



# VIRIYA COMMUNITY SERVICES ANNUAL REPORT

FOR THE YEAR ENDED 31 DECEMBER 2016

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## President's Message



2016 marked the 15<sup>th</sup> year since the founding of Viriya Community Services and I am heartened by the support the organisation has received through the years. The support has been greatly helpful in our dedication to care with compassion and concern. We continue to work towards our mission to bring joy and enhance the quality of life of families and individuals in need of support.

As we continue to fulfill our purpose, we strive to do good even better, committed to deliver quality services and be accountable to all stakeholders. In 2016, we put in place the Board Governance Manual, which is largely based on the Code of Governance for Charities and Institutions of a Public Character. The Manual also establishes a framework of prudent and effective controls which enables risks to be assessed and managed, and reviews management and operational performance to ensure that obligations to stakeholders are understood and met.

We are proud to share that Whispering Hearts Child Care Centre achieved the Singapore Pre-School Accreditation Framework (SPARK) accreditation and was also successful renewing its operating license with ECDA. The centre was awarded the maximum renewal period of 2 years for its good standard of operations and programmes

We have also embarked on a Family Services Framework that states the desired standards and guide our professional practice in working with our clients. In addition, we also started work on a supervision framework to enhance the quality of clinical supervision in ensuring quality practice.

In our annual staff retreat, staff and management committee members did a visioning exercise about our future, followed by a strategy retreat by our management committee members to reaffirm our commitment to the community. I am excited that we have a great journey ahead.

I would like to take this opportunity to wish each of you good times and good health as we continue making a difference in one another's lives.

A handwritten signature in black ink that reads "Jenny Lim". The signature is written in a cursive, flowing style.

Ms Jenny Lim  
President

# Our Profile

## General Information

Viriya Community Services (VCS) was established in 2001 as a voluntary welfare organisation, registered under the Societies Act (UEN: T01SS0059B).

We are also a charity under the Charities Act as well as an Institution of a Public Character (IPC) under the supervision of the Ministry of Social and Family Development, which acts as the Central Fund Administrator.

## Our Mission

Viriya Community Services aims to bring joy and enhance the quality of life by providing care and assistance to families and individuals in need of support regardless of race and religion.

## Our Vision

Caring for you with compassion and concern.

## Our Core Values: The VCS TRUST

### *Teamwork and Collaboration*

Creating a competitive edge and achieving social impact through harmonious collective actions with other colleagues and partners, harnessing on individual strengths and talents.

### *Respect*

Respecting individual rights and dignity of all and exhibited through respectful attitude, behaviours and thinking.

### *Uprightness*

Acting with integrity and displaying high moral standards at all times

### *Solutions-oriented*

Focusing on solutions, not problems, to seek improvements and achieve positive impact on our people.

### *Taking Ownership*

Having initiative and assuming responsibility in making positive differences to our people and the community.

## Registered Office

72 Shrewsbury Road, Singapore 307837

Tel: 6256 1311 Fax: 6251 7797

Website: [www.viriya.org.sg](http://www.viriya.org.sg)

Online Donation: [www.giving.sg/vcs](http://www.giving.sg/vcs)

Facebook: [www.facebook.com/ViriyaCommunityServices](http://www.facebook.com/ViriyaCommunityServices)

## Management Committee

VCS is governed by a management committee made up of individuals who are passionate about making a difference to the lives of individuals in the community and committed to bringing effective governance to protect the interests of all our stakeholders including donors, staff and beneficiaries, as well as to ensure the long-term sustainability of the organisation. The management committee provides leadership to VCS by setting VCS' strategic direction to guide and direct its activities, including setting values and standards (including ethical standards) for VCS. It ensures that necessary financial and human resources are in place for VCS to meet its objectives. It also establishes a framework of prudent and effective controls which enables risks to be assessed and managed, and reviews management and operational performance to ensure that obligations to stakeholders are understood and met.

In 2016, we welcomed three new members into the management committee. As of 31 December 2016, VCS had 9 management committee members and 3 co-opted management committee members.



**President**

Lim Yin Nee, Jenny  
Retired Partner, Big 4 Accounting Firm  
First Appointed on 28 March 2002



**Vice-President**

Chia Eng Soon  
Venerable, Leong Hwa Monastery  
First Appointed on 28 March 2002



**Honorary Treasurer**

Teoh Eong Kow  
Consultant  
First Appointed on 22 March 2012



**Honorary Secretary**

Tay Hong Beng  
Head of Real Estate, KPMG  
First Appointed on 20 March 2013



**Member**

Koh Ming Feng, Abner  
Senior Manager, KPMG  
First Appointed on 23 March 2004



**Member**

Koh Wei Peng, Alex  
Partner, KPMG  
First Appointed on 23 March 2016



**Member**

Ng Mui Siang  
Internal Auditor, Tye Soon Limited  
First Appointed on 24 March 2008



**Member**

Tan Yan Song  
Director, PWC  
First Appointed on 23 March 2016



**Member**

Tham Khuan Heng  
Retired Partner, Big 4 Accounting Firm  
First Appointed on 29 March 2006



**Co-opted Member**

Lien Soh Cheng  
Associate Director, KPMG



**Co-opted Member**

Tan Yee Peng  
Adjunct Associate Professor, NTU



**Co-opted Member**

Tay Han Ching Alvin  
Assistant Manager, ACI

## Corporate Governance

It is VCS' policy not to have paid staff on the management committee. The term of office of the committee is one year. The Honorary Treasurer may be re-elected to the same post for a maximum consecutive term of four years. For the other committee members, the maximum term limit and their re-appointment will be in accordance with the provisions of the Code of Governance for Charities & Institutions of a Public Character.

The management committee meets three times a year and the agenda items include refreshing VCS' strategies and action plans, approval of annual budget (and a review during mid-year) to ensure effective management of financial and human resources, approval of material transactions including capex, donations to other organisations and allocation of funds to designated or restricted funds. Management staffs are invited to attend these meetings to share key operational updates, challenges and concerns with the management committee.

To execute its responsibilities, there are appointed board committees to look at audit and risk, programmes and services, appointment and nomination, human resources and fundraising matters based on terms of reference approved by the management committee.

The management committee and the management staff are committed to maintaining high standards of corporate governance and abiding to the Code of Governance for Charities and IPCs. The management committee endeavours to enhance its governance practices in accordance to VCS board governance manual throughout the financial year. The committee also assessed its compliance with the Code of Governance for the evaluation period from 1 January 2016 to 31 December 2016. It will be filed with the Commissioner of Charities after the annual general meeting and be made available on VCS' website. As at date of this report, the Society had complied with the various areas required in the governance evaluation.

## Conflict of Interest

The Society maintains a Conflict of Interest policy, requiring management committee members and staff to disclose any real, potential or perceived interest that they may have, whether directly or indirectly, that the Society may enter into or in any organisations that the Society has dealings with or is considering dealing with; and any personal interest accruing to him as one of the Society's suppliers, users of services or beneficiaries. Should there be any real, potential or perceived conflict of interest; the affected member will abstain from discussion and decision-making on the matter. The reason for how a final decision is made on the transaction or contract will be recorded in the minutes of the meeting. During the year under review, there were no such conflicts that required disclosure and action.

## **Finance and Funding**

The Society receives funding from the government on approved programmes and the public in the form of donations. The public includes corporates, foundations and individuals. In addition, two of its centres collect school fees for its child or student care services. The families receive subsidies from the government depending on their household income. The Society also collects nominal fees for some of its programmes and services.

VCS' two bankers are Development Bank of Singapore Ltd and United Overseas Bank Ltd.

## **Reserve Policy**

It is the Society's desire to build up its reserve of unrestricted funds to meet two years' operating expenditure and any surplus, with the approval of the management committee, will be transferred to the Expendable Endowment Fund in the following year.

## **Expendable Endowment Fund**

The Fund was established to receive donations and transfer of any unrestricted funds in excess of two years' operating expenditure, to strengthen the financial position of the Society and to enable the Society to fund community projects and initiatives.

While the capital is not available for general use, subject to approval of the management committee, the investment returns from the Fund and or part of the capital, can be used to initiate community projects where the Society can make a significant contribution and which are truly important, meaningful and in keeping with the Society's mission.

Since 1 January 2012, investment returns have been credited to the Expendable Endowment Fund. It is the Society's intention to build up an expendable endowment fund of \$10 million.

## **Society's Assets**

The Society does not own any properties. It is the Society's intention to use the Lights of Hope Centre (which is owned by Leong Hwa Monastery) for purposes consistent with its mission. In the year under review, the place was being rented out by Leong Hwa Monastery and the Society receives a share of the rental income.

## **Future Capital Commitments**

The lease at Lights of Hope Centre was terminated in February 2017. It is VCS' plan to use part of the place for the provision of therapy services.

## The Road Ahead

We remain committed to our vision of caring for the community with compassion and concern and our mission to bring joy and enhance the quality of life by providing care and assistance to families and individuals in need of support regardless of race and religion. We will continue to invest the matching grant received from the government under the Care and Share Movement to enhance our capability and capacity as well as in new or enhanced existing programmes to meet the anticipated needs of the community.

More importantly, we will remain guided by the teachings of Lord Buddha, in particular in enriching our human spirit of humility, lovingkindness and compassion in building an inclusive society for Singapore.

## Management

Ms Evelyn Lai has been the Executive Director of VCS since 1 April 2009. She, together with her team of 5 management personnel, leads the operations of VCS and is responsible for implementing policies and directions set out by the management committee. As at 28 February 2017, VCS had 68 staff, including 32 professional and management staff, 25 associate professionals, 7 support staff and 4 general workers.



VCS staff and management committee members during our Dinner & Dance 2016

## Financial Statement

<b>Financial results</b>	<b>Restricted funds</b>	<b>Unrestricted funds</b>	<b>Total funds</b>
<u>Income from generated funds</u>			
Donations - Non tax exempt	1,000	53,000	54,000
Donations - Tax exempt	255,000	229,000	484,000
Interest and dividend income	134,000	44,000	178,000
<u>Income from charitable activities</u>			
Government funding			
- Capital grant	103,000	-	103,000
- Recurrent (MSF)	2,471,000	-	2,471,000
- Recurrent (NCSS)	132,000	-	132,000
- Programme	-	276,000	276,000
- Matching Grant	426,000	-	426,000
- Tote Board	777,000	-	777,000
Counselling and programme fees	53,000	15,000	68,000
School fees	-	567,000	567,000
Other income	164,000	246,000	410,000
<b>Total income</b>	<b>4,516,000</b>	<b>1,430,000</b>	<b>5,946,000</b>
<u>Expenditure</u>			
Cost of charitable activities	3,504,000	938,000	4,442,000
Governance and other admin costs	87,000	26,000	113,000
<b>Total expenditure</b>	<b>3,591,000</b>	<b>964,000</b>	<b>4,555,000</b>
<b>Surplus for the year</b>	<b>925,000</b>	<b>466,000</b>	<b>1,391,000</b>
<b>Reserves</b>			
Restricted funds			
- Government capital fund			111,000
- Expendable Endowment fund			5,248,000
- Other restricted and designated funds			7,706,000
<b>Total restricted funds</b>			<b>13,065,000</b>
Unrestricted funds			2,473,000
<b>Total reserves as at 31 December 2016</b>			<b>15,538,000</b>
<b>Unrestricted funds/total operating expenditure</b>			<b>0.54 years</b>

Further details of the report can be found in our audited financial statements, audited by Fiducia LLP. The Society has adopted the Charity Accounting Standard from 1 January 2013.

## Highlights of the Year

### VCS Community Day

5<sup>th</sup> March 2016



VCS celebrated its 15<sup>th</sup> birthday at SCAPE on 5<sup>th</sup> March 2016. VCS has designated our founder's day as VCS Community Day, where our staff go the extra mile as volunteers to bring joy to others. To commemorate the event, VCS launched the book, 'Walk With Me'. The book features the stories of strength and resilience of 10 beneficiaries of the Viriya Children's Medical Fund. More than 230 of our members and beneficiaries joined us for the event.

### Social Workers' Day Dinner

30<sup>th</sup> March 2016



A dinner celebration to recognise our social work practitioners for the good work during Social Workers' Day.

### Bite Size Project

From May 2016



Staff from WHFSC reviewing the intake process to improve the productivity and service quality.

### VCS Staff Retreat

21<sup>st</sup> & 22<sup>nd</sup> October 2016



In our annual VCS staff retreat, staff gathered over two days to re-affirm and align all in a common direction towards VCS vision. Staff also bonded over the Dinner and Dance, and showcased their talents in the various performances by the centres.

### Conferences

May to June 2016



With the matching grant from the Care and Share Movement, VCS dedicated more resources to capability building and in particular to training and development of our staff. In 2016, besides attending various local trainings, our colleagues were given overseas learning opportunities and made study trips to New York and Seoul to learn about best practices of our overseas counterparts

## Highlights of the Year

### VFSC's Year End Celebration

**26 November 2016**

The event was themed "Family Fiesta". Beneficiaries, members and their family members were invited to a day of games, dancing and lucky draw, jointly put together with teachers from NIE. It was a day where families got together and bonded through various activities. The event also invited members from the interest groups to share their experiences with their family and friends, a journey that brought the members closer together in the community.



Our members sharing their learning experiences to the public



Children preparing for their performances on stage

### Whispering Hearts Year End Celebration

**3 December 2016**

The annual year end concert jointly organised by Whispering Hearts Family Service Centre, Whispering Hearts Child Care Centre and Whispering Hearts Student Care Centre, saw the graduation of our students, recognition awards to our clients from various programmes, as well as performances by our students. Family members of the performers and recipients were invited to join in the celebrations, to share their proud and joyful moments.

### VCS Family Services Framework

VCS embarked on developing a Family Services Framework to set desired standards and guide practice. Led by our key management staff and guided by an external consultant Dr. Pauline Meemeduma, staff were brought together to come up with services principles to serve as reference guidelines for the conduct of key operational, practice, governance and management activities. The framework will elevate the standard of practice and quality of services to our clients.



Our staff participating in one of the focus group discussions

## Care and Share Movement

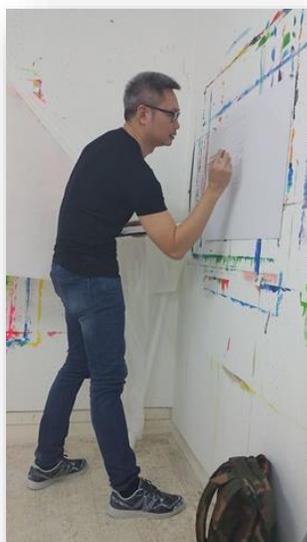
In celebration of SG50 in 2015, the government launched the Care and Share Movement that matched donations, up to S\$2 million, made to approved charities. VCS was one of the selected charities to benefit. VCS planned to use the matching grant mainly for capability and capacity building and for new or enhanced programmes to meet future needs of the community.

Through the support from the Care and Share Movement, VCS enhanced the quality of our services, which included better physical and I.T. facilities at our centres, building the capability of staff through trainings, as well as enhancing programmes and activities for our clients and members.

<b>Total amount raised from 01 December 2013 to 31 December 2015</b>	<b>\$2,053,000.00</b>
<b>Total amount of matching grant projected to be received</b>	<b>\$2,600,000.00</b>
<b>Total amount used as of 31 December 2016</b>	<b>\$1,202,000.00</b>
<b>Expansion and Enhancement of Programmes</b>	
Enhancement or expansion of existing services	\$664,000.00
<b>Capability Building</b>	
Scholarships, training awards and other manpower development initiatives	\$216,000.00
<b>Capacity Building</b>	
Additional equipment to enhance social service delivery, investment in technology and physical infrastructure developments	\$322,000.00

The remaining matching grant will be used for further capability and capacity building.

An internal audit was conducted in November 2016. The use of the matching grant and the processes and controls involved were reported to be in accordance with projects approved by NCSS and VCS' policies and governance standards.



Capability Building - Staff attending a sand play therapy course in KL



Expansion and Enhancement of Programmes – Beneficiaries from the Viriya Elderly Medical Fund out on an outing to Vivo City Shopping Centre



Capacity Building - The newly renovated WHFSC, which included a new play room for children

# Volunteer Management

VCS is grateful to many volunteers, both individuals and corporates, who have partnered us in bringing joy and enhancing the quality of life of our members and beneficiaries. In 2016, 608 volunteers supported us in our programmes and services. About 15% of these volunteers were regular in their engagement with VCS and actively supported our programmes. Together, our volunteers accumulated close to 2,000 hours of volunteering activities.

We are especially thankful to the following for their good support in 2016.

SCHOOLS	CORPORATES
Pioneer Secondary School – VFSC Lunar New Year Celebration	Samsung Pte Ltd – IT Lessons for MediAssist members
West Grove Primary School – Healthy Living Programme for WHCCC students	SIM Global Pte Ltd – Changi Airport Outing with VCS’ children
School of the Arts (SOTA) – Mentoring for WHSCC students	Lymon Pte Ltd – Clay Art with VFSC’s children
National University of Singapore – Baking Workshop – Successful ageing activities	KPMG –SEA Aquarium outing with VEMF beneficiaries and MCM members
Nanyang Technological University – Mentoring Sessions for BOP members	Tokio Marine – Visit to Clay Art Studio with WHSCC students
National Institute of Education (NIE) – Activities for VFSC’s beneficiaries	Singapore Red Cross – Food donation to VFSC’s beneficiaries
Cedar Girls’ Secondary School – MediAssist Workshops	Esplanade – Visit to Esplanade with MCM members
My First Skool @ Jurong West – MCM Mid-Autumn Festival Celebration	Singapore Power – MCM Lunar New Year Celebration
	Tan Tock Seng Hospital (TTSH) – Step Up Programme for MCM

In 2016, VCS conducted a client satisfaction survey and volunteers indicated joy in working with VCS.

*Staff are helpful and cooperative. It was a great experience to work with them.*

*Staff are very friendly. When things go out of control, staff are there to help out.*

*The organisation put in effort in organising events. A conducive venue was provided. The project organised also had a good structure.*

## Volunteer Management



My First Skool's children interacting with an elderly during the Mid-autumn celebrations at MCM



A NIE volunteer teaching an elderly Waltz during VFSC's year-end celebration



Volunteers from KPMG admiring the fishes with a beneficiary from VEMF



Our children on an outing to Changi Airport with UniSIM volunteer



Needs assessment carried out by one of the teachers from Pioneer Secondary School



Samsung volunteer with an elderly during the IT gadget class

# Children

Our children are our future leaders. In fulfilling our vision of building a community filled with compassion and concern for one another, VCS is concerned about the growth and development of our children, in particular, education and their holistic wellbeing.

VCS believes that every child should be given adequate support and opportunities to build a strong foundation for their lifelong development. Hence, VCS is committed to supporting children from disadvantaged background with the resources to meet their basic needs and education and provide them with as much of an equal headstart as possible.

VCS operates Whispering Hearts Child Care Centre and Whispering Hearts Student Care Centre to provide care for children from 18 months old to 14 years old. We have also established the Viriya Children’s Education Fund to support the educational pursuits of our children and youths and to encourage them to fulfill their potential and achieve good academic performance.

	NUMBER OF RECEIPIENTS	AMOUNT
<b>Viriya Sunray Education Fund Award</b>		
A bursary to motivate children to improve and seek to fulfill their academic potential	2	\$1,000
<b>Viriya KPMG Scholarship Award</b>		
A scholarship fund to reward children for their excellent academic achievements	19	\$19,000
<b>Wan Boo Sow Fund (Bright Owl Project)</b>		
A programme to help children who need additional support to meet academic demands	12	\$2,400
<b>Viriya Gap Fund</b>		
Short term assistance, especially in meeting basic and educational needs, that are not provided for by other assistance schemes	7	\$9,600
<b>Total</b>	<b>40</b>	<b>\$32,000</b>

	NUMBER OF CHILDREN CARED FOR
<b>Whispering Hearts Child Care Centre (WHCCC)</b>	93
<b>Whispering Hearts Student Care Centre (WHSCC)</b>	139
<b>Total</b>	<b>232</b>

In 2016, VCS cared for 232 children in total, and recognised 33 children for their academic achievements through the Viriya Children’s Education Funds and Wan Boo Sow Fund.

## Whispering Hearts Child Care Centre

Previously known as Whispering Hearts Infant and Child Care Centre, the centre became a full-fledged child care centre in March 2016 and hence was renamed to Whispering Hearts Child Care Centre (WHCCC).

WHCCC provides full day, half day and flexible care programmes to children from 18 months to 6 years of age to support the diverse needs of different families in the care of their children.

WHCCC offers a holistic learning experience for our children and seeks to partner parents in optimising the child's physical, intellectual, emotional and social development. The programmes at WHCCC include Language and Literacy, Numeracy, Science and Discovery and Creative Arts.

As an endorsement of the quality of the programmes and services at WHCCC, the centre achieved the Singapore Pre-school Accreditation Framework (SPARK) accreditation in June 2016. SPARK was set up in 2011 to raise the quality of preschool education in Singapore by the Early Childhood Development Agency (ECDA). WHCCC's SPARK certification is valid till May 2022.

WHCCC also successfully renewed its operating license with ECDA and was awarded the maximum renewal period of 2 years from 19 June 2016 to 18 June 2018 for its good standard of operations and programmes.

As part of commitment to provide quality care for our children and also career development to our teachers, VCS emphasises on continuing training and education. VCS has sponsored two teachers to pursue Bachelor degrees in Early Childhood Education to enhance the quality of teaching in the centre.

In 2016, WHCCC adopted thematic learning and provided integrated academic lessons for our children. Beyond the core academic components, WHCCC also organised many activities to provide greater exposure to our children and to facilitate experiential learning in real social settings.



The children participating in a fire drill at the centre

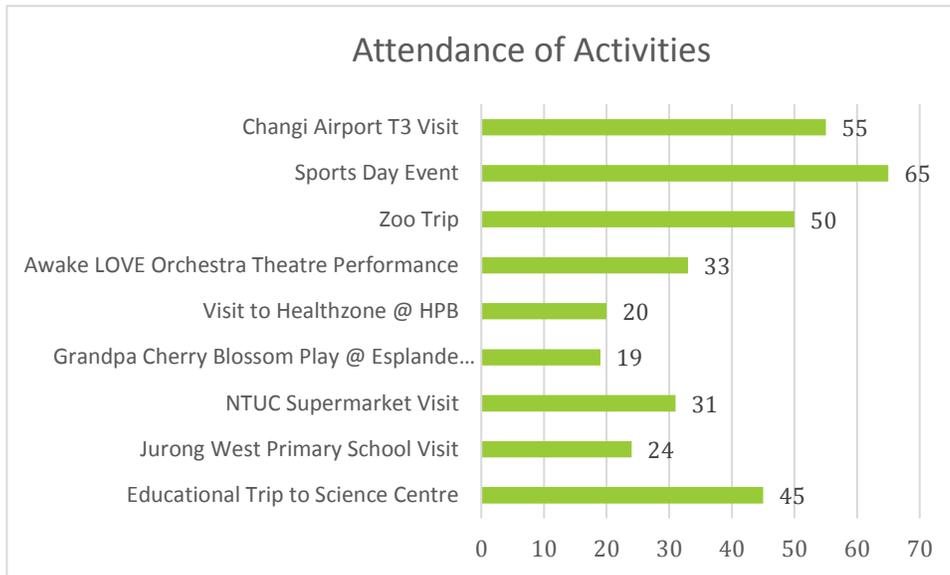


Water play time for the children in play group



Outdoor activities with the teachers for the nursery group children

# Whispering Hearts Child Care Centre



Experiential learning of the different kind of plants at Jurong West Primary School



A trip to NTUC Supermarket at Jurong Point



An excursion to the Singapore Zoo



Educational Trip to Science Centre

# Whispering Hearts Student Care Centre

Whispering Hearts Student Care Centre (WHSCC) provides before and after school care services for students aged 7 to 14 years of age. Our caring teachers look after school-going children while their parents are at work. Besides basic before and after school care programmes, the centre organised activities to encourage the total development of our children, which includes their physical, intellectual, social and emotional needs and development.

WHSCC took over Bright Owl Project (BOP) from WHFSC in 2016. BOP is a weekly academic support programme for children from Primary 4 to Primary 6. The programme aims to promote positive development in children through enhancing academic achievement and character development.

## English Programmes

Supervised Study Time  
Supplementary English Lessons  
Show and Tell (P1 & P2)  
Weekly Creative English Writing  
Weekly Reading Programme (P1 & P2)  
Speech & Drama (P3 onwards)

## Numeracy Programmes

Supplementary Math Lessons

## Music Development

Keyboard Lessons  
Dance and Performances

## Sports & Outdoor Activities

## Chinese Programmes

Supplementary Chinese Lessons  
Daily Chinese Idioms  
Daily "Classic Thousand Characters"  
Weekly Creative Writing  
Weekly Story House (P1 & P2)  
Speech & Drama (P3 onwards)

Apart from the usual curriculum, WHSCC has special programmes to inculcate a sense of personal development, social knowledge and character building:

- ✓ Newspaper Clippings – On a weekly basis, students are tasked to bring a newspaper article to share with their peers. The sharing session would include discussion of the article and aims to promote confidence building in the students during their presentation.
- ✓ Character Building – A teacher would be dedicated to observe the students monthly. Through their observation on the students' social and emotional behavior, a topic would be crafted to address the trait that might be not be present. Covered topics include respect, responsibility and obedience.

## Achievements

88.3% of the students passed the internal diagnostic tests  
93.1% of the students scored minimum of 80 marks  
97.7% of the students improved scores by at least 10 marks over 6 months



Group sharing during one of the Character Building activity



The students presenting their Racial Harmony project

## Whispering Hearts Student Care Centre

The centre has been privileged to receive strong support from organisations, schools and individuals. The centre began a 6 month mentoring programme with School of the Arts (SOTA) students, on a weekly basis, calligraphy lessons and dance lessons choreographed by SOTA students.

Students also learned to compose songs and played them on the keyboard. The students performed at the Whispering Hearts Year End Concert. To end the exciting year, the students also learnt about fine dining and social etiquette.



Students enjoying their clay session with Tokio Marine volunteers



Keyboard lessons in preparation for the year end performance



NTU volunteers engaging the students in a blind fold game to learn about 'trust'



The students looking attentively at how a fine dining setting looks like



Learning a new game with volunteers during the annual NTU camp experience



Volunteers from Esplanade posing with our students, together with their completed art work

# Youth

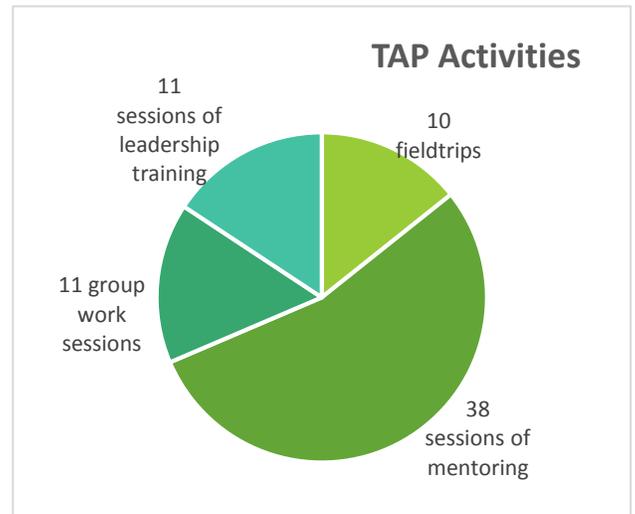
## Teens Action Project

TAP is a programme tailored for youths, aged 13 to 20, to interact with their peers through workshops and activities. Apart from being an avenue for academic and social support, TAP also provides opportunities for youths to learn life skills and be more self-aware of their abilities to make meaningful contributions to their families, schools, peer groups and the community.

TAP aims to encourage youths to:

- ✓ Recognise their positive traits so as to enhance their self-image
- ✓ Learn life skills to deal with stressors and challenges in their daily lives
- ✓ Make meaningful contributions to the community and to be responsible for their actions

In 2016, TAP engaged 26 youths in various activities, which included having the youths conduct workshops for children from Whispering Hearts Student Care Centre. We recognised 16 youth for their excellent attendance and academic results during the Whispering Hearts Year End Celebrations.



TAP youth briefing students from WHSCC about the activity planned for them



Team bonding activities for the youth during the year end camp



TAP youth learning about focus and determination in a game of archery

# Project New Leaf

Project New Leaf (PNL) is a tattoo removal programme that provides youths who need a second chance to lead a positive life through educational or vocational pursuits. Through PNL, volunteer doctors help to remove the presence of stigmatising tattoos from visible parts of their bodies.

The professional social workers conduct casework and counselling sessions for the youths as well as guide them towards positive contributions to the society by encouraging participation in community services.

The project is opened to youths 21 years old and below who demonstrate the sincere desire and commitment to change.

In 2016, the project served another 5 youths whom the social workers worked closely with to reintegrate them back to their schools or in the community and overcome other social challenges.

SERVICES	NUMBER OF SESSIONS
Laser Treatments	5
Casework & Counselling Sessions	28
Community Services	6



Tattoo before the laser treatment



Laser treatment to remove the tattoo



After the first laser treatment, the tattoo would be significantly lightened

I did not know the meaning of the tattoo when I did it. Project New Leaf has given me a new lease of life.

PNL youth who has gone through 4 sessions of laser tattoo removal



# Elderly

## My Centre @ Moulmein

My Centre @ Moulmein (MCM) engages the elderly residing in or around Moulmein.

In 2016, 246 elderly were registered with MCM, with 110 of them having actively participated in various programmes and activities.

Activities at MCM are planned around 3 categories which aim to provide a holistic approach to promote successful aging and intergenerational bonding.

### Active Minds

Provide fun group activities for the elderly to stimulate their minds and maintain their mental wellness in a supportive social network and environment.



### Active Hearts

Aimed at promoting physical well-being of the elderly by encouraging proper physical care and maintenance of health and physical fitness.

### Collaborative Programmes

Harnessing on community resources to expand the social capital of elderly, regular leisure and recreational activities are provided for members to foster social engagement and community bonding. Resources include partnering with schools, hospitals and our stakeholders.



## My Centre @ Moulmein

	ACTIVITIES	SESSIONS	HOURS	AVERAGE MONTHLY ATTENDANCE
<b>Active Minds</b>	6	435	1,052	58
<b>Active Hearts</b>	5	259	805	89
<b>Collaborative Programmes</b>	5	218	355	138
<b>Total</b>	<b>16</b>	<b>912</b>	<b>2,212</b>	<b>285</b>



### ***Learn My Dialect***

VCS started Learn My Dialect (LMD) in 2005. LMD taps on the potential and skills of our seniors to benefit their peers, as well as the society. The elderly would teach dialects to interested participants such as students, healthcare professionals and social workers. The programme enables the seniors to remain connected to the society, build up their social network and to interact with the young to enhance intergenerational bonding.

In 2016, LMD had 179 lessons, totaling up to 276 of teaching hours, with an average of 18 participants in each class. In 2016, LMD partnered with Nanyang Technological University (NTU) to run My Father Tongue, a student-initiated programme to revitalise dialects in Singapore among the youth. 21 classes were conducted under the programme.



Trainer was very engaging, providing lots of chances to practise Hokkien phrases that were taught. The trainer also encouraged participants and took the time to correct our tones.

Volunteer  
Macpherson Community Club

It's a great course and opportunity to get in touch with our roots.

Student  
Singapore Management University

I feel that the lessons were really useful as there was a great deal of emphasis on common conversational topics that may arise.

Volunteer  
Central Singapore Community Development Council

# Families

A family service centre (FSC) is based in the community to provide help and support to individuals and families and is supported by social work practitioners. By working closely with individuals and families, a FSC aims to help them better cope with their personal, social and emotional challenges.

Strongly believing in serving families in the community, VCS currently operates two FSCs: Viriya Family Service Centre and Whispering Hearts Family Service Centre. The two FSCs offers integrated social social practice that comprises of case work, group work and community work.

Annually, the 2 FSCs would organise their year-end celebrations to engage the community in which we serve in. The celebrations would be a platform to mark achievements, active participation in our programmes and services, and to recognise key success indicators.



Staff and volunteers bringing families in the community together for a dance performance

## Viriya Family Service Centre

Viriya Family Service Centre (VFSC) serves residents from about 8,000 households from Potong Pasir, Toa Payoh and Joo Seng. Apart from information and referrals as well as casework and counselling services, VFSC also offer programmes for children, talks for seniors and workshops for the community.

In 2016, we attended to:

- 111 Cases of Information & Referral
- 256 cases through 1,007 sessions of Casework & Counselling
- Served 111 SPMF Beneficiaries and disbursed \$10,340

**83%** of clients achieved **enhanced problem solving/coping skills**

**81%** of clients achieved **enhanced relationship/network** that improves their situation

**71%** of clients achieved improved **ability to manage on their own**

**100%** of clients **indicated satisfaction** on Client Feedback Form

In 2016, VFSC started various elderly interest groups as part of our community work so as to provide a platform and environment for the elderly to have social interaction with their peers on a regular period. Activities include basic conversational English class, IT gadget sessions, handicrafts and exercise activities.

ACTIVITY	NUMBER OF PARTICIPANTS	SESSIONS	HOURS PER SESSION
Basic Conversational English	25	15	2
IT Gadget	20	4	2
Art & Craft	18	5	2
Art & Craft Session	18	2	1
NIE Waltz Dance	25	2	1
Basic English Reading Class	22	8	2
<b>Total</b>	<b>128 Participants</b>	<b>36 Sessions</b>	<b>360 Hours of Activities</b>



A group photo with Samsung volunteers after the tablet class



MediAssist members taking part in an origami session



Senior members attending the basic conversational English class

# Whispering Hearts Family Service Centre

Whispering Hearts Family Service Centre (WHFSC) serves residents from about 30,000 households within Boon Lay, Nanyang and Pioneer Constituencies.

In 2016, WHFSC served:

- 574 Cases of Information & Referral
- 459 cases through 1,809 sessions of Casework & Counselling
- Served 135 SPMF Beneficiaries and disbursed \$68,005

**81%** of clients achieved **increased awareness of ways to enhance relationships with others**

**81%** of clients achieved **enhanced relationship/network** that improves their situation

**95%** of clients achieved improved **ability to manage on their own**

**100%** of clients **indicated satisfaction** on Client Feedback Form

**100%** of referred clients are **successfully linked** with **appropriate services**

## Family Life Skills Workshop

Previously known as Enhancing Positive Changes (EPC), Family Life Skills Workshops took on a new and improved approach to family life education. Through a series of psycho-educational workshops, WHFSC aims to help existing clients and the general public discovers their inner strengths in order to better manage their daily stressors in family life.

Related to parenting, the workshops aim to help parents build better relationships with their children. The first run was conducted at WHFSC from 8 March to 7 May 2016. A total of five sessions were conducted. Topics included communication, parenting styles and improving relationships with their children and youths. The workshops consisted of interactive games and activities, coupled with sharing of knowledge for the parents and children to improve their communication. Participants took away learning points on different types of communication and the important ingredients that make up effective communication - trust, respect, listening and the importance of two-way communications. The parents and youths were motivated to learn and improve their communication towards building better relationships with each other.

Parent and child learning how to understand each other's views



Mastering the basics of teamwork in one of the workshops

## Whispering Hearts Family Service Centre

In 2016, WHFSC took part in the NCSS VVO “Bite Size” Project to review the intake process so as to improve productivity and quality of service delivery to clients.

Supported by the National Council of Social Service and done in consultation with Goshen Consultancy, WHFSC reviewed the intake process, conducted process reengineering and reviewed the impact of the changes. The project concluded with positive outcomes.

INDICATORS	BASELINE DATA	DESIRED OUTCOME	ACTUAL OUTCOME
Number of Enquiry Completed Intake Assessment Within 15 Days	54%	74%	75%
Number of Intake Opened as Case	25%	40%	70%

Beyond the quantitative results, a key impact was a positive mind-set change to enhance client-centeredness in conducting intake assessment.

The team from WHFSC will be presenting the results of the “Bite Size” Project at the International Conference of Practice Research in Hong Kong in May 2017.



The team in discussion on the steps they go through from receiving client enquiries to intake decision



Creative thinking on how to improve the process for intake



The team brainstorming and agreeing on ways to streamline the intake process

# Medical

Since 2004, VCS has established various funds and community-based services to help families and individuals afflicted with medical ailments.

Apart from providing financial support, VCS has been partnering hospitals and community stakeholders to ensure that our beneficiaries receive the care that they need while staying at home and in the community.

More than financial assistance, VCS is well aware of the need to provide other mental and emotional forms of support to beneficiaries and their families. Our professional social work practitioners provide a suite of social work interventions to enable our beneficiaries to cope with their various challenges.

	BENEFICIARIES	AMOUNT DISBURSED
<b>Viriya-KK Children’s Hospital HomeCare Programme</b>	15	\$15,000.00
<b>Viriya Children’s Medical Fund</b>	131	\$73,200.00
<b>Viriya Elderly Medical Fund</b>	102	\$64,800.00
<b>Viriya MediAssist Fund</b>	131	\$94,300.00
<b>LHCST – NKF Dialysis Centre</b>	106	\$28,100.00
<b>Total</b>	<b>485</b>	<b>\$275,400.00</b>



NTU Volunteers with VCMF beneficiaries at the Caregiver Retreat 2016



A visit to LHCST – NKF Dialysis Centre by students from WHSCC

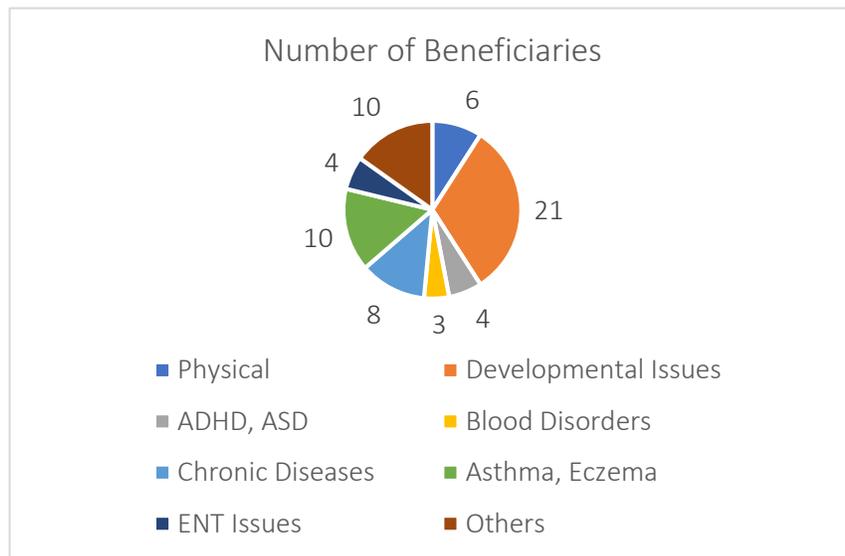


A volunteer with MediAssist member during an Art & Craft Session

## Viriya Children's Medical Fund

Viriya Children's Medical Fund (VCMF) was established in 2010 to help families with children requiring long term medical attention. Surplus from operations of WHSCC are channelled into the fund. Apart from financial assistance, VCMF social workers also offer psycho-socio-emotional support for the caregivers.

VCMF social workers work closely with the medical social workers from KK Women's and Children's Hospital (KKH) and National University Hospital (NUH) to provide a smooth transition back to the community, after their discharge from the hospital. In 2016, we also expanded our intakes to include social service agencies. In all, VCMF served 131 children in 2016. 66 of the cases were newly referred clients.



VCMF organised a series of activities and programmes in 2016 to support the beneficiaries and their caregivers through workshops and support groups.

ACTIVITY	NUMBER OF SESSIONS
<b>Disbursements</b>	7
<b>Family Bonding Activities</b>	2
<b>Caregiver Workshops</b>	2
<b>Caregiver Support Groups</b>	6
<b>Caregiver Retreat</b>	1



VCMF case workers during a disbursement event

## Viriya Children's Medical Fund

In conjunction with VCS' Community Day 2016, the book 'Walk With Me', was launched on 05 March 2016 at SCAPE. The book featured 10 beneficiaries and their stories and also basic educational information about their medical conditions. The book aimed to provide a platform of support, where families facing similar difficulties can relate with. Featured beneficiaries were invited to attend the event and each given a canvas print out of their family portrait on stage.



A group photo of the featured beneficiaries, together with VCS Founder, Venerable Sek Meow Ee, and VCS President, Ms Jenny Lim

VCMF had its second caregiver retreat on 10 December 2016 at Viriya Family Service Centre. The retreat allowed caregivers to have a relaxing day, attend self-care workshops and enjoy fun activities. A special session of laughing yoga and also massage sessions were specially organised for them. Meanwhile, volunteers from NTU came together to organise a Pokemon themed party for the children and they had lots of fun together too.



Caregivers attending a session of laughing yoga



NTU volunteers playing a game of Throw with the children



Massage sessions arranged for the caregivers to remind them of self-care

## Viriya Elderly Medical Fund

Viriya Elderly Medical Fund (VEMF) partners eldercare agencies and hospitals to support elderly afflicted with medical conditions and are staying in the community. VEMF provides elderly beneficiaries with financial assistance to cope with necessities such as food, utilities, transport, medical treatment and other consumables.

The programme aims to enable the elderly to continue to live meaningful lives while being engaged with the community despite their medical conditions. Social workers provide case management services to the beneficiaries as well as facilitate social engagement through community programmes. The programme also links the elderly beneficiaries up to various community resources and organises gatherings, activities, workshops and events with the support of volunteers. The activities prevent social isolation and also bring joy to the elderly on a regular basis.

ACTIVITY	NUMBER OF SESSIONS
Quarterly Disbursements	4
Outings and Festive Events	5
Workshops or Talks	2



KPMG volunteers, together with MCM members and VEMF beneficiaries, during their trip to Sentosa SEA Aquarium



The elderly having a gathering during the Mid-autumn celebration



Terrarium making competition during Lunar New Year celebration

## Viriya MediAssist Fund

A joint collaboration between VFSC and Potong Pasir Citizen's Consultative Committee (CCC), Viriya MediAssist Fund was officially launched by VFSC's patron, Mr Sitoh Yih Pin, Adviser to Potong Pasir CCC on 1 August 2015.

Established to help the residents in Potong Pasir constituency, VFSC provides case management services to the residents who need help with financial assistance to defray the costs of their medical follow-ups, medical equipment and consumables, treatments and other support services such as home help services and home rectification. The social workers also provide case work and counselling to support the beneficiaries and their families on issues such as caregivers' stress, family conflicts and referral to other support services.

In 2016, the Fund assisted 131 individuals. Besides casework and counselling, group work and community work were introduced as intervention modality to meet the varied needs of beneficiaries receiving MediAssist. Interest groups were set up and the beneficiaries were also invited to events such as terrarium making and origami classes conducted by Cedar Girls' Secondary School and our own elderly volunteers. During the year-end celebration at VFSC, MediAssist members also put up a dance and fitness performance, showcasing their arts and crafts, and even giving their own thank you speeches.



Our members listening attentively during an art and craft session



Art work done by our members together with student volunteers



A group photo of members who participated in VFSC's year-end celebration

## LHCST – NKF Dialysis Centre

VCS provides funding to support the kidney patients of LHCST – NKF Dialysis Centre. The National Kidney Foundation (NKF) is in charge of the daily operations of the centre. In 2016, the centre has helped 106 patients requiring dialysis.

Beyond funding the treatment of the patients, VCS has also worked closely with NKF to bring joy and enhance the quality of life of the patients. In 2016, VCS actively involved the patients in its various events and programmes. Some of the activities are as follow:



Invitation to NKF donors' appreciation movie screening



VCS staff at NKF Roadshow held at Vivo City Shopping Centre



NKF staff and patients, together with our participants at the annual VCS Community Day 2016

## Appreciation

We are grateful to many of you, including our dedicated staff for their true spirit of giving to benefit others. We also appreciate the support and guidance from Mr Sitoh Yih Pin, Patron of Viriya Family Service Centre, and Mr Cedric Foo, Patron of Whispering Hearts Family Service Centre. We would also like to express our gratitude to our Founder, Venerable Sek Meow Ee and Leong Hwa Monastery for their continuous towards our projects, programmes and services.

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