

VIRIYA COMMUNITY SERVICES



ANNUAL REPORT 2018

For the Year ended 31 December 2017

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Viriya

Right Effort

“It is defined as the **persistent effort** to work for the **benefits of others**, in thinking and in actions.”



President's Message

2017 was yet another fulfilling year for Viriya Community Services (VCS). We reflected on our journey and directions, consolidated our efforts to do what we desire to do better and affirmed our commitment to our mission and vision.

We started the year with a strategic planning exercise with our members of management committee and our key management personnel. The discussion refreshed our ongoing commitment to serve families and individuals in need and continue to respond to the needs in the community that are aligned to the objectives of VCS. Our two family service centres serve the community with a family-centric approach and collaborative efforts with the community. The strategic planning exercise affirmed our continuing dedication to our vision to care with compassion and concern. We also remain committed to 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.

As we begin to move on to the next chapter of our strategic plan, I revisit our origin. Viriya is a Pali word meaning the *right effort*. It is our conviction that we don't just do the good with our heart, but with our brains too. We strive to serve with courage, trust and confidence in bringing real, sustainable and positive changes such that families and individuals can truly benefit and enhance their quality of life.

To do good well, VCS continually seeks to do things right and the right things with our head, heart and guts. On 01 July 2017, we transferred Whispering Hearts Child Care Centre to NTUC First Campus to allow our children and teachers to continue to benefit well and grow further in their personal and career development as we focus on social services. VCS is grateful to the contributions of the teachers and support from the parents. We wish them well and will continue to work together as community partners.

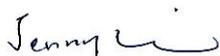
We started Viriya Corner as a community work effort to enhance the services provided at Viriya Family Service Centre. We embarked on practice research to enhance confidence and quality of our practice. VCS presented two papers at the 4th International Conference of Practice Research in Hong Kong. Professional training and development of our staff remains a key priority.

2017 marked the beginnings of many more exciting developments and enhancements including governance and risk management practices, that VCS strives to achieve going forward. The journey may not be the easiest, but I am confident that VCS will emerge strong as we strive to be a choice agency for our clients, partners and staff.

My management committee and I thank every one of you for working alongside us to attain where we are today. I am eternally grateful to my management committee members for their contributions, refreshing ideas and challenging us to look at issues from a different perspective, thus enriching our human spirit of loving kindness and compassion as well as renewing our determination and hope for a better society for all humanity. VCS' staff have served with passion and worked hard to make a difference to our clients. Our volunteers dedicated much time and efforts to support our services and programmes. And some of our clients have become good resource and support for other members of the community.

Aristotle said, 'Pleasure in our job, puts perfection in the work'. It is beautiful to see people smile; it is even more beautiful if we are the reason for the smile. VCS strives to be the reason for the smile. We urge you to join us in this meaningful journey. Together, we can create a caring and united society for the betterment of all.

With gratitude,



Jenny Lim
President

Our Profile

Viriya Community Services was set up by Leong Hwa Monastery and established as a voluntary welfare organisation in 2001. VCS is a registered society, charity and an Institution of a Public Character under the supervision of the Ministry of Social and Family Development, which acts as the Central Fund Administrator.

Our Vision

Caring for you with compassion and concern.

Our Mission

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

Our Core Values: The VCS TRUST

T

eamwork 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.

R

espect

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

U

prightness

Acting with integrity and displaying high moral standards at all times.

S

olutions-oriented

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

T

aking Ownership

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

Charity Status

IPC Registration No.: 0154

From 01/10/17 to 30/09/20

Charity Registration No.: 1511

Date of registration: 02 July 2001

ROS Registration No.: 110/2001/WEL

Date of Registration: 08 March 2001

UEN: T01SS0059B

Registered Address: 72 Shrewsbury Road Singapore 307837



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. The members are responsible for ensuring high governance standards and providing clear strategic leadership to efficient and effective operations to deliver the outcomes that have been set. Every member brings together his own skill sets to provide leadership to ensure effective management of the organisation, and to monitor the activities – that they follow the founding principles, objectives and values.

In 2017, office bearers were elected to new posts. As of 31 December 2017, VCS had 9 management committee members and 2 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 Secretary

Tay Hong Beng

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



Honorary Treasurer

Tan Yee Peng

Adjunct Associate Professor, NTU
First Appointed on 23 March 2016



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

Teoh Eong Kow
Consultant

First Appointed on 22 March 2012



Member

Tham Khuan Heng

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



Co-opted Member

Koh Ming Feng, Abner
Senior Manager, KPMG

First Appointed on 23 March 2004



Co-opted Member

Tay Han Ching Alvin
Assistant Manager, ACI

First Appointed on 22 March 2012

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 and 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 2017 to 31 December 2017. 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.

Based on the Code of Governance for Charities and IPCs issued by The Charity Council in April 2017, which will apply from financial year beginning on or after 1 January 2018, the Society will fall under the 'Enhanced Tier'.

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, one of its centres collect school fees for its 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' three bankers are Development Bank of Singapore Ltd, Standard Chartered Bank (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.

Future Capital Commitments

Based on existing plan, the Society does not have any significant future capital commitments, other than refurbishing the Lights of Hope centre for the provision of therapy services and the cyclical maintenance of its centres which will be partly funded by the government.

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. In this regard, we will always be guided by the teachings of Lord Buddha, particularly in enriching our human spirit of humility, lovingkindness and compassion in building an inclusive society for Singapore.

There is still much to be done and we will identify and work on projects which are truly benefit the community as well as meaningful to us.

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 2018, VCS has 52 staff, including 29 professional and management staff, 17 associate professionals and 6 support staff.

Summary of Financials

| For year ended 31 December 2017 | Restricted funds \$'000 | Unrestricted funds \$'000 | Total funds \$'000 |
|---|-------------------------------|---------------------------------|--------------------------|
| Financial results | | | |
| <u>Income from generated funds</u> | | | |
| Donations – Non-tax exempt | 30 | 9 | 39 |
| Donations - Tax exempt | 167 | 245 | 412 |
| Interest and dividend income | 179 | 74 | 253 |
| <u>Income from charitable activities</u> | | | |
| Government funding | | | |
| - Comchest | 142 | - | 142 |
| - Recurrent (MSF) | 2,665 | - | 2,665 |
| - Programme | - | 131 | 131 |
| - Matching Grant | 1,284 | - | 1,284 |
| - Tote Board | 832 | - | 832 |
| Counselling and programme fees | 15 | 14 | 29 |
| School fees | - | 430 | 430 |
| Other income | 92 | 198 | 290 |
| Total income | 5,406 | 1,101 | 6,507 |
| <u>Expenditure</u> | | | |
| Cost of charitable activities | 3,347 | 660 | 4,007 |
| Governance and other admin costs | 93 | 52 | 145 |
| Total expenditure | 3,440 | 712 | 4,152 |
| Surplus for the year | 1,966 | 389 | 2,355 |
| Reserves | | | |
| Restricted funds | | | |
| - Government capital fund | | | 69 |
| - Expendable endowment fund | | | 5,339 |
| - Other restricted and designated funds | | | 9,540 |
| Total restricted funds | | | 14,948 |
| Unrestricted funds | | | 2,944 |
| Total reserves as at 31 December 2017 | | | 17,892 |
| Unrestricted funds/total operating expenditure | | | 0.71 years |

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

Highlights of the Year

Make it **COUNT**



Our People



11 Management Committee Members
80 Employees



725 Volunteers



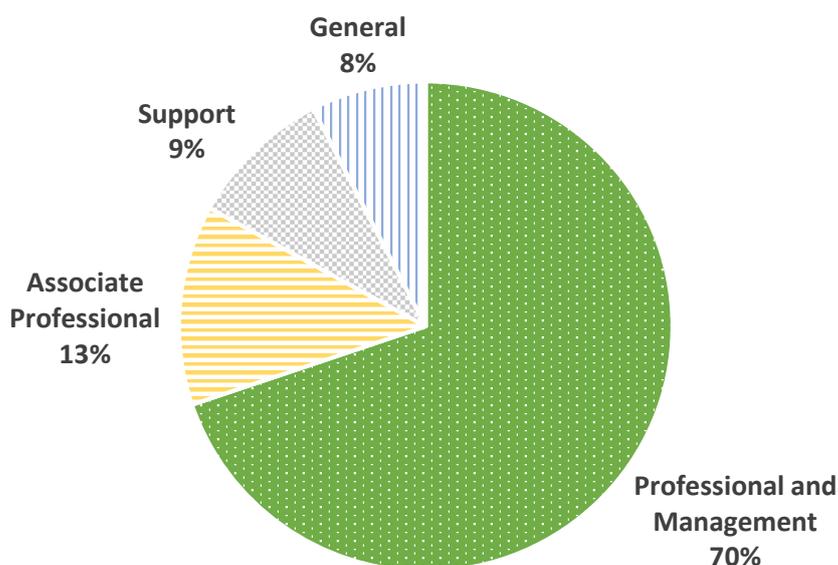
6,000 Direct Service Users

In 2017, guided by 9 management committee members and 2 co-opted members, 80 staff and 725 volunteers brought joy and enhanced the quality of life of more than 6,000 individuals and families.

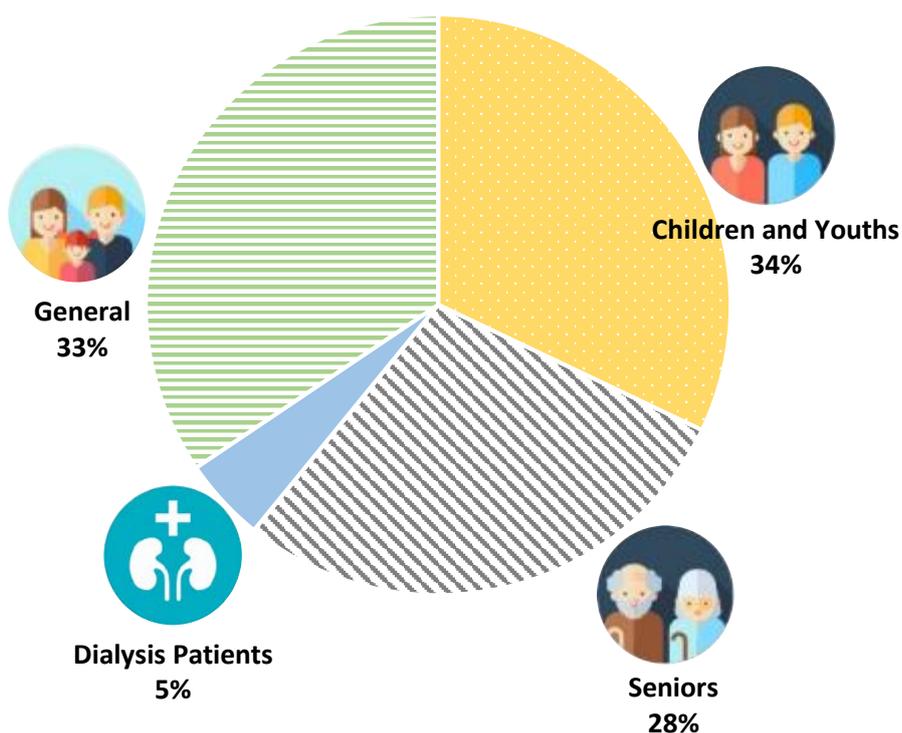
Our people, our board and staff, our partners and volunteers and service users, are our greatest assets as we progress.

VCS aims to be a choice service agency for our service users, a choice partner for our community stakeholders and volunteers and a choice employer for our employees.

Our Employees by Job Classification



Breakdown of the individuals whom we served in 2017



In 2017, VCS used its own funds to provide **\$287,000** to benefit **426 individuals**

directly. This amount is in addition to funds, from other agencies, that are administered by us.

Our Services

VCS aims to provide quality services to those whom we serve. We do so by ensuring high professional capability of our employees to provide quality services that can truly meet the needs of the community effectively and efficiently.

Setting the direction

VCS Strategic Planning Exercise 2017



Spanning over 3 months from January 2017 to March 2017, various discussions involving the board and staff were conducted to chart a clear direction for VCS to move ahead further and better towards its vision and mission.

Improving professional standards

Practice Research



At the 4th International Practice Research Conference held in Hong Kong in May 2017, VCS delivered two presentations on supervision and intake process. VCS has been using practice research to ensure evidence-based and quality practice.



Refreshing and expanding traditions

Learn My Dialect

'Learn My Dialect' was started by VCS more than 10 years ago to promote intergenerational bonding. In 2017, a refreshed approach to the programme led to a great surge in interest and take up rate for the programme. Our seniors even went to National University of Singapore to teach undergraduates dialect to help them in their future work with elderly.



Innovating services to meet needs

Launch of Viriya Corner @

Viriya Family Service Centre

Viriya Corner started operations in March 2017 and comprises a toy library and an elderly drop in facility that resembles a home environment to promote community bonding especially intergenerational interaction. Viriya Corner hopes to address issues associated with an ageing population through community capacity building.



Consolidating, focusing and doing better

Whispering Hearts Child Care Centre

On 30 June 2017, VCS bid farewell to the Whispering Hearts Child Care Centre team which was transferred to NTUC First Campus from 01 July 2017. The transfer would allow our teachers and children to receive greater career progression and quality education respectively. VCS would focus on enhancing our social services. While we would miss the teachers and children, we look forward to working with the teachers as community partners.

Our Key Events



Serving together

VCS Community Day

To commemorate the founding of VCS on 08 March 2001, our staff celebrate VCS Community Day by becoming volunteers to serve those in need in March annually. On 04 March 2017, our colleagues used their talents to serve the residents as part of the launch of Viriya Corner.



Planning together

VCS 2018 Workplan Discussion

The team discussed needs and explored possibilities. Using a race as an analogy, beyond goals and targets, the team identified the attitude, skills and knowledge required to finish the race well.



Working together

VCS Staff Retreat

For our annual staff retreat, staff were engaged in a Bingo amazing race. They were put into teams to accomplish tasks in the community within limited resources given. The activities put our core values, the VCS TRUST, in action.



Celebrating together

Year End Celebrations

It's an annual tradition for VCS to celebrate the achievements of our members and service users at the end of every year.

On 25 November 2017, Viriya Family Service Centre had a carnival themed "Life is a Celebration". Beneficiaries, members and their family members were invited to games, ice cream and performances by the members of Viriya Corner. Children danced and performed to the song of 'Sharks', and the elderly members put together a healthy aerobic dance, alongside volunteers from the Health Promotion Board.

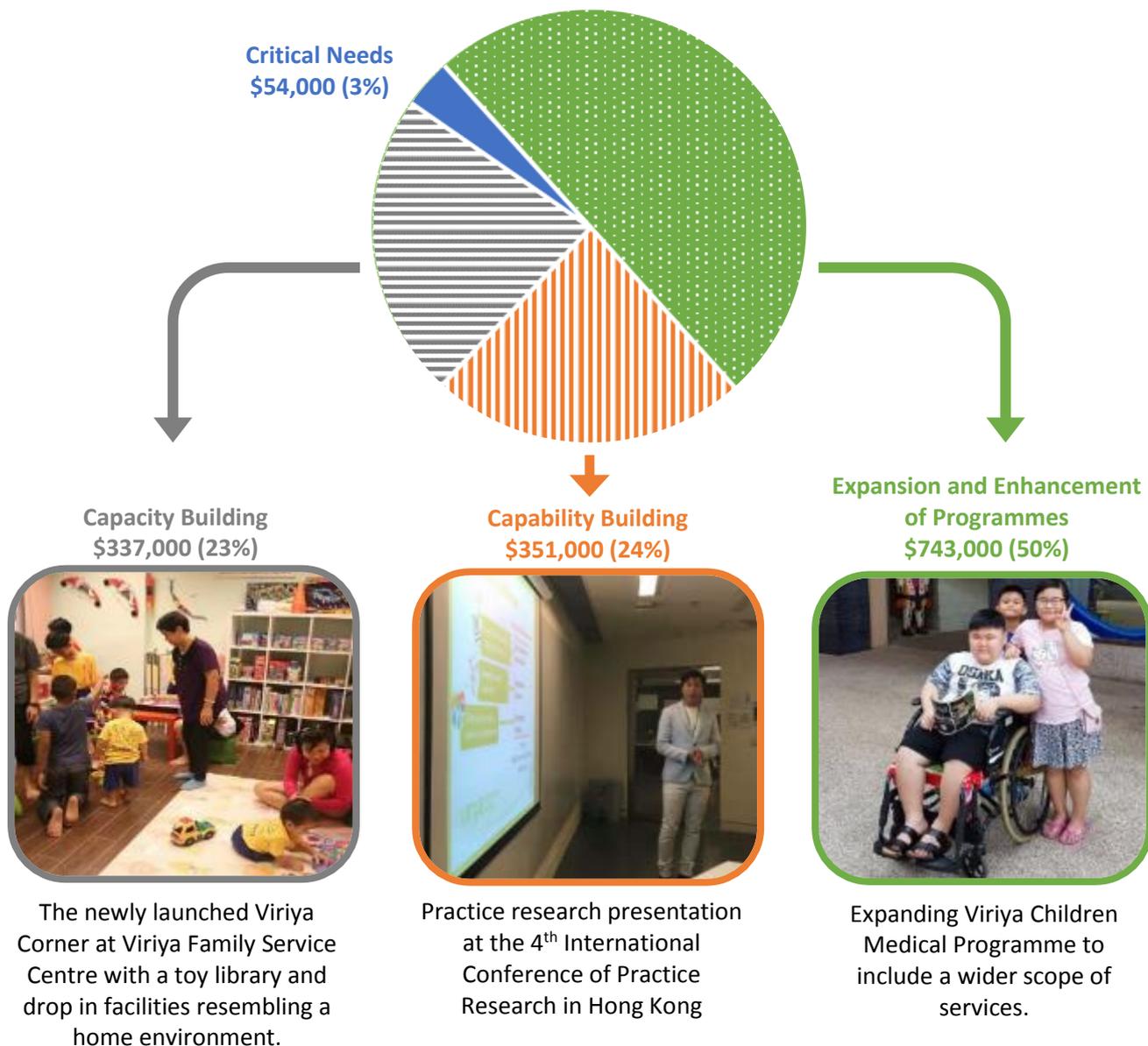
On 02 December 2017, Whispering Hearts Family Service Centre and Whispering Hearts Student Care Centre also had a carnival with a flea market, lucky draw and performances by our children, youths and community volunteers. The event also saw the graduation of our students and recognition awards to our members from various programmes.

Care and Share Movement

In celebration of SG50 in 2015, the government launched the Care and Share Movement that matched donations made to approved charities. VCS was one of the selected charities to benefit. VCS is grateful for the good support of our donors and to the government for the generous matching.

| | |
|---|----------------|
| | '000 |
| Total amount raised from 01 December 2013 to 31 March 2016 | \$2,497 |
| Total amount of matching grant projected to be received | \$2,666 |
| Total amount received as of 31 December 2017 | \$2,018 |
| Total amount used as of 31 December 2017 | \$1,485 |

Utilisation of Care and Share Grant

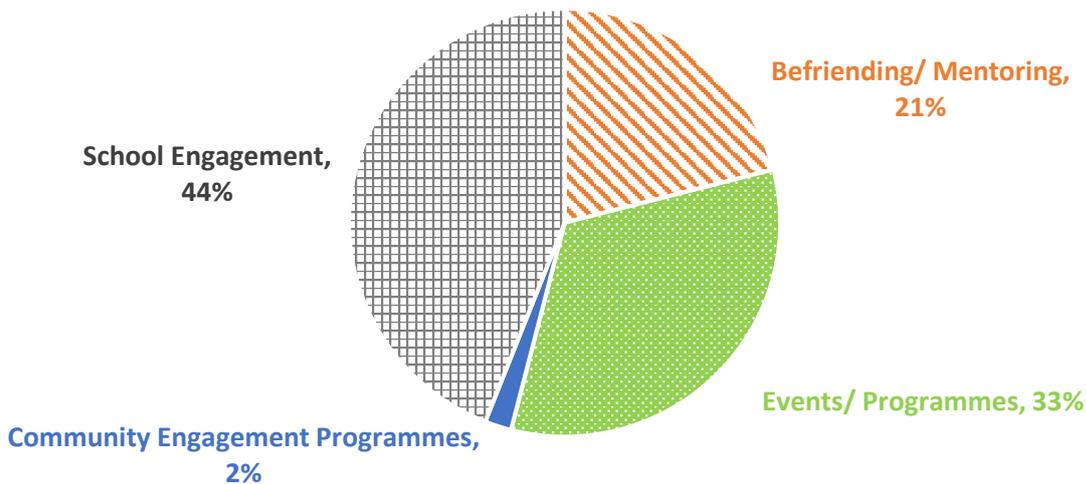


VCS conducted an internal audit in October 2017. The use of the matching grant and the processes and controls involved were reported to be in accordance with projects approved by NCSS and VCS' policies and governance standards.

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 2017, 725 volunteers supported us in our programmes and services. About 30% of these volunteers were regular in their engagement with VCS and actively supported our programmes. Together, our volunteers accumulated close to 6,300 hours of volunteering activities and engaged 3,091 participants in 2017.

Volunteering Activities



We would like to thank the many individual volunteers and agencies for the good support given to VCS and our members in 2017. We look forward to your continuing support.



Corporates:

- Charles and Keith
- Dignity Kitchen
- Esplanade
- Gardens by The Bay
- Land Transport Authority
- Lymon Pte Ltd
- Singapore Red Cross
- Syngenta Pte Ltd
- United Overseas Bank



Schools:

- Boon Lay Secondary School
- Bukit Panjang Secondary School
- Catholic Junior College
- Cedar Girls Secondary
- ITE College West
- Nanyang Technological University
- River Valley High
- Singapore Management University
- Sparkle Tots Preschool

'Everyone can do something.'

- Mother Teresa



NTU volunteers with children at the year-end carnival



Youth volunteers with the elderly during the IT gadget class



Our senior Viriya Corner member volunteering to look after children at the toy library.



Our junior Viriya Corner member teaching the senior members English.



Our corporate volunteers with members from Viriya Corner



Volunteers with residents during the year end celebrations

VCS Services Framework

To be the **CHOICE** Agency...

Choice service provider for our clients

Choice partner for our community stakeholders

Choice employer for our staff



VCS is a professional social service organisation. We commit to doing the good well, with passion and with professional competency comprising desired attitude, skills and knowledge.

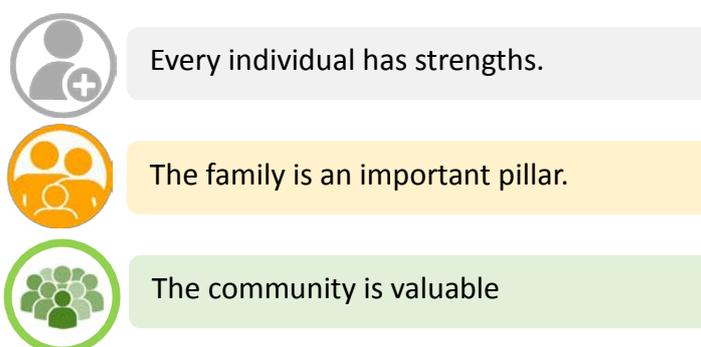
We strive to be the choice agency, for our clients, partners and staff. To do so, we commit to good standards of professional practice and services.

In 2011, VCS developed a set of guiding service framework and we continued to build on it.

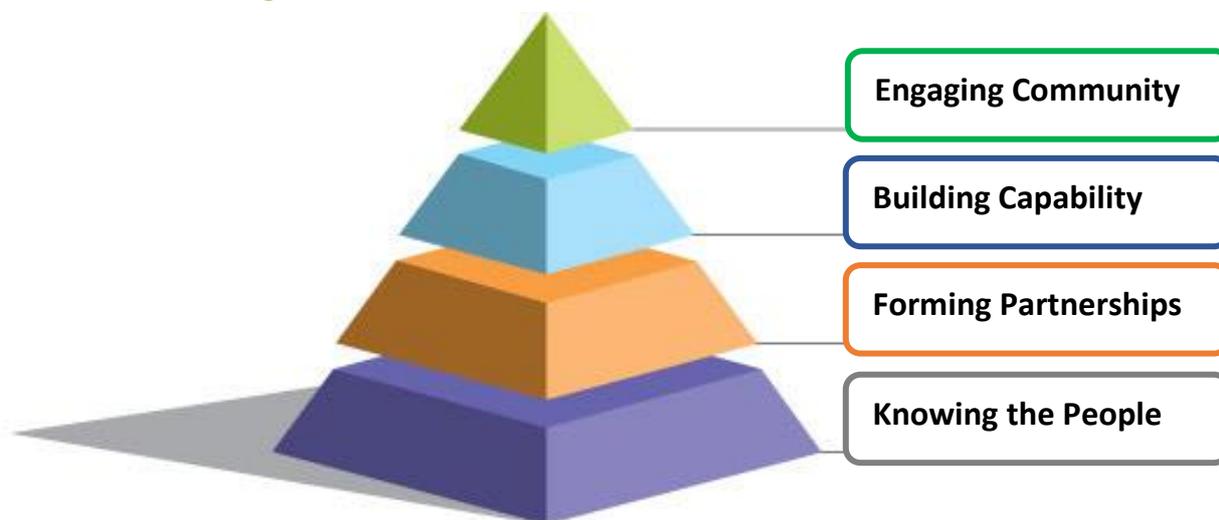
In 2015, we engaged external consultant Dr Pauline Meemeduma from Australia to work with us in developing VCS' Family Services Framework. In 2017, we implemented and reviewed the framework. The Family Services Framework will be presented in the Social Work, Education and Social Development conference in Dublin in July 2018.

We strive to be the best professional social service organisation and commit to adhering to high standards of service and practice for the greater benefit of the social service sector and the community.

VCS Service Guiding Principles



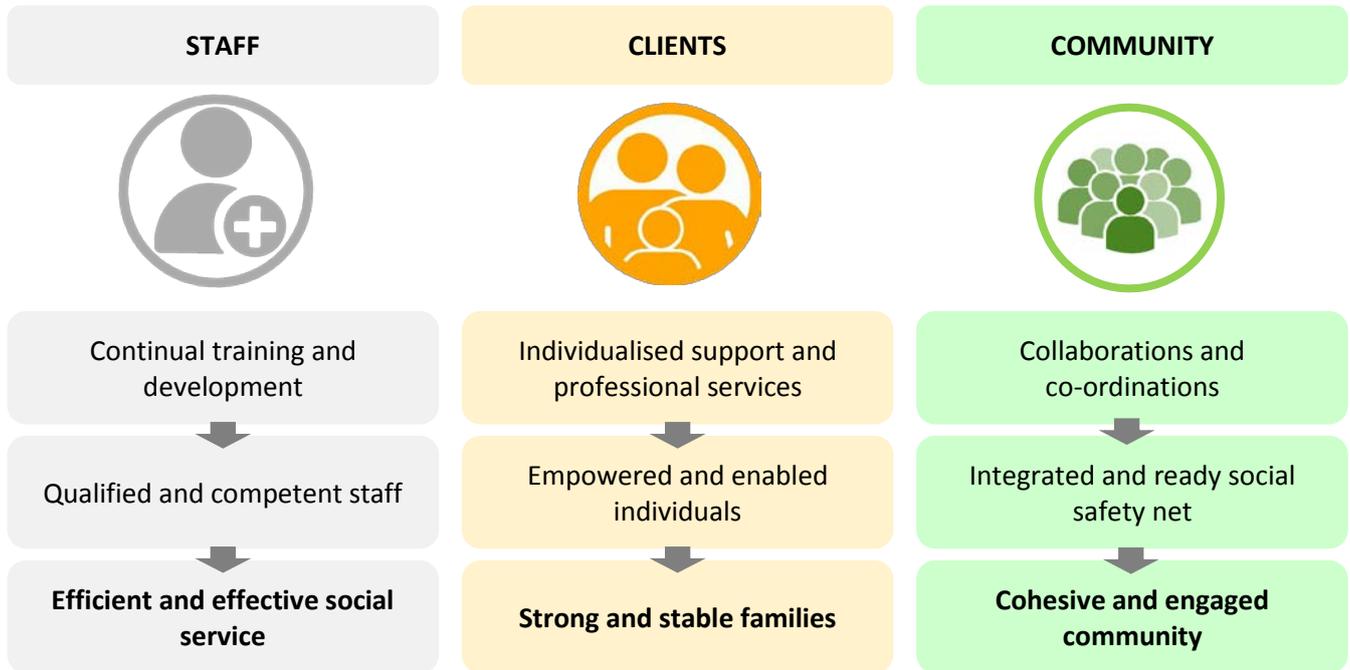
VCS Service Guiding Framework



As we strive towards our mission to bring joy and enhance the quality of life of families and individuals in need, we recognise the strengths, importance and resources of individuals, families and the community. To do the good well, we will seek to truly understand the people, our clients, the community and our staff. With a good understanding of the needs and strengths, and positive relationships, VCS will form partnerships with different parties in an integrated service network to create synergy for greater impact and to tighten social integration. With the partnerships in place, VCS aims to be a choice agency in empowering individuals, strengthening families and connecting people to build up their individual capabilities as well as social capital. It is our hope to create an engaged community that has the commitment and capabilities to support members who are in need.

VCS Service Delivery Model

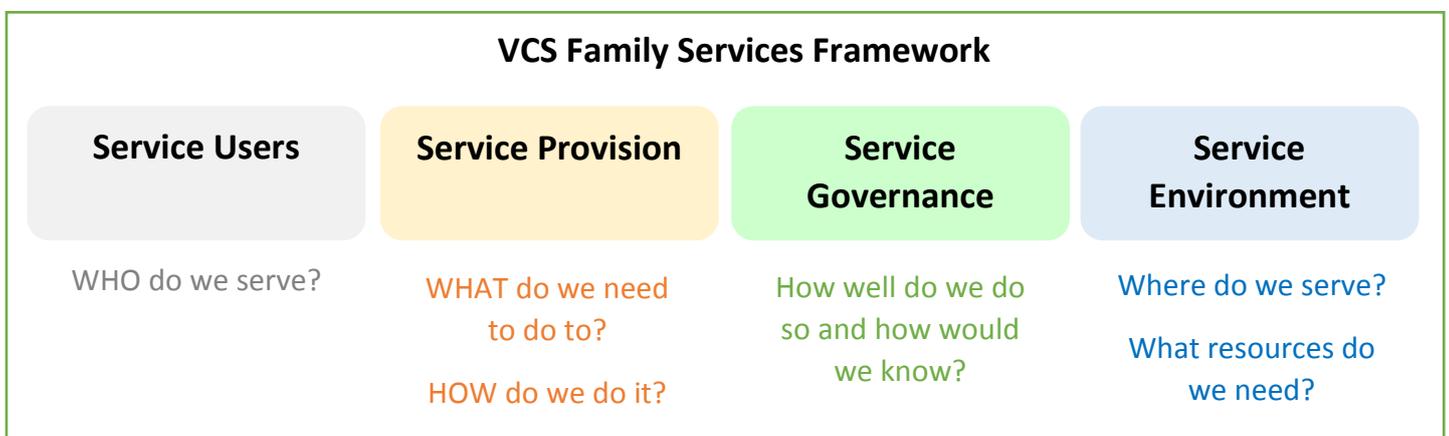
In our work, human capital is the key resource. VCS values our staff, clients and the community. We seek to deliver effective and efficient social services through building staff competencies. We work with clients to empower them and strengthen families. We aim to create an engaged and cohesive community for the betterment of all through working with different community partners



VCS Family Services Framework

The Family Services Framework (FSF) was developed to provide greater focus and clarity to guide our practice and operations in supporting families and individuals with quality effective and efficient services. The FSF represents our commitment to do the good well as a professional social service organisation.

The FSF comprises 4 key domains. Each of the domain answers key questions to guide our service. Within each domain, there are clear policies, protocols and procedures and expected standards to ensure that we work towards the desired outcomes and create positive impact on our clients and the community.



Children and Youth Services

'Keep true to the **Dreams** of your **Youth**'

-Friedrich Schiller

Viriya Children's Education Fund

The Viriya Children's Education Fund (VCEF) aims to support our children and youths, especially those from disadvantaged background, in realising their potential during their school-going years. VCS believes that education is crucial in the development of children and youths and it builds the foundation for the future of their lives.

The fund facilitates seeks to encourage children and youths to achieve their potential and achieve good educational outcomes. The fund gives different awards to meet the different need of every child.



Viriya-Sunray Education Fund Award

A bursary worth \$500 per year given to motivate children and youths from low income families to improve and maximise their academic potential.



Viriya-KPMG Scholarship Award

A scholarship worth \$1,000 per year given to reward children and youths for achieving excellent academic results.



Viriya Care Fund

A fund to support the care of our children and youths during before and after school hours to provide additional support in meeting their care needs and guiding them towards positive development.

In 2017, a total of 14 awards worth \$13,500 were award to 1 Viriya-Sunray Education Fund Award recipient and 13 Viriya-KPMG Scholarship Award recipients.

Of the 13 Scholarship Award recipients, 12 were in Primary School and 1 was in Secondary School. They achieved a commendable overall average score of 90.0% in their 2017 school examinations.



Our award recipients received their awards from Mr Cedric Foo, Patron of Whispering Hearts FSC

Whispering Hearts Child Care Centre

Whispering Hearts Child Care Centre (WHCCC) had been caring for children aged 6 years and below. WHCCC provided a safe, well-supervised, stimulating and enjoyable environment to support the total development of children under our care. WHCCC attained SPARK accreditation in 2016, a testament of its quality of care and teaching. The quality care had given parents peace of mind leaving their children in our care while they were at work.

Our people are our priority. VCS emphasises on the quality of care and early childhood education. The career progression of our teachers is also important to us. With these priorities in mind, VCS transferred Whispering Hearts Child Care Centre to NTUC First Campus with effect from 01 July 2017. NTUC First Campus is one of the anchor child care operators and would be able to deliver similar quality care for our children and career support to the teachers. VCS will continue to focus on delivering quality social services to bring joy and enhance the quality of life of families and individuals in need. VCS will also continue to work with NTUC First Campus to support children who may need additional support beyond child care services.

From January to June 2017, Whispering Hearts Child Care Centre cared for 76 children and provided them with the holistic suite of activities including the following domains while working closely with parents to ensure consistency.



Whispering Hearts Student Care Centre

Whispering Hearts Student Care Centre (WHSCC) provides before and after school care services and supervision for students aged 7 to 14 years of age. In 2017, WHSCC cared for 109 students.

WHSCC supports working parents in the care arrangements for their school-going children. This includes supervision of the children’s homework, enrichment and recreational activities.

WHSCC has a rigorous curriculum and programme to support the students’ educational needs and other developmental needs. Students assessed during our internal diagnostic tests to have difficulties with meeting academic demands are also provided extra support through our internal Bright Owl Project to help them cope with the schools’ examinations.

Academic

Daily supervised study time

12 hours of structured subject based supplementary lessons

- 5 hours of English
- 5 hours of Mandarin
- 2 hours of Mathematic

Bright Owl Project (as recommended)

Our students’ academic achievements* Internal Diagnostic Tests



- 94.8% of students passed the tests
- 88.3% of students scored minimum of 80 marks
- 61.0% of the students improved scores by at least 10 marks from the first test

Schools’ Examinations

- 100.0% passed schools’ final examinations.
- 16 students obtained Band 1 in all academic subjects
- 12 students were awarded Viriya-KPMG Scholarship
- 80.5% of students improved by a minimum of 10 marks in at least 1 subject from SA1 to SA2

*Based on 77 students at WHSCC as of December 2018.

Humanities and the Arts

Aesthetic and crafts

- Chinese calligraphy
- Craftwork

Music and dance

- Music lessons
- Dance practices

Social Awareness

- Current affairs projects
- Community involvement projects
- Field trips

Personal Development

Sports

- Weekly physical activities
- Holiday sports camp

Life skills workshop

Buddy support group

Parental Partnership

Parenting workshops

Parents-Teachers Meetings

Regular communication

Specialised family support services



*Confident
and happy
children.*

Dreams

VCS started Dreams @ Kolam Ayer as a youth development centre in 2004 to support youths in the pursuit of their dreams. The team aimed to engage, inspire and support our youths in realising their dreams through performing arts and various positive youth activities.

In 2012, the dreams of our youths grew beyond the centre. The centre-based programme transformed into a programme to focus on the key issues facing youths. The two key programmes are Project New Leaf and Teens Action Project. In addition, our team of social workers and counsellors continue to deliver an integrated suite of services at our various service centres to support the dreams of our youths when needed.



A picture taken with our youths and volunteers at in 2009. Many of these youths have grown and many dreams have come true.

Project New Leaf



Project New Leaf (PNL) is a project that aims to help youths with stigmatising conspicuous tattoos re-integrate back into mainstream education or meaningful engagement such as work.

The name of the project is taken from the expression 'to turn over a new leaf'. In 2006, a youth came by, to the then Dreams @ Kolam Ayer during school hours. He confided that he was asked to leave the school after the teacher discovered his self-inflicted tattoos. He did not have a good reputation in school and did not have the money to remove the tattoo. Yet, he knew that he did not want to stop school. He had dreams and he knew that dropping out of school would make it hard for his dreams to come true.

VCS then started PNL to help youths facing similar challenges posed by their tattoos when they wished to turn over a new leaf.

The project includes casework and counselling, community integration and professional tattoo removal to remove the physical barrier to their desired change.

We continue to see sincere youths coming forward to seek help.

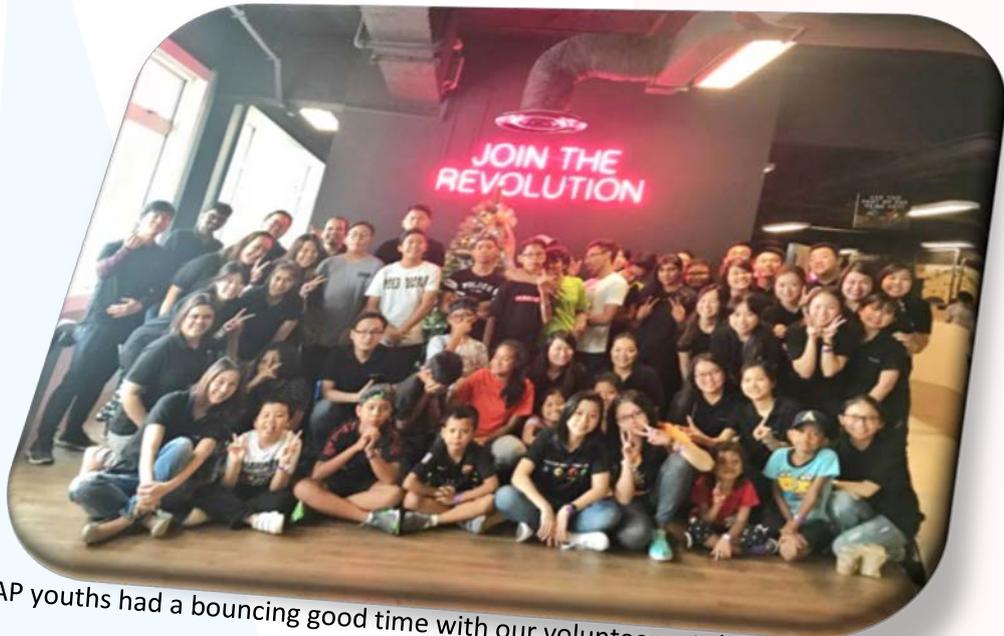
In 2017, PNL served 16 youths, most of them had a history of juvenile delinquency, and most importantly who wanted to change for the better. PNL is an enabling project that removes the barriers, advocates for them and support them through the change.



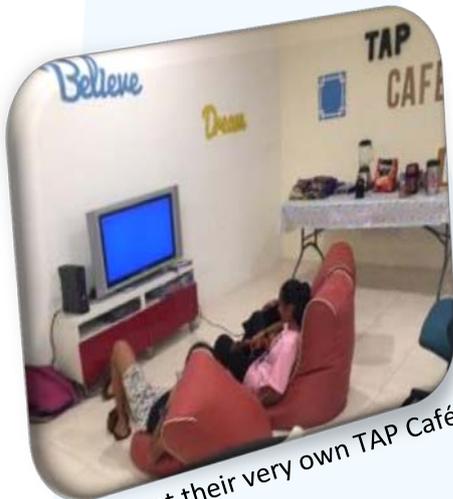
Drawing done by our members

Faded tattoos after a few rounds of laser removal

Teens Action Project



TAP youths had a bouncing good time with our volunteers at the trampoline park.



Chilling at their very own TAP Café.



Talented youths who also improved greatly in their studies.

Teens Action Project (TAP) started in 2013 to provide positive engagement and developmental activities to youths in the community. TAP reached out to youths, aged 13 to 20, bring out their energy, and translate them into positive actions to achieve their greatest potential. TAP worked with Nanyang Neighbourhood Police Centre, grassroots organisations and many volunteers when it first started. Now we continue to receive referrals for youths who require support.

In 2017, beyond the activities, TAP also started a TAP café at Whispering Hearts FSC. The space is a youth-oriented and safe space for the youths to hang out, mingle with peers, talk to our youth workers or just chill out.

There were 20 youths who were formally registered in TAP and who also received additional support through our casework and counselling services, mentoring scheme and leadership development programmes in 2017. The 20 youths attended 40 mentoring sessions and 3 group work sessions. Their parents attended 2 sessions of parent-staff-mentor discussions and were also invited to 2 sessions of parenting workshops. The youths also had 4 Executive Committee meetings which they met together to plan different activities. Together with their peers, the youths also attended a camp together.

Senior Services

AGE is a matter of mind over matter.

If you don't mind, it **DOESN'T MATTER.**

- Mark Twain

My Centre @ Moulmein

My Centre @ Moulmein (MCM) aims to enable our seniors residing in or around Moulmein to continue to live a quality life with dignity as they age in the community. The centre has been in operations since 2005. In 2017, 281 seniors were registered with MCM, with 117 of them having actively participated in various programmes and activities.

MCM's service framework will focus on individual empowerment of the elderly, social engagement and enhancing community support.

Activities at MCM are planned around 3 categories which aim to provide a holistic approach to promote successful aging and intergenerational bonding. To work towards our objectives, MCM conducted a total of 2,361 hours of activities in 2017.

Active Minds

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 finesse.

Active Community

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 enhance community capacity.

Number of Activity Hours

Active Hearts, 907 hours

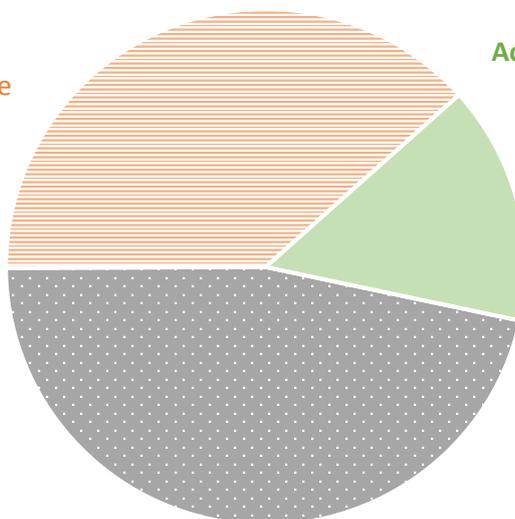
- Fall prevention exercise
- Quick 6 exercise
- Aqua aerobics
- Foot reflexology
- Pot

Active Minds, 1,100 hours

- Karaoke
- Mind games
- Bingo
- Smartphone class
- Singing class
- English class

Active Community, 354 hours

- Workshop and talks
- Outing
- Celebration
- Intergenerational bonding
- Learn My Dialect



'Lo Hei' during Lunar New Year



At Gardens by the Bay for Mid-Autumn Festival



Promoting healthy lifestyle with peers

Learn My Dialect

VCS started Learn My Dialect (LMD) in 2005. LMD started off as a programme to bridge the communication gap between seniors and the young to promote intergenerational bonding. Today, in addition to its original objective, LMD also aims to promote active ageing and to keep our society's cultural roots of dialect alive. LMD provides the platform for seniors to contribute actively by teaching dialect to students, nurses and even professional. Through learning dialect, it is hoped that our seniors and young people can communicate better, bond through better communication and allow our young people to understand dialect in appreciating our seniors better.

In 2017, LMD had 162 lessons, totalling up to 247 of teaching hours, with an average of 15 participants in each class.



Senior volunteer teaching in NUS



Coverage of LMD by the media.

Reaching out further

In 2017, LMD reached out to a wider audience and benefitted more seniors as well as students. While many of the students were secondary school students in the past, our seniors started teaching dialects to university students to enhance the capabilities of the undergraduates as they prepare to join the professional work force. Our seniors taught dialects to undergraduates from Pharmacy and Social Work Department at NUS. Our seniors are also teaching dialects to working professional such as nurses. The lessons enable our seniors in the community to receive better help when needed and allow our senior teachers to lead an active life while contributing meaningfully to the society. We also worked with groups such as My Father Tongue to promote the lessons and dialect through social media.

Family Services

Having somewhere to go is home.

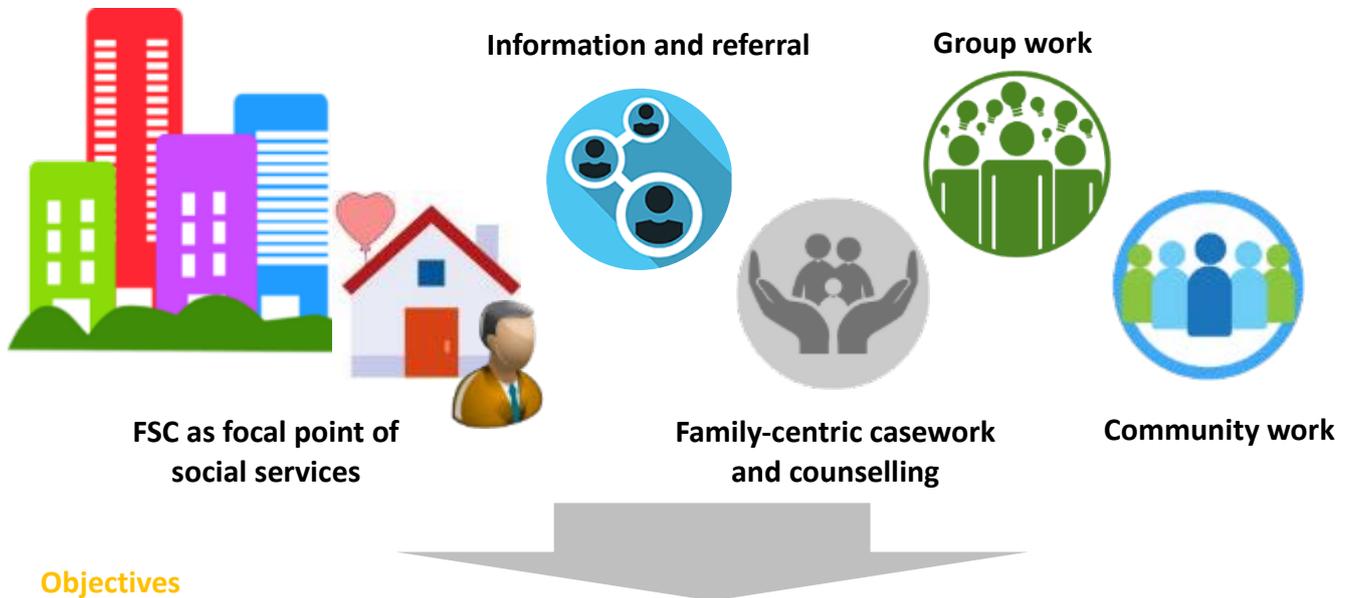
Having someone to love is **FAMILY**.

Having both is a blessing.

Family Service Centres

VCS runs two family service centres (FSCs). Whispering Hearts Family Service Centre (WHFSC) was started in 2001 and was VCS' first social service centre. Viriya Family Service Centre started operations in 2013.

Our FSCs serve as the focal point of social service in the community; providing information and referral services for families and individuals in need. VCS adopt a family-centric approach in providing a suite of integrated social work practice of casework, group work and community work.



Objectives

Promote social well-being and help families and individuals achieve independence, stability and resilience

Link families to appropriate services

Support and strengthen families to achieve enhanced problem solving and coping skill, enhanced relationships and networks, and improved ability to manage on their own

Collaborate with key stakeholders to rally resources to help families

Objectives

Clients successfully linked to appropriate services

Clients achieve planned goals at end of case closure

Clients achieve enhanced self-reliance and resilience capacity

Clients show capacity to meet needs or manage risks

Clients indicate satisfaction with services

With adaptations from the FSC Service Model by the Ministry of Social and Family Development.

Viriya Family Service Centre

Since July 2013, Viriya Family Service Centre (VFSC) has been serving residents from about 8,000 households from Potong Pasir Constituency and Joo Seng.

In 2017, VFSC focused on community work to serve the relatively senior population by connecting individuals and the groups in the community to form an engaged network in supporting various needs of the senior members.

To enhance accessibility of our services to families and individuals, especially the seniors, VFSC started a satellite enquiry service at Joo Seng Residents' Committee. A social worker would be available to attend to the residents at the Residents' Committee office every Monday morning. We also attend to residents at the Meet-the-People sessions at Potong Pasir Constituency.

VFSC supported NUS Neighbourhood Health Screening conducted at Geylang Serai on 09 and 10 September 2017. Through the activity, medical and social work undergraduates from NUS conducted health and bio-psycho-social assessment of the needy residents from the rental blocks. Social workers from VFSC supported social work intervention with the needy residents when needs were identified.

In 2017, we attended to **181 enquiries** and requests for services from the community. Served **338 families** with **1,598 sessions** of casework, and the community through more than **500 hours** of structured group work and community work effort.

VFSC celebrated our clients' and members' efforts and achievements during our annual year end celebration on 25 November 2017. Our senior members performed their exercise routine while our children put up song and dance performances. VFSC' Patron, Mr Sitoh Yih Pin and more than 400 members participated in the celebration comprising games, performances, and crafts.

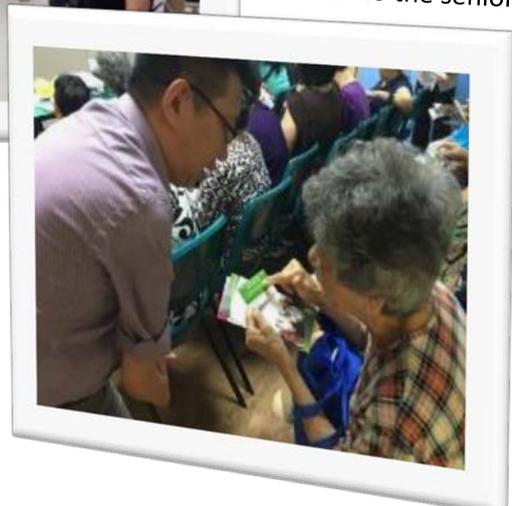


Group work conducted for the clients

NUS Neighbourhood Health Screening Assessment



Outreach to the seniors



Viriya Corner

Viriya Corner was launched at Viriya Family Service Centre on 4th March 2017. Viriya Corner comprises a toy library and an elderly activity centre that resembles a home environment. The centre is open to all residents upon registration.

Viriya Corner aims to bring the community together with the key focus of promoting intergenerational bonding and to build up a supportive community network to support the seniors' needs as they age in the community.

The toy library is suitable for children and has board games, interactive games, a sports section and handicrafts.

Members of the community, especially the elderly, can also gather at the centre to get together with their peers for activities, or to participate in workshops, such as art and craft, language classes, and exercise groups that are conducted regularly for them.

At Viriya Corner, our members are encouraged to take up ownership of the centre as they volunteer and take charge of the activities. Our young members volunteer by running programmes and even teaching the seniors English. Our seniors also contribute actively by manning the toy library and looking after the children.

237 Members, *One* Community
183 hours of activities, *Lasting* friendships



Craft

English lessons

Festive celebrations

BINGO

Cooking class

Games

Social gathering



Whispering Hearts Family Service Centre

Whispering Hearts Family Service Centre (WHFSC) is an established focal point of social services in Jurong West. Started in 2001, WHFSC has been serving more than 30,000 households in Boon Lay, Nanyang and Pioneer Constituencies.

Since its establishment, WHFSC has been focused on providing holistic family-centric support to the residents comprising mainly of young families. WHFSC has established strong working relationships with its stakeholders to enhance the community capacity in supporting individuals and families in need.

In 2017, we attended to **687 enquiries** and requests for services from the community, served **526 families** with **2,098 sessions** of casework, and the community through more than **282 hours** of structured group work and community work effort.

Every year WHFSC works with the other VCS centres at Jurong to celebrate the achievements of our clients and members. On 02 December 2017, WHFSC partnered WHSCC and held a carnival with performances by our children and members. In addition, there were flea market stalls, games, food and lucky draw. The event attracted about 350 clients and members.



WHFSC Patron, Mr Cedric Foo
with our children



A good professional learning
from A/P Kieran O'Donoghue



Our youth members performing their
talents during our year end celebrations

Viriya GAP Fund

VCS started Viriya GAP fund to support the many families that we serve and to meet their varied unmet needs. The Viriya GAP fund seeks to provide prompt support to fulfil any unmet yet important needs especially basic, developmental and educational needs.

In 2017, \$13,141 was disbursed to 11 individuals to enable them to function well and fulfil their educational potential.



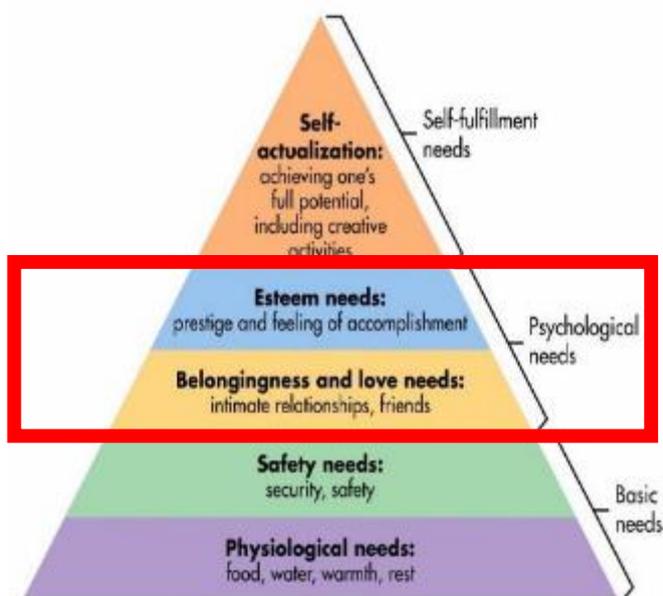
One cannot separate
the Health of the individual from
the **Health of the community** from
the Health of the world.

- Patch Adams

Viriya Children's Medical Programme



Viriya Children's Medical Programme (VCMP) was established in 2010 to help families with children requiring long term medical attention. VCMP aims to bring joy and enhance the quality of life of children from low income families and who requires long term medical attention. We do so by providing focusing on meeting the psychological needs, while supporting the parents to meet the families' basic and safety needs, of the children.



Counselling, caregiver and children support group to empower the children and their caregivers in coping with their challenges.



Social recreational events to bring joy to the children and strengthen family bonding to meet the belongingness and love needs of the families.



Financial assistance and working with other agencies to meet the physiological and safety needs of the families.

In 2017, we supported 90 children and their families with \$69,000 and through:

- 3 social recreational events to promote family bonding
- 1 caregiver workshop to enhance knowledge and skills of caregivers to meet the care needs of the children
- 2 caregiver support groups to help caregivers in coping with their stress and challenges
- 1 children camp to enhance socio-emotional well-being of the children
- 1 caregiver retreat to provide respite care for the caregivers

Viriya Elderly Medical Programme

Viriya Elderly Medical Programme (VEMP) was launched on 13 July 2013 to help seniors with various medical conditions, and with minimal or low social and financial support.

The programme aims to enable the elderly to continue to live meaningful lives while being engaged with the community despite their medical conditions. Our social workers work with eldercare agencies and hospitals to provide community care for the seniors. Case management services will also be provided to link the beneficiaries to the required community resources.

In 2017, VEMP supported 106 seniors with \$54,000. The programme also conducted the following to engage the seniors in the community to prevent social isolation:

4

Quarterly gatherings

5

Outings and Festive Celebrations

- Chinese New Year Celebration
- Hari Raya Puasa Celebration
- Outing to Gardens by the Bay
- Deepavali Celebration
- Christmas Celebration



Christmas celebration with our members



An outing to Gardens by the Bay with members and their families

Viriya MediAssist Fund

Viriya MediAssist Fund is a collaboration between VCS and Potong Pasir Citizen's Consultative Committee (CCC). The fund is administered by VFSC.

The fund was established to help Potong Pasir Constituency residents who require 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. Social workers from VFSC 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.

Beneficiaries of the fund are also engaged at Viriya Corner, where they experience more support from their peers, through workshops, programmes and activities.

In 2017



Supported 95 beneficiaries with **\$96,000.**



4 festive celebrations



1 outreach event



57 social engagement activities

- **Exercise interest group**
- **Wellness interest group**
- **Conversational English lessons**

Viriya-KK Children's Hospital HomeCare Programme

Viriya-KK Children's Hospital HomeCare Programme was started in 2004 in collaboration with KK Children's Hospital. The programme provides financial support to fund medical equipment for children to receive required medical support at home, instead of having to be hospitalised. VCS hopes that the children's quality of life will be enhanced as they are in the constant companionship of their families. We also aim to reduce the stress on the families through enabling homecare.

In 2017, the programme supported 6 children with more than \$11,000.



LHCST-NKF Dialysis Centre

VCS supports kidney patients of LHCST-NKF Dialysis Centre. The centre not only provides dialysis treatment but also seeks to enhance community-based rehabilitation of its patients. VCS also engages the patients in some of our programmes and activities. On an annual basis, the centre serves 104 patients. In 2017, VCS supported the centre with \$30,000.



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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