



城隍慈善基金会
Society Of Sheng Hong Welfare Services



**Together
We Grow**



Visit by Mr Sam Tan,
Minister of State,
from Ministry of Foreign
Affairs & Ministry
of Social and Family
Development and the
SSO team of Hougang
on 14 Nov 2018



MINISTER OF STATE
MINISTRY OF FOREIGN AFFAIRS
MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT
外交部兼社会及家庭发展部
政务部长

Dear Sara,
Just a short note to thank
you and your management for
hosting the visit to me and my
colleagues on 14 November 2018.
We had an engaging discussion
on the mission and operations
of Hougang Sheng Hong Family
Service Centre. I applaud you
and your team for seeing the
needs of residents through the
various programmes and activities.
Best wishes to all of you for
greater success in the years
ahead.

Warmest regards,
Sam Tan
Sam Tan Chia Song
19.11.2018

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

LING KIN HUAT, PBM

President, Society of Sheng Hong Welfare Services

Moving forward, I hope to see greater synergy amongst the various centres that could translate to stronger collaboration across the different centres under Sheng Hong.



FY18 has been a challenging but fulfilling year.

The first half the year consists of many rounds of discussion and negotiation with the relevant authorities for the setting up of the new senior care centre. We are very thankful for the strong financial support given by the Ministry of Health and Sheng Hong Temple, and guidance from Agency of Integrated Care (AIC) in the building development phase. We have finalised the conceptualisation of the layout of the new senior care centre and commenced building works in the second half of FY18. We are looking forward to the completion of the new centre by mid-2019.

While demands for our Student Care service have increased, the new intake for our Childcare Centre has been slow and stagnant. It could be due to low birth rate and the expansion of MOE-kindergarten schemes. The poor intake has taken a toll on our finances and we need to look for alternative options to reduce the high deficit.

The services offered by our Family Service Centre and Life Point have been serving the community well. I am glad to see the expansion of these services and their capacity in partnering more community stakeholders.

Moving forward, I hope to see greater synergy amongst the various centres that could translate to stronger collaboration across the different centres under Sheng Hong. For instance, the possibility of having inter-generational activities between the young and the old, the collaboration between the Family Service Centre and Life Point to bring early planning for end-of-life closure to the community.

Lastly, I would like to affirm the dedication and commitment of all our staff who have worked tirelessly to serve in their various capacities and to work cohesively as a team. Our staffs are the instruments of quality service. They are the catalyst for growth and positive change for our beneficiaries. In their unique capacity, they each have contributed to make a positive difference in the lives of our beneficiaries.

Strategic Move for Service Development

SARA TAN

Executive Director
Society of Sheng Hong Welfare Services

*With a grateful heart, I thank every staff and every volunteer who have made a difference in the lives of people we serve. It is your dedication and commitment that have made **Sheng Hong** services meaningful and sustainable.*

FY18-19 was an exciting year as Sheng Hong embarked on a suite of new services.

It has been a journey of accelerated learning in developing our first purpose-built senior care centre, from the conceptualisation of its physical layout, working out the costing on building, furnishing and equipment, to manpower and service planning. We could not have done all these without the strong support and valuable advice from the Ministry of Health (MOH), the Agency for Integrated Care (AIC), and the Advisor and grassroots leaders of Sennett Estate. We are deeply grateful to the generous sharing of knowledge and experience by many experienced eldercare providers. All these invaluable inputs have enabled us to better plan our new venture, the *Sheng Hong Active Ageing Hub@Sennett*.

We continue to develop other services along the continuum of ageing planning. Besides educating seniors on Advance Care Planning, *Lasting Power of Attorney* and will-making, we are also building our capacity to offer Professional Deputy Service to support those who have lost mental capacity before making a LPA. Two of our staff have been awarded the status of Professional Donee/Deputy by Office of Public Guardian. We have also secured pilot funding to develop a new programme to support caregivers who need to apply as lay deputy. We plan to embark on Deputyship Service in the following year.



Moving forward, we are extending our efforts in ageing planning to the Hougang community which is rapidly ageing. *JOM@237* has successfully grown from an initial 20 seniors to close to 80 seniors registered for weekly ZUMBA exercise and health talks. We have started to introduce other talks, such as LPA and Will making, through collaboration with Life Point and grassroots organisations. With persistence, we believe more seniors will understand the importance of ageing planning and take action to make proper plans early.

In FY18-19, our *Family Service* team has largely settled with the use of the Social Service Net (SSNET) and started to experiment different ideas in implementing group work and community work. Our *Student Care* team has maintained a very healthy enrolment. Our *Childcare* team has embarked on new pedagogy to maximise learning so as to develop the full potential of every child. Our *Life Point* team has reached out to more external community stakeholders to bring our informative talks to benefit many more seniors.

Management Committee

Name	Designation and Appointment Date since 1/9/2017	Occupation	Past Appointments
Ling Kin Huat, PBM	President	Businessman	Treasurer (2001) President (2005 to 2017)
Lim Chwee Kim, BBM	1st Vice President	Executive Chairman	Vice President (2007) 1st Vice President (since 2009)
Ong Kuan, PBM	Vice President	Managing Director	Member (2007) Vice President (since 2009)
Soon Cheok Kah	Vice President	Director	Member (2001 & 2005) Treasurer (2003, 2007 & 2013) Vice President (since 2015)
Tan Thiam Lye, BBM (L)	Honorary Secretary	Manager	Honorary Secretary (since 2001)
Chung Kwang Tong	Assistant Secretary	Administrator	Assistant Secretary (since 2009)
Tan Eng Wat	Treasurer	Manager	Member (2003, 2007 & 2015) Assistant Treasurer (2013) Treasurer (2009 & 2017)
Sim Wai Chin, BBM (L)	Assistant Treasurer	Operations Manager	N/A
Goh Geok Choo	Member	Administrator	Member (2013 & 2017) Treasurer (2015)
Lim Chin Poh	Member	Managing Director	Member (since 2009)
Ong Aii Ley	Member	General Manager	Member (2009, 2013 & 2017) Assistant Treasurer (2015)
Soong Kok Chee	Member	Financial Consultant	Member (2001, 2003, 2013 & 2017) Assistant Treasurer (2007) Vice President (2009)
Chew Geok Hoon Jennifer, PBM	Member	Director	Member (since 2015)
Davy Teng Swee Lim	Member	Management Consultant	N/A

Honorary Advisors

Mr Desmond Choo Pey Ching	Mayor of North East District
Mr Alex Yeo Sheng Chye	Advisor to Aljunied GRC Grassroots Organisations (Paya Lebar)
Mr Lee Hong Chuang, BBM	Advisor to 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

Internal Advisors

Alex Lee Ka But, JP, BBM	Tan Tee Sea, PBM
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Internal Auditors

Mr Lim Tiam Teng, PBM	Mr Long Say Keng, Adrian
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Executive Management Team

Sara Tan Executive Director Appointed to position since 1 Nov 2012	Daisy Ngai Operation Manager Appointed to position since 1 September 2015
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Governance

Society of Sheng Hong Welfare Services is governed by a Management Committee according to its constitution.

ROLE OF MANAGEMENT COMMITTEE AS A GOVERNING BOARD

The Management Committee provides strategic direction and oversight of all programmes and services under Sheng Hong. It steers the charity towards fulfilling its vision and mission through good governance.

As part of its role, the following matters require the Management Committee's approval:

- Approve budget for the financial year and monitor expenditure against budget;
- Review and approve quarterly financial statements;
- Regularly monitor the progress of Sheng Hong's programmes

TERM LIMIT OF MANAGEMENT COMMITTEE

All office-bearers, except the Treasurer and Assistant Treasurer, may be re-elected to the same or related post for a consecutive term of service. The term of office of the Committee is two years.

Any member of the Committee absenting himself from three meetings consecutively without satisfactory explanations shall be deemed to have withdrawn from the Committee and a successor may be co-opted by the Committee to serve until the next Annual General Meeting.

BOARD MEETINGS AND ATTENDANCE

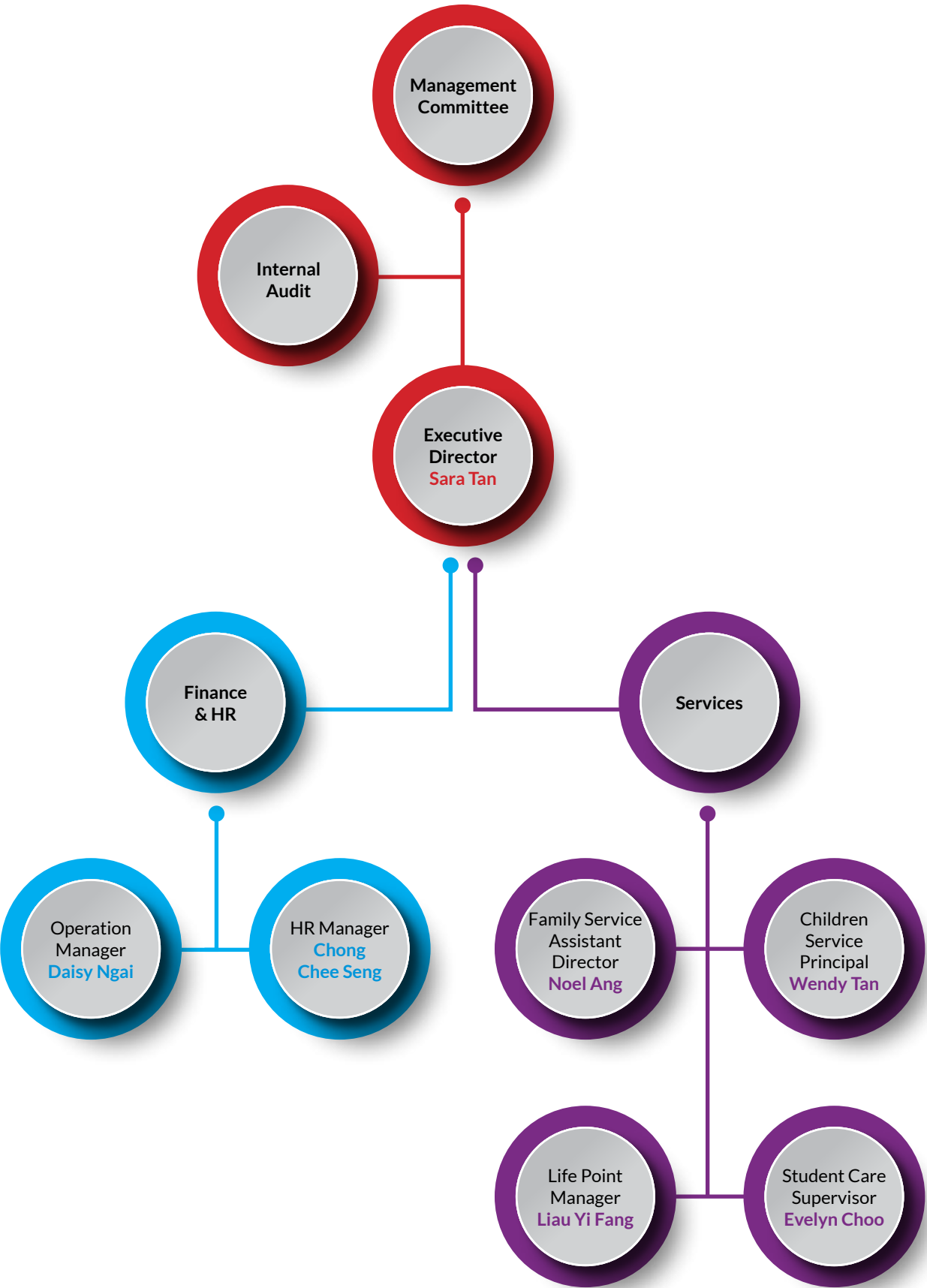
A total of four Board meetings and one AGM were held during the financial year. The following sets out the individual Board member's attendance at the meetings:

Name of Board members	% of attendance
Ling Kin Huat, PBM	100
Lim Chwee Kim, BBM	0
Ong Guan, PBM	20
Soon Cheok Kah	100
Tan Thiam Lye, BBM(L)	60
Chung Kwang Tong	0
Tan Eng Wat	80
Sim Wai Chin, BBM(L)	60
Goh Geok Choo	40
Lim Chin Poh	80
Ong Aii Ley	80
Soong Kok Chee	80
Chew Geok Hoon Jennifer, PBM	100
Davy Teng Swee Lim	100

DISCLOSURE OF REMUNERATION & BENEFITS RECEIVED BY BOARD MEMBERS

All Committee Members serve on a voluntary basis and receive no remuneration in any form in the financial year.

Organisation Structure



The Sheng Hong Story

Registered as a Society in April 2000 and gazetted as a Charity in May 2000, the Society of Sheng Hong Welfare Services (SSHWS) has been a Full Member of the National Council of Social Service (NCSS) since November 2001.

Inaugurated as the welfare arm of Lorong Koo Chye Sheng Hong Temple Association, SSHWS' main thrust is to carry out good work and welfare activities that relieve hardship and benefit society.

SSHWS was accorded the status of Institution of

Public Character (IPC) in Nov 2000. All cash donations are therefore tax-deductible.

SSHWS' Management Committee comprises of members elected according to its Constitution. Members serve on a voluntary basis and receive no remuneration in any form.

SSHWS' membership is open to all age 18 and above and who share similar aspirations 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, foster friendship and community cohesion.

Our Vision

Becoming a leading Taoist operated charity.

Our Core Values

As the nurturing quality of water cited from Dao De Jing, Chapter 8, we strive to conduct ourselves and our services with:

Empathy Compassion Integrity Excellence Strategic

道德经八章

上善若水 心善渊 与善仁 言善信 事善能 动善时

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 programme

Registered Address:	15 Arumugam Road, Singapore 409960
Correspondence Address:	Block 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
Bankers:	Overseas-Chinese Banking Corporation Limited DBS Bank Ltd Maybank Singapore Limited Hong Leong Finance
Auditors:	Chew Why Lee PAC Public Accountants and Chartered Accountants, Singapore

PREVENTION & RELATIONSHIP ENHANCEMENT PROGRAM (PREP)



PREP (Prevention and Relationship Enhancement Program) is an evidence-based marriage and relationship education programme initiated by the Ministry of Social and Family Development (MSF). It is designed to help soon-to-wed and newly-wed couples establish a firm foundation in marriage.

Sheng Hong is one of the appointed service providers for PREP. A lunch-time talk, lasting two hours, is organised on a weekly basis at the *Registry of Marriage* for soon-to-wed couples to impart the ingredients of a strong marriage. Registration fee is fully sponsored by the MSF.

Address	Block 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 Marriage (ROM)

HOME OWNERSHIP PLUS EDUCATION (HOPE) MENTORING SERVICE

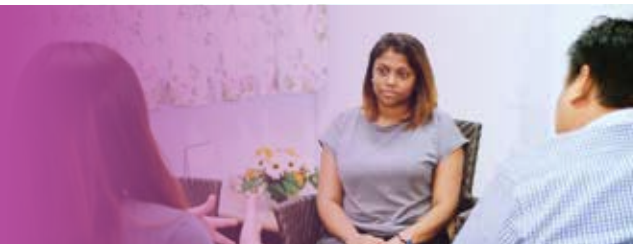


The Home Ownership Plus Education (HOPE) Scheme is first introduced by the Ministry of Social and Family Development (MSF) in 2004 to help young low-income families extricate themselves from the poverty trap. These families are provided with benefits in the form of a housing grant, utilities grant and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

Sheng Hong is appointed as one of HOPE's mentoring agencies. Professionally-trained mentors are assigned to each HOPE family and the family's strengths as well as limitations are assessed prior to the development of action plans. Such actions are also reviewed periodically. The mentoring objective is to motivate and support families to achieve financial independence and a better quality of life.

Address	Block 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 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 background.

By way of casework and counselling, the Centre helps clients with issues such as marital problems, parenting challenges, stress and mental health, relational conflicts and dispute. Organising psycho-educational, therapeutic and support groups, the Centre empowers individuals with information, insights and support network to address their challenges. The Centre also works closely with community stakeholders, in harnessing community resources, to address service gaps and clients' needs.

A token service fee is usually levied but is waived for those who had financial difficulty. Operational expenses are largely funded by the Government, ComChest and the Tote Board.

Address	Block 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

MACPHERSON SHENG HONG CHILDCARE SERVICE



MacPherson Sheng Hong Childcare Centre provides affordable, accessible, and quality early childhood education for pre-school children in a fun and secure environment. Incorporating a child-centric, play-based and experiential approach, the Centre's curriculum aims to develop each child in a holistic manner.

The Centre is housed in a two-storey building, which is conveniently located in the heart of Sennett Estate. Featuring water play, sand play, cycling, basketball and an edu-garden, the variety of outdoor activities ensures that learning is not just confined to classrooms, but can take place in nature as well.

Fees are kept affordable with additional subsidies enjoyed by those with financial constraints.

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

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 ensure that they receive basic care, and that their potential can be fully developed by way of a stimulating and enjoyable learning environment.

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

LIFE POINT



Every man's life ends in the same destination. No one can decide how life begins, but everyone has the option to plan and decide how to live his life, and spend his twilight years.

Life point believes in upholding human dignity in death. Through early and proper planning for end-of-life matters, seniors can enjoy their twilight years and have their last wishes respected.

Life Point's programmes target 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 are also organised to encourage bonding, networking, and mutual support among seniors. Operational cost is partially supported by the National Council of Social Service and Tote Board.

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

Building Strong Foundation for Marriage



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. The programme is aimed at couples who are newlyweds or intending to tie the knot. It helps couples with the task of building a strong foundation for their marital life and enhancing their skills in communication.

The *PREP* programme constitutes a 2-hour lunchtime talk. The lunchtime talk is meant to give couples an overview of issues encountered in married life and how they can improve their communication and listening skills. The lunchtime talk allows couples to have more time to reflect, explore and discuss under the guidance and facilitation of a skilled trainer. They will be able to gain insights and knowledge which will support them in with effectively communicating with their partner, conflict resolution as well as handling stresses in everyday married life. The marriage preparation programmes help couples to understand issues relating to marriage and learn skills that prepare them for a life together. The talks and workshops are available in English and Mandarin to cater to couples with different language preferences.

In FY18, we had successfully organised 100 lunchtime talks and served 574 couples. All talks were held at the *Registry of Marriage*.

Some of the feedbacks provided by participants include:



This is a very good prep session for newly wed to understand what they can expect from their life 'changes' after marriage.



Other than communication, the speaker also taught us ways which heated conversations can be avoided. That is very useful as key to resolve any arguments that may arise.



PREP Programs	Number of Runs	Number of couples served	Number of participants served
2-hour lunchtime talk	100	574	1148

Making Hope Happens



Sheng Hong has been providing *HOPE mentoring services* since 2015. It aims to engage and empower lower income families to achieve self-reliance and hence enhance their socio-economic status. Through mentoring, HOPE mentors review and assess the needs of mentees including identifying achievable objectives for skills upgrading and employability. Adequate emotional support and regular motivation are critical for positive changes to one's current well-being.

MAKING PROGRESS IN LIFE

Such changes involve professional as well as personal development. Professional development includes participation of enrichment courses in deepening or upgrading skill-sets that are relevant for employment. Similarly, for personal development, views on budgeting skills will be shared among mentees and their families on the importance of living within available means. For families laden with chronic illness or embroiled in distressed situations, HOPE mentors promptly refer the families to the nearest family service centres to provide support and intervention, if necessary.

Part of the mentors' responsibilities includes routine home visits and providing moral support. This takes the form of accompanying mentees to job fairs, recruitment agencies or job interviews to increase their likelihood of attaining employment.

It is heartening that FY18 saw improvement in the social and economic environment within our service boundary as there is a decrease of about 3% or 314 families seeking HOPE assistance as compared to 324 families in FY17. Beneficiaries, who have sustained financial, employment and relationship stability, can successfully graduate from the HOPE scheme. Graduation rate of close to 9% or 28 families was seen in FY18.

BONDING AS FAMILY

Besides the bi-annual meetings with mentees in FY18, we also organised other activities for the welfare of HOPE families. A visit to “Dignity Kitchen” was organised to accord HOPE families the opportunity to contribute to society by serving the poor and elderly. The visit helped these families to have a flavour of volunteerism. It was also a meaningful family bonding activity. Six HOPE families have benefited from this activity. We also collaborated with Morning Star Community Services to organize a seminar on “Positive Parenting”. Nine families have benefited from the seminar. The parent-participants learnt from experts on how to identify and meet the needs of pre-teens. The parent-participants also acquired a variety of strategies that they could adapt in their communication with their own children.



HOPE Programmes in FY18-19	Number of Sessions	Number of Beneficiaries Served	Graduated
HOPE Mentoring	314	314 Families	28
HOPE Family Bonding Activity	1	6 Families	-
HOPE Support Group	1	9 Families	-

Collaborative Efforts in Uplifting Lives



In FY 2018/2019, *Hougang Sheng Hong Family Service Centre* continues to provide two of our core services: Information & Referral and Casework & Counselling.

INFORMATION & REFERRAL

In FY18, we handled 284 enquiries, out of which 183 were self-referred and 160 were walk-in cases. We also saw an increase in the number of enquiries, 70 cases, received via email.

CASEWORK & COUNSELLING

With 296 cases brought forward from FY17/18 and 103 new cases opened in FY18/19, we served a total of 399 cases in FY18/19. Of the new cases, 58 cases or 56% were from self-referrals while the rest were referred by the Family Court and Child Protection Division by reason of family violence and child abuse.

After the Social Service Office (SSO) took responsibility in managing cases that are financially challenging, FSC wasted no time in devoting its resources to cases of higher personal risks and complexities. Over the financial year, the incidence of family violence had increased significantly. This became one of the reasons, apart from marital issues, that account for majority of cases handled by the FSC.

Above all, we see the emerging needs of the transnational family. These families face a myriad of issues often of chronic and complex nature. Handling these issues requires multiple approaches and partnerships with other community agencies. In this vein, we are committed to training our social workers in case management and accurate assessment through risk and safety lens. Our Social Workers also participated in various platform for inter-agency case conferencing, such as the local inter-agency network with 1-stop & SSO, the regional network with SSO, Tan Tock Seng Hospital (TTSH) & other social service organisations in the vicinity, as well as the interagency network session with Institute of Mental Health (IMH).

With complete implementation of the Social Service Net (SSNET) and Code of Social Work Practice (CSWP) frameworks, casework management processes are now streamlined. Social workers can rationalise the use of the Family and Adult Support Tool (FAST) to quantify and analyse a family's needs and strengths in formulating case plans to better address needs.



GROUP WORK

Thus far, we had conducted two runs of group work with two groups of primary school-age children. Themed Keeping Cool: an Anger Management group work for Children, each group consists of five sessions aimed at developing awareness and emotional ability in children. The group, comprising of 7-10 children, met once a week and employed the use of games, video learning and role play to facilitate engagement. This proved successful as the children were reported to have enjoyed the experience. Many of them became more conscious of how to manage negative emotion and to be capable of empathy towards others. We are happy to receive positive feedback from teachers on the children's behaviour after their attendance at our sessions.

COMMUNITY WORK

In our efforts to reach out to the rental blocks within the vicinity, we mobilised residents to support us in conducting Play Day at the void decks of these blocks on 22 June 2018. There were 19 residents recruited to assist our staff in leading games and fun activities. About 50 residents were also reported to have participated in the same event.

Next, we embarked on a new project: JOM Coffee session. This was aimed particularly at residents in the rental blocks. We adopted the initiative of first knocking at their doors; making conversations and finally having regular engagement with them. In this manner, we successfully held two community conversations on 28 September and 19 October 2018 respectively.

Similar engagement efforts also helped mobilise 50 residents from the rental blocks to participate in a block cleaning exercise. The Clean & Green Day was held in December 2018, followed by a simple party where food was shared among the residents. Despite the wide age gap between participants, spirits remained high. While picking up litter under the blocks, residents did not miss the opportunity to learn about risks associated with issues such as bird and mosquito breeding; killer litter; handling reptiles such as snakes; etc. For the occasion, NEA officials were also present to share about dengue prevention.

We continue to conduct two centre-based community support programmes in the year, namely, the KidsREAD and Toy Library initiatives. KidsREAD successfully saw participation by 43 children and 15 volunteers. Over 32 sessions, young children (from K1 to P2 levels) grew in interest and confidence in reading and conversing in English. Each session also became a good platform for the children to socialise and make friends. The success of completing this annual programme would not be possible without the support of dedicated volunteers.

Toy Library engages children through meaningful play activities. It aims to develop good parent-child bonding. Besides the weekly drop-in sessions, we organised two key activities to promote the initiative. In June 2018, we organised the Play Day event to introduce the concept of 'meaningful play' to residents. In March 2019, we initiated Kidsfambonzles where children and their parents bonded over the construction of 3D structures of famous landmarks.



In December 2018, we collaborated with different stakeholders to organise a pre-CNY special community education event – 'Keep Fit for a Bountiful Year'. The event aimed to promote community awareness on healthy living through the maintenance of an active lifestyle and balanced diet. The event has reached out to 700 participants. Participating agencies include SSO@Hougang, Agency for Integrated Care (AIC), Tan Tock Seng Hospital (TTSH) and local community partners such as Paya Lebar Wellness Centre and Fei Yue Crest@Hougang and Man Fut Tong. The special event was graced by Mr Alex Yeo Sheng Chye, the local Grassroots Advisor and supported by North East Community Development Council (NECDC).



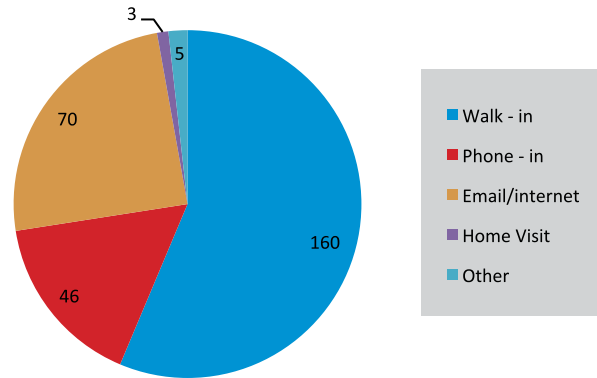
CONCLUSION

All in all, FY18 saw the FSC team gaining greater competence in the use of SSNet and CSWP framework in casework management. The team has continued to experiment the deployment of group work and community work approach to meet the identified needs of clientele. It was a rewarding year of working together with different community stakeholders in meeting the needs of the local community.

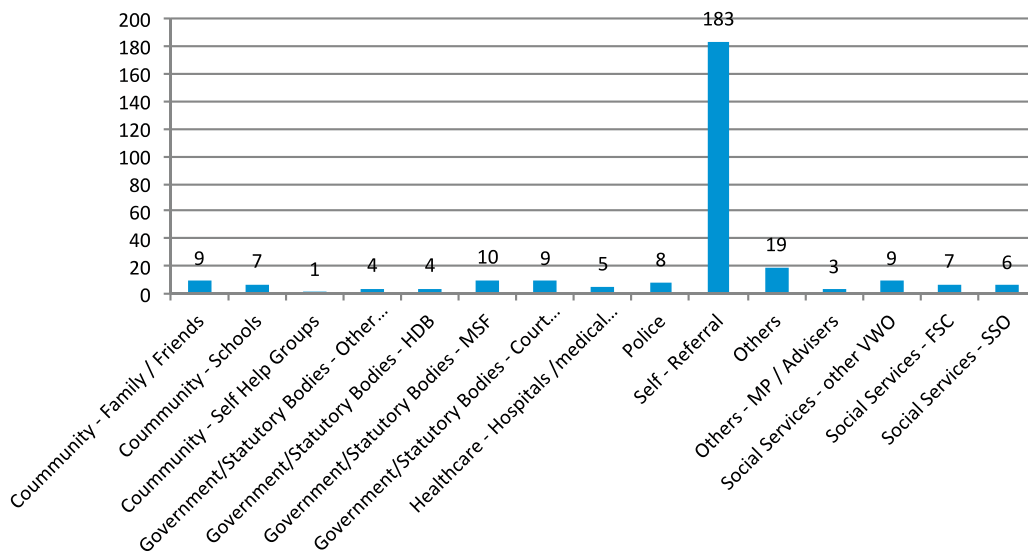
Programmes & Services	Number of Beneficiaries
Information & Referral	284
Casework & Counselling	399
Group Work	23
KidsREAD	43
Toy Library	236
Community Outreach – JOM Coffee sessions	90
Community Outreach – Play Day	50
Community Education – Clean & Green Day	50
Community Education – Keep Fit for a Bountiful Year	700

I & R

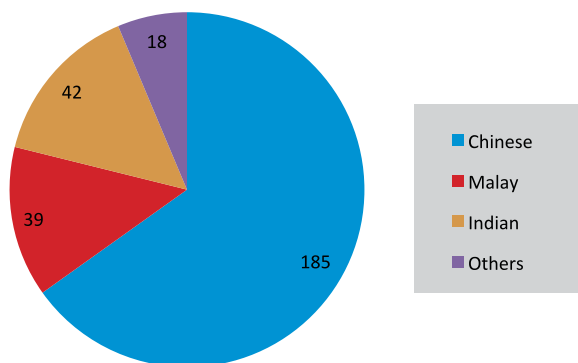
Mode of Enquiries



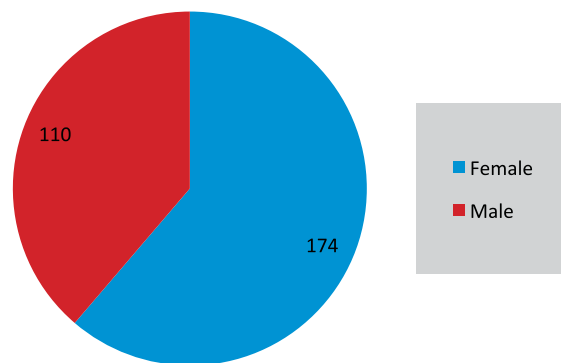
Source of Referral



Race

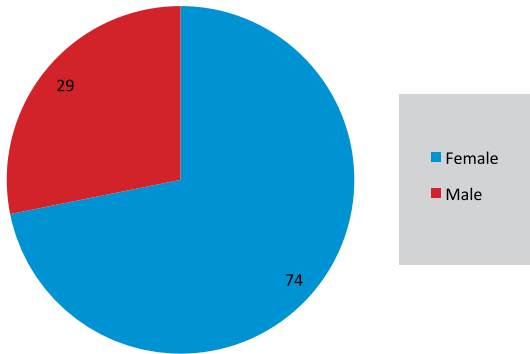


Gender

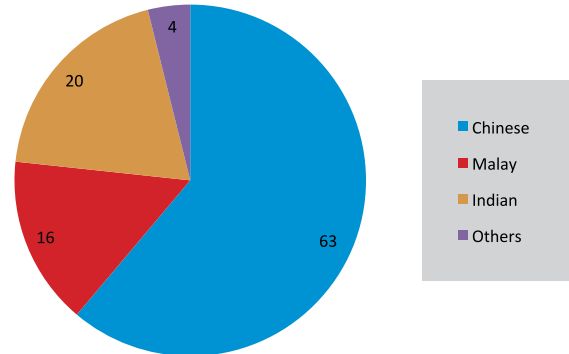


Casework & Counselling

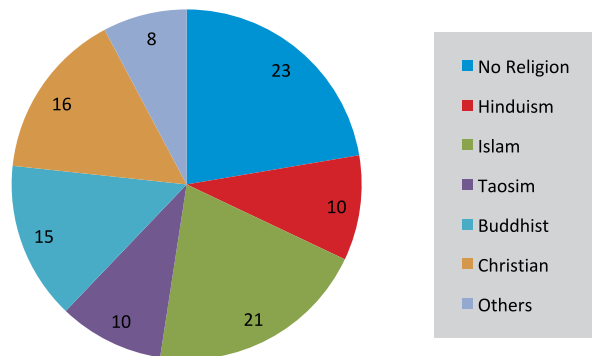
Gender



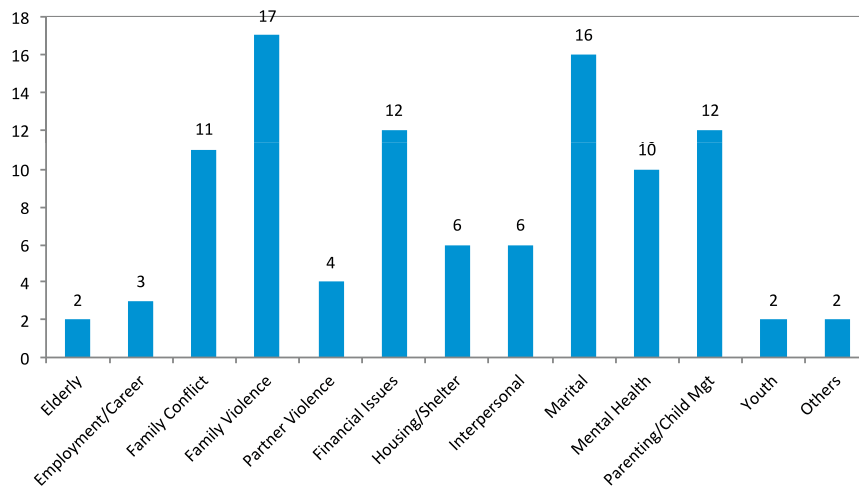
Race



Religion



Presenting Issues



Enriching Childhood by Nurturing Care



With strong support and hardwork from a dedicated team of teachers and support staff, Sheng Hong Childcare Centre has achieved the following significant milestones at the beginning of 2019:

- 1) Granted a longer licence tenure of three years by the Early Childhood Development Agency (ECDA) as we had attained a good regulatory track record for three consecutive 24-month licence. This achievement is an affirmation of the standard of care and development we provide to our children at the Centre. In assessing licence applications, ECDA looked at the centre's physical environment, safety and hygiene, quality of its programmes and staff, as well as staff-to-child ratios. The new licensing took effect with the implementation of the Early Childhood Development Centres Act and Regulations from 2 January 2019.
- 2) Awarded by the Health Promotion Board (HPB) with the two years Platinum Certificate and Healthy Meals in Pre-schools Programme (HMPP) Certification in April 2019. The 'Healthy Pre-School - Platinum Tier' accreditation is to distinguish pre-schools that had made efforts beyond the basic health requirements for children and staff. It is an affirmative recognition of our commitment to the healthy development of young children.

CURRICULUM DEVELOPMENT

The Kindergarten 1 class participated in the *Artful Conversation* through the Innovation Guidance Project Grant 2018 awarded by the ECDA. Prior to the project, the two Kindergarten 1 teachers Ms. Kavitha and Ms. Charlene attended the workshop to equip themselves with the skills and knowledge to foster children's appreciation of art and of the elements of art. The teachers created learning opportunities by translating concepts into lessons in the classroom. Children also visited the National Gallery Singapore to take a closer look at selected artworks by different artists. This helped them to appreciate art and the elements of art in each masterpiece. In addition, they also tried their hands at sketching portraits at the studio to strengthen their observation skills and sense of expression.

In *Project Approach*, our Kindergarten 1 & 2 children get to select and explore on a topic of their interests. In joint efforts, children and teachers would engage in discussions and would plan activities related to the topic-of-interest. These experiential learning would enhance the children's self-discovery and problem-solving skills. Thus far, we have received positive feedback from both teachers and parents on the children's level of engagement during the project. We witnessed an overall improvement in the children's ability to interact, ask questions, solve problems and to communicate and reflect effectively. These are valuable skills and dispositions that we want to inculcate in our young so as to ensure they get a good start in becoming successful in society.

Besides, we have also enhanced our curriculum to ensure that our children have regular exposure to current affairs from newspaper cuttings, character building and health & hygiene education. We use the *Kidzalive* programme to teach children about body safety skills and how to differentiate between good and bad touches. The *Zippy's Friends* programme is adopted as it promotes the mental health and emotional well-being of children by improving the scope of their coping skills and by stimulating varied and flexible ways of coping with day-to-day problems, by way of stories and discussions.

Our centre is constantly developing, reviewing and aligning our curriculum with the latest recommendation by ECDA. Education is more than imparting knowledge and developing thinking and working skills. Its role is critical in empowering and developing the character of each child. The centre continues in her vision of nurturing the core values of Respect, Integrity, Sharing and Empathy (RISE). Our goal is that our children will acquire the values and life skills essential to living in the modern world.





While education is useful, it's love that children and the world need. A deeply loved child with only some education will go much further than a well-educated child lacking love.

VINCE GOWMON



PARTNERSHIP WITH COMMUNITY & PARENTS

We collaborated with our community partners to expand children's learning opportunities and participation. We invited police officers from the Home Team to speak to our children on safety.



Do not train children to learn by force and harshness, but direct them to it by what amuses their minds, so that you may be better able to discover with accuracy the peculiar bent of the genius of each.

PLATO



The police officers showed the children their protective equipment and what they have inside their police car. We also worked closely with the National Library Board (NLB) in *Early Read* to nurture the love for reading among children.

For our Primary 1 preparation programme, our Kindergarten 2 children had the privilege of visiting Canossa Catholic Primary School. The children had a tour of the Primary School and joined the Primary 1 students in their Visual Arts sessions and the Sports & Games. In addition, they had the opportunity to purchase food from the tuck-shop during recess time. It was a meaningful experience that places them in good stead for primary school education.

In view of the increasing number of children requiring additional learning and development support, we partner with Thye Hua Kwan Moral Society (THK) to roll out the Development Support Programme (DSP) in pre-schools. This programme provides children with mild developmental delays learning support and therapy intervention. Each child enrolled in DSP has an Individualised Education Plan (IEP) articulating specific support goals.

In line with Singapore's Bicentennial celebration, the Singapore Press Holdings Foundation sponsored the engaging and interactive performance 'Majies' in our school. The drama is about the 'Majies' who came to Singapore from Guangdong Province to work as domestic helpers in many expatriates and wealthy households between the 1930s and 1970s.

The end of term *Bond with the Child Day* introduced in mid-2017 proved to be a perfect bonding exercise for our children, parents and teachers. Parents took the opportunity to understand how the children were being engaged, enabling them to better support for their children and teachers in their learning journey. Parents were also invited to attend talks on Health & Hygiene, Dyslexic Awareness & Sowing Seeds of Positivity for Your Child that were conducted at our centre.





FUTURE PLAN

Above all, we would like to update on the progress of our upcoming Active Aging and Senior Care Centre that is scheduled to be ready by the third quarter of 2019. The idea of co-locating the senior care and childcare facilities stems from our vision of creating a close-knitted community across generations. As the Senior Care Centre begins its operation, we hope to create opportunities for intergenerational interactions among the elderly and our young ones. We strongly believe that such interactions will bring about positive impact on the state of mind and overall well-being of the elderly. On the other hand, we also hope to nurture values of respect, acceptance and patience in children through co-activities with the elderly.

Total Number of new enrolments in FY18-19	32
Total Number of children enrolled in FY18-19	168
Total Number of children left in FY18-19	60
Percentage of children receiving additional subsidy in FY18-19	40%

Preparing Children for the Future



CURRICULUM ENHANCEMENT

In FY18, Hougang Sheng Hong Student Care Centre continues to support working parents in providing the best possible care and supervision over their children during after-school hours. We view parents as our close partners. While we provide daily supervision over the children's safety and physical needs, a conducive and secure environment for children to study, rest and play, we also conducted a variety of programmes and activities to meet the psycho-social-emotional needs of the children. We aim to develop our students in a holistic manner, preparing them not only for today but also for the future.

We continue our efforts in instilling strong values in our children in FY18-19. The values that we inculcate in our children will provide the basis on which they can navigate the uncharted paths when they joined the market place in another 10 to 15 years. We have increased from four to 10 values, focusing on one value a month. Besides acquiring knowledge through education, our children will also gain on moral values that will put them in good stead in time to come.

The Grow Programme was launched early this year for the lower primary children who are struggling readers. We work with Calvary Community Care and our regular volunteers to conduct the weekly programme for 1.5 hours per lesson. Most of the children are reported to have greatly benefitted from the programme as they made good progress in their reading.

We also work with Heartware Network Tuition Programme to provide weekly tutorials for the upper primary school children.

"More Than Words Creative Writing Workshop" was a short series of workshop for our lower primary children learning how to write in a fun manner without robbing the joy of learning. The series is fully sponsored by the Tan Chin Tuan Foundation.



LEARNING BEYOND THE CLASSROOM

Other than focusing on children's classroom learning, we also include learning outside the classroom. With support from corporate sponsors, our children benefited from the various activities throughout the year, such as rock climbing, visits to Singapore Flyer, Maritime Museum and Cloud Forest at Garden by the Bay. Our corporate volunteers also conducted numerous enriching activities with our children, such as Financial Literacy program run by UOB staff, Chocolate making workshop organized by staff from Credit Suisse, Amazing Race@ Changi Airport and Learning Journey@ Kovan CC.



PARENTS AS PARTNERS

Our caregivers play an integral role in helping parents support and guide their children’s learning and holistic development. In these roles, we work closely with their families. There will be a tripartite gain when strong partnership is forged between parents and our staff. We strongly encourage parents’ participation whenever there is suitable centre activity such as our year-end party because we saw the importance of more bonding opportunities between parent and child.

Besides, we also see activities such as our Year-end Party as an opportunity to actively engage our children, showcase their talents or achievement, as well as to build their self-esteem. It is also a time for the children to work together and enjoy their company and strengthen their friendship with one another.

We are committed to ensuring holistic development of our children and we remain thankful to the dedication and unwavering effort of our staff, as well as the unconditional support from our management. We are happy to say we had achieved full capacity for the programme at the end of our fiscal year.

ENROLMENT FOR 2018/2019 IN SCC

Total number of students served in FY18-19	114
Number of new students served in FY18-19	32
Number Students who received SCFA subsidy	40



Reaching out & Engaging Seniors in Forward Planning



FY18 is a growing year for *Life Point* in many aspects. With a strong membership of 527, the initiative continues to be responsible for our engagement with the seniors. This year, we organised more activities for English-speaking members such as the talk *Understanding Dementia* and the *Balestier Heritage Trial*.

We also tapped on the talents of our seniors to run more member-led activities including the *Reading Club*, *Chat room* and the *Oldies sessions*. We have recruited more volunteers for events such as the talk on *Lasting Power of Attorney (LPA)* due to popular demand.

Also, we are grateful to C3A for co-funding particular courses such as the TCM nutrition and autobiography courses. In total, 91 activities were organised, aiming to enhance the physical, psycho-social, emotional and spiritual wellness of the members. 172 members participated in these activities, making up 33% of the total membership.

EMBRACING LIFE WITH LEARNING & FRIENDSHIP

Members Engagement Activities	Total No. of sessions	Total No. of Attendance
Monthly Birthday Celebrations	12	372
Chat room (led by members)	11	321
Talks (e.g. Health, financial literacy etc)	7	223
Keeping Active Mind with Rummy O	12	207
Oldies with Friends	9	173
Reading Club	12	78
Helping@Soup Kitchen	11	88
Total	74	1462

Date	Social Activities	No of participants
13 May 2018	Mother's Day Concert at Esplanade	35
22 July 2018	Drama Appreciation: Tuesdays with Morrie (Chi) at Esplanade	19
1 August 2018	Visit to Singapore Garden Festival	37
18 September 2018	Silver Arts Festival - movie screening	31
13 November 2018	Enzymes Making workshop	14
23 February 2019	Chinese New Year celebration cum volunteers appreciation luncheon	95
28 February 2019	Dream Chocolate Factory Visit	20
Total	7	251

Date	Educational Course	No. of participants
March – May 2018	Hanyu Pinyin Class	14
April – May 2018	Silver Years - Happiness from your heart	18
April – June 2018	Joint Protection for Life	20
May – June 2018	Autobiography	10
July – August 2018	Joint Protection for Life	20
August – September 2018	Silver Years - Happiness from your heart	19
September 2018	Silver Years - Happiness from your heart	17
October – December 2018	Hanyu Pinyin Class	15
November – December 2018	Golden Years - more peace in your life	13
February 2019	TCM Nutrition	20
Total	10	166

FEEDBACK BY PARTICIPANTS

Feedback on Dream Chocolate Factory – organized by Big Heroes (sponsored by Credit Suisse)



The event was well organised and participants from Credit Suisse were friendly & patient with our Life Point members. They were very forthcoming & helpful throughout the chocolate-making workshop. I enjoyed this event very much.

- Mdm Teng





Feedback on Chat room session hosted by our member, Mr Yeo TS



Mr Yeo is very engaging & lively in his presentation. Not only did he offer his views during the session, he also encouraged us to share our thoughts.

- Mr Ang

NSA Course – Silver Years (May – June 2019) participants' feedback



I understand the importance of personal mood control to communicate in a better way with others.



Help to improve my health and wellbeing.

REACHING OUT TO EDUCATE MORE SENIORS

With our outreach efforts, we brought the *Entering 4th Age series* into new centres such as En Community Services, South East CDC, Lakeside Family Service Centre to benefit 119 seniors.

Seniors who benefited from *Life Point's* services saw it fitting to recommend their friends and family to our talk. Our *End-of-Life(EOL) Preparation* series continue to flourish and attract partners such as the CDAC for *Advance Care Planning (ACP)* outreach and a few community partners not limited to the South East CDC for their volunteer trainings on EOL matters. For the two popular talks, we saw a 16% increase in LPA participants to 1187 and 2.5 times jump in ACP participants to 1008. In addition, to help the community cope better with grief and loss, we initiated bereavement talks in eight agencies. 214 seniors attended these talks.

Topic	No. of Runs	No. of Participants
Lasting Power of Attorney	45	1187
Will Making	16	345
Advanced Care Planning(ACP) & Advanced Medical Directive(AMD)	22	1008
Entering Fourth Age (E4A)	5	119
Grief and Loss	9	214
Total	97	2873



Feedback on EOL talks



Very informative talk. Will recommend friend to attend [the next talk].

- LPA Talk participant on 28 March 2019

FACILITATING TO TAKE ACTION

Life Point offers *one-stop service* to support seniors for early EOL planning via an end-to-end approach and with the ease and comfort of the end-user in mind. The personal touch provided by our staffs and volunteers was responsible for the overall positive user experience. In total, 27 one-stop service sessions were organised to help 812 seniors complete their LPA application. We remain grateful to our volunteers who were able to serve more seniors despite running on a very lean team. Other than LPA, we assisted 125 seniors in drafting their wills; 68 seniors were facilitated to have ACP conversations with their loved ones; and 135 seniors signed their Advance Medical Directives.

Certification and Issuance	No. of participants
Lasting Power of Attorney (LPA)	812
Making a Will	125
Advanced Care Planning(ACP)	68
Advanced Medical Directive(AMD)	135

FORMING NEW PARTNERSHIP

With close partnership with North East Community Development Council (NECDC), we successfully delivered the *Wonderful Life Programme*, consisting of the *Life Review* and *Towards a Good Death* workshops, to eight new senior centres in the North East region and two centres under NTUC Health. With improved Life Satisfaction and the breaking down of barriers in discussing 'death' issues, we received positive feedback from the senior centres, with some of them requesting for a re-run of the programme. In total, 95 seniors completed the Life Review Workshop. A total of 72 participants indicated they benefited from life reflection and 52 reported an increase in Life Satisfaction. On another encouraging note, 67 seniors completed the *Towards a Good Death* workshop with 61 reporting that they gained skills in communicating with family and friends on death-related matters. This was followed by almost 60 who reported they are now readier to discuss their preferences on death-related matters.

Workshop	No. of run	No. of participants completed workshop	Outcome Impact
Life Review	14	95	79 seniors benefited from life reflections 52 reported increase in life satisfaction 54 seniors developed a more positive mindset towards life
Towards a Good Death	9	69	67 seniors were more accepting towards death-related matters 61 seniors gained skills in communicating death-related matters to friends/family 60 seniors were readier to communicate their preferences on death-related matters to family and/or friends
Total	23	164	



I appreciated other participants' experience of love and joy. I was also learning to open up to strangers about my past. Facilitators were able to draw participants to share their feelings and views and to talk about their life values.

After attending the Life Review Workshop, I would like to conclude my learning with my life motto which is "Never Give Up". I affirmed with what I have achieved thus far and will stay motivated for the future.

- Participant Madam Tan Pheck Keow Esther





NSA Course – Silver Years (May – June 2019) participants' feedback



Live Well is to treat myself well, Leave Well is to know how to settle my end-of-life matters. This course was good teaching for me.



I learned to express my view and be brave to face the future.



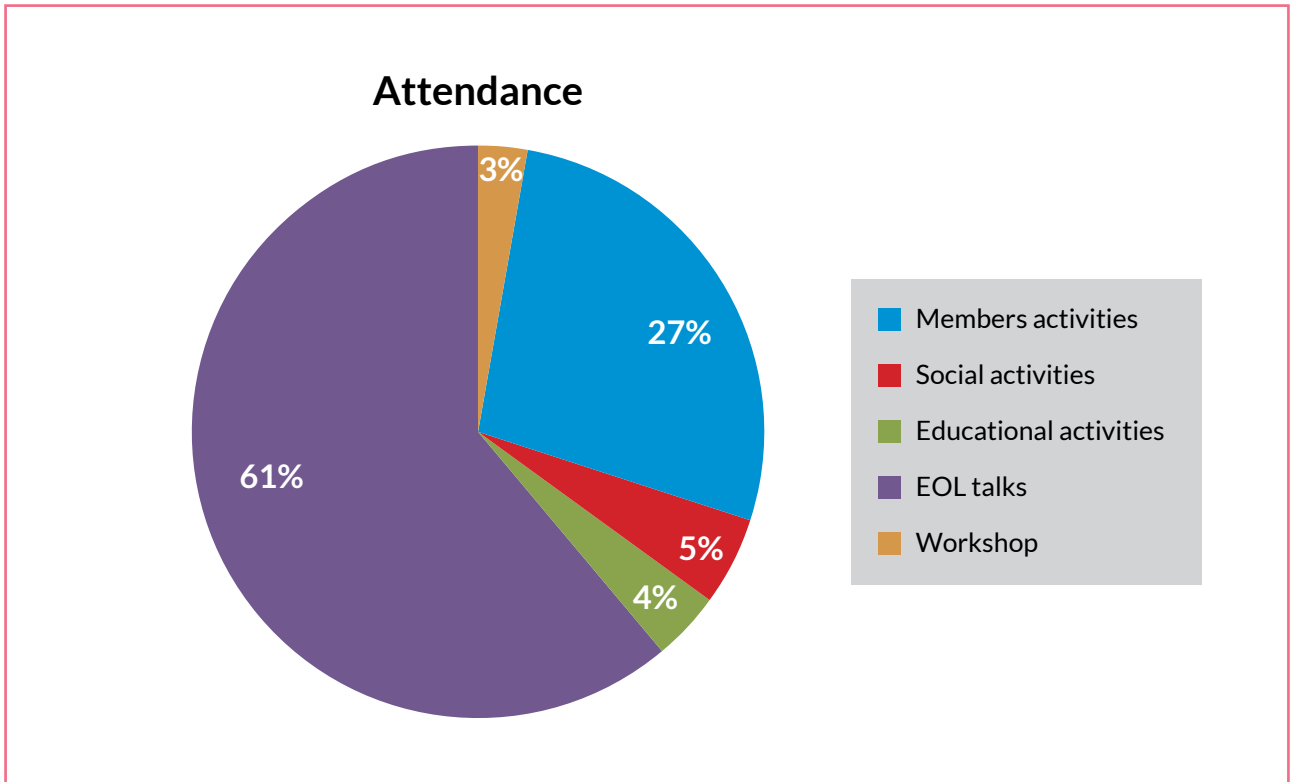
This course has increased my courage to face death.

CONCLUSION

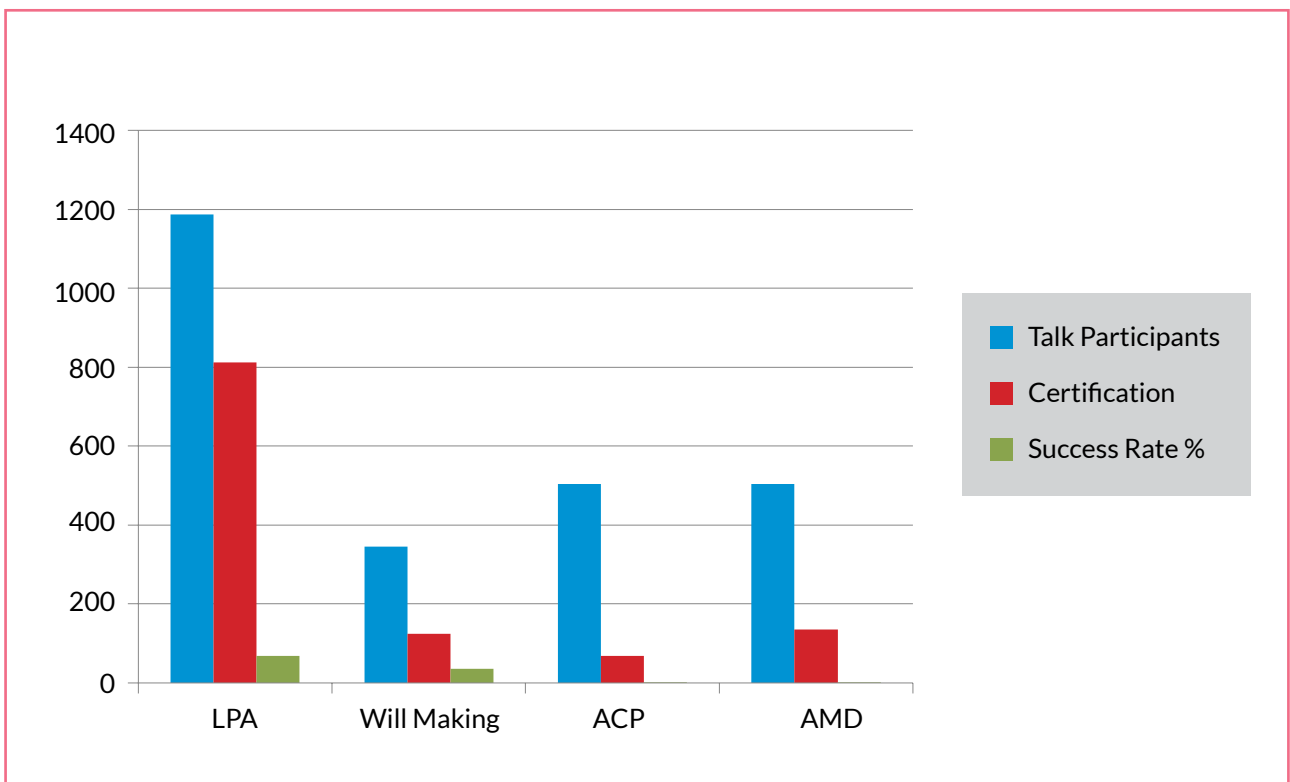
Our achievements would not have been possible without the support and commitment of a group of dedicated volunteers. Our pool of 33 volunteers of whom seven are new, clocked a total of 1620 volunteering hours in different areas of work. This includes helping illiterate seniors with form filling at LPA one-stop services; helping to serve food at Birthday Celebrations; helping at talk registration; helping to prepare workshop materials; etc.

In all, the small success we achieved in the past had borne fruits this year. We look forward to more collaboration with external agencies and/or organisations in our future activities.

Participation & Attendance

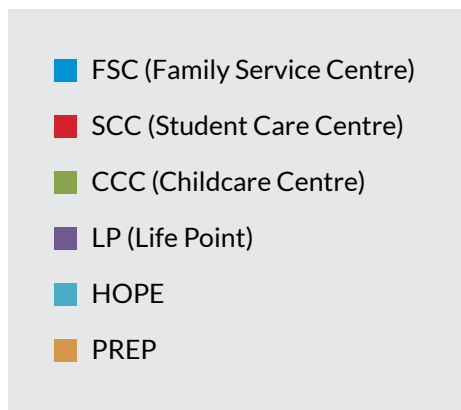
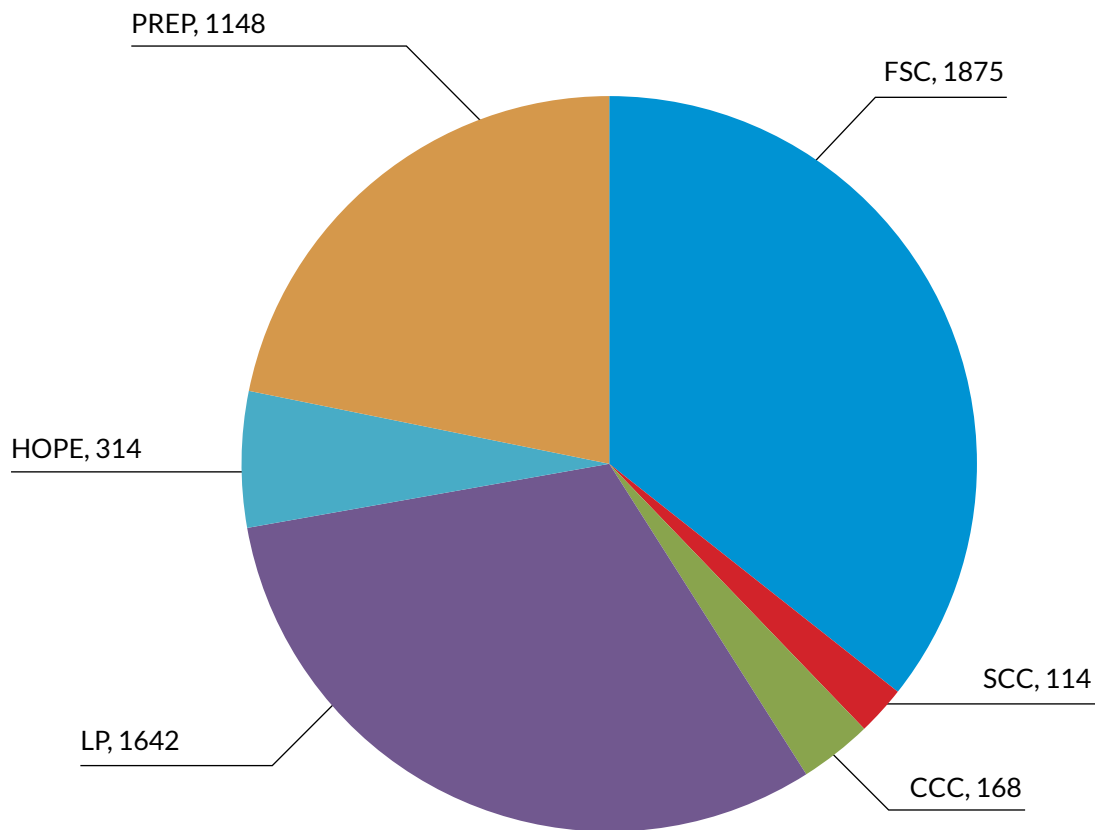


Awareness to Action



Number of Beneficiaries

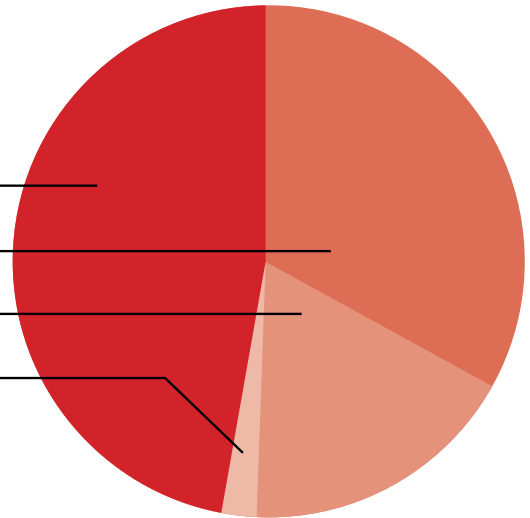
Total Number of Beneficiaries in FY18-19 =
5261



Summary on Financial Performance

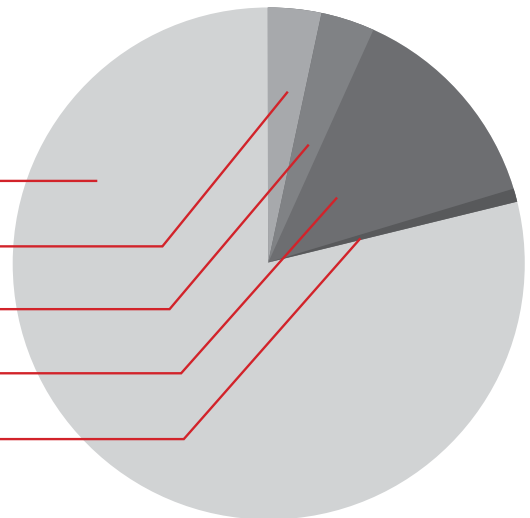
Total Income: \$5,975,076

- Grants: 47%
- Donation: 30%
- Fees: 21%
- Other Subsidies/Income: 2%



Total Expenditure: \$4,954,638

- Staff Cost: 78%
- Maint/Depn: 4%
- Activity Costs: 4%
- Rental: 13%
- Others: 1%



- Donations increased by \$1,348,924 in the financial year mainly due to donation received for the building of the new Active Ageing Hub and support for Life Point.
- Expenditure decreased by \$50,000 in the financial year as we try our best to keep our cost low.

Major Financial Transactions:

Construction work of Active Ageing Hub at 175 MacPherson Road is in progress and \$2,282,686 has been spent for building in the financial year.

Purpose of Charitable Assets held:

Building Grant, IT Grant and Non-IT Grant were received from the Ministry of Health for the construction, furniture & fitting and IT equipment & network for Active Ageing Hub, scheduled to be completed by 2019.



The Year Ahead

NEW CENTRE – ACTIVE AGEING HUB@SENNETT

To meet the rising needs of a rapidly ageing society, Sheng Hong will be operating its first senior care centre sometime in the third quarter of FY19. The centre will be Singapore's first stand-alone purpose-built senior centre, catering for both active seniors as well as seniors with frailty and/or dementia. Situated next to Sheng Hong's childcare centre, we plan to promote inter-generational activities between the young and the old. Besides promoting active ageing through an array of physical, social and educational activities, we aim to assist more seniors in proper and early planning on end-of-life matters.

NEW PROGRAMMES

Life Point will pilot a new service in FY19-23 to assist family members in the process of applying for deputyship. This service is called "Deputy Application for NOK of seniors@Life Point" and will consist of educational talks on deputyship and assistance to family members on application.

For those who have lost mental capacity but have yet to complete a Lasting Power of Attorney (LPA), their caregivers will need to apply to court to be appointed as Deputy, who then will make decisions on their behalf. However, there is generally little awareness of the

needs and the know-how on deputy application. The new service is meant to guide and support caregivers in deputyship application so as to reduce caregiver stress and improved help for the one who has lost mental capacity.

Sheng Hong has been appointed as one of the *Advance Care Plan (ACP) Community Node* and will bring this service to the Hougang community and its vicinity. The new programme is meant to normalise ACP as part and parcel of ageing planning. By making ACP accessible within the community, we hope to ensure that more people realise the importance of early ageing planning.

Hougang Sheng Hong Family Service Centre will pilot a *Mobile Toy Library* in FY19 to reach out to children residing at the rental blocks of Block 174 cluster. Through regular play sessions, we aim to first engage children, and subsequently their families. For the children, we provide them with healthy and safe pastime activities. Subsequently, we hope to promote positive behavioural changes in these children who are usually lacking in parental or adult supervision.

Besides, we plan to expand the *JOM@237* programme to include weekly exercise and health talks, to reach out to the seniors in the community. We aim to run four seasons of the programme in FY19, each consisting of three months of weekly activities. Through these regular meet-up, we hope to gain better understanding of the needs and profile of the seniors, so that more relevant activities can be planned in the following year.



HOUGANG SHENG HONG FAMILY SERVICE CENTRE



HOUGANG SHENG HONG STUDENT CARE CENTRE



LIFE POINT



MACPHERSON SHENG HONG CHILDCARE SERVICE

LIST OF EMPLOYEES (FROM 1 APR 2018 TO 31 MAR 2019)

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	
Admin Assistant	Chan Mew Leng	Till 6 Dec 2018
Asst Director	Ang Hon Pin	From 2 Jan 2019
Lead Social Worker	Chong See Mun	Till 31 Aug 2018
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	Till 30 Nov 2018
Assistant Senior Social Worker	Lim Yong Huat Kenneth	
Asst Senior Social Worker	Nagoor Mohideen Fatimah d/o Abdul Gani	Promoted on 1 Dec 2018
Social Worker	Tan Teck Hui	
Social Worker	Esther Malar d/o P Sammuvel	
Social Worker	Lim Swee Leng	Till 13 Dec 2018
Social Worker	Chan Yan Jun	From 10 Dec 2018
Social Worker	Aw Chin Bee	From 15 Feb 2019
Counselor	Low Yieing Jia	Till 7 May 2018
Counselor	Fathima Shafeeka Mohamed Faris	
Counselor	Wong Mei Hua	
Counselor	Chow Yin Ying	
Counselor	Siti Fazillahwati Bte Mohd Yusoff	From 11 Mar 2019
Social Work Associate	Muhammad Fatihah bin Mohamad Seh	
Social Work Associate	Ng Hock Beng	
Social Work Associate	Lim Jia Xin	
Social Work Associate	Toh Hoe Huat Bobby (Part-time)	From 16 Jul 2018
Social Work Associate	Tay Tim Hong	Till 20 Feb 2019
Cleaner (FSC)	Lim Swee Kee	

Supervisor	Choo Fei Ling Evelyn	
Caregiver	Chashma Taufiq	
Caregiver	Ong Gek Choo	
Caregiver	Lim Siew Cheng	
Caregiver	John Koh Wei Cheng	From 2 Apr 2018
Temp Caregiver	Choo Jun Wei	Till 20 Apr 2018
Cook (SCC)	Ong Yam Neo	
Cleaner (SCC)	Goh Back Ching	

Manager	Liau Yi Fang	
Assistant Senior Social Worker	Choo Kin Cheong	
Assistant Senior Social Worker	Xu Jianbin	Till 14 Sep 2018
Social Worker	Peter Mao	
Social Worker	Tan Suat Hui	From 1 Oct 2018
Counselor	Lok Huey Chuen	
Program Coordinator	Kok Soon Heng	
Admin Assistant	Lim Jit Haur	

Centre Manager	Mohd Ezat Bin Mohd Noor	From 15 Oct 2018
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Principal	Tan Li Keng Wendy	
Vice Principal	Aw Wai Leng	Till 30 Mar 2019
Accounts Executive	Tan Siew Wai	
Admin Assistant	Ann Jee Too	
Head Teacher	Zhang Pei	Till 6 Apr 2018
Senior Teacher	Charlene Mariano Mistas	
Senior Teacher	Zhang Aihua	
Senior Teacher	Bernadette Celestine Teo Sock Huang	Till 30 Nov 2018
Senior Teacher	Lin Li Ping	From 2 Jan 2019
Assistant Senior Teacher	Alvarez Ma Stella Gabutan	
Chinese Teacher	Chen Lijuan	Till 20 Oct 2018
Chinese Teacher	Zhu Meizhen	
Chinese Teacher	Zhang Wen Ping	
Childcare Teacher	Li Hong Shan	Till 31 Dec 2018
Childcare Teacher	Chen Bilian	
Childcare Teacher	Gao Yuan	Till 28 Sep 2018
Childcare Teacher	Cao Dingfei	From 1 Oct 2018
English Teacher	Ramachandran Kavitha (Part-time)	
English Teacher	Capiral Mary Rose Rivera	
English Teacher	Grace Caliba Buagas	
English Teacher	Nay Chi Win	
Childcare Teacher	Shathiyavanie d/o Palanisamy	Till 27 Mar 2019
Childcare Teacher	Panistante Hansel Layona Villadores	Till 31 May 2018
Childcare Teacher	Turla Maria Cristina Reyes	From 11 Jun 2018
Senior Asst Teacher	Huang Xue Ping	
Assistant Teacher (Relief)	Lee Wan Ning	Till 5 Jul 2018
Assistant Teacher	Lai Siew Teng	From 13 Aug 2018
Childcare Assistant	Ng Poh Choo (Part-time)	
Childcare Assistant	Zaliha bte Ibrahim	
Childcare Assistant	Ng Yen Hwa	Till 31 Oct 2018
Childcare Assistant	Lee Ang Keok	
Relief Childcare Assistant	Tan Siew Hong	Till 31 Oct 2018
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	

VOLUNTEERS

Ai Wei	Gwen	Qu Tianyue
Abigail Yeow	Huang Yuting	Rayyan Ismail
Abigal Tan	Jason Tan	Renaud Chee Zhe You
Aishwarya Goyal	Jeanne Hu	Romero Norliza
Aisya Binte Maz'ali	Jee Guay Beng Rebecca	Ronald Ong
Alicia Chiow	Jenny Kan	Sha Yun Qing
Amanda	Jerry Soo Tah Keng	Shi Kexin
Amelia Lim/HCI	Johnson Lim	Siok Peek Sian Olive
Amy Tok	Josephine Teo	Tan Bee Beng
Amy Yong	Katherine Lim	Tan Koi Yong
Ang Bon Kee	Kelly Chong	Tan Pheck Keow Esther
Angel Chin Yin Zhi	Ken Tan	Tan Wah Fong
Angela	Kenneth Fok	Tan Zining, Elise
Angelina	Kok Chong Seng	Tang Siew Ling
Ann Sim	Kong Lai Tong	Tay Li Min
Annie	Koo Wun Kuon	Teng Sok Ling
Antonia Lee	Kuik Tze-Tinn	Teo Ai Choo
Au Siah Huay	Kurt Lee Yi Jie	Teo Yee Lee
Benson Ang Wei Kiat	Lai Siu Yin	Theresia Augustine Santoso
Bhanuka Bandara	Lam Regan	Tian Yating
Caritas Lee	Lawrence Chew	Tng Zayn
Cassia Ng	Le Eng	To Sihui
Chan Hiu Kwan	Lee Fui Chin	To Simin
Charmaine	Lee Hwee Shang	Toh Hoe Huat
Chen Jiaqi	Lee Meng Kuang Ronald	Tok Koung How
Chew Chai Khim	Lee Poo Yong Jennij	Tong Dui Tsan Venessa
Chew Ka Jun	Lee Seok Lian	Tra Bibi
Chia Seok Khim	Lee Wang Siau	Vincent Tan
Chia Tai Hoon	Li Miaomaio	Wang It Peng
Chong Kok Kong	Liew Yung Jun	Wen Hui
Chong Lee Lian	Lily Tan	William
Chua Jianjie Alvin	Lim Fen Fen	Wong Chin Yue April
Chun Cai Ling	Lim Suat Chiu	Wong Kai Mun
Corinne Koh	Lin Miing Dih	Wong Ling Hon
Cyrine Joosa	Liu Zhilan	Wong Yoke Lin
Dan Xinping	Lok Wei Leng	Wong Yoke Sin Peggy
Dennis Loo	Low Chong Oh Annie	Wu Xiyuan
Diana Lee	Low venice	Wynn Lim Wan Shi
Dorothy Woon	Lye Kit Wan	Xin Ying
Edda	Mabel Tan	Yak Yuen San
Ernest	Magdalene Loh	Yap Siew Ken
Er Sok Huang	May	Yap Swee Cheng
Eugene Tan	Maybelle Chan	Yee Yen San
Eunice Goh	Ng Bock Hock	Yeo Thiang Swee
Eva Lai	Nora	Yeo Wei Jie, Eugene
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Fastine	Pam	Zhen Yuxin
Felissa Faustine	Patricia Yong	Zheng Zhi Hui
Foo Yit Cheng	Pei Ling	Zhi Lian
Grace Chua	Pok Ruey Ing	Zhou Yueping

INTERNS

Andrea Ang Yuling	Singapore Polytechnic
Esther Loh	Singapore Polytechnic
Lee Yee Jiat	Singapore Polytechnic
Lim Jia Ying Gladys	Singapore Polytechnic
Neo Yin Jie	Singapore Polytechnic
Norliza Romero	Singapore Polytechnic
Tara Menon	Singapore Polytechnic
Teo Jing Yi, Jean	Singapore Polytechnic
Tham Shi Yau	Nanyang Polytechnic
Toh Pei Ling	Nanyang Polytechnic

PARTNERS

Dr Jonathan Yeo	Family Medicine Clinic@Chinatown
Dr Oh Cher Ming	Family Medicine Clinic@Chinatown
Ms Low Seow Ling	Eden Law Corporation
Mr Patrick Tan	Fortis Law
Ms Pauline Tan Kwee Sain	P. Tan & Company
Mr Tan Shen Kiat	Fortis Wills
Ms Yeo Poh Tian, Beatrice	Yeo & Associates and Solicitors
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	Rotaract Club of Singapore
	Singapore Flyers
	United Overseas Bank (UOB)
	Focus Adventure
	Hougang Neighbourhood Police Centre
	National Museum
	SOTA
	Singapore Polytechnic
	CHIJ Secondary School
	Anglo Chinese Junior College
	Raffles Institution
	Hwa Chong Institution
	Nanyang Girls' High School
	Cedars Girls' Secondary School
	Nanyang Junior College
	KLC International Institute
	National University of Singapore
	Raffles Girls' School
	City University of HK
	Calvalry Community Care

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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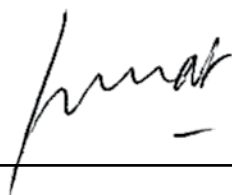
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National Environment Agency	Goshen Consultancy Services Pte Ltd
NTUC FairPrice Foundation	Winstar Marketing Pte Ltd

Society Of Sheng Hong Welfare Services
(UEN : T00SS0066C)
(Registered in the Republic of Singapore)
Year ended 31st March 2019

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 2019 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, PBM
President



TAN THIAM LYE, BBM(L)
President



TAN ENG WAT
Treasurer

Date : 28th June 2019

Society Of Sheng Hong Welfare Services

(UEN : T00SS0066C)

(Registered in the Republic of Singapore)

Year ended 31st March 2019

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 2019, 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 2019 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 3, 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.

Society Of Sheng Hong Welfare Services

(UEN : T00SS0066C)

(Registered in the Republic of Singapore)

Year ended 31st March 2019

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.

Society Of Sheng Hong Welfare Services

(UEN : T00SS0066C)

(Registered in the Republic of Singapore)

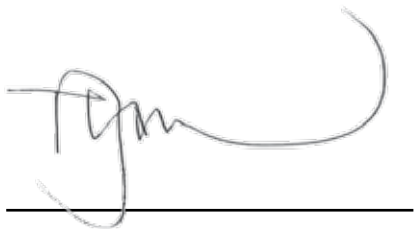
Year ended 31st March 2019

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

Date : 28th June 2019

Statement of financial position

	NOTE	2019	2018
	S\$	S\$	S\$
ASSETS			
Non-Current Asset			
Property, plant and equipment	3	212,395	326,634
Property under construction	4	2,282,686	-
		2,495,081	326,634
Current Assets			
Trade and other receivables	5	493,432	91,275
Cash and cash equivalents	6	3,804,497	4,375,101
		4,297,929	4,466,376
Total Assets		6,793,010	4,793,010
FUNDS AND LIABILITIES			
Restricted fund	7	3,775,515	2,561,077
Unrestricted fund	7	1,809,788	2,003,788
Building fund	8	855,999	-
Non-IT equipment fund	9	26,609	-
IT equipment fund	10	15,193	-
		6,483,104	4,564,865
Current Liabilities			
Trade and other payables	11	243,312	168,363
Special funds	12	66,594	59,782
		309,906	228,145
Total Funds And Liabilities		6,793,010	4,793,010

Society Of Sheng Hong Welfare Services

(UEN : T00SS0066C)

(Registered in the Republic of Singapore)

Year ended 31st March 2019**2019**

	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	Sheng Hong Active Ageing Hub @ Sennett	
	S\$	S\$	S\$	S\$	S\$	S\$	S\$
Income							
Voluntary income	579,000	-	-	211,237	3,480	1,000,000	1,793,717
Funds generating activities	177,580	321,086	1,369,079	333,555	1,858,201	-	4,059,501
Other income	6,813	8,898	30,605	24,762	49,577	1,203	121,858
Total income	763,393	329,984	1,399,684	569,554	1,911,258	1,001,203	5,975,076
Expenditure							
Cost of charitable activities	136,531	373,870	2,134,670	587,470	1,650,442	32,575	4,915,558
Governance costs	3,056	3,725	9,435	7,858	11,706	3,300	39,080
Total expenditure	139,587	377,595	2,144,105	595,328	1,662,148	35,875	4,954,638
Surplus / (deficit) for the year	623,806	(47,611)	(744,421)	(25,774)	249,110	965,328	1,020,438
Transfer between funds	(792,032)	47,611	744,421	-	-	-	-
Transfer between funds	(25,774)	-	-	25,774	-	-	-
Net (deficit) / surplus for the year	(194,000)	-	-	-	249,110	965,328	1,020,438
Total funds brought forward	2,003,788	-	-	-	2,561,077	-	4,564,865
Total funds carried forward	1,809,788	-	-	-	2,810,187	965,328	5,585,303

2018

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

Society Of Sheng Hong Welfare Services
(UEN : T00SS0066C)
(Registered in the Republic of Singapore)
Year ended 31st March 2019

Statement of cash flows

	NOTE	2019	2018
	S\$	S\$	S\$
Cash Flows From Operating Activities			
Surplus for the year		1,020,438	308,653
Adjustment for :			
Depreciation of property, plant and equipment		146,141	121,542
Fixed deposit interest received		(13,542)	(5,715)
		1,153,037	424,480
Trade and other receivables		(402,157)	194,101
Trade and other payables		74,950	81
Special funds		6,811	(10,475)
Cash generated from operations		832,641	608,187
Net Cash Flow From Operating Activities		832,641	608,187
Cash Flows From Investing Activities			
Purchase of property, plant and equipment	3	(31,902)	(230,269)
Property under construction	4	(2,282,686)	
Fixed deposit interest received		13,542	5,715
Net Cash Used In Investing Activities		(2,301,046)	(224,554)
Cash Flows From Financing Activities			
Building grant received	8	855,999	-
Non-IT equipment grant received	9	26,609	-
IT equipment grant received	10	15,193	-
Net Cash Flows From Financing Activities		897,801	-
Net (decrease) / increase in cash and cash equivalents		(570,604)	383,633
Cash and cash equivalents at beginning of year		4,375,101	3,991,468
Cash And Cash Equivalents At End Of Year	6	3,804,497	4,375,101

The above financial statements are extracted from Audited Report FY2018 of Society of Sheng Hong Welfare Services. For a full copy of the Audited Report, please contact 62895022 or visit our website at www.shenghong.org.sg