



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

FY2023/24 Annual Report
2023/24 财政年度报告



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城隍慈善基金会

Society Of Sheng Hong Welfare Services

About Society of Sheng Hong Welfare Services

关于城隍慈善基金会

The Society of Sheng Hong Welfare Services (SSHWS) was inaugurated as the welfare arm of Lorong Koo Chye Sheng Hong Temple Association in 2000, with the overarching objective of carrying out good work and welfare activities that relieve hardship and benefit society.

SSHWS was registered as a Society (April 2000), gazetted as a Charity (May 2000), accorded status of Institution of Public Character (IPC) since November 2000, and became a full member of the National Council of Social Service (NCSS) in November 2001. 城隍慈善基金会成立于2000年，作为韭菜芭城隍庙联谊会属下的福利机构，其宗旨是通过开展优良的社区工作和福利活动，伸出援手，造福社会。

基金会于2000年4月注册为合法社团，并于2000年5月被列为慈善机构。从2000年11月开始被授予公益机构（IPC）资格，并于2001年11月成为国家福利理事会（NCSS）的正式会员。

Our Mission

我们的使命

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.

不分种族、语言、信仰和宗教，向所有人提供经济、福利和其他方面的援助和救济，并致力促进教育，培养社区群体的友谊和增强凝聚力。

Our Vision

我们的愿景

To become a leading Taoist-operated charity
成为领先的道教慈善机构

Our Values

我们的信念

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

上善若水。心善渊，与善仁，言善信，事善能，动善时。（取自《道德经》第八章）

我们在推行服务时，秉承以下信念：

Empathy	尊重同理
Compassion	关爱同情
Integrity	诚实正直
Excellence	追求卓越
Strategic	精心策略



城隍慈善基金会

Society Of Sheng Hong Welfare Services

Official address 注册地址:	15 Arumugam Road, Singapore 409960 新加坡阿鲁姆甘路15号 邮编409960
Correspondence address 通讯地址:	237 Hougang Street 21, #01-406, Singapore 530237 新加坡后港21街大牌237座门牌 #01-406邮编530237
Contact Numbers 联络号码:	+65 6289 5022 (Tel 电话), +65 62898242 (Fax 传真)
Email Address 电邮地址:	fsc@shenghong.org.sg
Website 网址:	http://www.shenghong.org.sg
UEN Identification No. 单一机构识别号码:	T00SS0066C
GST Registration No. 消费税注册号码:	M90373844C
IPC Registration Period 公益机构注册期:	01/01/2024 – 31/01/2025
Bankers 往来银行:	Overseas-Chinese Banking Corporation Limited 华侨银行 DBS Bank Ltd 星展银行 Maybank Singapore Limited 马来亚银行 Hong Leong Finance 丰隆金融 Bank of China 中国银行
Auditors 审计师:	YWL & CO Chartered Accountants YWL 会计公司特许会计师

MESSAGE FROM PRESIDENT

As we reflect on another year of service, we at Society of Sheng Hong Welfare Services (SSHWS) are filled with immense gratitude for the unwavering support of our community. Together, we've made a tangible difference in the lives of countless individuals, from the youngest to the most senior members of our society.

We are heartened in our continuation in supporting, children with education and advocating values in their early life's, individuals & families in need, empowering & strengthening seniors to age well in their community. These achievements are a testament to the dedication of our staff, volunteers, generous donors & partners.

We are deeply thankful for the trust you place in us to carry out this important work. Your contributions, whether through financial support, volunteer time, or simply spreading the word about our mission, empower us to continue serving our community with compassion and care.

As we look ahead, we remain committed in providing service to the community. We believe that by working together, we can build a brighter and more equitable future for all.

Thank you for being a part of the SSHWS family. We are honored to serve alongside you.

Warm Regards,
Mr. Long Say Keng, Adrian
President
Society of Sheng Hong Welfare Services



主席的献词

回顾过去一年的工作，我们衷心的感谢社会各界对于城隍慈善基金会坚定不移的支持。我们携手努力，不分老幼，切实提升了大量民众的生活质量。

我们致力于坚持不懈的为有需要的个人和家庭提供早期儿童教育和德育，为乐龄人士打造有力且强大的社区养老服务。

我们能够开展这项重要的工作，离不开您给予的信任，对此我们表示诚挚的感谢。您的贡献，无论是财力、人力还是精神支持，都赋予我们力量，让我们能够怀抱同情和关怀，继续为社区服务。

展望未来，我们将继续致力于服务社区。我们坚信，通过共同的努力，我们必将为所有人创造一个更加光明、美好的明天。

感谢您成为城隍慈善基金会大家庭的一员。我们很荣幸与您并肩工作。

温馨的问候，
龙仕庚主席
城隍慈善基金会
主席献词



MESSAGE FROM SECRETARY

On behalf of the entire Society of Sheng Hong Welfare Services, we extend our heartfelt gratitude to our dedicated committee members, tireless volunteers, generous sponsors, and valued stakeholders. Your dedicated support has been instrumental in enabling us to serve the community meaningfully.

Over the past year, we have proudly continued our commitment to serving the community, providing unwavering support to individuals of all ages—from the youngest to the oldest. Our efforts are a testament to the pride we take in the value we offer through our services.

This commitment would not be possible without the outstanding dedication and contributions of our incredible staff and volunteers. We extend our heartfelt appreciation to each team member, whose hard work and passion are the backbone of our success. Thank you for your unwavering support and tireless efforts in making our mission a reality.

Together, we will continue to build a stronger, more connected community.

With Heartfelt Regards,
Mr. Tan Thiam Lye BBM (L)
Secretary
Society of Sheng Hong Welfare Services



秘书长的献词

我们谨代表城隍慈善基金会全体成员，向我们尽职尽责的理事会，辛勤付出的志愿者，慷慨解囊的赞助商，和至关重要的合作伙伴表示衷心的感谢。各位的全力支持使我们能够为社区提供有效的服务。

在过去的一年里，我们持续致力于服务社区，不分老幼，为各个年龄段的民众提供有力的支持。我们通过提供服务创造价值，并对此深感自豪。

这一愿景的实现，离不开卓越的员工和志愿者们的无私奉献。我们衷心感谢每一位团队成员，他们的辛勤工作和热情是我们成功的支柱。感谢您坚定的支持和不懈的努力，帮助我们完成使命。

我们将继续携手共建一个更强大、更具凝聚力的社区。

衷心的感谢，
陈添来 BBM(L)先生
秘书长
城隍慈善基金会



MESSAGE FROM EXECUTIVE DIRECTOR

The front page of the annual report expresses my thoughts and reflection on the past year, we can draw parallels between the changing seasons and the range of services we provide in the field of social support. Just as the seasons transition from spring to summer, from autumn to winter, our commitment to providing exceptional childcare, student care, family services, and active aging centre programs remains stalwart.

Spring signifies growth and renewal, much like the young minds and spirits we nurture through our childcare and student care programs. As nature blossoms, we diligently cultivate a nurturing environment to inspire and develop the potential of the younger generation.

Summer embodies warmth and vitality, mirroring the vibrant atmosphere within our family services. While families flourish, we stand ready to support them through every stage of life, offering guidance, counselling, and resources designed to strengthen familial bonds.

Autumn expresses change and transition, which aligns with our active aging centre as we empower and support our senior community members. Just as the leaves transform, our programs adapt to the evolving needs of our elders, providing opportunities for continued growth, enrichment, and community engagement.

Lastly, winter symbolizes reflection and resilience, reflecting our unwavering commitment to serving our community through all seasons. Even in the quieter moments, our dedication to providing meaningful social support remains steadfast.

As we navigate the cycles of the year, we remain dedicated to delivering exceptional social services, embracing the opportunity to continuously evolve and adapt in harmony with the changing seasons and the evolving needs of those we serve.

Every season offers both challenges and opportunities. By understanding the inherent nature of each season, we can better navigate the transitions and embrace the gifts they offer.

A big heartfelt appreciation to the team, volunteers and partners in making this journey possible, meaningful and filled with joy.

With Heartfelt Regards,
Mr. Lee Wuan Hong, Keith
Executive Director
Society of Sheng Hong Welfare Services



执行董事的献词

年报的首页表达了我对过去一年的思考和反思，我们可以用一年的季节变化与我们的社区服务相互比照。正如春夏秋冬四季，我们始终致力于提供卓越的儿童保育、学生托管、家庭服务，以及持续的乐龄护理中心计划。

春天象征着成长和更新，就像我们通过儿童保育和学生托管计划，培养青少年的思想和精神。随着大自然的苏醒，我们努力营造一个培育环境，启迪和开发年轻一代的潜力。

夏天体现了温暖和活力，正如我们在家庭服务中创造的充满活力的氛围。在家庭蓬勃发展的同时，我们随时准备为他们提供人生每个阶段的支持，为增强家庭的凝聚力，给予民众指导、咨询和资源。

秋天意味着变化和过渡，这与我们乐龄护理中心的目标一致，因为我们赋予乐龄人士力量，为他们提供支持。正如树叶的变化一样，我们的项目会适应长者不断变化的需求，为他们提供持续成长、自我提升和社区参与的机会。

最后，冬天象征着反思和坚韧，反映了我们坚定不移地致力于一年四季的社区服务。即使在淡季，我们仍然坚持致力于提供有意义的社会支持。

度过年复一年的轮回，我们仍然坚持提供卓越的社会服务，抓住机会，持续发展，从而适应季节的变化和服务对象不断变化的需求。

每个季节都充满挑战和机遇。通过了解每个季节的内在特性，我们可以更好地驾驭季节的转变，并拥抱它们赐予的特性。

衷心感谢团队、志愿者与合作伙伴，我们共同造就了这段旅程，使之充满价值和欢乐。

衷心的问候，
李文雄先生
执行董事
城隍慈善基金会



ADVISORS & MANAGEMENT COMMITTEE

顾问与理事会

Management Committee from AGM 22 August 2023 理事会从八月二十二日二零二三年股东周年大会 (2023-2025)

The meeting attendance is for the period from 22 August 2023 to 31 March 2024.
Number of meetings for period 22 August 2023 to 31 March 2024: 3 meetings.

President

主席

(Appointed since 22 Aug 2023)

Mr. Long Say Keng, Adrian

龙仕庚先生

General Manager

总经理

Meeting Attendance: 3/3

President 主席 (31 Aug 2021)

Member 理事 (1 Sept 2019)

Internal Auditor 内部审计师 (1 Sept 2017)

Member 理事 (1 Sept 2015)

Internal Auditor 内部审计师 (1 Sept 2013)

Internal Auditor 内部审计师 (1 Sept 2009)

Member, *Lorong Koo Chye

Sheng Hong Temple Association

1st Vice President

第一副主席

(Appointed since 22 Aug 2023)

Mr. Tan Eng Wat

陈永发先生

Manager

经理

Meeting Attendance: 1/3

Treasurer 财政 (31 Aug 2021)

Asst. Secretary 助理秘书 (1 Sept 2019)

Treasurer 财政 (1 Sept 2017)

Member 理事 (1 Sept 2015)

Asst. Treasurer 助理财政 (1 Sept 2013)

Internal Auditor 内部审计师 (1 Sept 2011)

Asst. Treasurer 助理财政 (1 Sept 2009)

Member 理事 (2007)

Internal Auditor 内部审计师 (2005)

Member 理事 (2003)

2nd Vice President, *Lorong Koo Chye

Sheng Hong Temple Association

Internal Auditor, *San Qing Gong

Management Pte Ltd

Vice President

副主席

(Appointed since 22 Aug 2023)

Mr. Ong Kuan BBM

王权BBM先生

Managing Director

董事长

Meeting Attendance: 1/3

Member 理事 (31 Aug 2021)

Vice President 副主席 (Since 1 Sept 2009)

Member 理事 (2007)

Vice President

副主席

(Appointed since 22 Aug 2023)

Mr. Siew Kian Nam

萧建南先生

Director

董事

Meeting Attendance: 1/3

Member 理事 (31 Aug 2021)

Internal Auditor 内部审计师 (1 Sept 2019)

Member 理事 (Since 1 Sept 2013)

Asst. Treasurer 助理财政 (1 Sept 2011)

Member 理事 (1 Sept 2009)

Secretary

秘书长

(Appointed since 22 Aug 2023)

Mr. Tan Thiam Lye BBM (L)

陈添来先生 BBM (L)

Managing Director

董事长

Meeting Attendance: 1/3

Secretary 秘书长 (Since 2003)

Secretary, *Lorong Koo Chye

Sheng Hong Temple Association

Managing Director, *Koo Chye Ba Sheng

Hong Temple San Qing Gong Pte Ltd

Managing Director, *San Qing Gong

Management Pte Ltd

Assistant Secretary

助理秘书

(Appointed since 22 Aug 2023)

Mr. Tan Ee Tiong BBM

陈维忠BBM先生

General Manager

总经理

Meeting Attendance: 3/3

Assistant Secretary 助理秘书 (31 Aug 2021)

ADVISORS & MANAGEMENT COMMITTEE

顾问与理事会

Management Committee from AGM 22 August 2023

理事会从八月二十二日二零二三年股东周年大会

(2023-2025)

The meeting attendance is for the period from 22 August 2023 to 31 March 2024.
Number of meetings for period 22 August 2023 to 31 March 2024: 3 meetings.

Treasurer

财政

(Appointed since 22 Aug 2023)

Mr. Ang Meng Joo

洪明裕先生

Self Employed

自雇人士

Meeting Attendance: 3/3

Member 理事 (31 Aug 2021)

Member, *Lorong Koo Chye Sheng Hong

Temple Association

Assistant Treasurer

副财政

(Appointed since 22 Aug 2023)

Ms. Tan Ching Ching

陈晶晶女士

Vice President- Benefit Consultant

副总裁-效益顾问

Meeting Attendance: 3/3

Committee Member

管理委员

(Appointed since 22 Aug 2023)

(Stepped down on 21 May 2024)

Mr. Soong Kok Chee

宋国瑜先生

Senior Financial Consultant

高级财务顾问

Meeting Attendance: 3/3

Member 理事 (Since 1 Sept 2017)

Internal Auditor 内部审计师 (1 Sept 2015)

Member 理事 (1 Sept 2013)

Treasurer 财政 (1 Sept 2011)

Vice President 副主席 (1 Sept 2009)

Asst. Treasurer 助理财政 (2007)

Member 理事 (2003)

Member, *Lorong Koo Chye Sheng Hong

Temple Association

Committee Member

管理委员

(Appointed since 22 Aug 2023)

Ms. Ong Aii Ley

王爱丽女士

General Manager

总经理

Meeting Attendance: 3/3

Vice President 副主席 (28 Jun 2022)

Member 理事 (31 Aug 2021)

Asst. Treasurer 助理财政 (1 Sept 2019)

Member 理事 (1 Sept 2017)

Asst. Treasurer 助理财政 (1 Sept 2015)

Member 理事 (1 Sept 2009)

General Manager, *Koo Chye Ba Sheng

Hong Temple San Qing Gong Pte Ltd

General Manager, *San Qing Gong

Management Pte Ltd

Committee Member

管理委员

(Appointed since 22 Aug 2023)

Mr. Tan Kim Wee

陈金玮先生

Director

董事

Meeting Attendance: 1/3

Member, *Lorong Koo Chye Sheng

Hong Temple Association

Committee Member

管理委员

(Appointed since 22 Aug 2023)

Mr. Tan Bok Soon

陈木顺先生

Transport Service Provider

运输服务提供商

Meeting Attendance: 0/3

Member 理事 (2007 and 2005)

Member, *Lorong Koo Chye Sheng

Hong Temple Association

Committee Member

管理委员

(Appointed since 22 Aug 2023)

Ms. Goh Geok Choo, Adeline

吴玉珠女士

Administrator

管理者

Meeting Attendance: 2/3

Vice President 副主席 (28 Jun 2022)

Member 理事 (31 Aug 2021)

Treasurer 财政 (1 Sept 2019)

Member 理事 (1 Sept 2017)

Treasurer 财政 (1 Sept 2015)

Member 理事 (1 Sept 2013)

Committee Member

管理委员

(Appointed since 22 Aug 2023)

Ms. Amanda Tan Sian Lin

陈贤霖女士

Executive Officer

执行官

Meeting Attendance: 2/3

Committee Member

管理委员

(Appointed since 21 May 2024)

Stephen Yeo Kok Lian

杨国联先生

Service Advisor

服务顾问

Meeting Attendance: 0/3

Related Entities:

*Lorong Koo Chye Sheng Hong Temple Association
15 Arumugam Road
Singapore 409960

*Koo Chye Ba Sheng Hong Temple San Qing Gong Pte Ltd
21 Bedok North Ave 4 Singapore 489948

*San Qing Gong Management Pte Ltd
21 Bedok North Ave 4 Singapore 489948

ADVISORS & MANAGEMENT COMMITTEE

顾问与理事会

Management Committee Prior to AGM 22 August 2023

理事会八月二十二日二零二三年股东周年大会之前

(2021-2023)

The meeting attendance is for the period from 01 April 2023 to 22 August 2023.

Number of meetings for period 01 April 2023 to 22 August 2023: 3 meetings.

President

主席

(Appointed on 31 Aug 2021)

Mr. Long Say Keng, Adrian

龙仕庚先生

General Manager

总经理

Meeting Attendance: 3/3

1st Vice President

第一副主席

(Appointed on 28 Jun 2022)

Mr. Soon Cheok Kah

孙祝嘉先生

Director

董事

Meeting Attendance: 3/3

Vice President

副主席

(Appointed on 28 Jun 2022)

Ms. Goh Geok Choo

吴玉珠女士

Administrator

管理者

Meeting Attendance: 2/3

Vice President

副主席

(Appointed on 28 Jun 2022)

Ms. Ong Aii Ley

王爱丽女士

General Manager

总经理

Meeting Attendance: 3/3

Secretary

秘书长

(Appointed on 31 Aug 2021)

Mr. Tan Thiam Lye BBM (L)

陈添来先生 BBM (L)

Managing Director

董事长

Meeting Attendance: 1/3

Assistant Secretary

助理秘书

(Appointed on 31 Aug 2021)

Mr. Tan Ee Tiong BBM

陈维忠BBM先生

General Manager

总经理

Meeting Attendance: 3/3

Treasurer

财政

(Appointed on 31 Aug 2021)

Mr. Tan Eng Wat

陈永发先生

Manager

经理

Meeting Attendance: 1/3

Assistant Treasurer

副财政

(Appointed on 31 Aug 2021)

Mr. Davy Teng Swee Lim

丁瑞霖先生

Retired

退休人士

Meeting Attendance: 2/3

Committee Member

管理委员

(Appointed on 31 Aug 2021)

Mr. Soong Kok Chee

宋国瑜先生

Senior Financial Consultant

高级财务顾问

Meeting Attendance: 3/3

Committee Member

管理委员

(Appointed on 31 Aug 2021)

Mr. Lim Tiam Teng Raymond PBM

林添丁先生

Managing Director

董事长

Meeting Attendance: 0/3

Committee Member

管理委员

(Appointed on 31 Aug 2021)

Mr. Benjamin Tan Xianda

陈木顺先生

Self Employed

自雇人士

Meeting Attendance: 1/3

Committee Member

管理委员

(Appointed on 31 Aug 2021)

Mr. Ang Meng Joo

洪明裕先生

Self Employed

自雇人士

Meeting Attendance: 2/3

Committee Member

管理委员

(Appointed on 31 Aug 2021)

Mr. Ong Kuan BBM

王权BBM先生

Managing Director

董事长

Meeting Attendance: 1/3

Committee Member

管理委员

(Appointed on 31 Aug 2021)

Mr. Siew Kian Nam

萧建南先生

Director

董事

Meeting Attendance: 1/3

ADVISORS & MANAGEMENT COMMITTEE

顾问与理事会

Advisors 顾问

Ms. Tina Hung
Senior Consultant,
National Council of Social Services (NCSS)
国家福利理事会高级顾问

A/P Dr Lee Cheng
Senior Consultant,
Vice Chairman Medical Board
Institute of Mental Health (IMH)
心理卫生学院医疗委员会副主席，高级顾问

Ms. Lim Suu Kuan
Former Board Chairman,
Advisor to Samaritans of Singapore
(SOS)'s Board of Management
and Member of Committees
新加坡援人协会前主席，顾问

Trustees 受托人

Mr. Ling Kin Huat BBM
林金发先生, BBM
(Appointed since 16 Aug 2005)

Mr. Tan Thiam Lye BBM
陈添来先生, BBM(L)
(Appointed since 16 Aug 2005)

Mr. Soon Cheok Kah
孙祝嘉先生
(Appointed since 29 Oct 2020)

Executive Director 执行董事

Mr. Lee Wuan Hong, Keith
李文雄先生
(Appointed since 01 Jun 2023)

Honorary Auditors 名誉核数师

Mr. Hay Choon Leong
夏俊龙先生
(Appointed since 22 Aug 2023)

Ms. Lim Geok Kian
林玉娟女士
(Appointed since 22 Aug 2023)

Finance & Audit Committee 财政审计委员会

Chairman
主席
(Appointed since 01 Nov 2022)
Mr. Gan Leong Hin

Member
委员
(Appointed since 01 Nov 2022)
Mr. Tan Tin Wee

Member
委员
(Appointed since 01 Nov 2022)
Mr. Tony Hong Kian Chua

Member
委员
(Appointed since 01 Nov 2022)
Mr. Long Say Keng, Adrian
龙仕庚先生

Member
委员
(Appointed since 01 Nov 2022)
Mr. Ang Meng Joo
洪明裕先生

Member
委员
(Appointed since 25 Oct 2023)
Ms. Toh Ling Fui

DISCLOSURE OF REMUNERATION OF THE THREE HIGHEST PAID STAFF WHO EACH RECEIVES MORE THAN \$100,000, IN BAND OF \$100,000 for FY2023/2024.

Remuneration Band	FY2023/2024
100,000	2

Governance

The Society of Sheng Hong Welfare Services (SSHWS) is governed by a Management Committee whose members are elected according to the governing instrument, the Constitution. SSHWS was established with clear vision and mission objectives, which align with the governing document, the Constitution, which was last revised in October 2005.

Role of Management Committee as a Governing Board

The Management Committee provides strategic direction and oversight of all programmes and services under SSHWS. 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 SSHWS'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. Some of the governing board members have been serving on the board for more than 10 consecutive years due to their dedication and commitment towards the cause of SSHWS.

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 service until the next Annual General Meeting.

Disclosure of Remuneration & Benefits Received by Management Committee Members

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

There is also no paid staff who is a close family member of the Executive Head or a governing board member.

Conflict of Interest

The members of the Management Committee strive to act in the best interest of SSHWS. There are clear policies and procedures to declare, prevent and address conflict of interest. All key staff and committee members are required to declare potential conflicts of interest and abstain from decision-making when such situations of conflict arise.

Resource Management

SSHWS has in place documented human resource policies and procedures to manage and reward its employees. SSHWS has established adequate internal control policy and procedures, including financial, operational and compliance controls, to ensure accountable and legitimate deployment and management of its resources.

Reserve Policy

To ensure long-term financial sustainability and the provision of its core activities, SSHWS has adopted the recommendations from NCSS to retain reserves. SSHWS anticipates that all its Centres and programmes will run at a deficit. From time to time, the Management Committee of SSHWS will seek funding support from its principal sponsor, the Lorong Koo Chye Sheng Hong Temple Association and its affiliates, to have enough cash flow to sustain its operations.

Public Communication

SSHWS maintains its integrity and transparency of serving for public trust and community good. SSHWS provides both financial and non-financial information on regular basis to the public about its mission, structure, programmes, activities, performance and finances through its publicity materials, letters to stakeholders, annual reports, Charity Portal, its corporate website and other online platforms such as Facebook and Instagram.

机构管理

城隍慈善基金会 (SSHWS) 由管理委员会管理，管理委员会成员依据章程选举产生。基金会依据章程成立，具有明确的愿景和使命目标。章程于 2005 年 10 月作最后一次修订。

管理委员会作为管理机构的角色

管理委员会指导和监督基金会旗下的所有项目和服务，并通过良好的管理使基金会作为慈善机构实现其愿景和使命。

作为其职责的一部分，以下事项需要管理委员会的批准：

- 批准年度财政预算并根据预算监督支出；
- 审查和批准季度财务报告；
- 定期监督基金会的项目进度

管理委员会的任期

除了财政和助理财政以外，所有担当职位的成员均可连任同一或相关职位。管理委员会的任期为 2 年。一些管理委员会成员基于对基金会事业的奉献和承诺，已连续任职超过 10 年。

任何管理委员会成员连续三次缺席会议而没有合理解释，将被视为退出管理委员会，管理委员会可以增选继任者，其任期将直到下一届年度大会。

管理委员会成员的薪酬福利

基金会的所有管理委员会成员都是义务工作，在财政年度内不收取任何形式的报酬。

带薪的工作人员里并没有行政主管或管理委员会成员的亲属。

利益冲突

管理委员会的成员致力以基金会的最佳利益。基金会有明确的政策和程序去申报、预防和处理利益冲突的情况。所有主要人员和管理委员会成员都必须声明潜在的利益冲突，并在发生此类冲突时避免参与决策。

资源管理

基金会明文制定了完备的人力资源政策和程序来管理和奖励员工。

基金会建立了符合需要的内部控制政策和程序，包括财务、营运和合规控制，以确保对其资源进行负责任和合理的部署和管理。

储备金政策

为了确保长期财务的可持续性和核心服务的提供，基金会已采纳国家福利理事会的建议。基金会预计旗下所有中心和项目都将处于财政赤字状态。基金会的管理委员会将不时寻求其主要赞助机构韭菜芭城隍庙联谊会及其附属机构的资金支持，以拥有足够的现金流来维持其营运。

对外联络

基金会始终保持公信度和透明度以得到公众信任，并为社区利益服务。基金会通过其宣传材料、面向各有关方面的信函、年度报告、慈善门户平台 (Charity Portal)、机构网站和其他网上平台，例如面簿和 Instagram，定期向公众提供有关其使命、架构、计划、活动、绩效和财政的财务和非财务讯息。

CORPORATE GOVERNANCE 机构管理

The Society of Sheng Hong Welfare Services (SSHWS) is governed by a Management Committee whose members are elected according to the governing instrument, the Constitution. SSHWS was established with clear vision and mission objectives, which align with the governing document, the Constitution, which was last revised in October 2005.

CODE OF GOVERNANCE

S/N	Code Guideline	Code ID	Response	Explanation
Board Governance				
1	Induction and orientation are provided to incoming Board members on joining the Board.	1.1.2	Complied	
	Are there Board members holding staff* appointments?		No	
2	Staff* does not chair the Board and does not comprise more than one third of the Board.	1.1.3		
3	There are written job descriptions for their executive functions and operational duties which are distinct from their Board roles.	1.1.5		
4	There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g., Finance Committee Chairman or person on Board responsible for overseeing the finances of the charity). Should the charity not have an appointed Board member, it will be taken that the Chairman oversees the finances.	1.1.7	Complied	
5	All Board members submit themselves for re-nomination and re-appointment, at least once every three years.	1.1.8	Complied	
6	The Board conducts self-evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied	
	Are there Board member(s) who have served for more than 10 consecutive years?		Yes	
7	The charity discloses in its annual report the reasons for retaining Board member(s) who has served for more than 10 consecutive years.	1.1.13	Complied	
8	There are documented terms of reference for the Board and each of its Board committees.	1.2.1	Complied	

CODE OF GOVERNANCE

S/N	Code Guideline	Code ID	Response	Explanation
Conflict of Interest				
9	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Complied	
10	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	
Strategic Planning				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the activities are in line with its objectives	3.2.2	Complied	
12	The Board approves documented human resource policies for staff.	5.1	Complied	
13	There is a documented Code of Conduct for Board members, staff* and volunteers* (where applicable) which is approved by the Board.	5.3	Complied	
14	There are processes for regular supervision, appraisal and professional development of staff*.	5.5	Complied	
	Are there volunteers* serving in the charity?		Yes	
15	There are volunteers* management policies in place for volunteers*.	5.7	Complied	
Financial Management and Internal Controls				
16	There is a documented policy to seek Board's approval for any loans, do-nations, grants or financial assistance provided by the charity which are not part of its core charitable programmes.	6.1.1	Complied	
17	The Board ensures internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
18	The Board ensures reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
19	The Board ensures that there is a process to identify, regularly monitor and review the charity's key risks.	6.1.4	Complied	

CODE OF GOVERNANCE

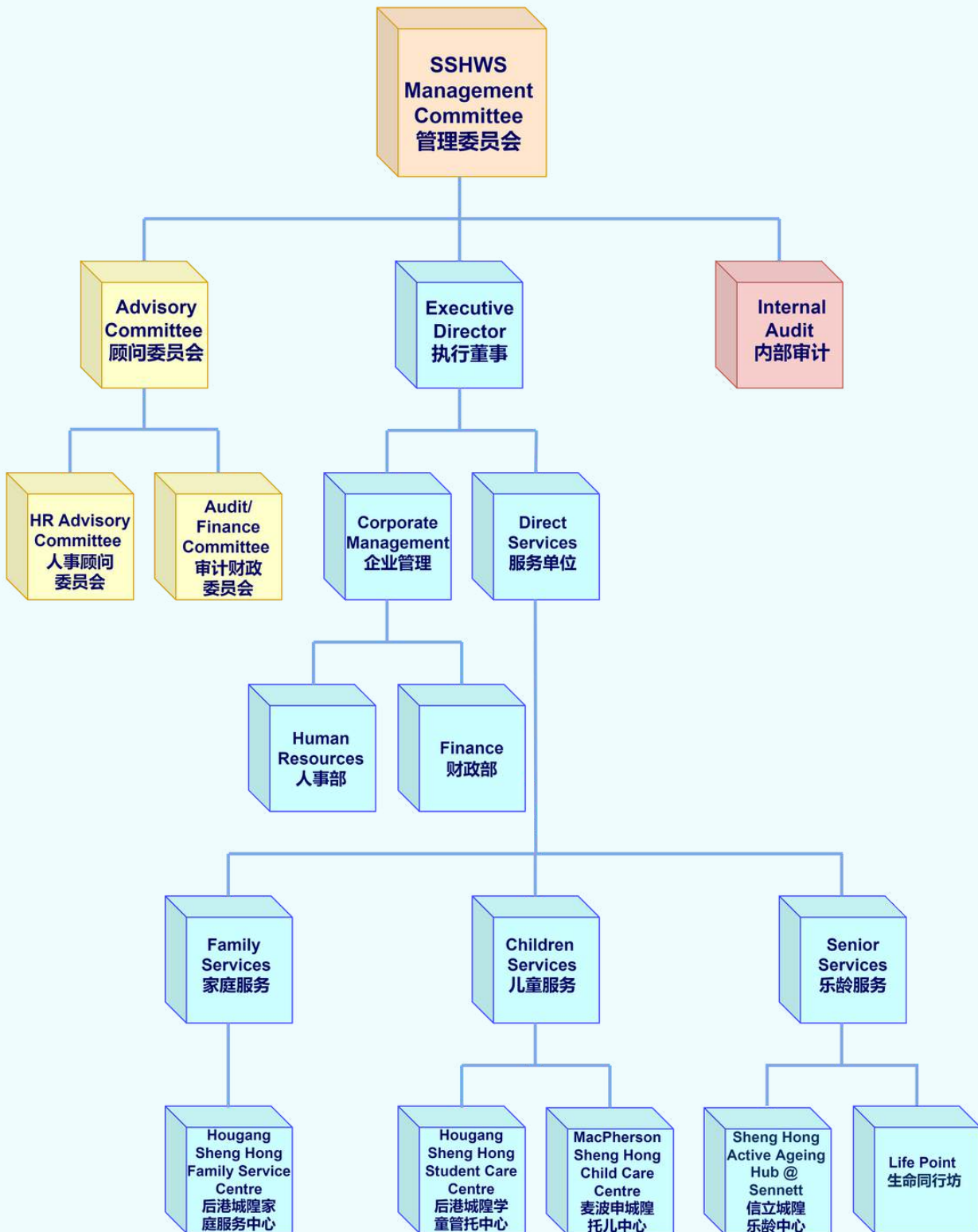
S/N	Code Guideline	Code ID	Response	Explanation
20	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied	
	Does the charity invest its reserves, including fixed deposits?		Yes	
21	The charity has a documented investment policy approved by the Board	6.4.3	Complied	
Fundraising Practices				
	Did the charity receive cash donations (solicited or unsolicited) during the year?		Yes	
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied	
	Did the charity receive donations-in-kind during the year?		Yes	
23	All donations-in-kind received are properly recorded and accounted for by the charity.	7.2.3	Not Complied	Acknowledgement & thank you letters sent to donors, there is room for improvement for records and documentation.
Disclosure and Transparency				
24	The charity discloses in its annual report: i. Number of Board meetings in the year; and ii. Individual Board member's attendance.	8.2	Not Complied	i) Board meeting have been conducted once every two months. Will disclose in FY23/24 Annual Report. ii) Complied, disclosed in FY22/23 Annual Report
	Are Board members remunerated for their Board services?		No	
25	No Board member is involved in setting his or her own remuneration.	2.2		
26	The charity discloses the exact remuneration and benefits received by each Board member in its annual report. OR The charity discloses that no Board members are remunerated	8.3		
	Does the charity employ paid staff?		Yes	

CODE OF GOVERNANCE

S/N	Code Guideline	Code ID	Response	Explanation
27	No staff is involved in setting his or her own remuneration.	2.2	Complied	
28	<p>The charity discloses in its annual report:</p> <p>i) The total annual remuneration (including any remuneration received in its subsidiaries), for each its three highest paid staff*, who each receives remuneration exceeding \$100,000, in bands of \$100,000; and</p> <p>ii) If any of the 3 highest paid staff* also serves on the Board of the charity.</p> <p>The information relating to the remuneration of the staff must be presented in bands of \$100,000.</p> <p>OR</p> <p>The charity discloses that none of its staff* receives more than \$100,000 in annual remuneration each.</p>	8.4	Complied	
29	<p>The charity discloses the number of paid staff* who are close members of the family* of the Executive Head or Board Members, who each receives remuneration exceeding \$50,000 during the year, in bands of \$100,000.</p> <p>OR</p> <p>The charity discloses that there is no paid staff* who are close members of the family* of the Executive Head or Board Member, who receives more than \$50,000 during the year.</p>	8.5	Complied	
Public Image				
30	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied	

ORGANIZATIONAL CHART

组织图表



KEY PERSONNEL

关键人员

Executive Director
执行董事

Mr. Lee Wuan Hong, Keith
李文雄先生

**Society of Sheng Hong
Welfare Services**
城隍慈善基金会

Head of Family Service Centre
家庭服务中心负责人

Mr. V Manichilven Joseph

**Hougang Sheng Hong Family
Service Centre**
后港城隍家庭服务中心

Centre Manager
中心经理

Ms. Evelyn Choo Fei Ling
朱慧玲女士

**Hougang Sheng Hong Student
Care Centre**
后港城隍学童托管中心

Principal
校长

Ms. Veronica Kashmir

**MacPherson Sheng Hong
Childcare Centre**
麦波申城隍托儿中心

Centre Manager
中心经理

Mr. Yap Poh Keong
叶保强先生

**Sheng Hong Active Ageing Hub
@ Sennett**
信立城隍乐龄中心

Senior Centre Manager
高级中心经理

Ms. Liao Yi Fang
刘宜芳女士

Life Point
生命同行坊

OUR SERVICES

我们的服务

We provide management & funding support to the following centres:
我们为以下中心提供管理和资金支持：

1

Hougang Sheng Hong Family Service Centre

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

Telephone: +65 6289 5022 Fax: +65 6289 8242

后港城隍家庭服务中心

新加坡后港21街大牌237座门牌 #01-406 邮编530237

电话: +65 6289 5022 传真: +65 6289 8242

2

Hougang Sheng Hong Student Care Centre

Blk 238 Hougang Ave 1, #01-292, Singapore 530238

Telephone : +65 6285 2726 Fax : +65 6285 0461

后港城隍学童托管中心

新加坡后港1道大牌238座门牌#01-292 邮编 530238

电话: +65 6285 2726 传真: +65 6285 0461

3

MacPherson Sheng Hong Childcare Centre

175 MacPherson Road, Singapore 348537

Telephone : +65 6858 5862 Fax : +65 6858 2809

麦波申城隍托儿中心

新加坡麦波申路175号邮编 348537

电话: +65 6858 5862 传真: +65 6858 2809

4

Sheng Hong Active Ageing Hub @ Sennett

175 MacPherson Road, Singapore 348537

Telephone : +65 6239 0933 Fax : +65 6239 0939

信立城隍乐龄中心

新加坡麦波申路175号邮编 348537

电话: +65 6239 0933 传真: +65 6239 0939

5

Life Point

175 MacPherson Road, Singapore 348537 (Via Jalan Wangi)

Telephone : +65 6239 0936

生命同行坊

新加坡麦波申路175号邮编 348537 (入口在惹兰万宜)

电话: +65 6239 0936

FAMILY SERVICE CENTRE

家庭服务中心

Epitomizing Ministry of Social and Family Development's long-term vision and purpose of connecting individuals and families with adequate resources and support in the community, Hougang Sheng Hong Family Service Centre strives to be the one-stop centre in the neighbourhood.

Located between Hougang and Kovan area, we serve families of all ages, races, languages and religions through casework management and counselling services. Our services are supported by community work and group work that enable us to provide tailored psychoeducational and developmental programmes.

后港城隍家庭服务中心体现出社会及家庭发展部长期的愿景和宗旨，致力于成为社区中将个人和家庭与社区资源和支持连接起来的一站式中心。

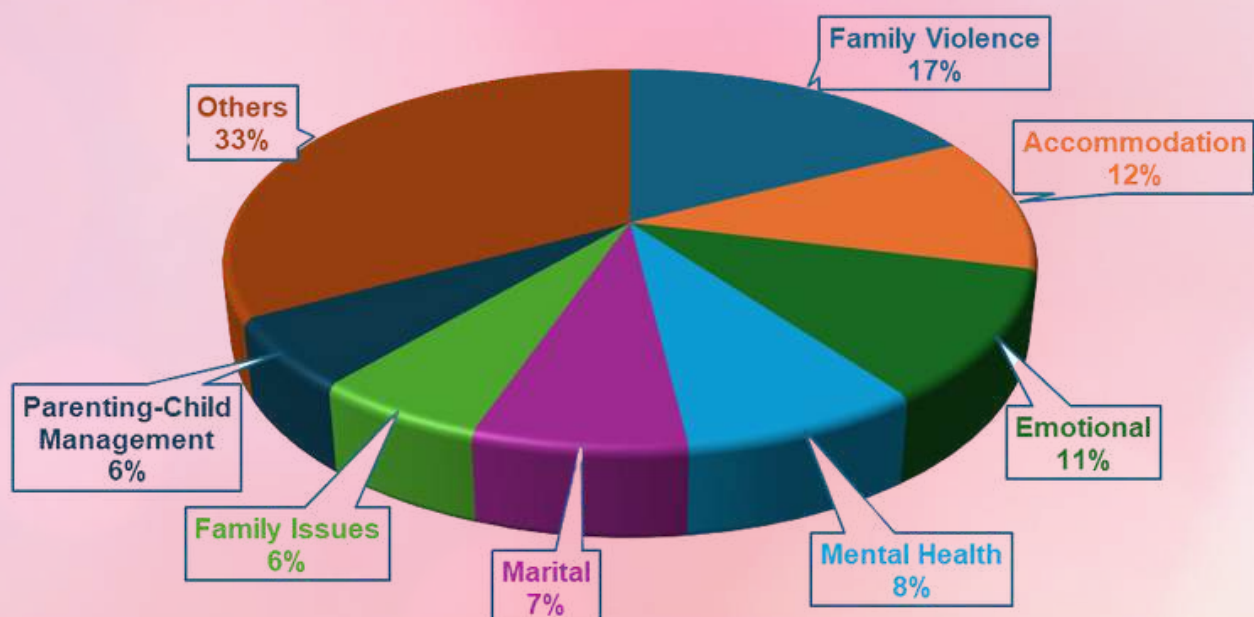
我们位于后港和高文地区之间，为各个年龄、种族、语言和宗教的家庭与个人，提供个案管理与辅导服务，辅以社区和团体工作，以提供与心理教育和发展相关的活动项目。

Address 地址:	237 Hougang Street 21, #01-406, Singapore 530237 新加坡后港21街大牌237座门牌 #01-406邮编530237
Telephone 电话:	+65 6289 5022
Fax 传真:	+65 6289 8242
Email 电邮:	fsc@shenghong.org.sg
Opening Hours 开放时间:	Mondays - Fridays 星期一至星期五 (8.30am – 5.30pm)
Extended Opening Hours 延长开放时间:	Thursdays 星期四 (5.30pm – 8.00pm)



Distribution of needs/support 需求/支持的分配

Breakdown Percentage of Cases Served



Hougang Sheng Hong Family Service Centre served a total of 443 unique cases in the Financial Year 23/24. There is a wide range of presenting issues faced by our clients. They range from accommodation, caregiving, health, employment, marital to behavioural and interpersonal challenges. Of all the presenting challenges, the top 3 most common presenting issues were Family Violence, Accommodation and Emotional Issues.

后港城隍家庭服务中心于 23/24 财政年度共服务了 443 个案例。我们的个案群面对各式各样的问题，包括住宿、照护、健康、工作、婚姻、行为与人际关系的挑战。其中，最常见的首三个问题是，家庭暴力、住宿和情绪问题。

Top 3 needs/support 三大需求/支持



Family Violence
家庭暴力



Accommodation
住宿问题



Emotional Issues
情绪问题

Looking across the various presenting issues brought forth by the clients from Financial Years 18/19 to 23/24, Family Violence oscillates among the top three presenting areas of support in the community. By being the top presenting issue for FY 23/24, this shows the effectiveness of the Government's move to raise national awareness of Family Violence since late 2021. Hence, to prepare and equip our social workers and counsellors adequately, not only do they receive training organized by Social Service Institute, they also receive supervision from trained supervisors in terms of raising awareness in acts of family violence, sighting the affected family members, assessing and addressing risk and safety concerns. These efforts allow us to strengthen our skills and abilities to support the rising needs that are brought forth by Family Violence.

纵观2018/19至2023/24财年期间客户所提出的各种问题，家庭暴力一直是社区支持 / 需求中的首三个问题，更在2023/24财年成为首要问题。这彰显政府自2021年底推广全国性家庭暴力醒觉运动的成效。因此，为了充分准备和装备我们的社工和辅导员，他们不仅接受由社会服务学院组织的培训，还在训练有素的主管指导下接受监督，以提高对家庭暴力行为的认识，观察与关注受影响的家庭成员，评估和降低风险及安全问题。这些努力增强我们的技能与能力以支持随家庭暴力而来的增长性需求。

Total no. of sessions 会话总数	Total unique cases served 独特个案总数	Total No. of Enquiries Handled 处理的查询总数	Total No. of New Cases 新个案例总数	Total No. of Closed Cases 已结案总数
2164	443	330	173	198

Our Highlights

Hougang Sheng Hong Family Service Centre had her first Practice Observations conducted by the Ministry of Social and Family Development (MSF) team from Office of the Director-General of Social Welfare from 8th to 10th May 2023. During this inaugural Practice Observations, a total of 15 cases, group work and community work efforts, as well as the centre's Standard Operating Procedures (SOPs) received attention and feedback. We received compliments in good and comprehensive casework management for 6 cases as well as having comprehensive SOPs. Well done to the FSC team for ensuring proper documentation, close support and supervision received for our cases and good ground work in managing the casework component!

In a sharing on 27th December 2023 from MSF, Hougang Sheng Hong Family Service Centre also scored well as well as meeting the National Benchmarks in a Practice Standards Outcome audit in the following indicators, "Financial Management and Controls, Board Engagement and Governance; FSC Outputs and Outcomes; Service Standards Requirements; Data Protection; and having Accessible Service". Congratulations to the FSC team for the collective efforts with the support from the Management Committee Board!

Throughout the Financial Year 23 /24, Hougang Sheng Hong Family Service Centre scored very well in the Quarterly Case Recordings Audit. This means that all cases documentation are uploaded promptly. Kudos to all social workers' efforts in making this feat possible!

One of the major highlights for Hougang Sheng Hong Family Service Centre happened on 29th May 2023, Kanchana presented the joint efforts and findings that resulted from the facilitation of Focus Group Discussion with 11 families at Xinghua Primary School (shared in previous year's annual report) at the 6th Comlink Alliance Work Group (CAWG) Meeting to NECDC Mayor Mr Desmond Choo and fellow CAWG member organizations.

我们的亮点

后港城隍家庭服务中心于2023年5月8日至10日首次接受了由社会及家庭发展部 (MSF) 的社会福利总监办公室团队进行的实践观察 (Practice Observations)。在这个首次的实践观察中，共有15个案例、社区与团体工作，以及中心的标准操作程序 (SOP) 得到关注和反馈。我们有6个案例的个案管理工作得到赞许，并被评估为具有完善的SOP。感谢家庭服务中心团队在确保适当的文档记录、为个案提供密切支持和监督以及在个案管理方面的扎实工作上所做出的努力！

在2023年12月27日MSF的分享中，后港城隍家庭服务中心在实践标准结果 (Practice Standards Outcome) 审计中，在以下指标取得良好成绩，并达到全国性的基准，这些指标是：“财务管理和控制、董事会参与和治理；家庭服务中心产出和结果；服务标准要求；数据保护；以及可及性服务”。祝贺家庭服务中心团队在管理委员会的支持下，取得良好的集体努力和成就！

在整个23/24财年，后港城隍家庭服务中心在季度个案记录审核中表现非常出色。这意味着所有个案文档都及时上传。非常感谢所有社工们的集体努力，使这一成就成为可能。

最后，在2023年5月29日，后港城隍家庭服务中心展现了一个重要亮点。我们的一位社工，Kanchana，在第六届社区联系联盟工作组 (CAWG) 会议上，向东北社区发展理事会市长 Desmond Choo 和其他 CAWG 成员组织，发表一项集体努力的研究成果（研究成果取自与11个家庭的焦点小组讨论，并于之前的年报中分享过）。



我们的社工，Kanchana 分享了她个人的体验

CASE STUDY OF MADAM RO*

This is a case of inter-generational conflict between three families, where it exacerbated the family's accommodation and caregiving challenges. The challenges include family violence, financial and employment challenges that negatively impacted some members' mental health challenges.

Mdm Ro* presented with a case of family violence between her family and her brother-in-law. Both families used to live harmoniously together prior to their mother's demise in 2019. A court case was fought between them to sell the house as her brother-in-law did not want to comply with the Will contents. The ensuing conflict resulted in Mdm Ro having to seek refuge at her own mother's home, where it highlighted another challenge in view of her mother's unhappiness towards her son-in-law.

This led to Mdm Ro's husband being evicted and rendered homeless when he was undergoing biopsy for nose and lung cancer. Her mother is also diagnosed with early onset of dementia in mid-2023. During the family's stay with Mdm Ro's mother, Mdm Ro's elder daughter with high functioning special needs was constantly receiving verbal abuse from her aunt, Mdm Ro's elder sister-in-law over her perceived lack of attention in taking care of their grandmother. This resulted in Mdm Ro losing her job and this is disastrous to the family. This is because she was the sole breadwinner and only person who is financially taking care of her family and her elderly mother's needs. Overall, these challenges in Mdm Ro's informal support system had contributed to the family's current uncertainty towards having permanent accommodation as well as exacerbating her depressive symptoms.

Besides engaging Mdm Ro and her husband, social worker Dan extended support to Mdm Ro's elder daughter with counselling support and worked with hospitals to stabilize Mdm Ro's husband and elderly mother, as well as supported in advocating for a placement at an Elder Care Centre for both of them.

Currently, Mdm Ro's husband and her elderly mother are closely supported by St Luke's Elder Care Centre, her elder daughter with special needs has successfully graduated from Nanyang Polytechnic and is on track to be gainfully employed. The family violence that they have received over the years is being closely monitored together with a safety plan being put in place for self-protection.

Lastly, the accommodation search continues to be a struggle as Mdm Ro has just begun the process of engaging a housing agent to settle her accommodation challenges.

*Names have been changed to protect the identity.

RO 女士*的个案

这是三个家庭之间代际冲突的案例，加剧了家庭的住宿和三代照顾挑战。挑战包括家庭暴力、财务和就业挑战。这些挑战造成了一些家庭成员的负面心理健及负面影响。

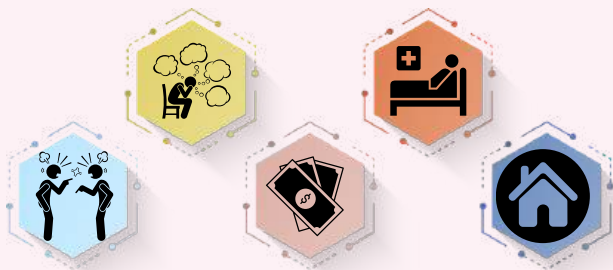
这个案例涉及Ro女士*的家庭和她的小叔之间的家庭暴力。两个家庭在老母亲于2019年去世之前原本和睦相处。但是，在母亲去世之后，由于小叔不愿意遵守遗嘱，结果引发法律诉讼并出售屋子。这场冲突导致Ro女士失去住所，而必须回到自己母亲家寻求庇护。但这却引发另一个挑战，即Ro女士母亲对女婿的不满。

当时，Ro女士的丈夫正在接受鼻子和肺部癌症的活检。不料被逐出家门，成为无家可归的人。何况她的母亲在2023年中被诊断患有早期痴呆症，增加了Ro女士的照顾责任。在与Ro女士母亲同住期间，Ro女士的大女儿（有高功能特殊需求）经常受到姨母的言语暴力，因为姨母认为她对外婆的照顾不够关心和细心。为了舒缓家庭的纠纷，这导致Ro女士失去了工作。这对家庭来说是灾难性的。因为她是唯一的养家者，也是唯一一个在经济上照顾家庭和年迈母亲需要的人。总的来说，Ro女士的非正式支持系统中的这些挑战导致了家庭对于有永久住所的不确定性，同时加剧了她的抑郁症状。

除了与Ro女士和她的丈夫交流外，社工Dan还通过提供辅导支持与医院合作，稳定Ro女士的丈夫和年迈的母亲，并支持争取让他们都安置在一家老年护理中心。

目前，Ro女士的丈夫和年迈的母亲得到了圣路加老年护理中心的密切支持，她的大女儿已经顺利从南洋理工学院毕业，并正朝着就业的目标稳步前进。多年来他们所受到的家庭暴力正在受到密切监控，同时也制定了自我保护的安全计划。最后，住房搜索仍然是一项挑战，因为Ro女士刚刚开始与房屋经纪人接洽，解决她的住房挑战。

*姓名已更改以保护客户隐私。



CASE STUDY OF MADAM SU*

This is a case of Mdm Su* facing challenges surrounding parent-child management, caregiving limitations, family communication and financial limitations. She is seeking assistance in managing her predicament adequately and stabilizing her emotions.

Mdm Su, 54 years old, is a single mother, living with her two children, an elder son Mr Shah, 26 years old and a younger daughter Ms Siri, 24 years old with undiagnosed special needs as well as an elderly mother who is fully dependent on her for her daily activities. Mdm Su is a home maker and is unable to work due to her health condition. She suffers from moderate eczema condition over both hands and feet. This leads to swellings and irritation during frequent flare ups that severely limits her ability to complete daily chores. Additionally, she faces orthopedic challenges with limited mobility, and high blood pressure. As such, she is on regular hospital appointments at Changi General Hospital. It is noticed that she is unable to stand for long hours, hence her employment options are very limited. This meant that she is financially dependent on her elder son. Through the engagements with Mr Shah, social worker Kanchana understands that Mr Shah is the sole breadwinner and contributes to the household expenses. At the same time, he is also allocating part of his savings for his future home. Social worker Kanchana's attempts to invite Mr Shah to alleviate Mdm Su's caregiving stresses revealed Mr Shah's current level of support in guiding Ms Siri. His support suggested some challenges towards additional financial support to the family in view of his concerns towards Ms Siri's life choices and challenges faced in money management. At the same time, it also suggested a lack of parenting adequacy from Mdm Su as Mr Shah appeared to have taken over the guidance and disciplinarian role for Ms Siri. A conflict manifested between Mdm Su and Mr Shah over the parenting differences.

Further engagements with Mdm Su surfaced her limitations and challenges in parenting and guidance due to her being overwhelmed with different family crises since the children's formative years. From the unfortunate divorce with her husband to Ms Siri's preference over her lifestyle choices to the latest news of her elderly mother's sudden passing in February 2024. These crises and the ongoing conflict with Mr Shah supported Mdm Su's lack of ability to self-soothe adequately as well as exacerbated her sense of overwhelmness with the family predicament.

Though social worker Kanchana faced multiple challenges in facilitating family sessions in view of the ongoing conflicts, she experienced incremental success in working together with Mdm Su and Mr Shah to strategize effective ways to supervise and manage Ms Siri's behaviors. It was helpful that social worker Kanchana was also successful in engaging Ms Siri, where it supported the hypothesis that Ms Siri had committed the offences in view of her challenges brought about by her special needs. It was backed up when Ms Siri was incarcerated twice in 2023 after being convicted of offences.

Social worker Kanchana continues to manage the case and support the various family members. Besides supporting the family in addressing their daily needs, Mdm Su also received close support in her grief and loss journey. The family was linked up to services such as Medical Social Services for support for Mdm Su's elderly mother before her untimely demise, Pro Bono SG for legal support for Ms Siri and Food From The Heart for monthly groceries and fresh vegetables. It is currently ascertained that Mdm Su is currently working on a part time basis and has improved on her capability in managing her personal expenses as well as independent living.

*Names have been changed to protect the identity.

苏女士*的个案

这个案例描述了苏女士*面临挑战。她在亲子管理、护理限制、家庭沟通和财务限制方面遇到挑战。她正在寻求帮助，以充分管理她的困境并稳定她的情绪。

苏女士，54岁，是一名单亲母亲，与她的两个孩子同住。分别是26岁的长子沙赫先生和24岁的女儿西里小姐（未确诊的特殊需求），以及完全依赖她进行日常活动的高龄母亲。苏女士是一名家庭主妇，由于健康原因无法工作。她的双手和双脚患有中度湿疹，经常出现肿胀和刺激，严重限制了她完成日常琐事的能力。此外，她还面临行动受限的骨科问题 and 高血压。因此，她需要定期前往樟宜综合医院就诊。这导致了她无法长时间站立，因此就业机会非常有限，这意味着她在经济上只能依赖长子沙赫先生。

通过与沙赫先生的交流，社工Kanchana了解到，沙赫先生是唯一的经济支柱，负责家庭开支。同时，他还将部分储蓄用于未来购房。社工Kanchana尝试邀请沙赫先生缓解苏女士的护理压力时，发现沙赫先生在指导西里小姐方面已有所支持。他对家庭追加经济支持的抗拒反映了他对西里小姐生活选择和理财行为的不满，同时也显示出苏女士在育儿方面的不足。因为沙赫先生似乎已经承担了对西里小姐的指导和纪律管理角色，所以苏女士与沙赫先生在育儿观念上的冲突显现出来。

社工Kanchana在进一步与苏女士的交流中，浮现出她在育儿和指导方面的局限和挑战，因为自孩子们成长以来，她一直被不同的家庭危机压得喘不过气来。从不幸的离婚到西里小姐对生活方式的偏好，再到2024年2月她的高龄母亲突然去世。这些危机以及与沙赫先生的持续冲突加剧了苏女士无法自我抚慰的能力，并使她对家庭困境的压迫感更加严重。

尽管社工Kanchana在主持家庭会议时面临多重挑战，但她在与苏女士和沙赫先生共同策划有效监督和管理西里小姐行为的方法方面取得了渐进的成功。社工Kanchana还成功地与西里小姐接触，了解了她因特殊需求而带来的挑战并且产生的错误判断。这一点得到了证实，因为西里小姐在2023年因犯罪被判刑两次。

社工Kanchana继续管理这个案例并支持各个家庭成员。除了支持家庭应对日常需求外，苏女士还在她的悲痛和失落过程中得到了密切的支持。家庭被连接到各项服务，例如在苏女士的高龄母亲去世前提供支持的医疗社工服务，为西里小姐提供法律支持的SG公益法律服务，以及从Food From The Heart组织每月提供的食物和新鲜蔬菜的。现在目前确定的是，苏女士正在做兼职工作，并在成功的管理个人开支和在独立生活方面有所改善。

*姓名已更改以保护客户隐私。



Group Work

Domestic violence refers to patterns of violent, threatening, abusive or controlling behaviours within the family, household, current or former intimate relationships, that cause hurt and/or fear for the safety and well-being of people involved. While we have the right to feel safe and respected in our relationships, perpetrators may resort to violence to maintain control or overpower the victim to get what they want. Violence and abuse in a relationship must not be tolerated. The Straits Times reported in 2022 that from year 2020 to 2022, there was an increase in police reports related to offences commonly associated with family violence, such as hurt, criminal force, assault, and criminal intimidation.

Noticing the increasing trend of female survivors who receives domestic violence in the cases that are being supported by our social workers, the Group Work Team came up with a psychoeducational and emotional support group. The support group aims to provide a safe and nurturing environment for participants who have experienced or are currently experiencing domestic violence. It focuses on empowering survivors, fostering healing, and promoting personal growth. By sharing experiences, resources, and strategies for coping and recovery, the support group will play a crucial role in helping survivors regain control of their lives and move forward positively.

The group work programme entitled “Empowerment and Healing: Women's Support Group for Survivors of Domestic Violence” was conducted from September to November 2023 over 5 sessions. The desired outcomes were to provide psychoeducation, to enhance emotional well-being of participants, and to foster support within the community.

In the sessions, participants learned about the definition of domestic violence and its various forms, learned about the identification of signs of different forms of violence, warning signs, and cycle of violence through discussion and skits. They were also guided in an exploration on the importance of self-care through a healing and recovery process. This was facilitated through cross-affirmations and journeying with a Mindfulness-Based Stress Reduction activity. At the same time, the participants were also given resources to empower themselves from the legal perspective, law enforcement perspective and alternatives such as shelters, personal counselling support and National Anti-Violence hotline.

The Group Work Team received positive feedback from the participants about their participation and personal experiences.



“The content were very helpful on the topics of Family Violence, Cycle of Abuse and Boundaries.”

– Mdm E.

“Sharings from other group members were very touching and insightful.”

– Mdm C.

“The meditation activity was very relaxing. I made friends from the group and took strength in the fact that I am not alone!”

– Mdm R.

团体工作

家庭暴力指的是在家庭、住户、现任或前任亲密关系中出现的暴力、威胁、虐待或控制行为，这些行为会对相关人员的安全和福祉造成伤害和/或恐惧。虽然我们有权在关系中感到安全和受到尊重，但施暴者可能会通过暴力来保持控制或压倒受害者，以实现自己的目的。关系中的暴力和虐待是不容忍的。《海峡时报》在2022年报道，从2020年到2022年，与家庭暴力相关的犯罪，如伤害、刑事强制、袭击和刑事恐吓的警方报告有所增加。后港城隍家庭服务中心注意到在社工支持的个案中，女性家庭暴力幸存者的数量在增加。团体工作小组的团队设计了一个心理教育和情感支持小组。该支持小组旨在为经历过或正在经历家庭暴力的参与者提供一个安全和培育滋养的环境，重点是赋权幸存者、促进康复和推动个人成长。通过分享经验、资源和应对与恢复的策略，支持小组在帮助幸存者重新掌控自己的生活并积极前进方面发挥了重要作用。

名为“赋权与康复：家庭暴力幸存者女性支持小组”的小组工作计划于2023年9月至11月间举行，共进行5次会议。预期的成果是提供心理教育，提升参与者的情感健康，并在社区内建立支持。

在会议中，参与者学习了家庭暴力的定义及其各种形式，通过讨论和情景剧了解了不同形式暴力的迹象、警告信号和暴力循环。他们也接受被引导探索在康复过程中自我照顾的重要性，这通过交叉肯定和正念减压活动来实现。同时，参与者还获得了法律视角、执法视角以及替代选项（如庇护所、个人辅导支持和国家反暴力热线），各方面的资源以增强自我赋权。

团体工作小组的团队在最后的会议结束后，收到了参与者关于他们参与和个人经历的积极反馈。

“家庭暴力、虐待循环和界限等话题的内容分享上非常有帮助。” – E女士

“其他小组成员的分享非常感人且富有见解。” – C女士

“冥想活动非常放松。我在小组中结交了朋友，使我觉得我并不孤单的事实中获得了力量！” – R女士



Community Work

One of the two main pillars in supporting casework management of individuals and families, Community Work aims to:

- 1) develop and implement creative community-based strategies to enhance and support casework management and build strong neighbourhoods by utilizing a dynamic framework for quality growth and partnerships; and
- 2) nurture and promote a vibrant community in sharing and collaborating with community partners and stakeholders in Hougang-Kovan.

The two main objectives for Community Work Team are

- 1) strengthen partnerships so as to become the focal point for the community and
- 2) identify gaps and service needs that existing beneficiaries require. They are meant to complement and supplement social workers in their journeys in the casework management component.

The Community Work Team actively fosters close partnerships with community partners and stakeholders. This is to ensure that beneficiaries could benefit from receiving different support that best aligns with their current needs. For example, consented referrals received from families to either REACH South Team, CREST, Daughters of Tomorrow, or MENDAKI can potentially offer targeted support to specific individuals that are aimed towards uplifting them and increasing their quality of lives. At the same time, the support received matches social workers in their casework management in the journey with them that are geared towards stabilizing their current predicaments and navigating their challenges.

Additionally, Community Work Team also diligently participates in three major collaborations, namely Comlink Alliance Work Group (National effort for low-income families staying in rental flats), Youth Care Level Network (SHINE Hougang) and Paya Lebar Kovan Interagency (Grassroots support with involvement of multi-agencies within the service boundary). This allows social workers to raise challenges faced and tapping on different expertise from the various member organizations, thereby receiving collective feedback on challenges raised and also easing the process of referrals for specialized support.

Lastly, engagement with students from Anglo-Chinese Junior College, Anderson-Serangoon Junior College, Tampines Meridian Junior College, and Yuying Secondary School provided volunteering opportunities, where they supported the social workers in refreshing the existing Resources Asset Map. They also supported by planning and delivering activities for the families. This is an important resource for social workers as the map is helpful for social workers to identify nearby resources to support beneficiaries.

HSHFSC and SSO @SKSRHG Networking (13 June 2023)



社区活动

作为支持个案管理的两大支柱之一，社区工作旨在：

1) 开发和实施创新的社区基础策略，通过一个动态框架来提升和支持个案管理，并建立强大的社区；

2) 培养和促进一个充满活力的社区，与后港-高文的社区伙伴和利益相关者分享和合作。

从中，社区工作团队的两个主要目标是：

1) 加强合作伙伴关系，成为社区的焦点；

2) 确认现有受益者所需的服务及缺口。这些目标旨在补充和支持社工在个案管理中的工作。

社区工作团队积极与社区伙伴和利益相关者建立和保持紧密的合作关系，确保受益者和家庭能够获得最符合其当前需求的不同支持。例如，经同意，将家庭转介至REACH South Team, CREST, Daughters of Tomorrow, 或MENDAKI，让有志于提升生活质量的个人得到针对性的支持。与此同时，这些所获取的支持是和社工的个案管理工作相辅相成的，即让受益者在现有的困境中稳定下来并继续应对他们的挑战。

此外，社区工作团队还积极参与三大合作项目。它们是，社区联系联盟工作组（针对住在租赁房屋的低收入家庭的全国性努力）、青年关爱网络（SHINE Hougang）和巴耶利峇高文跨机构合作（在服务范围内的多机构参与的基层支持）。这使得社工们能够提出所面临的挑战，并利用各成员机构的不同专业知识，从而对所提出的挑战获得集体反馈，并简化转介专业支持的过程。

最后，与英华初级学院、安德森-实龙岗初级学院、淡滨尼美兰初级学院和育英中学的学生互动提供了志愿服务机会。他们不但设计了团体活动，也支持社工更新现有的资源资产地图。该地图是社工的重要资源，有助于社工识别附近的资源以支持受益者。



YCLN 2023



Social workers, Grace and Zanche at outreach

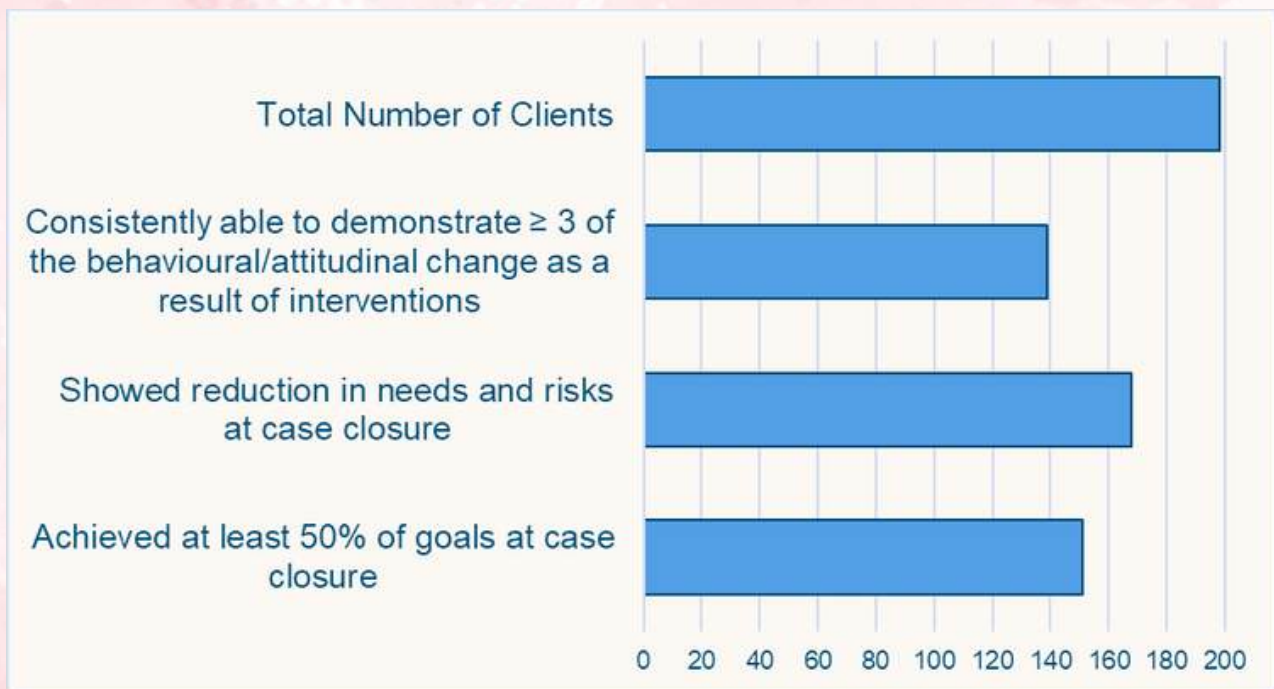


YCLN 2024

Feedback 反馈

Out of the total number of closed cases of 198 in Financial Year 23/24, 86% of the clients provided feedback towards receiving interventions from the social workers and counsellors. 14% of the clients did not provide feedback due to the cases being closed after multiple unsuccessful attempts in reaching out to them. From the 86% of clients who provided feedback, 70% were able to consistently demonstrate more than or equal to 3 of the behavioural / attitudinal change as a result of interventions; 85% showed a reduction in needs and risks at case closure; and 76% achieved at least 50% of goals that they had agreed and set with their social workers and counsellors at case closure.

在2023/24财年共关闭的198个案件中，86%的客户对社工和辅导员的干预提供了反馈。由于多次尝试联系未果，14%的客户未能提供反馈。在提供反馈的86%客户中，70%能够在干预后持续表现出三种或以上的行为/态度变化；85%在案件关闭时显示需求和风险减少；76%案件在结案时实现至少50%与社工和辅导员商定的目标。



“You are very patient and also understanding towards my plight. I feel heard and understood. Thank you!” – **Client O, 37 years old.**
“您非常耐心，也理解我的困境。我感到被倾听和理解。谢谢您！” – **37岁的O客户**

“I was initially hesitant to open up. You have made me feel safe in the counselling room. I can now better understand my parents’ struggles in parenting me. Thank you for guiding me to talk to them.” – **Client N, 14 years old**
“起初我不愿意敞开心扉。您让我在咨询室里感到安全。我现在可以更好地理解我父母在抚养我时的困难。谢谢您引导我与他们交流。” – **14岁的N客户**

“Thank you for supporting my family during the period of crisis!” – **Client A, 45 years old**
“感谢您在危机期间支持我的家人！” – **45岁的A客户**

STUDENT CARE CENTRE

学童托管中心

Hougang Sheng Hong Student Care Centre was started in Jan 2001. Since then, the centre has been providing quality care and enrichment services to support working parents by looking after and supervising their primary school-going children during after-school hours. The children we serve are mainly from Primary 1 to 6, possibly up to age 14. Our aim is to provide these children with a safe and conducive environment to participate in planned activities during their after-school hours so that they will not fall prey to undesirable influence and become latchkey lads.

后港城隍学童托管中心从2001年一月开始提供优质的照顾和拓展服务，支持在职父母，帮助他们照顾及监督小学生。这些学生来自小一至小六，最大年纪可能到14岁。我们的目标是给予一个安全，有利的环境。学生们放学后我们可以参与我们所安排的活动，让我们照顾和监督他们，以避免他们受到不良影响而成为问题儿童。

Address 地址:	238 Hougang Avenue 1, #01-292, Singapore 530238 新加坡后港1道大牌238座门牌#01-292 邮编 530238
Telephone 电话:	+65 6285 2726
Fax 传真:	+65 6285 0461
Email 电邮:	scc@shenghong.org.sg
Opening Hours 开放时间:	Mondays – Fridays 星期一至星期五 (12.30pm – 7.30pm)
Extended Opening Hours during School Holidays and School Closure 学校假期和学校停课日期间延 长开放时间:	Mondays – Fridays 星期一至星期五 (7am – 7pm)



ur Curriculum

In our SCC, we offer a variety of programs that provide numerous benefits to our students. These programs include:

WeCan! Empowerment programme

One of the core programs in our student care is football. Through this engaging activity, children learn team work, discipline and develop physical fitness while having fun.

In an era where the world is evolving at an unprecedented pace and characterized by rapid technological advancements and shifting societal norms, the inclusion of football as one of our core programs offers numerous advantages. Firstly, amidst the digital age, football serves as a powerful antidote to screen addiction and sedentary lifestyles. By encouraging physical activity and outdoor play, it promotes holistic well-being and combats the adverse effects of prolonged screen time.

Secondly, as globalization accelerates, fostering cultural exchange and understanding becomes increasingly vital. Football, with its universal appeal, provides a platform for individuals from diverse backgrounds to come together, transcending language and cultural barriers. This fosters a sense of unity and harmony in an increasingly interconnected world, promoting such universal values is crucial for nurturing global citizens.

Moreover, in an era of rapid change and uncertainty, the resilience and adaptability cultivated through football are invaluable. Players learn to navigate challenges, make split-second decisions and collaborate effectively as a team - skills that are essential for success in today's fast paced and unpredictable environment.

Integrating football into our core programs not only promotes physical health and cultural understanding but also equips individuals with the skills and values necessary to thrive in a rapidly changing world.



Character Building Curriculum

At our center, we are dedicated to instilling ten core values in children, each month focusing on one to ensure they grasp its significance. Our team employs various methods like storytelling, games, movies and open discussions to teach crucial values such as kindness, compassion, respect, honesty and forgiveness. Through engaging activities and active participation, parents witness their children comprehending and applying these values in their everyday interactions, fostering a nurturing environment for growth and development.

Show & Tell

We're excited to share that "Show and Tell" as one of the engaging activities in our student care program. This interactive session allows children to share something meaningful from their lives with their peers, fostering confidence and communication skills. Witnessing your children's creativity and enthusiasm as they presented their chosen items or stories was truly heartwarming. It's a wonderful opportunity for your child to express themselves creatively and develop public speaking abilities in a supportive environment. Through "show and tell" sessions, we have seen remarkable development in their confidence and communications skills.

Inspiring Stories

In our student care centre, another impactful activity is teachers sharing inspiring stories with the children. These stories serve as powerful tools to ignite imagination, instill values, and cultivate empathy among the students. Through these narratives, children not only expand their knowledge but also develop critical thinking skills as they analyze characters' decisions and motivations. By exposing children to diverse stories and perspectives, we aim to nurture their curiosity and foster a lifelong love for learning.



我们的课程



在我们的 SCC，我们提供各种课程，为我们的学生带来众多好处。这些计划包括：

我们可以！赋能计划

我们学生关怀中的核心项目之一是足球。通过这个引人入胜的活动，孩子们在玩乐中学习团队合作、纪律和发展身体健康。

在世界以前所未有的速度演变，并且以迅速的技术进步和社会规范的转变为特征的时代，将足球纳入我们的核心项目之一具有许多优势。首先，在数字时代，足球作为对屏幕成瘾和久坐不动生活方式的有力对策。通过鼓励身体活动和户外游戏，它促进了整体健康，并对长时间使用屏幕的不良影响起到了抵消作用。

其次，随着全球化的加速，促进文化交流和理解变得越来越重要。足球以其普遍的吸引力为个人提供了一个平台，让来自不同背景的人们走到一起，超越语言和文化障碍。这在一个日益相互关联的世界中培养了团结和和谐的感觉，促进这些普遍价值观对培养全球公民至关重要。

此外，在快速变化和不确定性的时代，通过足球培养的韧性和适应性是无价的。球员学会应对挑战，做出瞬间决定，并有效地作为一个团队合作 - 这些技能对于在当今快节奏和不可预测的环境中取得成功至关重要。

将足球融入我们的核心项目中，不仅促进了身体健康和文化理解，还赋予了个人在一个迅速变化的世界中取得成功所必需的技能 and 价值观。



品格建设课程

在我们的中心，我们致力于在孩子们心中灌输十大核心价值观，每个月关注一个以确保他们理解其重要性。我们的团队采用各种方法，如讲故事、游戏、电影和开放式讨论，教授关键的价值观，如善良、同情心、尊重、诚实和宽恕。通过引人入胜的活动和积极参与，家长们见证了他们的孩子们理解和应用这些价值观于日常互动中，促进了一个培育成长和发展的环境。



展示和讲述

我们很高兴地宣布“展示与分享”是我们学生照顾计划中引人入胜的活动之一。这个互动式活动让孩子们与同龄人分享生活中的有意义的事物，培养了他们的自信和沟通能力。看到您的孩子在展示自己选择的物品或故事时展现出的创造力和热情真是令人感动。这是一个让您的孩子在支持性环境中创意表达和发展公共演讲能力的绝佳机会。通过“展示与分享”活动，我们看到了他们自信和沟通技巧方面的显著发展。



鼓舞人心的故事

在我们的学生照顾中心，另一个具有影响力的活动是老师与孩子分享鼓舞人心的故事。这些故事作为强大的工具，能够激发想象力，灌输价值观，并培养学生之间的同情心。通过这些叙述，孩子们不仅扩展了知识，还在分析角色的决定和动机时发展了批判性思维能力。通过向孩子们展示多样化的故事和观点，我们旨在培养他们的好奇心，培养对学习的终身热爱。



Our Partnership

我们的合作伙伴

We are proud to share that on 9 June 2023, we have been featured on CNA news both channel 5 and 8 for our collaboration with community partner UOB Bank on financial literacy initiatives. This recognition underscores our commitment to community well-being, positive public relations and a partnership that address a critical need in society.

Our student care also emphasizes experiential learning with the community as a partner, Through collaborations, children engage in real world activities, fostering empathy, civic responsibility and a deeper understanding of the world around them.

At UOB bank, children embark on a learning journey of financial literacy, merging learning with fun. Guided by engaging activities, they grasp the fundamentals of money management, savings and responsible spending. Through interactive games, they navigate simulated financial scenarios, making choices and learning consequences in a safe environment. They discover the importance of budgeting, setting goals and distinguishing needs from wants. With each playful interaction, they cultivate essential life skills, empowering them to make informed financial decisions in the future.

At the UOB Bank, education intertwines seamlessly with entertainment, shaping young minds into financially savvy individuals ready to thrive in an ever-changing world.

我们很自豪地宣布，在2023年6月9日，我们与社区伙伴大华银行合作的“金融素养推广计划”经CNA新闻于第5及第8频道中报道。这种认可强调了我们对社区福祉、积极公共关系以及解决社会关键需求的承诺。

我们的学生关怀也强调与社区合作进行体验式学习。通过合作，孩子们参与真实世界的活动，培养同理心、公民责任感，并更深入地了解周围的世界。

在大华银行，孩子们开始了金融素养的学习之旅，将学习与乐趣融合在一起。在引人入胜的活动指导下，他们掌握了金钱管理、储蓄和负责任消费的基本原则。通过互动游戏，他们在模拟的财务情景中导航，做出选择并在安全的环境中学习后果。他们发现预算编制、设定目标和区分需求与欲望的重要性。通过每一次的愉快互动，他们培养了必要的生活技能，使他们能够在未来做出明智的金融决策。

在大华银行，教育与娱乐巧妙地交织在一起，塑造着年轻人的思维，使他们成为在不断变化的世界中能够成功的金融智者。

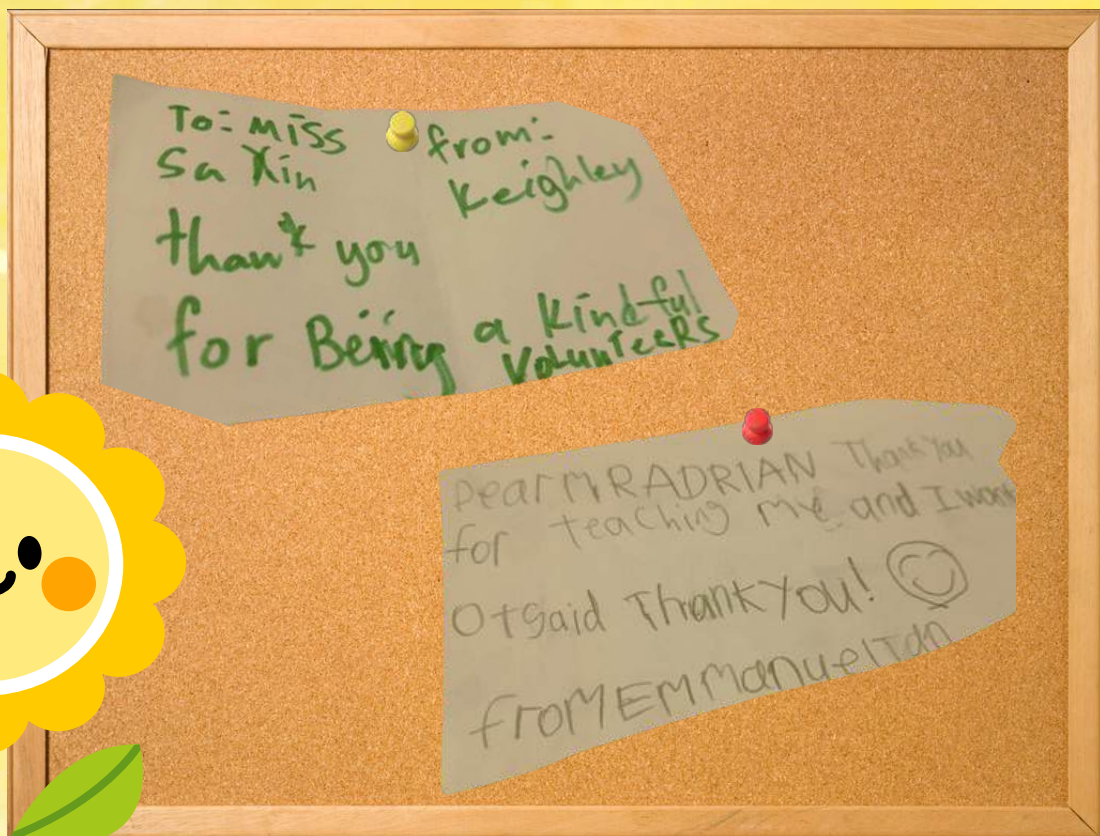


Invaluable Volunteer Support

无价的志愿者支持

The invaluable support of volunteers at our student care center has been truly remarkable. Their dedication and commitment to enhancing the well-being and growth of our children have made a significant difference in our community. Whether it's assisting with activities, providing academic support, or simply lending a listening ear, their presence enriches the experiences of both students and staff alike. Their selfless contributions not only lighten the workload but also bring a sense of warmth and camaraderie to our center. We are immensely grateful for their time, effort, and passion in making a positive impact on the lives of our children every day.

在我们的学生照顾中心，志愿者们提供的无价支持确实令人难以置信。他们致力于增进我们孩子们的幸福和成长，对社区产生了巨大影响。无论是协助活动、提供学业支持，还是倾听倾诉，他们的存在都丰富了学生和员工的经验。他们无私的贡献不仅减轻了工作负担，还为我们的中心带来了温暖和团结的感觉。我们对他们每天投入的时间、努力和热情深表感激。他们对孩子们生活产生积极影响的贡献是无法估量的。



Sheng Hong Student Care Center, is an extraordinary haven for young minds. With dedicated teachers like Mr Thomas, who goes the extra mile to assist and explain complex concepts to my son, Vahin.

The hallmark of this center is the unwavering commitment to foster my child's growth. Teachers not only educate, but also provide timely feedback and solutions. They also provide me with ideas on how to guide my son academically. This collaboration allows me to be an essential part in my son's educational journey.

Furthermore, Sheng Hong Student Care Center believes in making learning fun. Their diverse range of exciting activities engages young learners, making education an adventure. This center is a shining example of excellence,

Thank you Mr Thomas, for nurturing the potential in my child and empowering me to be an active partner in my child's educational journey.

Best Regards
Julite

Dear Mr Adrian,

You have been a qualified teachers and even better friend. My child speaks highly of you. Thank you for all that you have done.

We are also grateful to the center for providing more activities, to let my child enjoy more with happiness.

We really appreciate your dedication to your students.

Sincerely,
XinYang's parents

Dear Hougang Sheng Hong Student Care Centre:

I am Nigel's Mummy. Nigel has been in this student care for two years. My impression is that this student care is a very responsible and caring place. My son has learned a lot of knowledge and good moral character here. The teachers here are very friendly and very responsible. The school pays special attention to communication with parents, so that I can easily know the children's situation. We can rest assured that the children will grow up in a healthy environment. Therefore, thanks the teachers and the principal for their care and I wish all the teachers a Happy Teacher's Day!

From Nigel's Mummy

感恩有Sheng Hong Student Care

陪伴看我们的儿子成长

从他加入SCC到现在，我们看着他慢慢长大从不会表达不多说话，到现在会跟我们分享他在SCC知道了什么，吃了什么，去了那里，做了什么，看到了什么...

每次SCC带他去了郊游回来那个晚上特别多话所以我们也放心让他跟SCC去郊游

我们更加是开心，因为他自己愿意跟

(我们都经历过Covid那些不出门的日子，可能是因为这之后，我们带他出去是要连哄带骗的)

幸运的是他可以加入这个大家庭

【谢谢老师们的用心】平日的课程活动以外，还在每个学校假期都会安排其他的活动。

Jing Yang's Mummy

Parents expressing appreciation and gratitude to SCC staff.
家长们向学生托管中心老师表达感激和感恩。



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

Thank You Message!!

Dear Teachers,

Thank you so much for take care, guides, teaching and help him improve of mentally and Physically for my son. Sincerely,
James

From

Date



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

Thank You Message!!

Dear Teachers I sincerely give thanks to all of you because with your care and the greatness of teacher can't be measured with words. With the proper teachings, I believed the society will be beautiful.

Regards Parent of XIONGAN

From

Date



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

Thank You Message!!

Thank for guiding me how to study / behave well and get interests in subjects!

I loved to attend Sheng Hong Student Care. Thank teacher and mgmt team.

From Rei Ong

Date 23/6/2023



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

Thank You Message!!

感谢城隍学童托管中心给予慧安许多快乐的学习。

谢谢老师的陪伴他的喜怒哀乐学习的时候。

慧安妈妈

18/7/2023

From

Date



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

Thank You Message!!

Dear Teachers and Staff of SHSC,

Thank you for your warm welcome and care for my child when she first started coming here.

From Annan's mom

Date 23/06/23



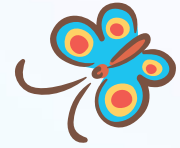
Thank you!





CHILDCARE CENTRE

托儿中心



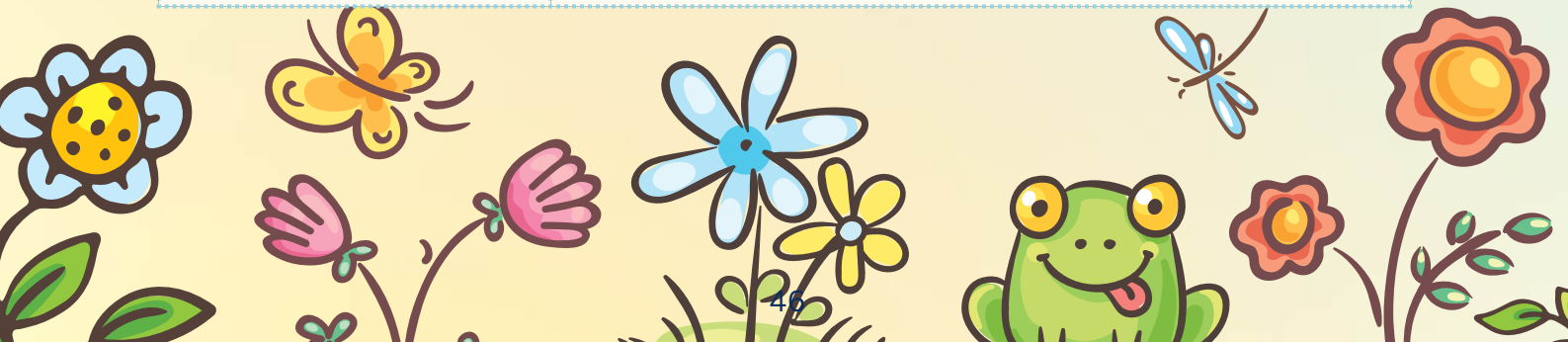
MacPherson Sheng Hong Childcare Centre is committed to serving the community with quality and affordable childcare. Established by the Society of Sheng Hong Welfare Services, MSHCCC (SPARK-accredited) is housed in a 2-storey building with a uniquely spacious compound in the heart of Sennett Estate. It features ample outdoor space designated for water play, sand play, cycling, and an edible garden, providing every child with a unique learning experience.

We believe that children regardless of their race, religion, or financial background should have access to quality preschool education in a safe and nurturing environment. Our holistic curriculum focuses on the whole child by developing the physical, social, emotional, and intellectual needs. Our lessons are intentionally planned to create a positive learning environment for our children to develop the skills, knowledge, and values that will serve them for a lifetime.

麦波申城隍托儿中心致力于在社区提供优质且价格实惠的婴儿与儿童保育服务。由城隍慈善基金会创办，麦波申城隍托儿中心（获得 SPARK 认证）位于 Sennett Estate 中心的一栋两层建筑物，拥有独特宽敞的园院。它拥有充足的户外空间，可用于玩水、玩沙、骑自行车和种植蔬果的园地，为每个孩子提供独特的学习体验。

我们置信于无论种族、宗教或经济背景，儿童都应该在安全和培育的环境中获得优质的学前教育。我们的课程注重全面发展孩子的身体、社交、情感和智力需求。我们的课程经过精心设计，为孩子们创造一个正面的学习环境，培养他们受益终身的技能、知识和价值观。

Address 地址:	175 MacPherson Road, Singapore 348537 新加坡麦波申路175号 邮编 348537
Telephone 电话:	+65 6858 5862
Fax 传真:	+65 6858 2809
Email 电邮:	childcare@shenghong.org.sg
Opening Hours 开放时间:	Mondays – Fridays 星期一至星期五 (7am – 7pm) Saturdays 星期六 (8am – 1pm)





Our Learning Philosophy

我们的学习理念

We aim to provide the heart of education to develop our children holistically to learn with joy in a safe and nurturing environment inculcating the core values of Respect, Integrity, Sharing, and Empathy (RISE). With a strong foundation in character building and virtues, our children will rise to reach their full potential for lifelong learning.

我们的目标是提供教育的核心，让我们的孩子全面发展，在安全和培育的环境中快乐地学习，灌输尊重、正直、分享和同理心（RISE）的核心价值观。凭借在品格建设和美德方面打下的坚实基础，我们的孩子将充分发挥终身学习的潜力。

Core Values 核心价值

- | | |
|-----------|-----|
| Respect | 尊重 |
| Integrity | 正直 |
| Sharing | 分享 |
| Empathy | 同理心 |



Our Curriculum

我们的课程

Responsive and Care Giving Curriculum (Infant and Toddler)

Our Infant and Toddler curriculum builds on daily routines and creates meaningful learning experiences that nurture the unique strengths, interests, and needs of infants, toddlers, and twos.

Creative Curriculum (4 to 6 years old)

We use the Creative Curriculum approach to foster children's social-emotional, physical, cognitive, and language development. Our curriculum empowers children to be confident, creative, and caring learners through play-based activities, hands-on investigations—that incorporate language, literacy, and mathematics, arts, and technology throughout the day.

Value Added Program

Chinese Martial Arts for K1 and K2



具回应性的护理课程（婴幼儿）

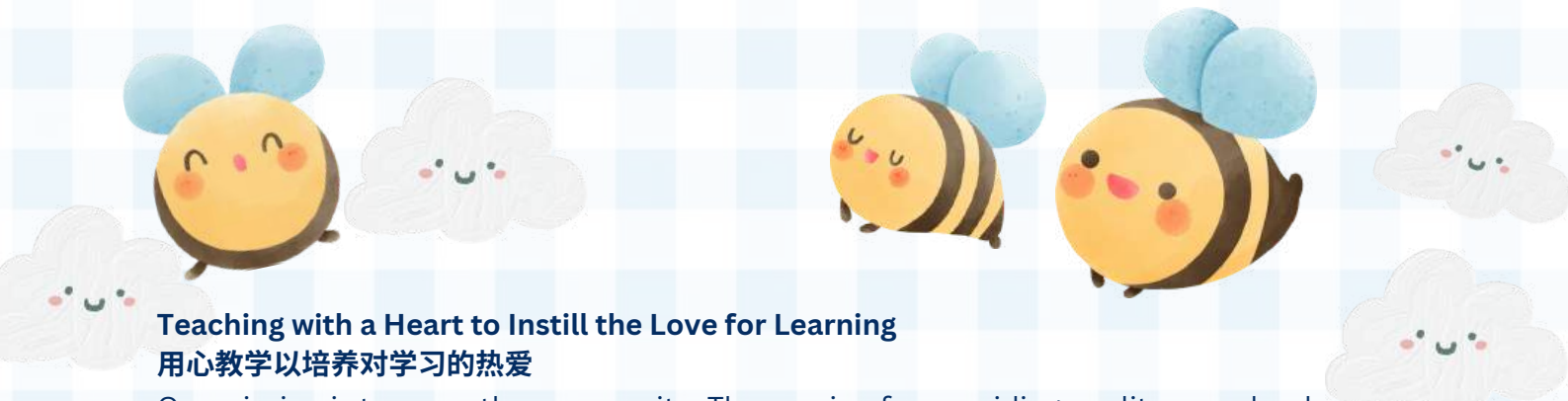
我们的婴幼儿课程以日常生活为基础，创造有意义的学习体验，培养婴幼儿和两岁儿童的独特优势、兴趣和需求。

创意课程（4至6岁）

我们使用创意课程的方法来促进儿童的社交情感、身体、认知和语言发展。我们的课程通过基于游戏的活动和实践调查，将语言、读写能力、数学、艺术和技术结合在一起，使孩子们成为自信、有创造力和有爱心的学习者。

增值计划

幼一班和幼二班中国武术



Teaching with a Heart to Instill the Love for Learning

用心教学以培养对学习的热爱

Our mission is to serve the community. The passion for providing quality preschool education has always been at the heart of all we do at Macpherson Sheng Hong Childcare Centre. Over the years we have offered value-added programs for Kindergarten level and enrichment classes for all levels to extend children's learning.

2023 was a transitioning year to normalcy with the step down of the remaining few COVID-19 measures and the establishment of endemic COVID-19 norms in preschool's daily operations to provide quality education. To continue our quality education service journey, MacPherson Sheng Hong Childcare Centre achieved the SPARK renewal. With the renewal of the SPARK certification, our team of educators continued to engage in good teaching and learning practices to uplift the quality of education with innovative classroom teachings.

我们的使命是服务社区。提供优质学前教育的热情一直是麦波申城隍托儿中心工作的核心。多年来，我们为幼儿园提供增值课程，也为各级的儿童提供丰富的课程，以扩展孩子的学习。2023年是向常态过渡的一年，逐步取消剩余几项的 COVID-19 措施，并在学前班的日常运营中建立了 COVID-19 地方性规范，以提供优质的教育。为了继续我们的优质服务之旅，麦波申城隍托儿中心获得了 SPARK 更新认证。随着 SPARK 认证的更新，我们的教育工作者团队能继续从事良好的教学实践，以创新的教学来提升教育质量。

New Childcare Learning Philosophy

新的育儿学习理念

Ending of 2023, centre crafted a new learning philosophy and core values. This is was done with the intention to provide a holistic education to our children to learn with joy in a safe and nurturing environment inculcating good moral values to lay a strong foundation for character building to rise up as individuals to reach their full potential. We aim to provide the heart of education to develop our children holistically and to learn with joy in a safe and nurturing environment inculcating the core values of

Respect, Integrity, Sharing and Empathy (RISE)

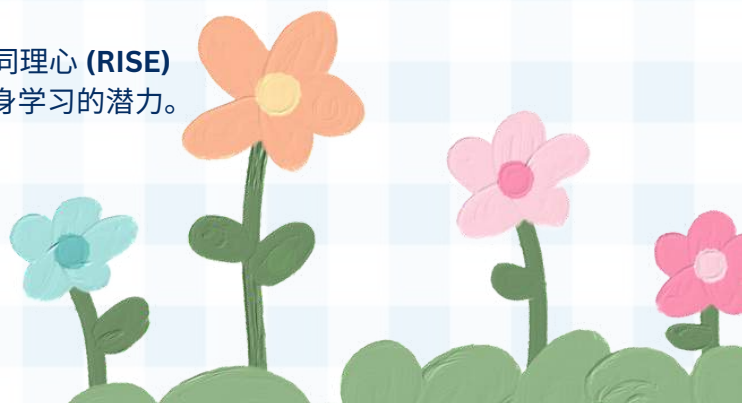
With a strong foundation in character building, our children will rise up to reach their full potential for lifelong learning.

2023年底，中心制定了新的学习理念和核心价值观。目的是为我们的孩子提供全面的教育，让他们在安全和培育的环境中快乐地学习，灌输良好的道德价值观，为品格建设坚实的基础，使个人充分发挥潜力。

我们的目标是提供教育的核心，使我们的孩子全面发展，并在安全和培育的环境中快乐地学习，灌输核心价值观

尊重、正直、分享和同理心 (RISE)

有了坚实的品格建设基础，我们的孩子将充分发挥终身学习的潜力。





Learning Beyond Classroom

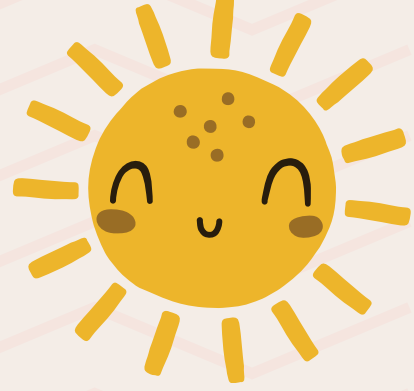
Transiting from pandemic to endemic, the Centre extended children’s learning beyond classroom teachings by planning excursions. Children visited Chinatown during Chinese New Year, Indian Heritage Centre during Pongal festival, River Wonders, and Hay Dairies. These learning journeys were intentionally planned to extend children’s learning from the lessons carried out in the classrooms.

One of our students’ parents was invited during the Pongal festival to share the significance of the celebration. Children learned that ‘Pongal’ is a harvest festival celebrated by South Indians. In the Tamil language the word ‘Pongal’ means overflowing, signifying abundance and prosperity. The parent did a cooking demonstration of how ‘Pongal rice’ was cooked and was served to our children. These valuable partnership activities emphasize parents work with us to nurture our children’s learning and show respect and appreciation to other cultures.



课堂之外的学习

从大流行过渡到地方性流行病，我们的中心通过规划学习之旅，将儿童的学习扩展到课堂教学之外。孩子们在农历新年期间参观了牛车水，在丰收节期间参观了印度遗产中心，还参观了河川生态园和牧羊农场。这些学习之旅是经过精心策划的，旨在扩展孩子们在课堂上学习的内容。我们的一位家长在 Pongal 节期间受邀分享庆祝活动的意义。孩子们了解到“Pongal”是南印度人庆祝的丰收节。在泰米尔语中，“Pongal”一词的意思是满溢，意味着丰富和繁荣。家长现场演示了“Pongal Rice”的烹饪方法以及如何端给我们的孩子们。这些有价值的合作活动加强了家长和我们的合作，培养孩子的学习并对其他文化表示尊重和欣赏。



Collaboration with Parents 与家长的合作

Our centre actively fostered positive partnership with parents by organising and involving them in a variety of programs and activities such as open house, parent orientation, celebrations and storytelling workshops. Parents gave positive feedback to teachers for engaging them as this was meaningful to be part of centre's initiatives to support children's learning.

我们中心通过组织并让家长参与各种项目和活动，如开放日、家长方针、庆祝活动和讲故事研讨会，积极与家长建立良好的合作关系。家长对老师的策划给予了积极的反馈，作为中心支持儿童学习举措的一部分，这是很有意义的。





Parent Orientation

The beginning of the school started with a Parent Orientation to share with parents centre initiatives to provide a holistic learning for children and how parents can play an important role in children's learning. It had an opportunity for parents to learn more about their child's school, meet teaching staff, and understand the center's philosophy and sharing of our new enhanced curriculum.

During the orientation, the respective class teachers, shared our new enhanced curriculum, the approaches to teaching and how children will learn. Our educators showcased the children's learning by inviting the parents for a gallery walk in the classroom. During the orientation the parents get to build a positive relationship with the teachers and also get to know other teaching staff and support staff.

The orientation was a good start for parents to also share their opinions and discuss their child's academic performance expectation. Teachers shared that parents can facilitate their child's development at home by doing take home activities with send on termly basis.

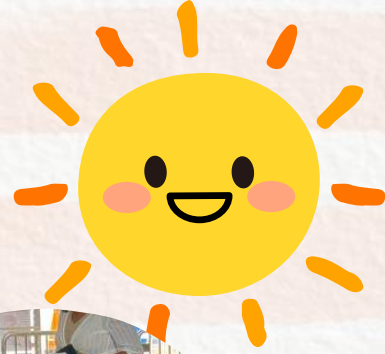
家长方针

中心在新学年开学举办了家长迎新活动，与家长分享了为孩子提供全面学习的举措以及家长如何在孩子的学习中发挥重要作用。让家长有机会更了解孩子的学校、与老师会面、了解中心的理念并分享我们新的增强课程。

在迎新活动中，各班老师分享了我们新的增强课程、教学方法以及孩子们的学习方式。我们的老师邀请家长在教室里参观画廊，展示了孩子们的学习情况。在迎新活动期间，家长可以与老师建立良好的关系，并认识其他教学人员和后勤人员。

这次的迎新活动是一个美好的开始，家长们也可以分享他们的意见并讨论对孩子的学习期望。老师们也分享说，家长可以通过发送带回家的亲子活动来促进孩子在家中的发展。





Story Telling Workshop

Our school believes in supporting parents in facilitating their child's development at home. One initiative at the start of the academic year was a Story telling Workshop. The purpose of this workshop was to increase the awareness of the benefits of parental involvement, share effective reading strategies to instil the love for reading. This workshop was catered to parents with children from 2 months to 6 years. This workshop was also open to alumni parents of Macpherson Sheng Hong Childcare Centre and members of public with young children.

This workshop was conducted by a volunteer who is an educator with 20 years of experience. The participation for the event was good and parents enjoyed the interactive session. During the session parents learned that reading, improves children focus, memory, empathy, and communication skills. Children will have deeper understanding of the text and meaning, which enhances their Language and Literacy. To cultivate the joy in reading in this technological world.

“Reading with understanding and for enjoyment”(One of the learning outcome for Language and Literacy)



讲故事工作坊

我们中心支持家长促进孩子在家中的发展。新学年开始时的一项举措是讲故事研讨会。这次工作坊的目的是提高家长的参与对阅读好处的认识，分享有效的阅读策略，以培养对阅读的热爱。该研讨会面向有2个月至6岁孩子的家长。该工作坊也开放给麦波申城隍托儿中心的校友家长以及有幼儿的公众人士。

本次研讨会由一位拥有20年经验的教育工作者志愿者主持。此次活动的参与度很好，家长们也很享受互动环节。在研讨会中，家长了解到阅读可以提高孩子的注意力、记忆力、同理心和沟通技巧。孩子们将对文字和含义有更深入的理解，从而提高他们的语言和读写能力。在这个科技世界中培养阅读的乐趣。

“理解和享受阅读的乐趣”(语言和读写能力的学习成果之一)



Collaboration with Community

与社区的合作

Stories Together Project

Centre collaborated with Preschool Market Agency to participate in the Stories Together Project funded by Lee Kuan Yew for Bilingualism (LK YFB). 15 children from our kindergarten level two participated in the project. This project included, a pre-performance, theatre performance and post workshop. During the first session children participated in dramatization activity conducted by a trainer followed by making a hand puppet for the interactive performance. On the day of the theatre performance children had the opportunity to be part of the performance as actors with the use of the hand puppets. After the performance children were invited to volunteer to role play a part from the performance. This character building and highly interactive workshop aimed to instil the love for Chinese Mother Tongue Language for our children.

Stories Together项目

中心与学前市场机构合作，参与李光耀双语教育 (LK YFB) 资助的 Stories Together 项目。我们幼二班的15名孩子参加了该项目。该项目包括演出前、戏剧表演和演出后工作坊。在第一节课中，孩子们参加了由培训老师主持的戏剧活动，然后制作了一个互动表演的手偶。戏剧表演当天，孩子们有机会作为演员使用手偶参与表演。表演结束后，孩子们被邀请自愿参与表演中的角色扮演。这个品格塑造和高度互动的工作坊旨在向我们的孩子灌输对母语的热爱。



Our Highlights

我们的亮点

Graduation Celebration

As we moved on into the second half of the year, our attention turned towards celebrating the children's achievements. Every child's progress is a reason for celebration as it marks an important milestone in their development as individuals. Last year's celebrations included a graduation ceremony for the children that featured a concert with the theme 'Fairy Tales and Fables'. It was a musical drama that depicts children's creativity in dance and dramatization.

The concert celebration was made complete when all parties came together-children, parents, grandparents, teachers and community partners for the celebration. It was a delightful moment to have all the K2 children participate in the concert, as this was a celebration for them. At the same time, it also brought us great joy and honour as our K1 level children putting up special performances after many months of hard work and practices with the teachers for the significant event.

This event was well-received by parents for the wonderful performances, the heart-warming speech given by the graduating class and the beautiful journey of the children beginning from our Centre as they move to another phase of their lives.

毕业庆典

随着下半年的到来，我们的注意力转向庆祝孩子们的成就。每个孩子的进展都是值得庆祝的，因为它标志着他们个人发展的一个重要里程碑。

去年的庆祝活动包括为孩子们举办的毕业典礼，其中包括一场主题为“童话与寓言”的音乐会。这是一部描绘孩子们在舞蹈和戏剧创作方面的音乐剧。

所有孩子、父母、祖父母、老师和社区合作伙伴齐聚一堂时，音乐会庆祝活动圆满结束。让所有幼二班孩子参加音乐会是一个令人愉快的时刻，因为这对他们来说是一个庆祝活动。同时，幼一班的孩子们经过几个月努力的练习和老师们努力的教导，为这次盛会呈现出精彩的表演，也给我们带来了巨大的喜悦和荣誉。

此次活动精彩的表演、毕业班暖心的演讲以及孩子们从中心出发迈向人生另一个阶段的美好旅程，受到了家长们的一致好评。





Renovation

The Centre did a minor renovation and repair work: re-painting and installing a canopy structure shelter at the pickup and drop-off point making it convenient for parents to send and fetch during a rainy day. High railing gates with latches were installed to ensure the safety of the children. This was an effort taken to ensure safety and security of the children and staff in the preschool through repair/maintenance works to keep our premises in good working condition.

装修

我们中心进行了小规模翻新和维修工作，在接送点重新粉刷和安装有盖天棚，方便家长在下雨天接送。安装了带门锁的高栏门，以确保儿童的安全。这项翻新和维修工作是为了确保儿童和工作人员的安全而采取的措施，以确保我们的场所处于良好的状态。




Edible Garden

Our existing edible garden was enhanced by adding more plots for growing vegetables to provide more opportunities for our children to participate in planting, harvesting and simply observe the plans that re grown. We also aimed to give children gardening experiences to allow them to better understand where their food comes from especially when they grow edible plants that are familiar to them. Our educators get our children to do gardening to provide many learning opportunities for them to come in close contact with small insects and explore the natural environment. This overall multisensory experiences in the nature gives meaningful opportunities to learn through doing and develops their sense of responsibility and love for the world around them.

蔬果园

我们现有的蔬果园得到了改善，增加了更多的蔬菜种植地，为我们的孩子提供更多机会参与种植、收获和简单地观察重新种植的计划。我们为孩子们提供园艺体验，让他们更好地了解食物的来源，特别是当他们种植自己熟悉的蔬果时。我们的教育工作者让孩子们做园艺，为他们提供很好的学习机会，让他们近距离接触小昆虫，探索自然环境。这种在大自然中的整体多感官体验提供了有意义的机会，让他们通过实践来学习，并培养他们对周围事物的责任感和热爱。





We are truly grateful to our parents for trusting us to nurture their children at MacPherson Sheng Childcare Centre. This has inspired and affirmed our teaching team and the support staff who tirelessly worked during the pandemic to provide our children with a safe learning environment to learn and thrive, to also better themselves in providing quality education.

我们衷心感谢父母信任麦波申城隍托儿中心培育他们的孩子。这激励和肯定了我们的教学团队和后勤人员，他们在疫情期间孜孜不倦地工作，为孩子们提供一个安全的学习环境和茁壮成长，并提供优质的教学。

Note of Gratitude

感谢词



ACTIVE AGEING HUB

乐龄中心

Sheng Hong Active Ageing Hub @ Sennett (SHAAH) was officially opened on 9th November 2022 by Mr. Ong Ye Kung, Minister for Health. The event also saw the presence of Mr. Sitoh Yih Pin, Member of Parliament for Potong Pasir, and Ms. Tin Pei Ling, Member of Parliament for MacPherson. Over 200 distinguished guests from various ministries, government agencies, and community partners attended the ceremony. Located at 175 MacPherson Road, SHAAH embodies a holistic approach to senior care by integrating three essential services in one location: a Day Care Centre, a Day Rehab Centre, and an Active Ageing Hub. Specially designed to provide a resort-like experience, it offers a serene and tranquil atmosphere complemented by outdoor gardens, ideal for our seniors.

信立城隍乐龄中心在二零二二年十一月九日由卫生部长王乙康正式开幕。出席这场序幕典礼的有波东巴西区的国会议员司徒宇斌，以及麦波申区的国会议员陈佩玲。另外出席的也还有超过两百位来自政府机构各部门的贵宾和社区的伙伴们。

位于麦波申路门牌一七五，信立城隍乐龄中心汇集了三种基本服务项目，来全面的照顾年长者：这里有包括日间护理中心、日间复健中心和乐龄中心。在这里，我们营造一种类似度假村的概念，充满了宁静和祥和的氛围，而且还拥有户外花园。

Address 地址:	175 MacPherson Road, Singapore 348537 新加坡麦波申路175号 邮编 348537
Telephone 电话:	+65 6239 0933
Email 电邮:	aah@shenghong.org.sg
Opening Hours 开放时间:	Mondays - Fridays 星期一至星期五 (8:30am to 5pm)

We primarily serve seniors from lower-income groups or those living alone. In FY 2023, our Day Care Centre and Day Rehab Centre had served over 108 clients from all over Singapore.

我们主要是为低收入或独居的年长者提供服务。在二〇二三财政年度，我们的日间护理中心和日间复健中心一共服务了来自新加坡各地的一百零八位客户。

Number of Beneficiaries (FY2023) 受益人数量 (2023 财政年)

Day Care Centre 日间护理中心	Day Rehab Centre 日间复健中心	Total 总共
86	22	108





Daycare Centre 日间护理中心

Our Day Care Centre provides care and companionship for elderly individuals who need assistance or supervision during the day. We offer a range of services and activities to help seniors maintain their physical and mental health, socialize with others, and participate in various recreational and therapeutic activities.

Some key features and benefits of our Day Care Centre include:

1. **Supervised Care:** Trained staff provide supervision and assistance with daily activities such as eating and toileting.
2. **Social Interaction:** Seniors have the opportunity to interact with peers, reducing feelings of loneliness and isolation.
3. **Activities:** The centre offers a variety of activities, including games, crafts, exercise classes, therapy, and educational programs to stimulate cognitive and physical abilities.
4. **Health Services:** Daily health monitoring and therapy services such as physical and occupational therapy are provided.
5. **Nutritious Meals:** We offer nutritious meals and snacks to ensure seniors receive proper nutrition throughout the day.
6. **Transportation:** We provide transportation services to and from the centre.

我们的日间护理中心为白天需要协助或监护的年长者提供护理和陪伴。我们也提供多种服务和活动，帮助年长者保持身心健康，维系与他人社交，并参与各种复健和娱乐活动。

我们日间护理中心的一些特点和优势如下：

1. **监督护理：**训练有素的员工为年长者的日常活动，如进食、如厕提供监督和协助。
2. **社交互动：**年长者有机会与同龄人互动，减少孤独感和社交隔离。
3. **中心活动：**中心有提供多种活动。包括游戏、手工艺、健身课程和教育项目，使促进各方面的认知和身体的体能。
4. **保健服务：**提供每日保健监测和物理治疗、职能治疗等服务。
5. **营养餐食：**我们提供营养丰富的正餐和小吃，确保年长者在一天中获得适当的营养。
6. **交通服务：**我们提供往返中心的交通接送。



Our Activities 我们的活动

Overall, our Day Care Centre aims to improve the quality of life for elderly individuals by providing a safe and engaging environment during the daytime hours.

In addition to general Day Care services, we also offer specialized Dementia Day Care programs. These programs include both physical and cognitive activities designed to assist with reminiscence and memory retention.

We have developed a diverse range of programs for our Day Care clients, featuring activities such as the Qi Gong workout and chair Zumba, created in collaboration with the Health Promotion Board. These initiatives are meticulously crafted to cater to the specific needs of seniors, aiming not only to keep them physically active but also to enhance their overall well-being.

The Qi Gong workout emphasizes gentle, flowing movements that promote flexibility, balance, and vitality among seniors. It is tailored to suit varying levels of mobility, ensuring accessibility for all participants.

Chair Zumba, on the other hand, offers a lively and enjoyable way for seniors to engage in aerobic exercise while seated, boosting cardiovascular health and lifting spirits through rhythmic music and dance.

Through these activities, we seek to foster a supportive environment where seniors can maintain their independence, socialize with peers, and experience the physical and mental benefits of regular exercise.

Besides workouts and exercises, we also conduct weekly activities such as Bingo, Karaoke and “Game’s Day”. These activities provide opportunities for seniors to socialize, engage in mental stimulation, and have fun, which helps to reduce feelings of loneliness and isolation.





总结来说，我们日间护理中心的宗旨是通过提供安全和互动的环境来改善年长者的生活品质。

除了一般的日间护理服务之外，我们也专门提供为失痴症的年长者做日间护理服务。

我们为年长者开发了多样化活动，当中有气功运动，以及与健康促进局合作的“椅子尊巴舞”。这些项目都是精心设计，目标在于满足年长者的特定需求，不仅帮助他们保持身体活跃，还能增强他们整体的健康。



气功运动强调柔和与流畅的动作，有助于促进年长者的灵活性、平衡与活力。它根据不同的活动能力进行了调整，确保所有参与者都能轻松参与。

另一方面，“椅子尊巴舞”为年长者提供了一种生动愉快的方式来进行坐姿有氧运动，通过节奏感强的音乐和舞蹈提升心血管的健康，使致提振精神。

除了这些活动，我们还希望能够营造一个良好的环境，让年长者能够保持独立性，与同龄人社交，并定期锻炼使致身心受益。



除了锻炼和运动，我们还每周进行其他的游戏。例如宾果游戏、卡拉OK和“游戏日”等活动。这些活动都是为年长者提供社交、精神刺激和乐趣，也有助于减少孤独感和社交隔离。

In addition to our in-centre activities, our Day Care Centre also organized several outings for our seniors. These events included visits to popular local attractions like Gardens by the Bay and the Peranakan Museum. Such outings allow our seniors to explore new environments, enjoy cultural and recreational experiences, and create cherished memories.

除了我们在中心的活动之外，日间护理中心也为年长者举办户外活动。当中包括了参观本地的热门景点，如滨海湾花园和土生华人博物馆。这些户外活动，也让他们有机会探索新的环境，享受悠哉的生活体验、了解文化，及创造美好回忆。



Our Collaboration 我们的合作伙伴

We also take great pride in our collaborations with external partners, which significantly enrich the experience for our seniors at the Day Care Centre.

A standout example is our joint celebration of "Teachers Day Cum Mid-Autumn Festival" with MacPherson Sheng Hong Child Care Centre. This event fostered intergenerational bonds and emphasized the importance of honoring educators and cultural festivities, uniting the young and elderly in a heartwarming celebration of tradition and respect.

Additionally, we have seen increased partnership from various schools, including Anderson Serangoon Junior College, Yu Ying Secondary School, and Cedar Girls Secondary School. These partnerships showcase a shared commitment to serving the elderly at our facilities. The students' involvement in activities and events has brought fresh energy and enthusiasm, creating meaningful connections and mutual understanding between generations. Their active participation underscores the importance of community engagement and the value of cross-generational interactions in enriching the lives of our elderly clients.

我们也和外来的伙伴之间的合作，感到非常满意与自豪。他们的带动方式使年长者在日间护理中心内得到许多丰富的体验。

例如，有一次我们与麦波申城隍托儿中心协办的“教师节暨中秋节”的庆典。这个活动不仅只促进了三代同堂之间的联系，还突显了尊重教师和传承传统文化庆典的重要性。当时有年长者与儿童聚集一堂，共欢庆传统节日。

此外，我们也和不同的学校有逐渐合作。这包括，安德逊实龙岗初级学院、育英中学和四德女子中学。他们与我们有着共同的理想。那就是去服务年长者。学生们在活动中的参与，带动了一股新的活力和热情，这会创造更有意义的交流和跨代的理解。他们积极的参与，也明显的说明社区交流的重要性，长幼有序的交流能使年长者的生活增添色彩。



Client's sharing on our services

客户对我们服务的评语

Clients like Madam Pang Mau Ngan, who has attended our Day Care Centre since 2021, have expressed immense gratitude for the positive impact of our services. They often highlight the compassionate care, engaging activities, and supportive community that our centre provides, which have significantly enhanced their well-being and quality of life. The heartfelt appreciation from clients and their families underscores the value and importance of the work we do every day.

像彭毛娘女士这样的客户，在二〇二一年开始参加我们的日托护理中心。他们对我们的那种积极服务精神感到极大的感激。她强调我们的中心所提供的，是富有同理心的护理和多姿多彩的活动。这些正面的影响也明显地提升了她对生活所保持积极的态度。

"I can't express enough how positively the Day Care Centre has impacted my life. It has completely transformed my daily routine for the better. The environment is outstanding, creating a warm and welcoming atmosphere that feels like a second home. The range of activities offered is exceptional; there's always something enjoyable to participate in, whether it's arts and crafts, gentle exercises, or stimulating games. Engaging in these activities has not only kept me entertained but also stimulated both my mind and body, significantly contributing to my overall well-being.

One of the most remarkable aspects of the Day Care centre is the opportunity to connect with wonderful people. I've forged incredibly strong friendships here, and the social interactions have enriched my life in ways I never expected.

However, what truly sets this Day Care Centre apart is its staff. They are more than caregivers; they are friends who genuinely care about each person's well-being. The staff is consistently friendly, always willing to lend a helping hand, and they go above and beyond to ensure everyone feels comfortable and supported."

- Madam Pang Mau Ngan, 84



“日托护理中心让我对生活保持正面积极的态度，也改善了我的晚年日常生活习惯，变得更加美好。这里的环境非一般，它含蕴着一种温馨和喜庆的气息，让人感觉简直就像第二个家。除此之外，当中所提供的活动相当特殊，无论是艺术手工、轻松的体操还是有趣的游戏，种类繁多、令人乐在其中。参与这些活动不仅使我快乐，还激发了我的身心，对我的整体健康而言，有着明显的改善。”

日托护理中心最特别的优点就是，有机会与人相互交流。在这里，我有机会建立许多真诚的友谊，通过这些社交圈子，它大大的提高我的生活变得更加丰盛，使我未曾预料到的事。然而，这个日托护理中心真正与众不同的是那些工作人员。他们不仅仅是护理人员，他们更是关心我们每位年长者。这些工作人员和我们经常保持着亲切，总是愿意伸出援手，还会不遗余力地确保每个人都能感到舒适和泰然。”

- 彭毛娘女士，八十四岁

Day Rehab Centre 日间复健中心

SHAAH's rehabilitation centre is a specialized facility that provides comprehensive therapeutic and medical services to elderly and younger individuals recovering from illnesses, surgeries, injuries, or other medical conditions. The primary goal is to help our clients regain their independence, improve their physical and cognitive functions, and enhance their overall quality of life. Through a combination of expert care, personalized treatment plans, and a supportive environment, we strive to facilitate optimal recovery and well-being for all our clients.

城隍日间复健中心是一家专业与全面提供护理设施的中心。它不仅给年长者或者病人从动手术后、受伤和病痛痊愈后、重新恢复硬朗的体魄。它主要的目标是在帮助客户恢复独立性，改善他们的身体和认知功能，并提升他们整体的生活质量。通过专业的护理、治疗计划和优良环境的结合，我们尽全力使所有客户的体魄达到最佳状态。





Our Collaboration 我们的合作伙伴

In close collaboration with SPD, our Day Rehab Centre offers several key features and services:

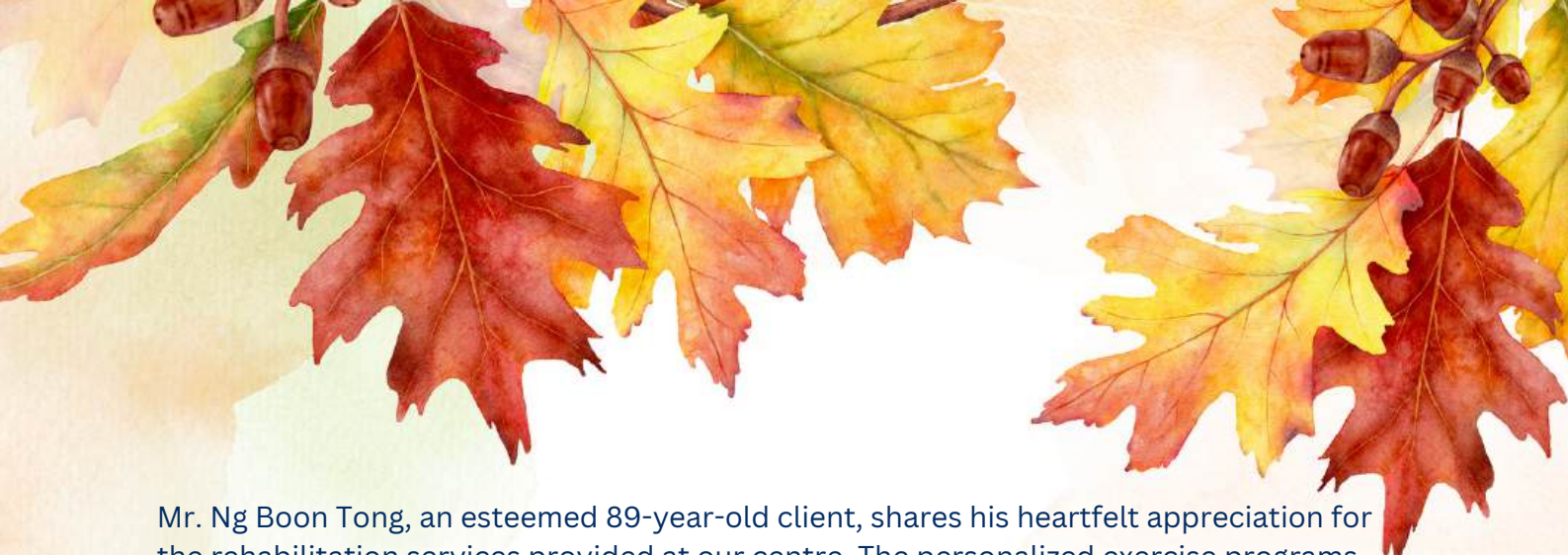
- 1. Physical Therapy:** Our physical therapy programs are meticulously designed to improve mobility, strength, balance, and coordination. These programs are particularly essential after surgeries such as hip or knee replacements, or following strokes. Our skilled therapists employ various techniques and exercises tailored to each client's specific needs, ensuring optimal recovery and functional improvement. We use state-of-the-art equipment and evidence-based practices to help clients achieve their rehabilitation goals.
- 2. Occupational Therapy:** Occupational therapy at our centre focuses on helping individuals regain the ability to perform essential daily activities such as dressing, bathing, and cooking. This therapy emphasizes improving fine motor skills and adapting to any physical limitations. Our occupational therapists work closely with clients to develop practical strategies and use adaptive tools that enhance their independence and quality of life. By creating personalized intervention plans, we ensure that each client can manage their daily tasks with greater ease and confidence.
- 3. Education and Training:** We believe in empowering our clients and their families with the knowledge and skills necessary for effective management of medical conditions. Our education and training programs provide comprehensive instruction on using adaptive equipment, making necessary lifestyle changes, and understanding various aspects of their health. By involving families in the rehabilitation process, we ensure a supportive network that extends beyond our facility, promoting sustained recovery and well-being.

By offering these comprehensive services, our Day Rehab Centre is dedicated to helping our clients achieve their highest potential for recovery and leading fulfilling lives. We are committed to providing compassionate, high-quality care that addresses the unique needs of each individual.

我们与SPD的紧密合作,提供了几个主要特点和服务:

- 1. 物理治疗:** 我们的物理治疗计划经过精心的设计, 目的是在于改善客户运动的能力、保持身体的平衡性和协调性。这些活动专为那些在关节上、膝关节手术后、或中风后而配制。我们的专业治疗师采用各种技术和练习, 根据每位客户的具体需求, 量身定制, 确保最佳的康复效果和功能得到改善。我们也采用最先进的设备和行动的实践, 帮助客户实现他们的保健目标。
- 2. 职能治疗:** 我们中心的职能治疗专注于帮助个人恢复执行日常重要的活动能力。例如穿衣、洗澡和做饭。此类治疗, 重点在于提高精密的运动技能, 并能适应任何身体限制。我们的职能治疗师与客户保持密切的合作, 制定实用的策略并且利用辅助工具, 来增强他们的独立性和提升他们的生活品质。通过制定个人的规划表, 我们确保每位客户都能更轻松、有自信地处理日常生活中的琐碎事务。
- 3. 教育与培训:** 我们相信通过知识和技能的传授, 让客户及其家属更有效地管理医疗状况。我们的教育和培训计划提供有关如何使用辅助设备、如何改善生活方式、和理解健康各方面的全面指导。通过让家属一起参与复健的过程中, 从而促进持续性的复健的动力。

通过提供这些全面的服务, 城隍日间复健中心也帮助我们的客户实现他们的复健潜能, 让他们过上充实的生活。我们承诺提供富有同情心的高质量护理, 以满足每个人的独特需求。



Mr. Ng Boon Tong, an esteemed 89-year-old client, shares his heartfelt appreciation for the rehabilitation services provided at our centre. The personalized exercise programs tailored to his specific needs have significantly enhanced his mobility and revitalized his energy levels. He speaks highly of our staff and therapists, praising their exceptional skills and unwavering support. Mr. Ng highlights the importance of teamwork among the staff, which has been instrumental in his recovery journey. His gratitude extends to the dedication and expertise exhibited by the entire team, which he believes has made his rehabilitation experience profoundly fulfilling and supportive.

八十九岁的客户黄文樞先生，发表了他对我们中心复健服务的感言。在这里，有为他量身订制的肢体锻炼计划，并且大大的提升了他的行动能力，而且也恢复了他的精神层面。对于我们的工作人员和治疗师，他大大赞赏。称赞他们持有出色的技能和不懈怠的精神。黄先生强调了团队合作在保健过程中的重要性，这也对他的复健之旅起到了相当大的作用。他也感激整个团队的奉献与专业精神，使他的保健的体验过得相当充实。

Client's sharing on our services 客户对我们服务的评语



The rehabilitation services here have truly transformed my life. Through personalized exercises, they have greatly improved my mobility and renewed my energy levels. The staff and therapists are exceptional; their teamwork and support have been invaluable throughout my recovery journey. I am deeply grateful for their dedication and expertise, which have made my rehabilitation experience incredibly fulfilling and supportive beyond words.

— Mr. Ng Boon Tong, 89

复健服务给我带来不一样的生活。经过运动之后，它大大提高了我的行动能力，和提升我的精神。工作人员的卓越表现和与他们的互相协调的情况之下，使我的身体的四肢迅速回复。我由衷的感激他们所付出的心力与专业，让我尝试到做复健的过程充满乐趣，真是非笔墨能以言喻。

— 黄文樞先生, 八十九岁



Active Ageing Hub

乐龄中心

Our Active Ageing Hub is a community facility designed to promote the well-being, social engagement, and lifelong learning of the elderly. We focus on providing a supportive environment where seniors can participate in a variety of activities and programs that enhance their physical, mental, and social health.

Key features and offerings of our Active Ageing Hub:

- 1. Health and Wellness Programs:** These may include fitness classes, yoga, and other exercise programs tailored to the elderly. We also offer health screenings and wellness workshops.
- 2. Social Engagement:** Social activities like games, group outings, hobby clubs, and cultural events that help seniors build friendships and reduce feelings of isolation.
- 3. Volunteer Opportunities:** Programs that allow seniors to give back to their communities through volunteer work, fostering a sense of purpose and contribution.
- 4. Creative and Recreational Activities:** Arts and crafts, music, and other creative pursuits that stimulate cognitive function and provide enjoyment.
- 5. Technology Access and Training:** Access to computers, the internet, and training sessions to help seniors stay connected with the digital world and learn new technological skills.
- 6. Mental Health Services:** Support for mental health through stress management workshops, and activities that promote emotional well-being.

Our Active Ageing Hub aims to empower seniors to lead fulfilling, active lives, maintaining their independence and enhancing their overall quality of life.

我们的乐龄中心是专门为年长者谋福利、彼此间多交流、以“活到老、学到老”而设立的中心。我们提供各种设施，让年长者能多参与各种项目来促使他们的肢体、心灵、和健康达到更加的完善。

乐龄中心的特色：

- 1. 保健计划：**其中包括健身课程、瑜伽、及其为年长者设计的运动程序。我们也经常提供健康检查和健康研讨会。
- 2. 社交参与：**社交活动，类似比如游戏、团体外出、兴趣俱乐部、与文化活动。这些将帮助年长者建立友谊与减少被孤立的感觉。
- 3. 志愿者机会：**这些项这项活动让年长者有机会从事志愿工作以回馈社会，并培养他们的目标感和贡献感。
- 4. 创意与娱乐活动：**利用美术和工艺、音乐与其他的创意活动来刺激他们的认知能力。
- 5. 学习技术和培训：**运用电脑、上网与各种培训课程会协助年长者时刻处在电子时代的尖端、不易被淘汰。让他们学习新的科技技术。
- 6. 心理健康服务：**保持心理的健康通过压力管理研讨会，与活动将使其提高情商达到更加完善。

我们乐龄中心的宗旨是在给予年长者过上充实的生活能力、积极的人生，保持他们的独立性，并且提高他们的整体生活质量。



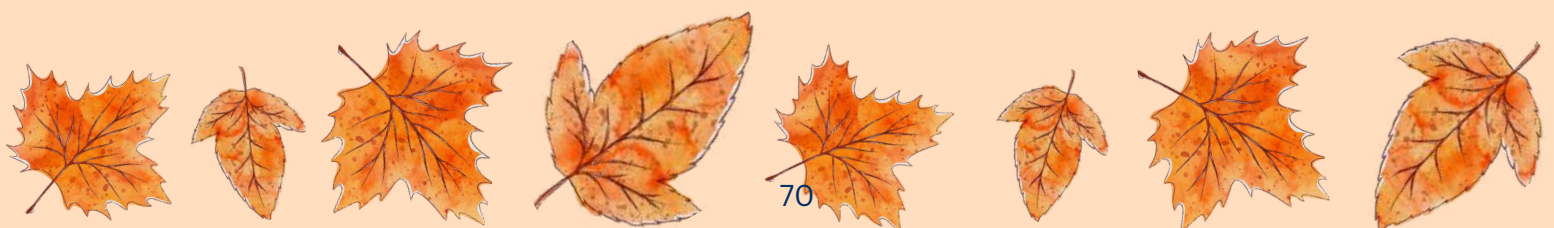
Our Collaboration

我们的合作伙伴

In collaboration with Potong Pasir Community Club, we have organized a variety of monthly programs and activities at our Active Ageing hub for seniors living in the Sennett area. These activities are designed to engage and enrich the lives of our elderly community members, offering them opportunities to learn new skills, socialize, and stay active.

1. **Calligraphy Class:** Seniors can explore the art of calligraphy, enhancing their fine motor skills and creativity while also experiencing a sense of accomplishment through creating beautiful handwritten pieces.
2. **Cooking Class:** Our cooking classes allow seniors to discover new recipes, improve their culinary skills, and enjoy the social aspect of cooking and sharing meals together. It's a great way for them to maintain a healthy diet and enjoy the pleasures of good food.
3. **Digital Literacy Class:** In our digital literacy classes, seniors are introduced to the basics of using smartphones, tablets, and computers. They learn essential skills such as sending emails, browsing the internet, and using social media, which helps them stay connected with family and friends and navigate the digital world confidently.
4. **Art and Craft Session:** These sessions provide a creative outlet for seniors, allowing them to express themselves through various art forms and crafts. It's a wonderful opportunity for them to develop new hobbies, showcase their talents, and engage in therapeutic activities that promote mental well-being.

By offering these diverse activities, we aim to foster a vibrant and supportive community where seniors can thrive and enjoy a fulfilling and active lifestyle.

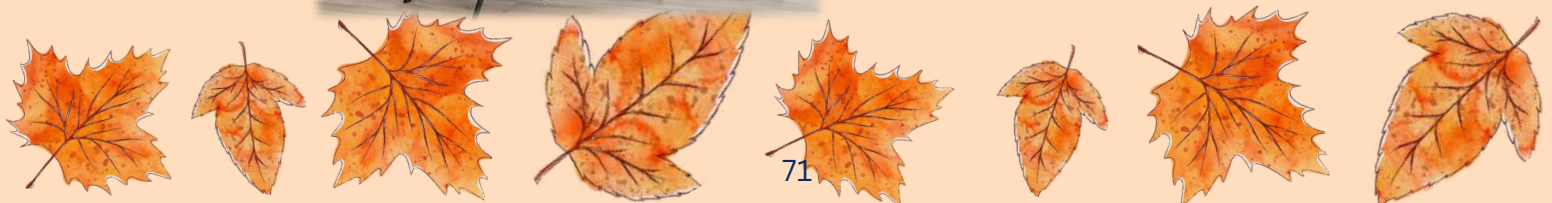




在我们与波东巴西联络所合作之下，为居住在信立区域的年长者们安排了各种不同种类的项目与活动。这些活动目的，是让年长者有机会学习新的技能、社交与保持活跃的状态。

1. **书法班：**年长者可以从中掌握写书法的技巧与创意。并且将书法写至完美和出神入化。
2. **烹饪班：**年长者可以利用烹饪班来提升烹饪技巧。当中也不忘与学员们分享所煮好的菜肴。这是一种相当好的管道来维持身体的营养和享受佳肴美食。
3. **数码素养课程：**在我们的数码素养课程，教学者会介绍如何使用智能手机、平板电脑与如何操作电脑。他们需要学习基本的操作，例如上网寄邮件、如何使用网络、与如何使用电子媒体社交。这些技能将帮助他们能与家人、朋友联系并且对于科技发达的时代有信心。
4. **艺术和手工艺活动：**这些活动能让年长者的思路不断地充满创意、让他们透过不同管道能实时地表达自己。这是一项美好的机会来协助他们发掘新的爱好、展示其才华。在参与此活动的过程中，也能使对方在精神上得以舒缓。

通过如此丰富多彩的活动，我们的目标是建立一个充满活力和相互支持的社区。也就是让年长者能够享受色彩缤纷的生活方式。



Seniors Vitality Carnival

年长者活力嘉年华

On 21 September 2023, our centre organized a "Seniors Vitality Carnival" aimed at attracting seniors from the Sennett estate to our centre and raising awareness of our services. Approximately 120 people attended the carnival.

The success of our carnival was significantly enhanced through the collaborative efforts of various partners. Our esteemed partners, including the Singapore Police Force, Silver Generation Office (SGO), Infocomm Media Development Authority (IMDA), Speedoc, nurses from Tan Tock Seng Hospital, Xiang Gong, and Green Monday, each played a pivotal role in enriching the event with their unique contributions.



The Police booth provided crucial insights on combating scams, empowering attendees with essential knowledge for safeguarding themselves against fraudulent activities. SGO actively engaged with participating elders, collecting valuable information to facilitate personalized home visits and ensure continuous monitoring of their health and vitality. IMDA conducted insightful digital classes, empowering elders to stay technologically savvy and adept at navigating the latest online platforms for payments and purchases.

Speedoc promoted the Healthier SG initiative by the Ministry of Health (MOH), advocating for healthier lifestyles and preventive healthcare practices. Xiang Gong introduced attendees to the rejuvenating practice of qi exercises, promoting physical and mental well-being amidst the festivities. Nurses from TTSH generously offered free health screenings, prioritizing the health and wellness of all carnival participants. Green Monday delighted attendees with delicious vegetarian meals, promoting sustainable and nutritious dietary choices for a healthier community.

Through these collaborative efforts, the Seniors Vitality Carnival emerged as a resounding success, embodying our collective commitment to nurturing vibrant and resilient communities.



在二零二三年，我们的中心也举办了“年长者活力嘉年华”，这目的是吸引居住在信立区域的年长者来参与，也让他们了解这里有一间如此类型的乐龄中心。当天大约有一百廿位年长者出席。

嘉年华的成功，都是来自四面八方的合作伙伴们的努力。他们是新加坡警察部队、关爱乐龄办事处、信息通信及媒体发展管理局、Speedoc、和陈笃生医院的护士。

新加坡警察部队柜台提供了打击诈骗的重要信息，让参与者能有自我保护、提防被欺诈的危机意识。关爱乐龄办事处，则积极地与老人接触，收集信息，以方便他们日后家访，来维持监督他们的健康和活力。信息通信及媒体发展管理局，举办了富有洞察力的数字课程，使年长者能够保持有技术头脑，并熟练掌握最新的在线支付和购物平台。

SPEEDOC向年长者提倡更健康的生活方式，和预防保健活动。气功，则是向参加者介绍恢复活力的气功练习，在节日期间促进身心健康。陈笃生医院的护士们慷慨地为嘉年华活动参与者提供免费健康检查。“绿色星期一”为参与者提供美味的素食，提倡可持续和营养的饮食选择，以打造更健康的社区。

通过这些合作伙伴们的合作之下，年长者活力嘉年华取得了巨大的成功，体现了我们对培育充满活力和韧性的社区的共同承诺。



Our Appreciation to Community Partners

我们对社区合作伙伴的感谢

As we reflect on the accomplishments of the past year, we extend our deepest gratitude to all our stakeholders for their unwavering support throughout 2023. Their commitment and collaboration have been instrumental in advancing our mission to provide better eldercare services. With strengthened conviction and a renewed sense of purpose, we remain steadfast in our dedication to improving the lives of our elderly community.

当我们回顾过去一年所获得的成就时，我们向所有有关的单位在二零二三年给予的坚定支持而表示谢意。他们的承诺和合作，对于我们推动更好的护理服务起到了重要作用。凭借坚定的信念和新的目标，我们将继续坚定不移地尽力来改善年长者的社区生活。




“Since 2020, the Handicaps Welfare Association (HWA) has been providing transport support to Sheng Hong Active Ageing Hub. It has been a great honor to work with their Centre Manager and his team, who have always been so understanding and patient. Our collaboration has been invaluable, and I am truly grateful for the opportunity to serve Sheng Hong Active Ageing Hub”

-Mr. Simon Ching, Senior Manager, HWA Transport

“自二零二零年以来，残疾人士福利协会（HWA）一直为信立城隍乐龄中心提供交通服务。能与中心的经理及他的团队们合作，是一件非常荣幸的事。他们一直以来都非常具有耐心的与我们合作来服务这群年长者。”

-Simon Ching先生, 残疾人福利协会高级经理



"We greatly value the opportunity to collaborate with Sheng Hong Active Ageing Hub in providing rehabilitation and care to seniors in the community. Additionally, Sheng Hong has given us a platform to train the next generation of physiotherapists and occupational therapists. We look forward to many more years of partnership, delivering quality care to more people in the community and growing the sector together."

- Ms. Susan Teo, Assistant Director, SPD Therapy Hub

“我们非常珍惜与信立城隍乐龄中心合作，为社区的年长者提供康复和护理的机会。此外，城隍还为我们提供了一个平台，培训下一代的物理治疗师和职能治疗师。我们期待在未来的多年里继续合作，为更多社区成员提供优质护理，共同推动这个领域的发展。”

- Susan Teo女士, SPD治疗中心助理主任



LIFE POINT

生命同行坊

Life Point has been serving the community for the past 11 years, focusing in helping seniors to make informed decisions on matters related to the last stages of their lives, so as to ensure the preservation of their self-respect, dignity, and peace of mind while they approach the end of their life journeys. Since the move from Chinatown Point to Sennett in January 2023, we continue to serve the seniors to meet their needs in “Leave Well” and “Live Well”.

生命同行坊已经为社区服务了11年，专注于帮助老年人在生命的最后阶段做出明智的决定，以确保他们在接近生命尽头时能够保有自尊、尊严和内心的平静。自从2023年一月从牛车水搬迁至信立之后，我们继续为年长者的“善终”和“善生”需求提供服务。

Centre location 中心地点:	Sennett 信立
Address 地址:	175 MacPherson Road, Singapore 348537 (via Jalan Wangi) 新加坡麦波申路175号 邮编 348537 (入口在惹兰万宜)
Telephone 电话:	+65 6239 0936
Email 电邮:	lifepoint@shenghong.org.sg
Opening Hours 开放时间:	Mondays – Fridays 星期一至星期五 (9am – 6pm)

End-of-Life Preparation (Leave Well)

善终准备 (走得好)

Life Point conducts various educational talks to increase public awareness on the importance of End-of-Life preparation. The top 4 popular topics are:

生命同行坊进行各种教育讲座，以提高公众对善终准备重要性的意识。最受欢迎的四个课题是：

Topic 课题	No. of talk participants 参加的人数	No. of document completed 完成文件的数目
Lasting Power of Attorney (LPA) 持久授权书	695	144
Advance Care Planning (ACP) 预先护理计划	418	217
Advance Medical Directive (AMD) 预先医疗指示		41
Will Making 遗嘱须知	312	138

For seniors with mobility issues but they wish to do ACP, LPA, or Will, we provide home visits or tele-ACP services to enable them complete these important plans.

对于行动不便但希望完成预先护理计划，持久授权书或遗嘱的长者，我们提供上门服务或远程预先护理计划服务，以便让他们完成这些重要的文件。

“Society of Sheng Hong Welfare Services has been a strong ACP partner by providing end-to-end ACP services – ACP facilitation, community outreach, training and other initiatives by AIC. SSHWS performs particularly well in managing a high number of public queries and is known to conduct ACP talks in both languages (English and Mandarin) to reach out to the wider community. SSHWS’s proactiveness in providing on-the-ground feedback to AIC is also greatly appreciated.”- Feedback from Agency for Integrated Care

“城隍慈善基金会一直是强大的预先护理计划合作伙伴，提供全面的预先护理计划服务，包括协调员服务、社区外展、培训以及配合护联中心的其他计划。城隍慈善基金会在处理大量公众查询方面表现尤为出色，并提供双语（英语和华语）的讲座，以覆盖更广泛的社区。城隍慈善基金会主动向护联中心提供反馈，受到护联中心极大的赞赏。”-护联中心的反馈



Embracing Life Series (Live Well) 拥抱人生 (活得好)

In Financial Year 2023, we organized a total of 50 activities for Life Point's members. Some activities include:

在2023财政年度，我们为生命同行坊的会员提供了总共50项的活动。活动包括：

- Online TCM talks by Singapore Chung Hwa Medical Institution
新加坡中华医院通过的网上中医讲座
- Palliative care 101 talk by Singapore Hospice Council (SHC)
临终关怀101讲座(新加坡慈怀理事会)
- Community project with students with Anderson Serangoon Junior College
与安德逊初级学院的学生合作的社区项目
- RummyO interest group
RummyO兴趣小组
- Karaoke interest group
卡拉OK兴趣小组
- Cooking demonstration by member
会员进行的烹饪示范
- Moon cake festival celebration
中秋节庆祝活动
- Art & craft classes by volunteer
义工提供的美术与手工课程
- CNY lunch cum volunteer appreciation
农历新年聚餐及义工慰劳会



CNY lunch cum volunteer appreciation
农历新年聚餐及义工慰劳会





“Calming the restless heart, obtain a moment of peace. I enjoy it.” – **Participant’s feedback after the Zentangle class, conducted by volunteer Sophie Tan**

“使躁动的心，得到片刻的平静。我喜欢。” - 义工 **Sophie Tan**主持禅绕画课的学员的反馈，



Community project with students with Anderson Serangoon Junior College
与安德逊初级学院的学生合作的社区项目

Mobile Phone Workshop

"I've gained new knowledge & the students are patient when teaching me" - Mdm K

Paper Quilling Workshop

Community Volunteering Project
6 February 2021
with students from Anderson Serangoon Junior College



National Silver Academy Short Courses

With funding from The Council for Third Age, we conducted 27 National Silver Academy short courses for seniors to enrich their lives and expand their social circles. A total of 309 participants attended the courses.

在全国乐龄学苑基金的赞助下，我们成功举办了以下27项课程，丰富长者的生活並扩展他们的社交圈子，共有309位长者完成了课程。

Educational Talk on LPA and Will (持久授权书及遗嘱教育讲座)	10 runs (10 班)
Law of Life Workshop – Lasting Power of Attorney (LPA) (生命法则工作坊 – 持久授权书)	2 runs (2 班)
Wonderful Life Workshop (圆满人士学习小组)	2 runs (2 班)
Auto-biography class (长者如何撰写自传)	2 runs (2 班)
Nagomi (Japanese Pastel Art) (日本粉彩班)	2 runs (2 班)
Hanyu Pinyu Class (汉语拼音班)	2 runs (2 班)
Brain Stimulating Workshop (学心算，玩游戏，让大脑更年轻!)	2 runs (2 班)
Brain Stimulating Workshop (玩出健康快乐的大脑)	2 runs (2 班)
Silver Years (银色年华)	1 run (1 班)
Living Our Best Lives (活出最好的人生)	1 run (1 班)
LAW of Life Workshop – ACP and AMD (生命法则工作坊 – 预先护理计划 与 预先医疗指示)	1 run (1 班)
Grand Total (总数)	27 courses (27 课程)





Twenty participants from the 2 Autobiography courses practiced what they had learned in the classroom, penned down their own life stories, and with the assistance of Life Point, published “那些年.....生命足迹4”. The book launch was successfully held on 24th March 2024 at The POD, National Library with 130 attendees.

来自两期自传课程的二十名学员将他们在课堂上学到的知识付诸实践，记录下了自己的生活故事，并在生命同行坊的协助下出版了《那些年.....生命足迹4》。书籍发布会于2024年3月24日在国家图书馆举行，共有130名参加者。



Six seniors joined the “Wonderful Life Workshop” after listening to our interview on Capital 95.8 radio station. They reviewed their past and learnt how to plan their end-of-life matters. They become friends and they still meet up regularly after the workshop.

在收听我们在Capital 95.8广播电台的访谈后，有六位长者加入了“圆满人生学习小组”。他们回顾了自己的过去，并学会了如何规划自己的善终。他们通过小组建立了友谊，成为了朋友，学习小组结束后，仍然定期见面。

Community Deputyship Application Programme 社区代理人申请计划

Life Point collaborated with Community Psychology Hub on Community Deputyship Application Programme with the aim to address a critical need within our community. The project aimed to:

- a) Promote awareness of mental capacity matters through public education
- b) Provide information and assistance to next-of-kin or caregivers of those who have lost their mental capacity to navigate the complex deputyship application process and be successfully appointed by the Family Justice Court
- c) Provide all practicable steps to assess the mental capacity of persons who have questionable mental capacity to determine whether they are able to make a Lasting Power of Attorney(LPA)

生命同行坊与社区心理服务中心合作，开展了社区代理人申请计划，旨在解决社区的一个关键需求。这个项目旨在：

- a) 通过公众教育促进对心智能力问题的认识
- b) 为那些失去心智能力的人的亲属或照顾者提供信息和帮助，帮助他们顺利通过复杂的代理人申请流程，并成功取得家庭法庭的庭令
- c) 采取一切可行的步骤，为那些心智能力不确定的人进行心智能力的评估，以确定他们是否能够制定持久授权书(LPA)

Our project's achievements:
我们的项目的成就：

No. of Talks Conducted to Public 公共讲座的数目	4
No. of Sessions of Agency Briefings Conducted 社区伙伴分享会的数目	14
No. of LPA applications submitted 呈交持久授权书的数目	5
No. of Simplified Applications submitted 呈交简化代理人申请的数目	12
No. of Standard Applications submitted 呈交普通代理人申请的数目	3
No. of visits for mental capacity assessment 心智能力评估的次数	25
No. of Cases mental capacity assessment done 心智能力评估的个案	15

Case Study of Mary*: 玛丽*的个案:

In 2016, Mary's husband suffered a debilitating stroke, although eligible for claim under the Dependent's Protection Scheme, as he did not have a LPA, this could not be done without a costly lawyer fee to obtain the Court Order. Due to the expensive legal fees and lack of supporting services from Social Service Agency, she had to put the claim on hold. In 2023, she learned about Life Point from the Nursing Home's staff and reached out to us. Case worker's helped her in finding affordable options to obtain the mental capacity assessment report, providing IT support (e.g. scanning and organising of required supporting documents), providing explanation on prayers that are relevant to her situation, assisting her to fill in and submit her deputy application online. After Court Order has been granted, case worker guided her in setting up new bank account, making insurance claim and annual reporting.

*Name has been changed to protect the identity.

2016年，玛丽的丈夫严重的中风，尽管他符合DPS保障计划的赔偿条件，但由于没有做持久授权书，这需要昂贵的律师费才能申请到法庭的代理人命令。高昂的法律费和缺乏社会服务机构的支持，使她不得不暂时搁置索赔。

到了2023年，她从疗养院了解到生命同行坊的服务，与我们取得了联系。生命同行坊的社工帮助她找到她负担得起的心智能力评估报告，提供她科技的支持（例如扫描和整理所需的申请文件），解释与她情况相关的条款的内容，协助她填写并在线提交了代理人申请。在获得法庭的批准后，社工指导她开设新的银行账户，进行保险索赔和呈报年度报告。

*姓名已更改以保护客户隐私。

Feedback from Client: 客户的反馈:

Daphne (case worker) was very patient and helpful. She helped us source a cheaper alternative for mental capacity assessment. She checked with us on the area we need help in the process of gathering supporting documents for deputyship application. She even called back after weeks to check if our application was successful. Good working attitude and helpful. Keep up the good work. Well done!

Daphne（社工）非常耐心和乐于助人。她帮助我们寻找了心智能力评估的更便宜的方案。在收集申请文件的过程中提供帮助。甚至在几周后还打电话询问我们的申请是否成功。她的工作态度很好，也很乐于助人。鼓励她继续提供优质的服务！干得好！



Volunteer Management

义工管理

Life Point has 25 volunteers serving Life Point in year 2023, out of the 25, 13 are active volunteers.

Our Volunteer achievement in FY2023 is as follow:

生命同行坊在2023年有25名义工为生命同行坊提供服务，其中13名是活跃义工。

我们在2023财政年度的义工成就如下：

For Year April 2023 to March 2024 2023年4月至2024年3月		
Volunteer services 义工提供的服务	Total Hours 贡献的时间	No. of Beneficiaries 受益的人数
Membership (Activities and Interest Groups) 会员活动	192	668
LPA (Consultation and Certification) 持久授权书	124.5	225
Adhoc Projects (Open House, Book project) 其他项目	73	230
Admin Assistance (Public Talks) 行政的协助	66	585
Volunteer Engagement 义工活动	49	47
Wonderful Life Workshop and NSA (Law of Life - LPA) 圆满人士学习小组，生命法则工作坊 – 持久授权书	45.5	40
Outreach (LPA/ACP) 外展活动	27.5	300
Event (CNY) 活动	23	62
Advance Medical Directive (As Witness and Admin help) 预先医疗指示	8.5	56
Grand Total 总数	609	2213

The world is a better place ...because you serve as a volunteer...
世界因为您的付出而变得更美好。



1st Batch of ACP ambassadors with Volunteer Manager Lai Yoong and ACP Facilitator Kelly – After the Training session.

第一批 预先护理计划 大使，与义工经理丽蓉和 预先护理计划协调员Kelly在培训结束后合影。



Volunteers for Book launch event in March 2024.
义工们在2024年3月的新书发布会合影。



There were more opportunities this year for volunteers to engage in interactive activities among themselves. Volunteers to learn from other volunteers, as well as volunteers who have special talents to share their talents with others.
今年有更多的机会让义工之间参与互动活动。义工可以向其他义工学习，也可以让拥有特殊才能的义工与他人分享他们的才能。



Thank You For Volunteering



Going the extra mile... Volunteer Mr. Yeo passionately shared his recipes with Life Point members.
义工杨先生热情地与生命同行坊的会员分享他的食谱。

Volunteer Survey 义工参与调查表



Volunteer Survey 义工参与调查表

I believe that my volunteering work has helped Life Point in providing quality services
我相信我做义工有助生命同行坊提供优质的服务

I am given the necessary information/equipment that helps me to volunteer at Life Point
我获得必要的信息/器材，帮助我在 Life Point 做义工

When I am volunteering, I am clear about the role and responsibilities that have been assigned to me
当我执行义务时，我清楚分配给我的任务和其有关责任

I am guided with respectful support and guidance whenever I need it
每当我需要时，我都会得到尊重的支持和指导

I received respect and fairness when I am volunteering at Life Point
当我在 Life Point 做志愿者时，我得到了尊重和公平的对待

I am recognized for my contribution as a volunteer at Life Point
我在 Life Point 当义工的贡献得到了认可

I have enjoyed volunteering at Life Point
我很喜欢在 Life Point 做义工



Thank You

Our Heartfelt Gratitude to our following Donors

我们衷心的感谢致以下捐助者

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.

我们衷心感谢所有资助者、捐助者和赞助商的财政支持和慷慨的礼物，使我们能够继续我们的服务使命。

A

Agnes Lim Keng Tien
Ang Siew Mui
Anne Lim Chin Yoong

B

Betty Oei

C

Chan Ah Luan
Chan Wei Keng April
Chan Yin Fong
Chee
Chen Mu Kiah
Chen Zhiyong Dennis
Chew Keng Boon
Chia Li Hui
Chia Siak Chong
Chim Poh Kuen
Chin Jin Quan
Chua Hock Yong
Chua Kaili Kelly
Chua Tze Hoong

D

David Chua
Ding Eng Moi

E

Estate of Ang Ban WaH
ESW Holdings Pte Ltd

F

FortisWills Pte Ltd
Fu Lu Shou Si Mian Fo Pte Ltd

G

Goh Hock Guan
Goh Huan Meng
Goodway Agencies (Shipping)
Pte Ltd

H

Ho Lay Kheng
Ho Shen Yuan
Hong Hian Keng Association
Hong Siew Choo
How Kah Leong
How Qi En
Huang YongYi

J

Jessie Low Hwee Seah
Jimmy
Jimmy Lim
Ju-Peter Seng

K

Kam Ah Fong
Ke Kaijie Justin
Khoo Guek Cheng
Kitano Harumi
Koh Eng Pew
Kok Foon Lui
Kong Lai Tong
Kwan Kam Ling

L

Lai Amoy
Lai Soh Hwa
Lake View Credit Pte Ltd
Late Mdm Ng Saw Choo
Lau Keng Gee
Lauw Sioe Lien @ Lau Siew Leng
Lee Ah Peng
Lee Chee Hua
Lee Choi Har
Lee Gek Choo
Lee Shyr Shyr
Lee Wuan Hong
Lee Yee Suan

Li Jing Yao

Lian Swee Wah
Lim Ai Leng
Lim Bee Lay
Lim Cheng Chuan
Lim Cheng Sun
Lim Hock Heng
Lim Joo Tiang
Lim Kim Tong
Lim Lay Keong
Lim Pei Xin
Lim Tai Ni
Lim Teck Chai Danny
Lim Thiang Swee
Lim Xi Guan
Lim Yee Lian
Lim Yi Hao
Lim Zhi Lun
Lo Lee Chi
Loh Hwee Lian
Loo Miaw Shin Ingah
Lorong Koo Chye Sheng
Hong Temple Association
Lun Jinglan

M

Mak Yee Sun
Mary Lee Gek Choo
Mok Chee Keong

N

National Council of Social
Service
Neo Choon Chuan
Neo Jia Ming
Neo Ming Hui, Ele
Ng Jia Wei
Ng Lai Yoong
Ng Teng Hui

Our Heartfelt Gratitude to our following **Donors** 我们衷心的感谢致以下捐助者

O

Oh Tai Beng
Ong Ah Huay
Ong Bock Cheng
Ong Chuwy Hong
Ong Kian Ping
Ong Tsair Meng
Optima Builders Pte Ltd
Ow Pee Huay, Jefiline
(Ou Bihui)

P

Pan Chengsheng
Peh Zhen Hao
Pek Cai Shun Samuel
Poh Siew Choo

Q

Quek A Buay
Quek Ah Buay

S

Seah Chong Kuay
See Siew Chu
See Yu Xing, Ernest
Sia Bee Ling
Sia Chen Cheong
Sim Choon Beng
Singapore Casket
Company (Private) Limited
Soh Kian Hwa
Soh Mui Wah
Soh Sin Choon
Soh Sin Guan

T

Tan Ah Song
Tan Bok Choon
Tan Cheng Wah Bobby
Tan Heng Han
Tan Ju Liet & Lee Chee Khoon
Tan Jun Wei
Tan Keng Hong
Tan Keng Hong @ Tan Lay Wong

Tan Keng Leng
Tan Khee Yang Justin
Tan Lee Cher
Tan Peng Hong
Tan Sock Bee
Tan Swee Jee
Tang Chuan Ann
Tay Ru Yu Claudia
Teng Li Hui
Teo Chuan hock
Teo Wei Wei
Tham Sow Fong
Toh Huiting
Toh Shang Wei
Toh Wen Hui
Toh Ying Seng

U

Union LPG Pte Ltd

W

Wee Hang San
Wong Yip Ling
Wong Yong Cheong

Y

Yap Gui Yong
Yap Jiann Wey
Yap Yan Jun
Yeo Ee Ling Irene
Yeo Kai Chin
Yeo Thiang Swee
Yip Mei Lan
Yow Keuan Ling Vivie

Our Heartfelt Gratitude to our following **Community Partners** 我们衷心的感谢致以下**社区合作伙伴**

We extend our heartfelt gratitude to our community partners for their unwavering support in every possible way. Thank you for placing your trust in us and for your invaluable partnership.

我们衷心感谢我们的社区合作伙伴以各种可能的方式给予我们坚定不移的支持。感谢您对我们的信任和宝贵的合作伙伴关系。

A

1 Aljunied Medical Clinic
Agency for Integrated Care
Aljunied Community Centre
Aljunied Hougang Town Council
Aljunied Tung Ling Student Care Centre
Anderson Serangoon Junior College

B

Braddell Heights Zone F (RC)

C

Caregiving Welfare Association
Cedar Girls Secondary School
Centralised Health Team
Cheng-Chin Suk Yin Rosemary (NSA Trainer)
Chinatown AAC (Banda Street)
Chinese Development Assistance Council
Community Psychology Hub

D

Dharma Drum Mountain

F

Fei Yue Active Aging Centre (Hougang & Dew Court)
Fei Yue CREST Team @ Paya Lebar & Serangoon
Food From The Heart
Fortis Wills

G

Geylang West Community Centre
Green Monday

H

Health Promotion Board

I

Institute of Mental Health

J

Jia Ying Active Aging Centre @ Blk 19
Jing Quee & Chin Joo

K

KTPH Dr Dexter, Dr Desmond, Dr Leanne and Team
Kwong Wai Shiu Hospital

L

Lim Hui Fang (NSA Trainer)
Little Green House (Hougang)
Lotus Light Charity Society (Singapore)

M

M.Y World Preschool @ Bidadari Alkaff Vista
Moni Great Vows Lodge
MWS Covenant Family Service Centre @ Hougang and Buangkok
My First Skool @ Blk 170 Hougang

N

National Gallery Singapore
National Heritage Board
National Parks Board
National University of Singapore
NTUC Health AAC (Taman Jurong)

P

Paya Lebar Kovan Community Centre
PCF Sparkletots @ Paya Lebar Blk 125
Pearl Tan Phye Choo (NSA Trainer)

R

Ray Of Hope
Re Xin Opera Association
Red Cross Singapore
RSVP Singapore The Organisation of Senior Volunteers

Our Heartfelt Gratitude to our following **Community Partners** 我们衷心的感谢致以下**社区合作伙伴**

S

SASCO @ Hong San
Seng Kang Serangoon Hougang Core Team
Serangoon Moral Family Service Centre
SG Cares Volunteer Centre @ Hougang
SG Digital Office
Shirley Tan (NSA Trainer)
Silver Generation Office Jalan Besar Satellite Office
Singapore Broadway Harmonica Ensemble (SBHE)
Singapore Chung Hwa Medical Institution
Singapore Civil Defence Force (SCDF)
Singapore Federation of Chinese Clan Associations
Singapore Hospice Council
Singapore Police Force
Singapore Polytechnic
Social Service Office @ Hougang
Speedoc
Sport Singapore's ActiveSG Masters Club
SSO Comlink Regional Services Team (Hougang)
St Luke's Activity Centre @ Blk 126
St. John's Home for Elderly Persons

T

Tampines Meridian Junior College
Tan Tock Seng Hospital
Teck Ghee Community Centre
The Council for Third Age, C3A

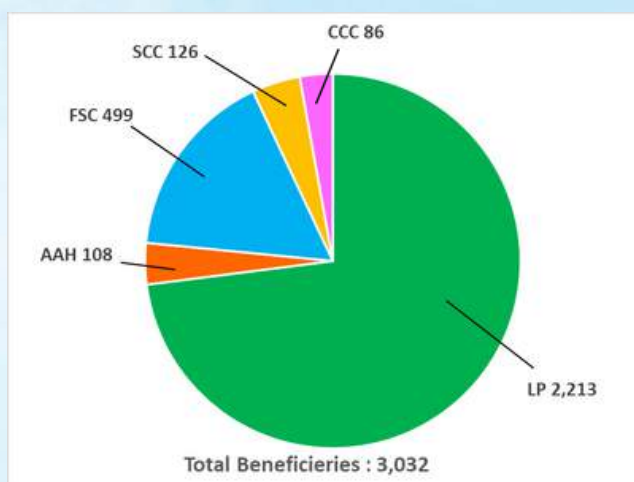
X

Xinghua Primary School

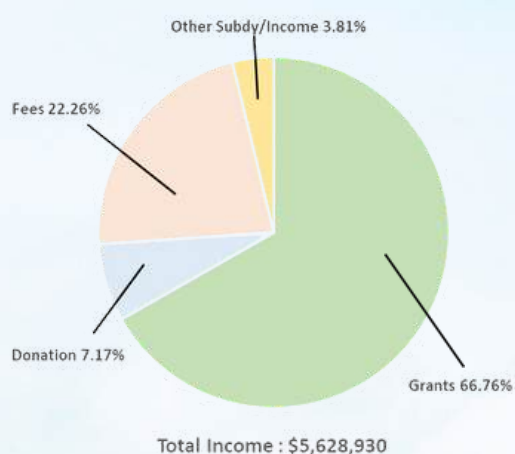
Y

Yeo Thiam Swee (NSA Trainer)
Yong Ser Pin (NSA Trainer)
Yuying Secondary School

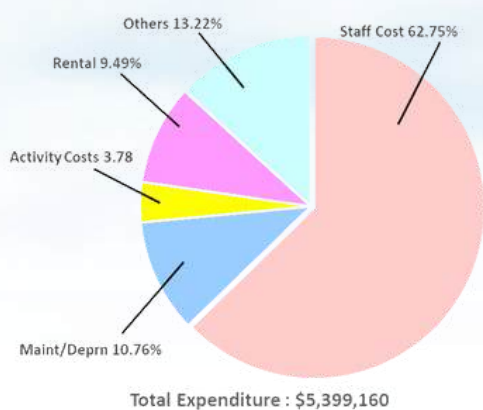
Summary of Beneficiaries 受益人摘要



Summary on Financial Performance 财务业绩摘要 (FY2023 to 2024)



INCOME 收入	AMOUNT (\$ 数额	PERCENTAGE 百分率
Grants 拨款:	3,758,064.00	66.76%
Donations 捐款:	403,729.00	7.17%
Fees 收费:	1,252,952.00	22.26%
Other Subsidies/ Income 其他补贴/ 收入:	214,185.00	3.81%
Total Income 总收入:	5,628,930.00	100.00%



EXPENDITURE 开支	AMOUNT (\$ 数额	PERCENTAGE 百 分率 (%)
Staff Cost 人事费:	3,387,995.00	62.75%
Maint/Deprn 维修/ 贬值:	580,841.00	10.76%
Activity Costs 活动费用:	204,008.00	3.78%
Rental 租金:	512,399.00	9.49%
Others 其它:	713,917.00	13.22%
Total Expenditure 总支出:	5,399,160.00	100.00%



城隍慈善基金会

Society Of Sheng Hong Welfare Services

15 Arumugam Road, Singapore 409960

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