary students. Their trust on my ability to handle the children has allowed me to experience and learn more when it comes to teaching the kids and marking their books. This experience has only further enhanced my passion for teaching.

Harini, 19, NUS Student
Volunteer from Feb to July 2018

Embarking on this eight-month long Service Learning Project has indeed been an extremely interesting and enriching journey for us. Although initially we were off to a rough start, we gradually found ourselves warming up to the students, and vice versa, through a variety of activities, such as team building exercises like Water Cascade and Marshmallow Tower Building, creative cultural crafts such as Koinobori and Dream Catcher Making, Science activities like Slime and Cell Model Making, and of course enrichment activities like self-designed Science worksheets and Japanese language learning. The students were highly inquisitive and playful participants and were, most of the time, willing to engage with us. It is safe to say that both the children and ourselves have benefitted and learnt much and from this experience. We have improved on our conflict management and social interaction skills, enjoyed ourselves tremendously in the process, and developed a sense of respect and camaraderie with each other. All in all, having the opportunity to interact, tutor and play with the students at Hougang Sheng Hong Student Care Centre was a privilege and enjoyable process for us, and we hope that it was equally as fun and educational for them as well.

***Hwa Chong Students
Actively involved from Aug 17 to Apr 18***

It has been really great working with you and the teachers at Sheng Hong Student Care. The teachers are really kind, friendly and supportive. The kids are really adorable, amazing and unique individuals and sometimes they do wow me with their drawings, origami and ideas. I always find that the kids have a charming motivation to do their work and they appreciate the volunteers helping them. The time I spend in Sheng Hong Student Care passes by very quickly and I feel very fortunate to be a volunteer.

***YSL, 41, Business Development Manager
An active volunteer since Oct 2017***

I thoroughly enjoy every second of my time at the center and am extremely grateful for the opportunity to help give back to the community. Both the children and the teachers were very welcoming to me during my first few sessions, allowing me to become more comfortable and fit in with everyone. I've loved helping the children with their homework and while it is not always easy teaching difficult questions to the children, it is very rewarding to see them eventually understand the concept.

***Abigail, 19, ex-RJC student
Volunteer from Feb to May 2018***

It has been a happy experience for our artist and volunteers. We hope the acrylic art workshop is fruitful to the children too.

***UOB employees
Have conducted an art workshop with our children on 21 July 2017***

Make a Difference in the Lives of Our Children

Together we build the future generation



At MacPherson Sheng Hong Childcare Centre, we are committed to provide children with quality education, and equip them with the knowledge, skills, dispositions and values that lay the foundation for life-long learning. Having been in operation for the past 13 years, we have been constantly challenged to review our curriculum from time to time, in order to align to the latest recommendations by ECDA.

Achieving a Milestone

2017 was a dynamic and successful year for MacPherson Sheng Hong Childcare with significant accomplishments of being accredited with SPARK certification as well as

accredited as 'Healthy Pre-school' under Healthy Meals in Pre-school Programme (HMPP), an initiative by Health Promotion Board (HPB).

SPARK is a quality assurance framework that serves as a benchmark for preschools in providing quality care and pre-school education. We are blessed with a team of supportive staff who have worked tirelessly in implementing progressive changes in the curriculum, pedagogy, as well as in designing the learning environment. The attainment of SPARK is an affirmation of the quality of our curriculum, as well as the professional capacity of our team of teachers and staff.

“

We believe that the meaningful collaborative efforts between staff, parents and the community will provide an important ecosystem to support the healthy growth and positive development of our students.

”

The Healthy Meals in Pre-schools Programme (HMPP) seeks to raise awareness of healthy eating among pre-schoolers and shaping their food preferences at an early age. We intentionally serve food with low fat, sugar and salt. We purposefully incorporate in our daily menu with food from the four main food groups – brown rice, wholemeal bread, meat and dairy products, vegetables and fruits. We are happy to see that many children have adopted healthy eating habits. The meal the centre provides has helped students receive the nutrients necessary for their growing needs.

Curriculum Enhancement

Much as we are very encouraged to be SPARK and HMPP certified, we continue to strive to enhance our curriculum to better suit the learning needs of our students and also prepare them well for the formal education in future. In 2017, we have sought advice and inputs from various experienced early childhood educators in reviewing our curriculum and teaching approaches. Our teachers have gone through a number of in-house workshops to pick up knowledge, skills and ideas in teaching various subjects. In early 2018, we have adopted new curriculum in teaching phonics, mathematics and music. We are going to pilot the ‘Project Approach’ with our K1 children in the later part of 2018. Through project works, we hope to train our students ways to collect, analyse, organise and



present information. Students will learn how to develop self-directed learning skills as well as teamwork skills. These are critical skills for their learning in future.

Parents as Close Partner

Parents are the most critical partners in educating a child. We keep parents informed on the progress and development of their children. Our teachers are in close and regular contacts with the parents. Whenever possible, we would invite parents to participate in the centre activities with the children. We see the importance to have more opportunities for parent-child bonding. Therefore, we have also created many opportunities to have parents spending time with the children in the centre, for instance, our termly ‘Bond with Your Child’ Day, Open House and other festive celebrations. We are very encouraged to see more and more parents turning up to spend a meaningful day with their children and teachers during such occasions.

Community Collaboration

In FY2017, we have worked closely with many community partners whose rich resources have helped to enhance the learning experiences, not only our young ones but their parents as well. Some of the highlights included





workshops conducted by Health Promotion Board (HPB), such as Active Together, Kidz Zumba, Hygiene Talk and Healthy Food Adventure; and the talk given by the Singapore Kindness Movement, sharing with parents the importance of inculcating the virtue of kindness to the children and ways to do that. Our children have also participated in the 'PLAYtime! Series', an art programme specially developed by the Esplanade Co Ltd for pre-schoolers.

New Potentials

As Sheng Hong is developing an eldercare facility within the proximity of the childcare centre, we believe there will be plentiful opportunity for our children to learn how to show care and kindness towards the seniors in the near future. With that, we will be one of the few age-integrated centres available in Singapore. We are looking forward to have opportunity for inter-generational interaction between the young and the olds and our children will learn to be kind, caring and respectful towards the elderly.

Research has shown that young children experience their world through relationships. The quality and stability of relationships a child experiences in the early years provide a very important foundation for many critical

developmental outcomes seen later in lives. We believe that the meaningful collaborative efforts between staff, parents and the community will provide an important ecosystem to support the healthy growth and positive development of our students. We strongly believe that, together, we can make a significant difference in the lives of our children.

Wendy Tan, Principal

MacPherson Sheng Hong Childcare Centre

Total Number of new enrolments in FY17-18	49
Total Number of children enrolled in FY17-18	198
Total Number of children left in FY17-18	62
Average Number of children per month in FY17-18	153
Percentage of children receiving additional subsidy in FY17-18	57%



Empowering Seniors to Make **Informed** **Decisions**

From Awareness to Action



Life Point entered its 5th year of service in FY17. 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, we continued to organise a range of activities to enhance the psychosocial well-beings, to raise the self-esteem and to enrich the meaningfulness of life among the seniors.

Public Education for Awareness, Acceptance & Action

In FY17, Life Point continued its efforts in educating seniors to understand the various legal instruments related to end-of-life matters. We have successfully held 107 educational talks on End-of-Life matters attended by a total of 2364 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 45 LPA talks and reached out to 1232 participants. 84% of those who have attended the talks have indicated better awareness of LPA and its benefits. 78.3% have decided to register for LPA, a very positive indications on the effectiveness of such public education activities.

The breakdown of the talks is shown below:

Topic	No. of runs	No. of participants
Lasting Power of Attorney (LPA)	45	1232
Will Making	20	408
Advanced Care Planning (ACP) & Advanced Medical Directive (AMD)	17	290
Entering Fourth Age (E4A)	17	353
Grief and Loss	6	67
Human Organ Transplant Act (HOTA) & Body Donation	2	14
Total	107	2364

At Life Point, we do not only educate and share information with seniors; we assist seniors to act on the acquired information as many seniors need support on that. For instance, after talk presentation, we will assist seniors to apply for Lasting Power of Attorney, making an Advanced Medical Directive or making a Will. In FY17, we have helped 983 seniors to move from awareness to action.

Certification & Issuance	No. of participants
Lasting Power of Attorney (LPA)	730
Making a Will	96
Advanced Care Planning (ACP)	80
Advanced Medical Directive (AMD)	77
Total	983



Workshops to Reminiscent, Review Life and Plan for Good Leaving

We conducted a total of 16 runs of workshops, with 118 participants. Workshops were held at Life Point as well as at the site of collaborating agencies such as REACH Seniors Centre, MWS Wesley Senior Activity Centre, Life Edu Services, SASCO Hong San and Pacific Senior Activity Centre. We are very encouraged by the positive feedback from the participants. Many seniors share that the workshop has provided them a safe platform to share and probe such personal, sensitive but important subject.

'Life Review' Workshop facilitates seniors to have greater acceptance of their past and be more positive towards life. 93.8% of the participants indicated that they have benefited from the life reflection process and 65.3% have reported increase in life satisfaction.

'Towards a Good Death' workshop educates senior to be more accepting towards death and dying. 92.7% of participants have gained greater acceptance towards death and dying after attending the workshop. 88.4% of them have become more comfortable to talk to their family/friends on death related matters.

Workshop	No. of run	No. of participants completed workshop	Outcome Impact
Life Review	8	49	46 seniors benefited from life reflections 44 seniors developed more positive mindset towards life
Towards a Good Death Workshop	8	69	64 seniors gained greater acceptance towards death related matters. 61 seniors gained skills in communicating death related matters to friends/family
Total	16	118	



Active Engagement for Living well and Embracing Life

Besides assisting seniors to plan for end-of-life matters, we believe in the importance for seniors to lead a happy and meaningful life as much as possible. Through a spectrum of activities, we actively engage the members of Life Point as well as seniors from the community. By end of FY17, our membership has grown to 501. We have organised many educational and social activities throughout the year, such as mobile phone workshops, movie screening, mooncake making, Chinese drumming workshop, and Dementia toolkits preparation. We are thankful for the support of many community partners, such as People's Association, Big Heroes and Dignity Kitchen, as well as many senior volunteers who helped to run the various members' gatherings.

Special Program

Date	Event	No. of participants
14 May 2017	Mother's day concert at Esplanade	37
25 July 2017	Mobile Phone workshop by NUS Rotaract Club	24
7 September 2017	Silver Arts Festival 2017 – Movie screening	25
26 September 2017	Mooncake Making cum lunch at Dignity Kitchen	37
22 November 2017	Big Heroes Event @ Marina Bay Sands	17
20 December 2017	Chinese Drumming Workshop	22
8 March 2018	Movie screening – “The Road Home”	28
Total	7	190

Members' Gathering

Activity Type/Name	Total No. of sessions	Total No. of Attendance
Monthly Birthday celebrations	12	363
Health Talks	4	175
Financial Literacy talk	1	30
Oldies with friends	12	229
Keeping Active Mind with Rummy O	15	299
Chat Room	3	89
Total	47	1185





We continued with our mission of supporting seniors to ‘live well’ and ‘leave well’..... Besides assisting seniors to plan for end-of-life matters, we believe in the importance for seniors to lead a happy and meaningful life as much as possible.



Learning Courses

Besides organising regular activities to engage our members, we have also conducted the following courses to engage seniors in the community, partly to promote healthy and active aging, partly to generate seniors' interest in other Life Point core services.

Two students under the Diploma of Applied Drama program of Singapore Polytechnic have done a four-

month internship with Life Point. In spite of their young age, they have built very good rapport with the seniors. They have also introduced a new workshop with the use of drama to enhance the confidence and self-esteem of seniors. Through discussion, sharing and role plays, the seniors became more aware of social issues and they were more confident in expressing their views.

April to May 2017	Making New Friends Workshop	14
April to June 2017	Hanyu Pinyin Course	14
April 2017	Upper Limb Injury Prevention Course	20
May 2017	Lower Limb Injury Prevention Course	20
July 2017	Mindfulness Course	17
July to September 2017	Hanyu Pinyin Course	15
July 2017	Healthy Spine Course	15
August 2017	Upper Limb Injury Prevention Course	19
November 2017	Lower Limb Injury Prevention Course	19
November 2017	Autobiography Workshop	9
December 2017	Applied Drama Workshop	13
Total	11	175

Number of senior volunteers	35
Total Number of volunteering sessions in FY17-18	169
Total Number of volunteering hours in FY17-18	1294

Senior Volunteerism

We believe that seniors are endowed with assets and strength. Therefore, we have created many platforms for seniors to share their knowledge, skills and experience. Some seniors are encouraged to volunteer to organise members' gathering and to lead interest groups, such as Sudoku, oldies and Reading Club. Others are roped in to help to organise birthday celebration for Life Point members, to assist in verifying documentations for LPA application or acting as witnesses for AMD signing. Still

some have contributed as Care Ambassadors by making regular phone calls to engage inactive and homebound members. Through active participation and involvement, many seniors have found their lives more meaningful and enriching.

Liau Yi Fang, Manager
Life Point

I am grateful & fortunate to be in a safe & peaceful environment. Though I am busy day in and day out with work, but really, there is always a sense of happiness in reaching out & helping others in one way or another.

***Olive Siok, 51 years old
an active volunteer in supporting Lasting
Power of Attorney certification***

As a volunteer, I felt useful; and not as a retiree with no purpose in life. I felt happy being able to help others. I am thankful that Life Point gives me this volunteering opportunity, not rejecting me even though I am a dialysis patient.

***Bee Beng, 66 years old
a volunteer who supports Advance Medical
Directive making***

The volunteering experience has kept me more aware of the social issues around me. I met many people. I have the opportunity to see life through other lenses. It keeps my mind active.

***Esther Tan, 62 years old
a volunteer who supports Lasting Power of Attorney application***

Hougang Sheng Hong Family Service Centre Staff



Back row (from left)

Tan Teck Hui, Kenneth Lim, Steven Tham, Amelia Ching, Nagoor Mohideen, Tan Soon Tee, Chow Yin Ying, Muhammad Fatihah

Middle row (from left)

Arie Suriani, Chong See Mun, Daisy Ngai, Sara Tan, Fathima Shafeeka, Yong Shu Kuan, Dennis Ng

Front row (from left)

Lim Swee Kee, Wong Mei Hua, Low Yiing Jia, Esther Malar, Ng Shiuh Shuen, Choong Chee Seng

Absent: Pang Yan Chyun, Sivakumar

Hougang Sheng Hong Student Care Staff



(from left)

Chashma Taufiq, Ong Yam Neo, Brenda Lim, Evelyn Choo, Cynthia Ong, Ng Siew Hong, Goh Back Ching

MacPherson Sheng Hong ChildCare Centre Staff



Back row (from left)

Panistante Hansel Layona Villadores, Huang Xueping, Ng Yen Hwa, Nay Chi Win, Gao Yuan, Lim Puay Hiong, Chen Lijuan, Li Hongshan, Zhu Meizhen, Lee Ang Keok, Didi Tjua, Yeow Lai Cheng, Ramachandran Kavitha, Chen Bilian, Yong Siew Kee, Tan Bee Nan, Yong Siew Kwee, Shathiyavanie d/o Palanisamy, Wong Swee Geck, Ng Poh Choo

First row (from left)

Zaliha Binte Ibrahim, Ann Jee Too, Alvarez Ma Stella Gabutan, Charlene Mariano Mistas, Aw Wai Leng, Wendy Tan Li Keng, Zhang Pei, Zhang Ai Hua, Tan Siew Wai, Grace Caliba Buagas, Capiral Mary Rose Rivera

Absent: Zhang Wen Ping, Peh Jock Oon

Life Point Staff



(from left)

Xu Jianbin, Mao Peter, Choo Kin Cheong, Liao Yi Fang, Lok Huey Chuen, Kelly Kok

Absent: Nick Lim

LIST OF EMPLOYEES (FROM 1 APR 2017 TO 31 MAR 2018)

Executive Director	Woo Lai Kwan Sara	
Operation Manager	Ngai Yin Ming	
Human Resource Manager	Choong Chee Seng	
Admin Assistant	Tan Soon Tee	
Admin Assistant	Ching Ah Wah	
Asst Director	Tham Chee Kin	Till 23 Mar 2018
Lead Social Worker	Chong See Mun	
Assistant Senior Social Worker	Ng Shiuh Shuen	
Assistant Senior Social Worker	Pang Yan Chyun	
Assistant Senior Social Worker	Yong Shu Kuan	
Assistant Senior Social Worker	Sivakumar s/o Kala Muthu	
Assistant Senior Social Worker	Lim Yong Huat Kenneth	
Social Worker	Nagoor Mohideen Fatimah d/o Abdul Gani	
Social Worker	Tan Teck Hui	
Social Worker	Esther Malar d/o P Sammuvel	
Social Worker	Andy Ang Hock Beng	Till 5 Jul 2017
Counselor	Low Yiing Jia	
Counselor	Fathima Shafeeka Mohamed Faris	
Counselor	Wong Mei Hua	
Counselor	Chow Yin Ying	
Social Work Associate	Muhammad Fatihah bin Mohamad Seh	
Social Work Associate	Arie Suriani Binte Muhammad Azmi Kuan	Till 28 Feb 2018
Social Work Associate	Ng Hock Beng	
Social Work Associate	Lim Jia Xin	From 1 Mar 2018
Cleaner (FSC)	Lim Swee Kee	
SCC Supervisor	Ng Lai Yoong	Till 4 Jun 2017
Supervisor	Choo Fei Ling Evelyn	From 3 Jun 2017
Caregiver	Chashma Taufiq	
Caregiver	Ong Gek Choo	
Caregiver	Lim Siew Cheng	
Caregiver	Chee Hwee Sian Denise	Till 28 Jul 2017
Caregiver	Ng Siew Hong	Till 31 Mar 2018
Temp Caregiver	Choo Jun Wei	From 26 Mar 2018
Cook (SCC)	Ong Yam Neo	
Cleaner (SCC)	Goh Back Ching (Part-time)	
Manager	Liau Yi Fang	
Assistant Senior Social Worker	Choo Kin Cheong	
Assistant Senior Social Worker	Xu Jianbin	From 1 Oct 2017
Social Worker	Peter Mao	
Counselor	Lok Huey Chuen	
Program Coordinator	Kok Soon Heng	
Admin Assistant	Lim Jit Haur	

Principal	Tan Li Keng Wendy	
Vice Principal	Aw Wai Leng	
Accounts Executive	Tan Siew Wai	
Admin Assistant	Ann Jee Too	
Head Teacher	Zhang Pei	
Senior Teacher	Charlene Mariano Mistas	
Senior Teacher	Shou Hui Jiu	Till 31 May 2017
Senior Teacher	Zhang Aihua	
Assistant Senior Teacher	Alvarez Ma Stella Gabutan	
Childcare Teacher	Li Hong Shan	
Childcare Teacher	Chen Bilian	From 30 Jun 2017
Childcare Teacher	Dong Yali	Till 6 Oct 2017
Chinese Teacher	Zhang Wen Ping	From 23 Aug 2017
Childcare Teacher	Gao Yuan	From 1 Nov 2017
Chinese Teacher	Chen Lijuan	
Chinese Teacher	Wang Jiren	Till 30 Jun 2017
Chinese Teacher	Zhao Shouzen	Till 31 Mar 2017
Chinese Teacher	Zhong Lei Ling	Till 31 Jul 2017
Chinese Teacher	Zhu Meizhen	
English Teacher	Chua Bee Hua	Till 19 May 2017
English Teacher	Jaslyn Moroscallo Delos Angeles	Till 31 May 2017
English Teacher	Ramachandran Kavitha (Part-time)	
English Teacher	Capiral Mary Rose Rivera	
English Teacher	Grace Caliba Buagas	
English Teacher	Nay Chi Win	
Childcare Teacher	Thalangama Millagahawattage Samurdhi Gayana Apekshi	Till 7 Apr 2017
Childcare Teacher	Mumtaz Begum Bte Abdul Majeed	Till 23 May 2017
Childcare Teacher	Shathiyavanie d/o Palanisamy	From 12 Jun 2017
Childcare Teacher	Panistante Hansel Layona Villadores	From 7 Sep 2017
Senior Asst Teacher	Huang Xue Ping	Promoted on 1 Jul 2017
Assistant Teacher	Lim Bin Khoon	Till 1 Jun 2017
Assistant Teacher	Immanuel Jayasingh Jemimah Iline	Till 22 Jan 2018
Childcare Assistant	Zaliha bte Ibrahim	
Childcare Assistant	Ng Poh Choo (Part-time)	
Childcare Assistant	Ng Yen Hwa	
Childcare Assistant	Lee Ang Keok	
Childcare Assistant	Lim Joke Chin	Till 11 Aug 2017
Bus Attendant cum Childcare Assistant	Lim Puay Hiong	
Cook (CCC)	Yong Siew Kee	
Cook (CCC)	Didi Tjua	
Bus Attendant	Wong Swee Geck (Part-time)	
Bus Attendant	Yeow Lai Cheng (Part-time)	
Bus Attendant cum Cleaner	Yong Siew Kwee	
Cleaner (CCC)	Peh Jock Ooh	
Cleaner (CCC)	Tan Bee Nan	



The best way to find yourself is to lose yourself in the service of others.

Mahatma Gandhi



We wish to express our heartfelt thanks and appreciation to all our dedicated volunteers and supporters. Their supports have been instrumental to the success of many special projects and programs. Most important of all, because of their actions, they have made someone's life better.

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Serangoon Secondary School
Singapore Management University
UOB Bank
Yu Ying Secondary School

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Paya Lebar Kovan Grassroots Organisations
Singapore Polytechnic
Social Service Office @ Hougang



What is the essence of life? To serve others and to do good.



Aristotle

Individual Volunteers

Abigail Yeow
Abigal Tan
Aishwarya Goyal
Ang Bon Kee
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Ang Bon Kee
Anna Wong
Bryan Tan Teck Jie
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Wong Yoke Sim Peggy
Yak Yuen San
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Yeo Yong Quen
Zhou Yueping

“ Generosity consists not the sum given, But the manner in which it is bestowed. ”

Mahatma Gandhi

We sincerely thank all our funders, donors and sponsors for their financial support and generous gifts which allow us to continue our mission of service.

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Lorong Koo Chye Sheng Hong Temple Association
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Society Of Sheng Hong Welfare Services

(UEN : T00SS0066C)

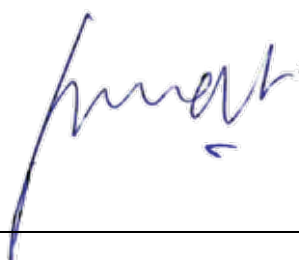
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Year ended 31st March 2018

Statement by the board of management committee

We, Ling Kin Huat, Tan Thiam Lye and Tan Eng Wat, 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 2018 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



TAN ENG WAT
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 2018, 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 2018 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.

During the course of our audit, nothing has come to our attention that causes us to believe that during the year the Charity has not used the donation moneys in accordance with its objectives as required under Regulation 11 of the Charities (Institutions of a Public Character) Regulations.



CHEW WHYE LEE PAC

Public Accountants and Chartered Accountants Singapore

Dated: 29th June 2018

Statement of financial position

	NOTE	2018 S\$	2017 S\$
ASSETS			
Non-Current Asset			
Property, plant and equipment	3	326,634	217,907
Current Assets			
Trade and other receivables	4	91,275	285,376
Cash and cash equivalents	5	4,375,101	3,991,468
		4,466,376	4,276,844
Total Assets		<u>4,793,010</u>	<u>4,494,751</u>
FUNDS AND LIABILITIES			
Restricted fund	6	2,561,077	2,407,176
Unrestricted fund	6	2,003,788	1,849,036
		4,564,865	4,256,212
Current Liabilities			
Trade and other payables	7	168,363	168,282
Special funds	8	59,782	70,257
		228,145	238,539
Total Funds And Liabilities		<u>4,793,010</u>	<u>4,494,751</u>

Statement of financial activities

2018

	Unrestricted Funds			Restricted Funds		
	Society Of Sheng Hong Welfare	Hougang Sheng Hong Student Care Centre	Macpherson Sheng Hong Childcare Centre	Lifepoint	Hougang Sheng Hong Family Service Centre	Total
	S\$	S\$	S\$	S\$	S\$	S\$
Income						
Voluntary income	438,853	-	-	5,030	910	444,793
Funds generating activities Other income	878,353	255,578	1,515,135	310,720	1,822,899	4,782,685
	3,727	3,624	40,568	3,677	34,275	85,871
Total income	1,320,933	259,202	1,555,703	319,427	1,858,084	5,313,349
Expenditure						
Cost of charitable activities	225,564	292,128	2,190,782	530,084	1,690,524	4,929,082
Governance costs	4,848	6,004	39,778	11,325	13,659	75,614
Total expenditure	230,412	298,132	2,230,560	541,409	1,704,183	5,004,696
Surplus / (deficit) for the year	1,090,521	(38,930)	(674,857)	(221,982)	153,901	308,653
Transfer between funds	(713,787)	38,930	674,857	-	-	-
Transfer between funds	(221,982)	-	-	221,982	-	-
Net surplus for the year	154,752	-	-	-	153,901	308,653
Total funds brought forward	1,849,036	-	-	-	2,407,176	4,256,212
Total funds carried forward	<u>2,003,788</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>2,561,077</u>	<u>4,564,865</u>

Statement of financial activities

2017

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

Statement of cash flow

	NOTE	2018 S\$	2017 S\$
Cash Flows From Operating Activities			
Surplus / (deficit) for the year		308,653	(540,660)
Adjustment for :			
Depreciation of property, plant and equipment		121,542	136,873
Fixed deposit interest received		(5,715)	-
		424,480	(403,787)
Trade and other receivables		194,101	(207,338)
Trade and other payables		81	19,450
Special funds		(10,475)	(32,920)
Cash generated from / (used in) operations		608,187	(624,595)
Net Cash Inflow / (Outflow) From Operating Activities		608,187	(624,595)
Cash Flows From Investing Activities			
Purchase of property, plant and equipment	3	(230,269)	(71,607)
Fixed deposit interest received		5,715	-
Net Cash Outflow From Investing Activities		(224,554)	(71,607)
Cash Flows From Financing Activities		-	-
Net increase / (decrease) in cash and cash equivalents		383,633	(696,202)
Cash and cash equivalents at beginning of year		3,991,468	4,687,670
Cash And Cash Equivalents At End Of Year	5	<u>4,375,101</u>	<u>3,991,468</u>