

**VIRIYA COMMUNITY SERVICES**

# **ANNUAL REPORT 2019**

**For the Year ended 31 December 2018**



# Viriya



## *Right Effort*

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

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# President's Message

Warmest greetings to all!

Our name, 'VIRIYA' stands for 'Right Effort' requiring us to put in persistent effort to work for the benefits of others in thinking and action. It reminds us that we need to continue our journey of helping with a great sense of personal satisfaction and pride in what we do and collectively know that we can do more together in making a difference to our clients and the community.

As Viriya Community Services (VCS) has been trusted to serve, we must do good well. 2018 was a year of refreshing and renewing. We reviewed and revamped our processes, strengthened our services and professional standards and, in the process, enhanced our organisational efficacy and boosted our professional growth and competency.

In 2018, we served a record high number of cases at our family service centres while meeting expectations set by the Ministry of Social and Family Development. The team put in commendable effort, persisting against challenges for the benefits of our clients and serving them with high standards of professional services.

The high and complex demands from the society necessitate that we can respond well and promptly to our clients. At the same time, we are committed to care for and support our staff. One way is through investing in good supervision to support our staff. We organised the inaugural 'Supervision of Supervision Symposium' in March 2018, adding another dimension to our leadership in the sector and building on our peaks of excellence.


Beyond our role and tasks as professional social service practitioners in the sector, we also asked ourselves how we could be more corporately, socially and environmentally responsible. Our staff took the lead and formed a committee to plan our very own Corporate Social Responsibility initiatives. This is just another example of how the team truly evolved the VCS way with real actions guided by our core values, the VCS TRUST.

In 2018, VCS was awarded the Charity Transparency Award. The award was given by the Charity Council to recognise charities with exemplary transparency and governance practices. I wish to express my gratitude to my management committee members for upholding the principle of good corporate governance and leading VCS to win the award. We would not rest on our laurels with the award but would value it as a greater impetus for us to do better continuously and strive to be the best.

If anything is worth doing, do it with all your heart. If not, stop it, right now. Don't do anything half-hearted. An idea that is developed and put into action is more important than an idea that exists only as an idea. Putting it into action is the only thing that matters. VCS continues to put in the right effort to work towards bringing joy and more importantly enhance the quality of life of families and individual in needs through our programmes and services.

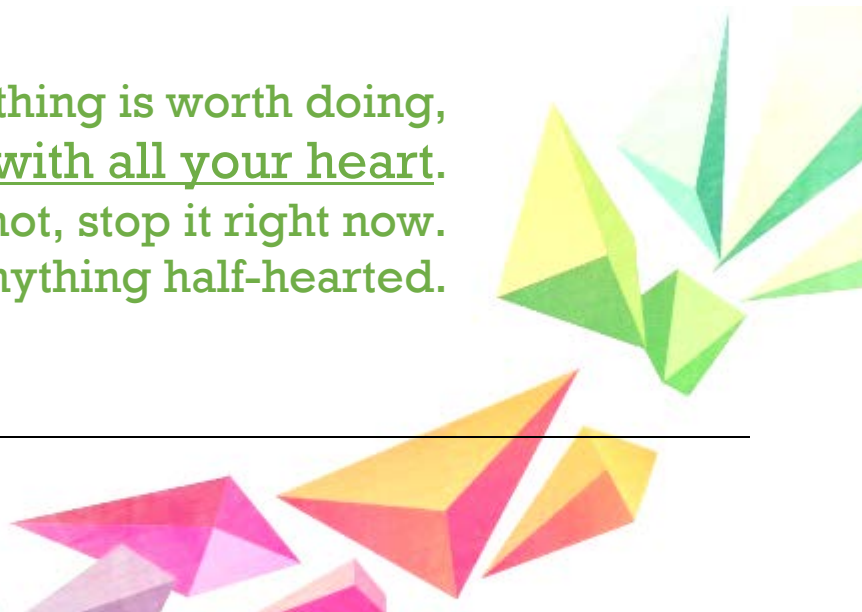
I thank you for your good support thus far and seek your continuing support towards our worthwhile causes. I am pleased to announce that on 8 March 2019, on our 18<sup>th</sup> birthday as we enter into a new stage of our life, we officially launched the Viriya Therapy Centre. We will dream more to do more; and we are committed to execute competently; inspire confidence; deliver consistently. Together, we will have a wonderful journey together creating a better society for all.

With gratitude,



Jenny Lim  
President

**If anything is worth doing,  
do it with all your heart.  
If not, stop it right now.  
Don't do anything half-hearted.**



## Our Profile

Viriya Community Services (VCS) 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 alignment of activities to VCS' founding principles, objectives and values.

As at 31 December 2018, VCS had 9 management committee members and 1 co-opted management committee member.

**President**  
Lim Yin Nee, Jenny  
Retired Partner, Big 4 Accounting Firm  
First joined 28 March 2002

**Vice-President**  
Chia Eng Soon  
Venerable, Leong Hwa Monastery  
First joined 28 March 2002

**Honorary Secretary**  
Tay Hong Beng  
Head of Real Estate, KPMG  
First joined 20 March 2013

**Honorary Treasurer**  
Tan Yee Peng  
Consultant  
First joined 23 March 2016

**Member**  
Koh Wei Peng, Alex  
Partner, KPMG  
First joined 23 March 2016

**Member**  
Ng Mui Siang  
Internal Auditor, Tye Soon Limited  
First joined 24 March 2008

**Member**  
Tan Yan Song  
Director, PWC  
First joined 23 March 2016

**Member**  
Tham Khuan Heng  
Retired Partner, Big 4 Accounting Firm  
First joined 29 March 2006

**Member**  
Teoh Eong Kow  
Consultant  
First joined 22 March 2012

**Co-opted Member**  
Abner Koh  
Director, KPMG  
First joined 23 March 2004



## Corporate Governance

It is VCS' policy not to have paid staff on the management committee. No management committee member is remunerated. 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.

As at 31 December 2018, Ms Jenny Lim, Mr Chia Eng Soon, Ms Ng Mui Siang and Ms Tham Khuan Heng had served as members of the management committee consecutively for more than 10 years. It is part of VCS' leadership succession plan for them to continue to serve and lead VCS through the planned growth and development while ensuring a smooth leadership transition.

The management committee met 4 times, including a strategic planning meeting, in 2018. The attendance of the management committee members at the meetings is as below:

### **Attendance of Management Committee Members**

Lim Yin Nee, Jenny	4 out of 4
Chia Eng Soon	3 out of 4
Tay Hong Beng	3 out of 4
Tan Yee Peng	4 out of 4
Koh Wei Peng, Alex	3 out of 4
Ng Mui Siang	3 out of 4
Tan Yan Song	2 out of 4
Teoh Eong Kow	4 out of 4
Tham Khuan Heng	3 out of 4
Abner Koh	3 out of 4

The meetings' agenda items included 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 were invited to attend these meetings to share key operational updates, challenges and concerns with the management committee.

To execute its responsibilities, members were appointed into 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 endeavoured to enhance its governance practices in accordance to VCS board governance manual throughout the financial year.

VCS was awarded the Charity Transparency Award in 2018 by the Charity Council in recognition of our exemplary transparency practices.

The society is in the Enhanced Tier based on the Code of Governance for Charities and IPCs issued by The Charity Council which took effect from 1 January 2018. The committee assessed its compliance with the Code of Governance for the evaluation period from 1 January 2018 to 31 December 2018. As at date of this report, the Society had complied with all requirements for the Enhanced Tier. It will be filed with the Commissioner of Charities after the annual general meeting and be made available on VCS' website.

VCS has an annual self-evaluation system to assess the performance and effectiveness of the management committee. The outcomes of the evaluation, including recommendations for improvement if any, are shared with the management committee and key management personnel.

## 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 recuse himself or herself from the discussion and should not vote nor participate in the 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 was no such conflict that required disclosure and action.

There was no paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the Society, who had received remunerations exceeding \$50,000 during the financial year.

The Society's 3 highest paid staff did not serve as governing board members and their remuneration was declared in the audited financial statements.

## Finance and Funding

The Society received funding from the government on approved programmes and the public in the form of donations. The public included corporates, foundations and individuals. In addition, one of its centres collected school fees for its student care services. The families received subsidies from the government depending on their household income. The Society also collected nominal fees for some of its programmes and services.

In 2018, VCS' principal banker was DBS Bank Ltd, and our surplus funds were placed on fixed placements largely with Maybank Singapore Ltd, Standard Chartered Bank (Singapore) Ltd and Hong Leong Finance 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 S\$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. VCS started renovations at Lights of Hope Centre to be used as Viriya Therapy Centre from 01 March 2019.



## **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 as Viriya Therapy Centre 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.

We will continue to enhance our journey of equipping our staff with skills and competencies to meet the growing and changing social needs of the community. In this way, we will stay relevant in an age of rising expectations.

## **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 2019, VCS has 57 staff, including 33 professional and management staff, 17 associate professionals and 7 support staff.

## Summary of Financials

For year ended 31 December 2018	Restricted funds \$'000	Unrestricted funds \$'000	Total funds \$'000
<b>Financial results</b>			
<u>Income from generated funds</u>			
Donations – Non-tax exempt	20	3	23
Donations - Tax exempt	79	384	463
Interest and dividend income	131	60	191
<u>Income from charitable activities</u>			
Government funding			
- ComChest	181		181
- Recurrent (MSF)	3,399		3,399
- Matching grant	382		382
- Tote Board	1,032		1,032
Counselling and programme fees	16	14	30
School fees	0	262	262
Other income	59	138	197
Total income	5,299	861	6,160
<u>Expenditure</u>			
Cost of charitable activities	3,938	442	4,380
Governance and other admin costs	102	30	132
Total expenditure	4,040	472	4,512
<b>Surplus for the year</b>	<b>1,259</b>	<b>389</b>	<b>1,648</b>
<b>Reserves</b>			
Restricted funds			
- Government capital fund			30
- Expendable endowment fund			5,400
- Other restricted and designated funds			10,777
Total restricted funds			16,207
Unrestricted funds			3,333
<b>Total reserves as at 31 December 2018</b>			<b>19,540</b>
<b>Unrestricted funds/total operating expenditure</b>			<b>0.74 years</b>

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

VCS aims to be **the best** professional social service organisation.

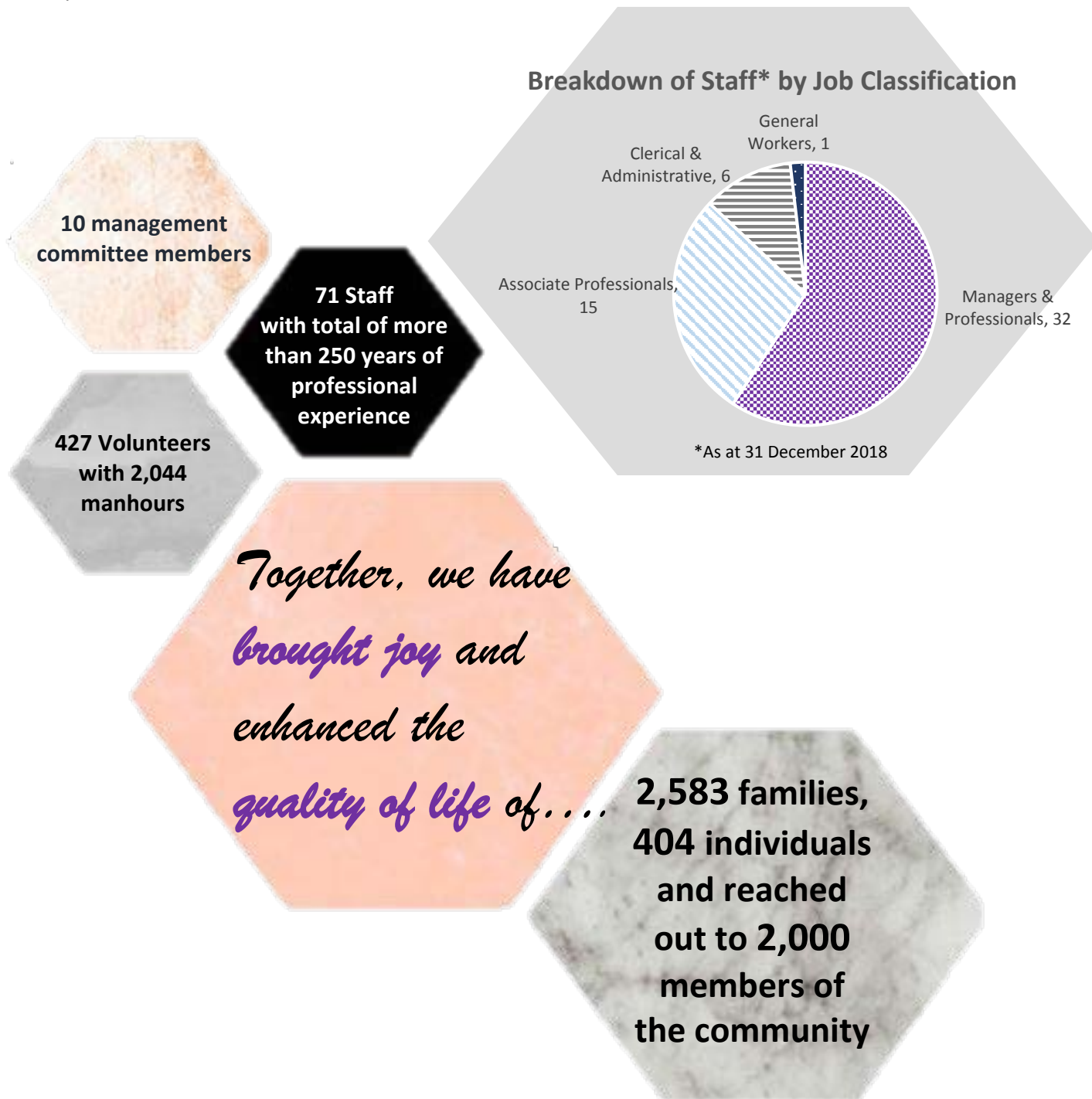
In 2018, we focused our efforts on enhancing professional practice and standards as well as organisational capabilities to allow our team to deliver better services to the families and individuals whom we served.

We are proud to say that we made good progress and have achieved positive outcomes. We will continue to do even better in 2019 and in the years to come.

## Our People

VCS values our people: our board and staff, partners, volunteers and service users. When we work together, we believe that we can make a greater positive impact to the society.

In 2018, guided by 9 management committee members, 1 co-opt member, 71 staff worked with 427 volunteers to serve more than 2,500 families and 400 individuals and reached out to more than 2,000 members of the community.



## 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.

### Supervision of Supervision Symposium

VCS held the inaugural Supervision of Supervision Symposium on 14 and 15 March 2018. About 100 participants, many who are experts in their work and leaders in the sector, attended the symposium and gave positive feedback.

### ACSA Clinical Supervision Conference

VCS presented a paper on essential practice behaviours in Clinical Supervision at the inaugural Clinical Supervision conference in Australia.

### SWSD Conference

VCS presented three papers on community empowerment, working with seniors and organisation development at the Social Work and Social Development Conference in Dublin Ireland.

### Charity Transparency Award

VCS was recognised by the Charity Council for our exemplary transparency practices.

### Viriya Therapy Centre

VCS started Viriya Therapy Centre (VTC) to provide specialised psycho-emotional therapeutic services and family therapy to meet the greater needs of the community.

### Greater Outreach

With greater outreach efforts, we served a record high number of families through our family service centres.

### Quality Practice

Our funded programmes met the required standards with good outcomes during various external onsite assurance exercises and audits.





## Our Key Events

### VCS Community Day 2018

VCS celebrated our 17<sup>th</sup> birthday with more than 100 families who just moved into Nanyang Constituency. We were honoured to have Mr Yee Chia Hsing, Adviser to Chua Chu Kang GRC (Nanyang) join us in the celebration.



### Strategic Review

Management committee members and key management staff reviewed VCS' strategic progress towards being the best professional social service organisation.



### VCS Townhall

Our staff got together for a day of discussion on our work and corporate social responsibility.



### 2019 Work Plan Discussion

Using design thinking, our staff developed plans for 2019. Focusing on real needs of our clients and the community, we commit to delivering services that are truly impactful and beneficial to our clients.



### VCS Staff Retreat

With the theme 'Heart' our staff had fun and bonded through activities that build the desired behaviours of being *Happy, Energising, Appreciative, Reliable and Togetherness* based on VCS' core values, the VCS TRUST.



### VFSC Year End Celebration

VFSC collaborated with Potong Pasir grassroots organisations and PCF kindergartens for a day of inter-generation activities and fun.



### WH Year End Celebration

Whispering Hearts Family Service Centre and Whispering Hearts Student Care Centre celebrated the achievements of our members and families in our annual event.



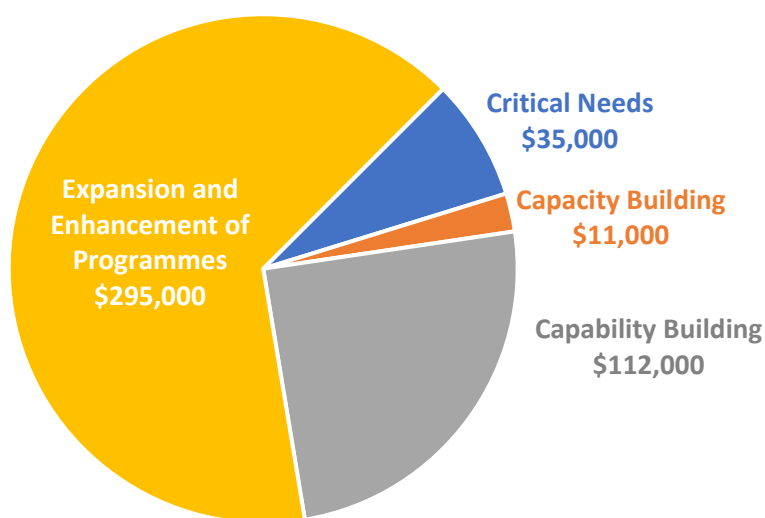


# Care and Share Movement

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 from the movement. VCS is grateful for the good support of our donors and to the government for the generous matching grant.

	'000
<b>Total amount raised from 01 December 2013 to 31 March 2016</b>	<b>\$2,497</b>
<b>Total amount of matching grant based on amount raised</b>	<b>\$2,666</b>
<b>Total amount received as of 31 December 2018</b>	<b>\$2,400</b>
<b>Total amount used as of 31 December 2018</b>	<b>\$1,939</b>

Breakdown of Utilisation of Care & Share Fund in 2018



■ Critical needs ■ Capacity building ■ Capability Building ■ Expansion and Enhancement

VCS values our staff and has invested greatly in training and development of our staff. Training included local and overseas training and overseas conferences and study trips.

VCS expanded our outreach and community work services to build up community capabilities in creating a more supportive environment for families and individuals in need.



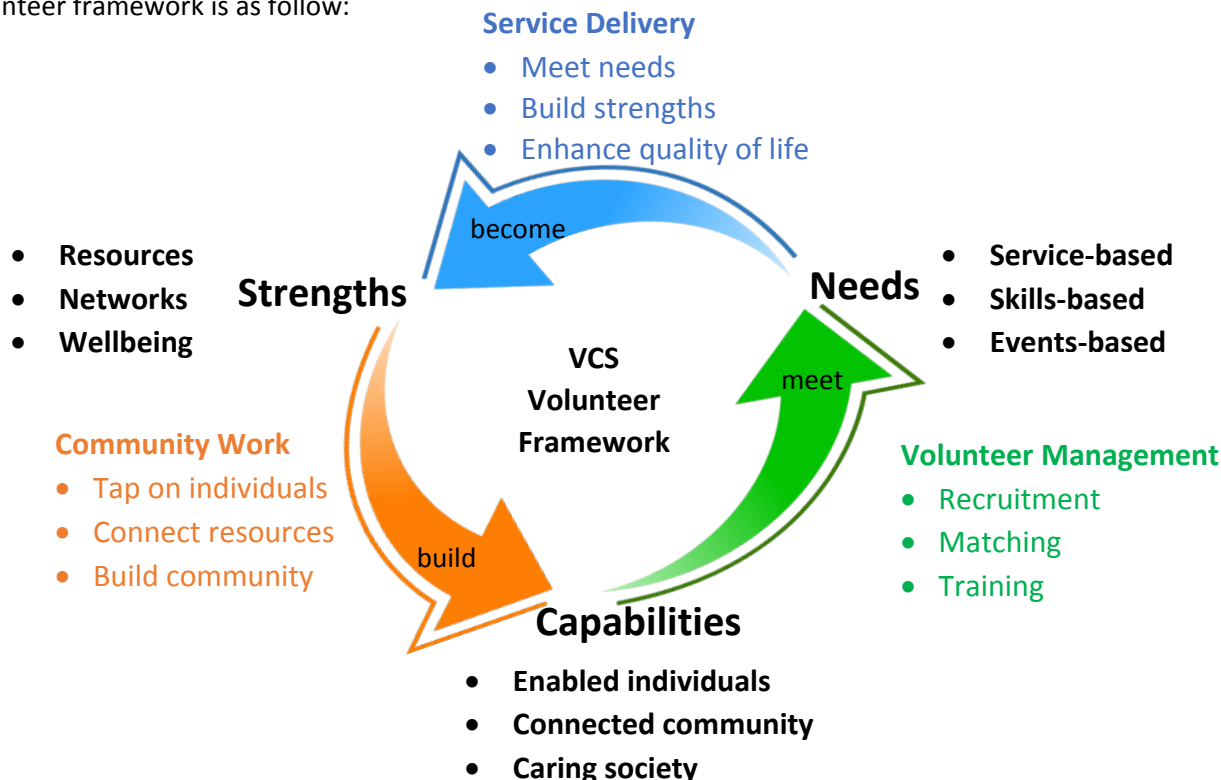
The Lights of Hope Centre was renovated and refurbished to become Viriya Therapy Centre. The centre would provide specialised services such as psychological therapeutic intervention and family therapy.

VCS conducted an internal audit. 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 values our people and see volunteers as part of our human capital to bring joy and enhance the quality of life of those whom we serve. Our volunteers have provided good support to us over the years and we hope that through their involvement with us, we can also bring value to them and together, create a better society. Volunteer management is an integral part of VCS' operations.

Our volunteer framework is as follow:



In 2018, 427 volunteers put in 2,044 hours to and benefitted 2,215 individuals through our programmes and services. About 25% of the volunteers were regular volunteers who enhanced the sustainability of our programmes. 8.2% of the volunteers were service users of our programmes and who also wanted to help others in need.

Our volunteers, both individuals and corporates, provided valuable and unwavering support to us in 2018.

## Some of our volunteers...

A young member of our programme volunteering as an emcee during our year end celebration.

Our senior member helping to look after children in the toy library at Viriya Family Service Centre.

Student volunteer from Victoria Junior College helping out with an event of Viriya Children's Medical Programme.

Corporate volunteer from ST Engineering being befrienders to our members during outings.

# VCS Services Framework

To be the **BEST** professional social service organisation...

**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 good well, with passion and professional competency comprising desired attitude, skills and knowledge.

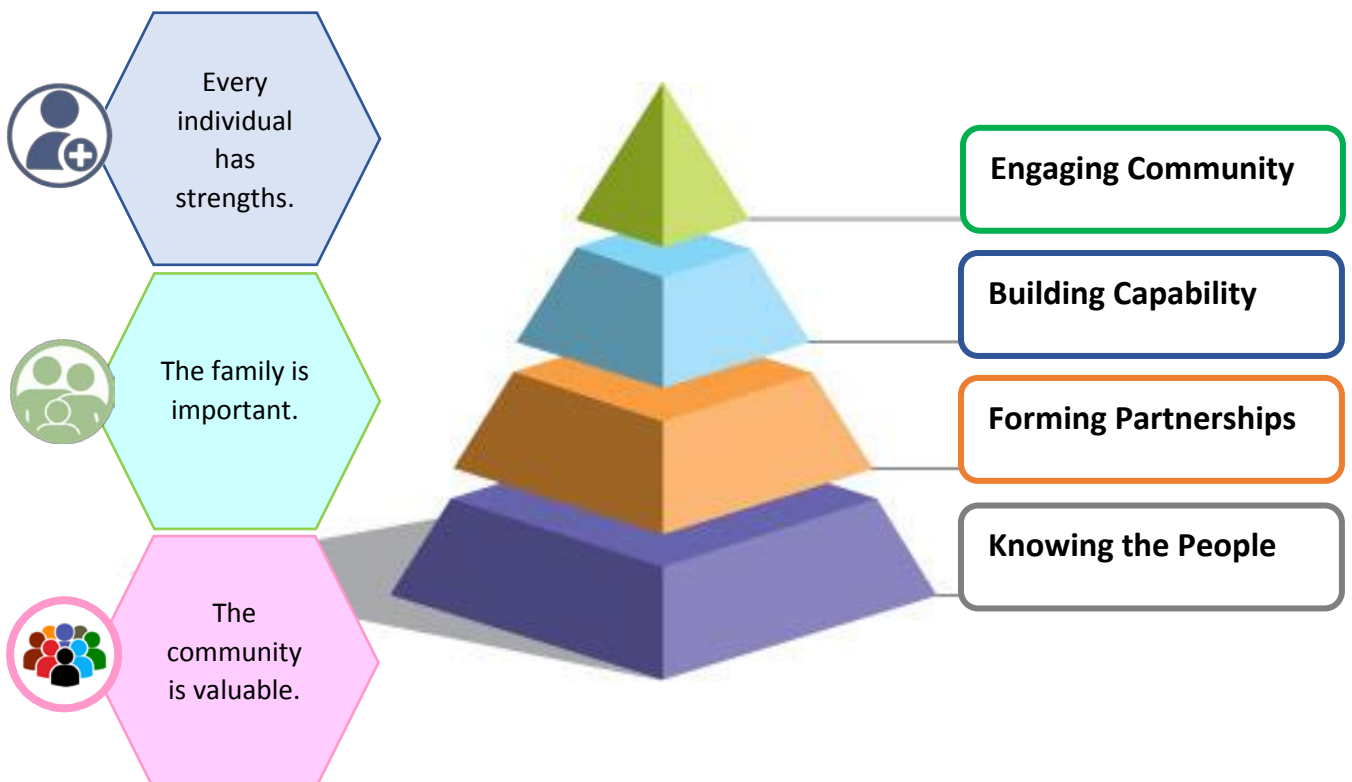
We strive to be the best professional social service organisation, and be the choice for our clients, partners and staff. To do so, we commit to good standards of professional practice and services.

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

In 2015, we engaged Dr Pauline Meemeduma from Australia to work with and developed VCS' Family Services Framework.

In 2017, we implemented and reviewed the framework. The Family Services Framework was presented in the Social Work, Education and Social Development conference in Dublin, Ireland in July 2018.

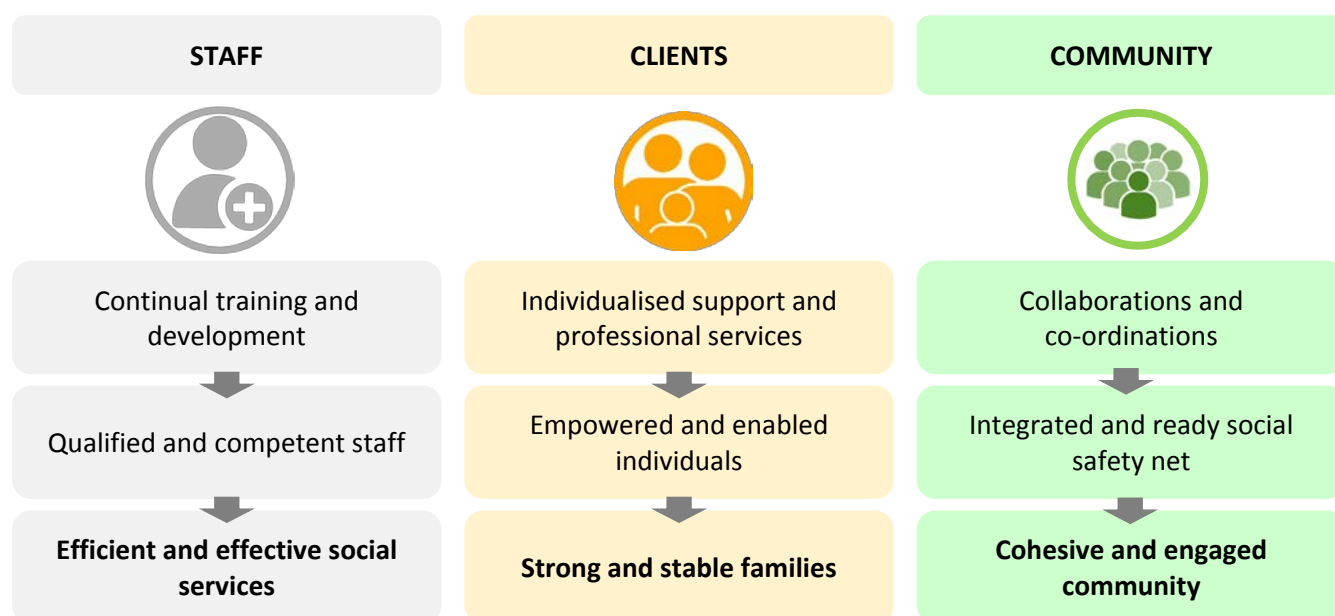
## VCS Services Guiding Principles and Framework



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. We will seek to truly understand the people, our clients, the community and our staff. With a good understanding of the needs and strengths, VCS will form positive relationships and partnerships with different parties in an integrated service network to create synergy for greater impact and to tighten social integration. VCS aims to be the 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

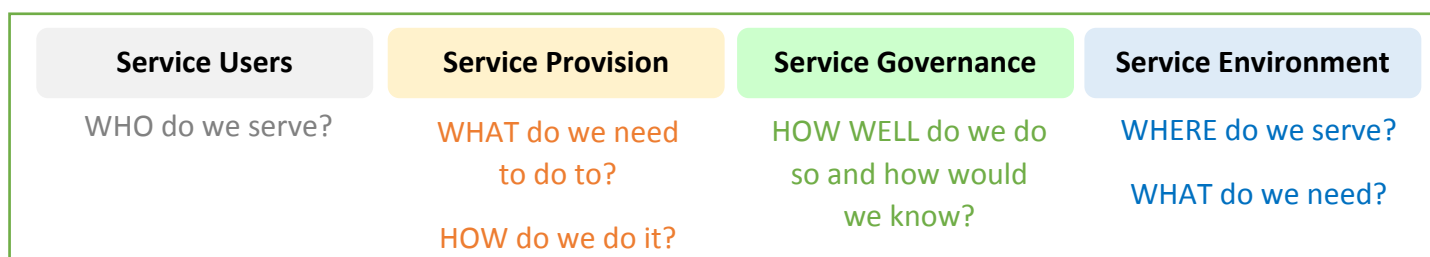
In our work, human capital is our key resource. We commit to developing staff competencies in delivering effective and efficient social services. We work with clients to empower individuals and strengthen families. We will also work with different community partners to create an engaged and cohesive community for the betterment of all.



## 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 through clear policies, protocols and procedures and expected standards.





# Children and Youth Services

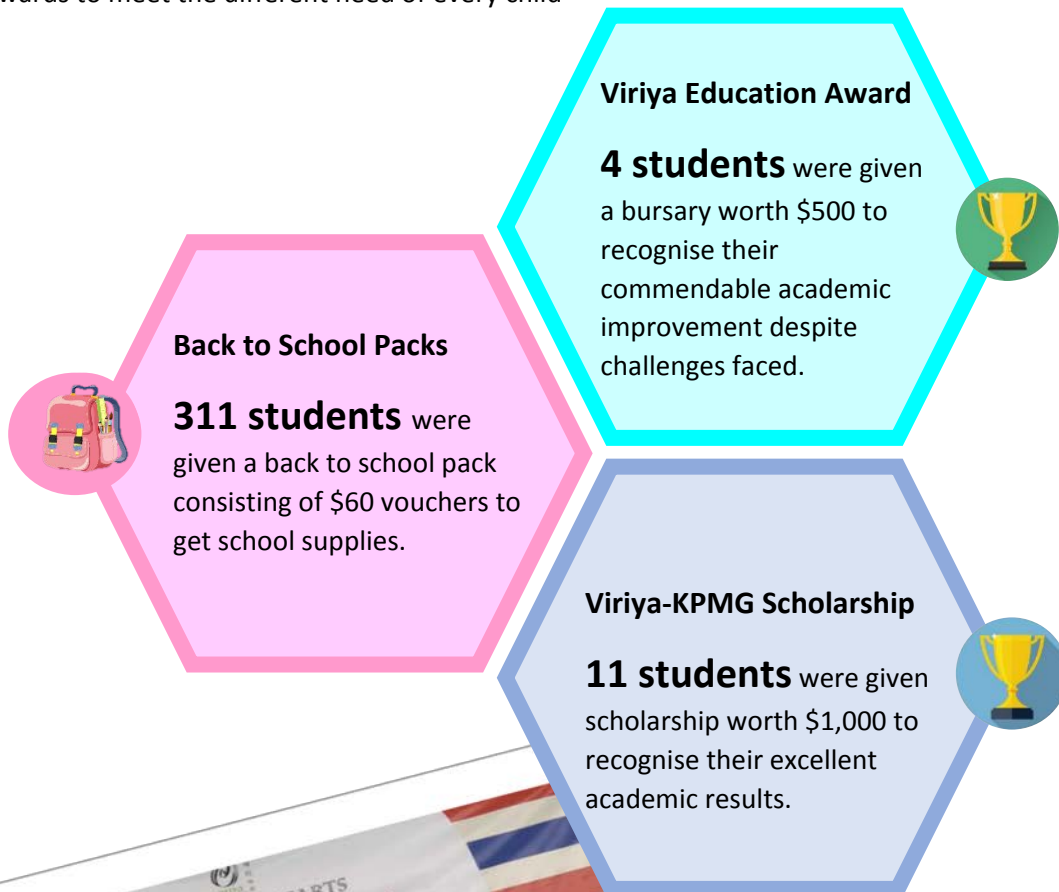


## Viriya Children's Education Fund

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 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

In 2018, a total of **\$31,660** was used to support children and youths in their educational pursuits.





## 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 2018, 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.

### WHSCC HOLISTIC DEVELOPMENT PROGRAMME

#### Personal

- Weekly physical activities
- Holiday sports camp
- Life skills workshop

#### Academic

Daily supervised study time

12 hours of structured subject-based supplementary lessons

- 5 hours of English
- 5 hours of Mandarin
- 2 hours of Mathematics

Bright Owl Project  
(for selected students)

#### Parental

- Parenting workshops
- Parent-teacher meetings
- Regular communication

#### Humanities and the Arts

Aesthetic and crafts

- Chinese calligraphy
- Craftwork

Music and dance

- Music lessons
- Dance practices

Social Awareness

- Current affairs projects
- Community involvement
- Field trips



**In the centre's Internal Diagnostic Tests, out of 76 students,**

- 70 students passed the tests
- 70 students scored minimum of 80 marks
- 67 students improved by at least 10 marks from the first test

**In the schools' examinations, out of 70 students,**

- 70 passed the final examinations
- 62 students obtained Band 1 in all academic subjects
- 63 students improved by at least 10 marks in at least 1 subject from SA1 to SA2

## Dreams

Dreams started as a youth development centre known as 'Dreams @ Kolam Ayer' in 2004. VCS aims to support youths in the pursuit of their dreams by engaging, inspiring and supporting them through various professional intervention and positive youth activities.

In 2012, VCS transformed the project from a centre to a programme without physical boundaries. Dreams has two key programmes: Project New Leaf and Teens Action Project. Our professional staff in various service centres continue to develop other customised local activities to meet the needs of youths.

### Teens Action Project

Teens Action Project (TAP) started with street outreach to address juvenile delinquency. The programme now focuses on promoting positive youths' development through social engagement and academic support.

In 2018, there were 31 members who received guidance from a pool of dedicated mentors during weekly sessions. Our social workers and counsellors work closely with the mentors to support the youths and with the youths' parents when needed.

The youths are also welcomed to drop into the TAP café, a hangout area at Whispering Hearts Family Service Centre for our members.

The youths demonstrated motivation to do well. 3 youths were awarded the Viriya Education Award in 2018.

### 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 project includes casework and counselling, community integration and professional tattoo removal.

In 2018, PNL served 23 youths. PNL enabled the youths by removing barriers, advocating for opportunities and support youths through a second chance.

# Senior Services





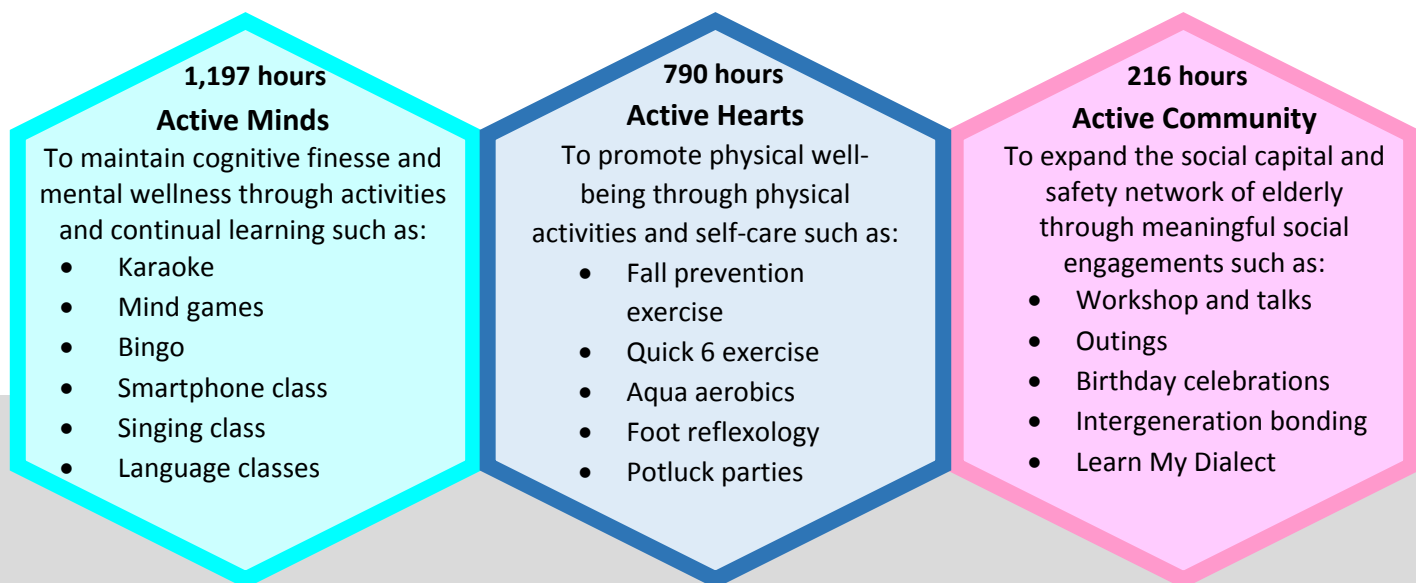
## My Centre @ Moulmein

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 2018, 326 seniors were registered with MCM. 130 of the seniors were actively involved in the activities and visited the centre regularly, integrating the centre's programmes and services as part of their lives.

MCM hopes to enable our members to age in place by supporting the seniors in maintaining or improving their holistic capability for independent living in the community. MCM's service framework will focus on individual empowerment, social engagement and enhancing community support.

In 2018, MCM carried out the following activities:



### Talks

- Chiropractic talk
- Cancer awareness talk
- Nutrition talk
- HDB home safety tour
- Eye care talk

### Courses

- Computer class
- Information Technology courses
- Line dance
- HPB 7 easy exercises

### Festive celebrations

- Lunar New Year celebration
- Dumpling festival celebration
- Deepavali celebration
- Christmas celebration

### Outings

- Lunar New Year shopping
- Rhythms of Spring
- Dignity Kitchen
- Hari Raya Outing
- Mid-Autumn celebration
- Ngee Ann Secondary Intergenerational Bonding
- Ballet performance



## Learn My Dialect

Started in 2006, Learn My Dialect aims to bridge the communication gap between seniors and the young in facilitating intergeneration bonding while promoting active ageing. The programme harnesses the potential and skills of our seniors to benefit the society while allowing them to lead a meaningful and active lifestyle. Senior volunteers are trained as trainers to teach dialects to students, nurses, and even professionals such as social workers and doctors. Through learning dialect, it is hoped that our seniors and young people can overcome communication barriers to build stronger intergeneration bond and for dialect speaking seniors to be attended to adequately.

The National Council of Social Service conducted a review and reported the following impacts of LMD:



### LMD Senior Teachers

- Sense of empowerment
- Sustained engagement
- Psychological wellbeing (sense of pride and achievement)

### LMD Students

- Learnt to communicate in dialects
- Life lessons from personal sharing of seniors' life stories
- Values transfer

### Other seniors

- Needs were better met through better communication with carers and service professionals

National University of Singapore

In 2018,

**42 senior teachers** conducted  
**115 lessons** totalling  
**174 hours** to  
**183 students**, including young school children, tertiary students and even professionals.



Nursing homes



Central Singapore CDC



Civil Service College



# Family Services

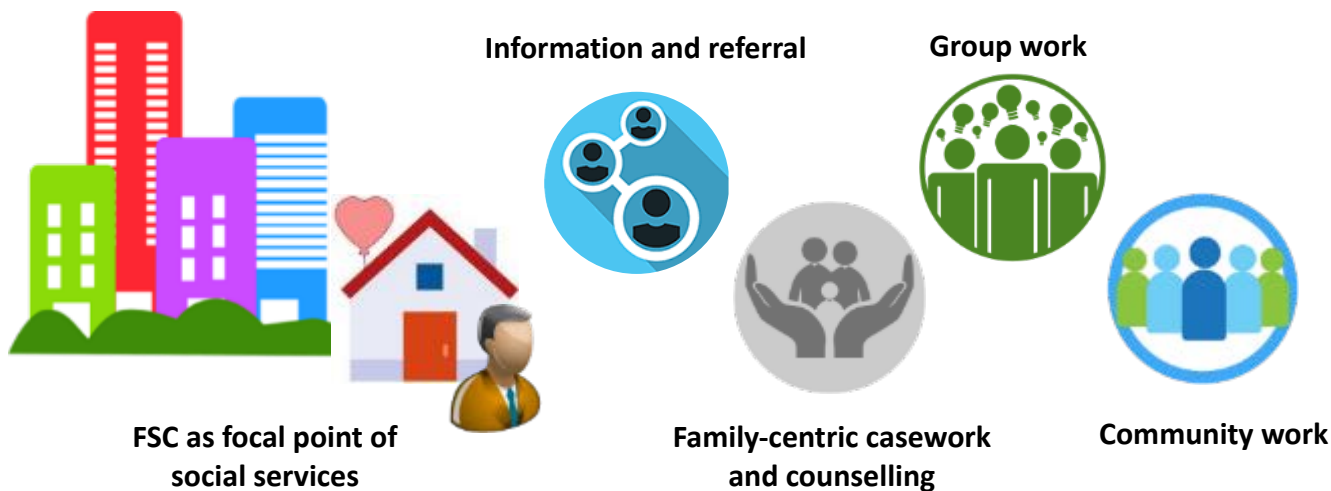




## Family Service Centres

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 (VFSC) started operations in 2013.

Our FSCs serve as the focal point of social services in the community; providing information and referral services for families and individuals in need. VCS adopts 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

### Desired outcomes

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

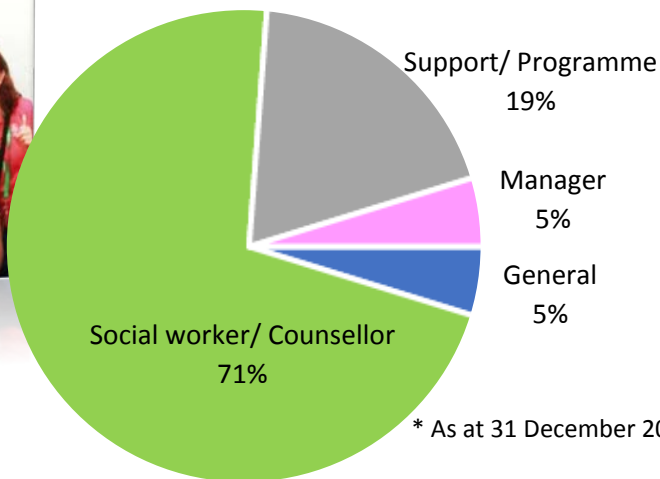
# Viriya Family Service Centre

Since July 2013, Viriya Family Service Centre (VFSC) has been serving residents from about 8,000 households from Potong Pasir Constituency and Joo Seng. VFSC integrates casework, group work and community work to meet the localised needs of the population at VFSC.

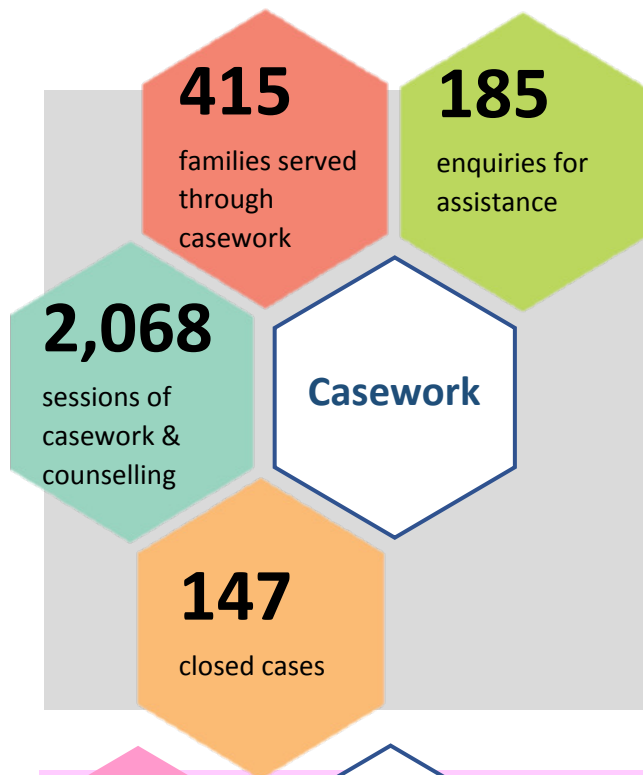
In 2018, Ms Alicia Lam, Centre Manager, led a team of 19 staff to serve the residents.



**Team\* Breakdown by Job Categories**



## Key service indicators for 2018



### Top Presenting Issues

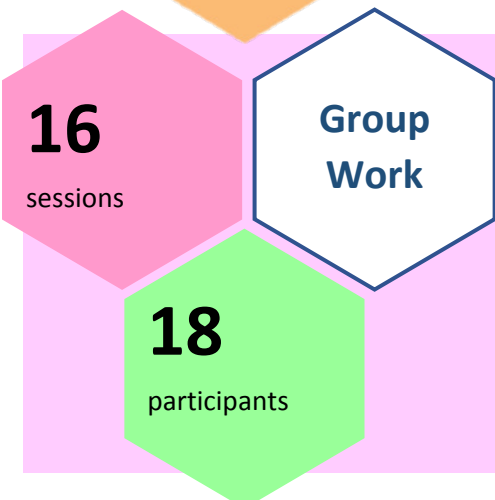
- Financial
- Elderly
- Family conflicts

### Client Outcomes

- 67% achieved at least 50% of goals
- 87% demonstrated reduced needs and risks
- 81% demonstrated at least 3 behavioral or attitudinal change

### Straits Times School Pocket Money Fund

- Disbursed \$21,005 to students from low income families to meet their educational needs



### Seniors Self-Care Support Group

- Aimed to enhance seniors' bio-socio-emotional wellbeing
- Integrated with SCOPE programme by TSAO Foundation
- Weekly wellness activities and social support group

### Client outcomes

- The group formed an organic informal support network after the programme officially ended.
- The members identified VFSC as a connector to community resources and social services.

**216**

hours of activities

**Community  
Work**

**164**

hours of  
community  
outreach

**350**

residents  
registered

### Our Community Work Initiatives

- Viriya Corner
- Coffee Talk, Kampong Friends at Joo Seng
- Satellite services at Potong Pasir Meet-the-people sessions

### Client outcomes

- Residents expanded their social network and know one another better.
- Residents were connected to more informal and formal help networks.

## Other Events

### Visit by Mr Sam Tan

Mr Sam Tan, Minister of State, Ministry of Social and Family Development, visited VFSC on 01 September 2019. Mr Tan was accompanied by Mr John Lim, Senior Director, Ministry of Social and Family Development. Mr Tan interacted with our members and had a dialogue with our staff to understand ground needs and issues in delivering essential social services.



### VFSC Year End Celebration

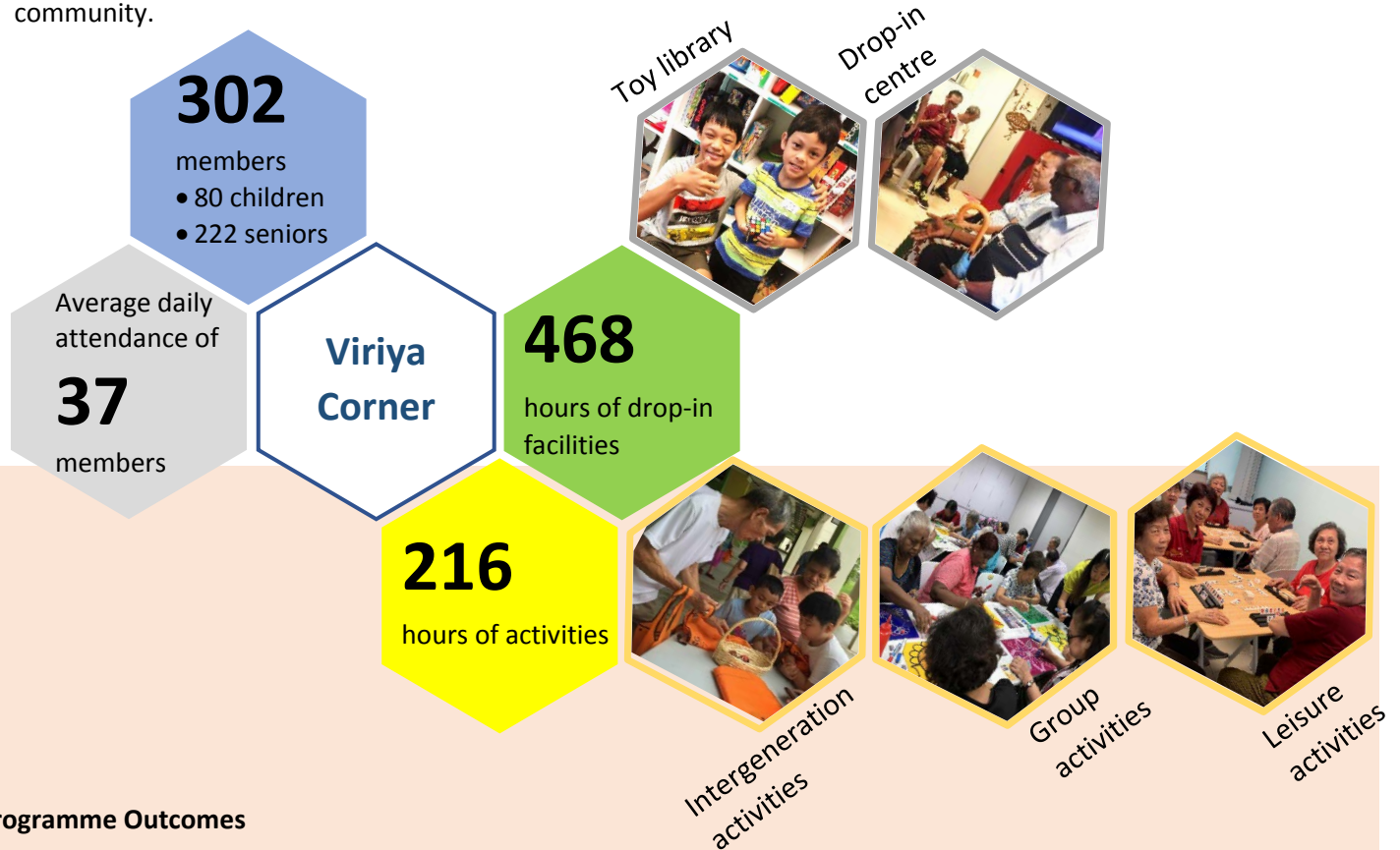
The event was a collaboration with Potong Pasir Grassroot organisations and PCF kindergartens. Focusing on the talents of different populations, our seniors guided the audience in their favourite exercise regime. Children from PCF also put up their best song and dance performances. About 350 young and old members and residents attended the event.

## Viriya Corner

Viriya Corner was launched at Viriya Family Service Centre on 4<sup>th</sup> March 2017. The centre is open to all residents upon registration.

Viriya Corner comprises a toy library and an elderly activity centre that resembles a home environment. The toy library is a community play room where children and their caregivers from different backgrounds come together on the common platform of play. Just like a home environment, Viriya Corner allows our members to rest, sit and chat, watch Television programmes, play games or just to read newspapers during their leisure time.

Since its launch, Viriya Corner has become an activity hub for the members. With its intentional design to attract both young and senior residents, our members engaged in intergeneration activities and bond together as a community.



### Programme Outcomes

- **Expanded mutual support network for residents**  
63 members visited the centre regularly and were observed to have developed support mutual relationships with other members whom they did not know previously. There was also greater social mixing and members had offered mutual help and brought other seniors who needed help to VFSC.
- **Community belongingness and ownership**  
With the autonomy given to members, members took up active roles in the centre and were often involved in the planning and organisation of activities and events. They also demonstrated belongingness and ownership of the centre by assuming roles and responsibilities within the centre.
- **Organic social safety net**  
The integration of the drop-in facilities and informal social support network with the formal social services of VFSC have facilitated mutual access between our social workers and those families and individual in need. The reduced demand on individual social workers to reach out to clients and be able to monitor vulnerable residents through the community network enhanced efficiency and efficacy of our services. The networks also allowed help and support to be offered promptly when needed.



## Whispering Hearts Family Service Centre

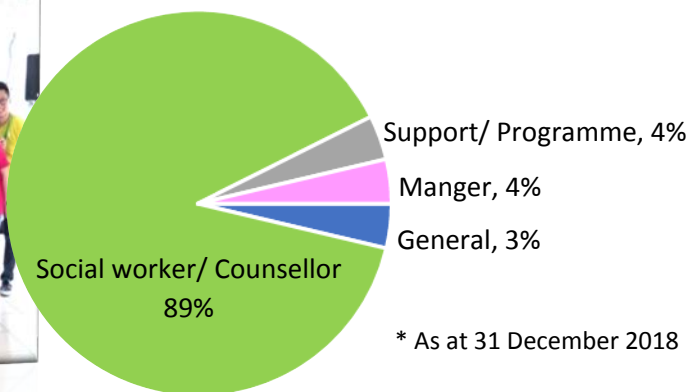
Since 2001, WHFSC has been serving more than 30,000 households in Boon Lay, Nanyang and Pioneer Constituencies.

WHFSC focuses 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 through a systemic approach.

In 2018, Mr Yet Tun Hoong, Centre Manager led the team to deliver various services to families and individuals in need.



**Team\* Breakdown by Job Categories**



### Key service indicators for 2018

#### Top Presenting Issues

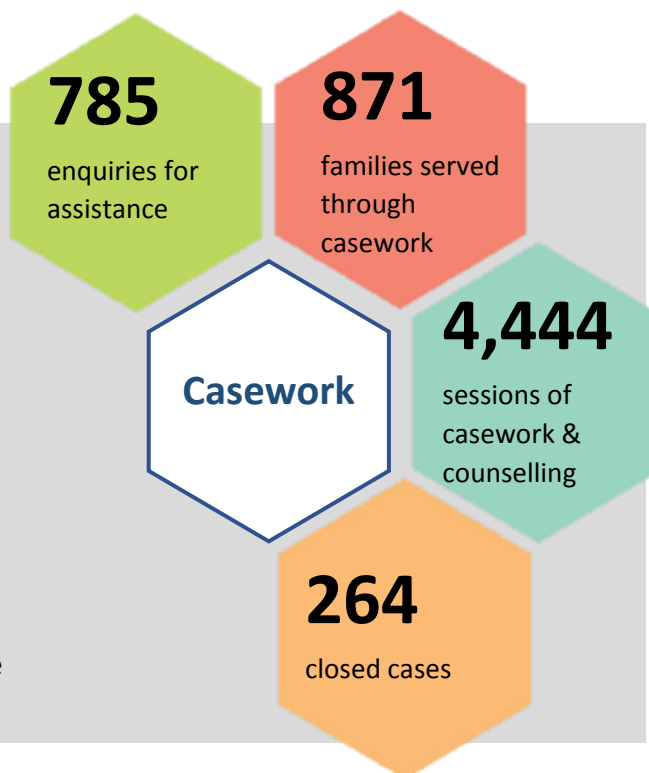
- Financial
- Family conflict
- Family violence

#### Client Outcomes

- 66% achieved at least 50% of goals
- 67% demonstrated reduced needs and risks
- 89% demonstrated at least 3 behavioral or attitudinal change

#### Straits Times School Pocket Money Fund

- Disbursed \$45,890 to 89 students from low income families to meet their educational needs.

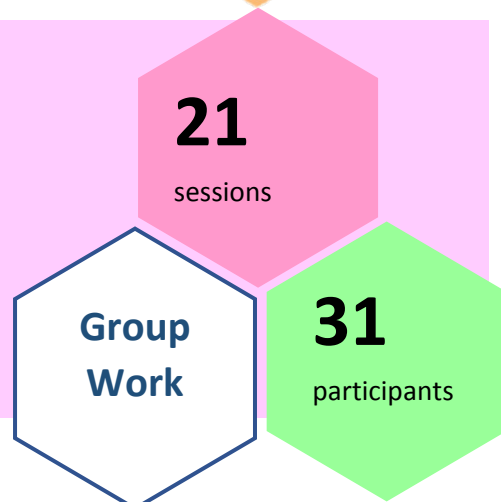


#### T.A.P. Group Work

- To promote positive youth development and leadership
- Part of Teens Action Project

#### Client Outcomes

- 31 youths stayed away from juvenile delinquency system.
- 10 youths achieved minimum attendance of 80%.
- 3 youths demonstrated significant improvement in their studies and were given educational awards.





## Our Community Work Initiatives

- Stakeholders networking events
- Community Outreach
- Satellite services at Pioneer Meet-the-people sessions

## Client Outcomes

- Residents were aware of WHFSC and able to seek help when needed.
- Ready network of service providers to meet needs promptly.

## Stakeholders' Networking

Community  
Work

158

hours of outreach

Reached out to  
more than

1,000

individuals



### Nanyang Get-Together

Stakeholders in different services gathered to understand ground issues.

### Connecting the Dots

Partners in youth services gathered to explore collaborations on youth issues.

### Project Breakthrough

Stakeholders developed joint plans to assist families and individuals with chronic or complex needs.

### FVWG Project

Collaborating with law enforcers and service providers to improve management of family violence issues.

## Community Outreach

### New Residents Engagement

WHFSC joined stakeholders in an engagement event at the new rental flats in Nanyang Constituency.

### Community Assessment

Our staff connected with new residents in Nanyang Constituency to get to know them better.

### PLAY

People, Life and You (PLAY) reached out to children and youths.

### Community Walk

Our staff sought to understand the natural environment and social dynamics within our service boundary.



## Viriya Therapy Centre

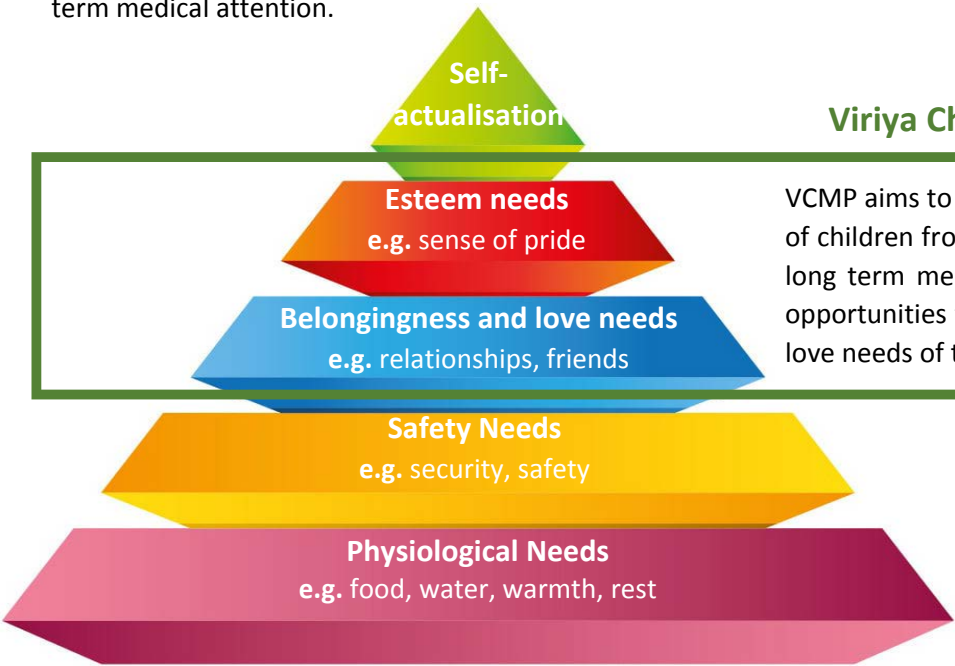
Viriya Therapy Centre (VTC) was set up to offer specialised individual and family therapy. The centre aims to enhance the psycho-emotional wellbeing of individuals and strengthen family ties. While the centre was undergoing renovations, the centre started providing services at other service centres of VCS. In 2018, VTC conducted 2 runs of group work for youth probationers and psycho-education talks to VCS' members.





# 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.



## Viriya Children's Medical Programme

VCMP aims to bring joy and enhance the quality of life of children from low income families and who require long term medical attention. We do so by providing opportunities to meet the esteem, belongingness and love needs of the children and their families.

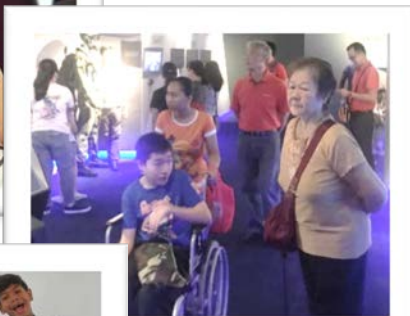
**In 2018,**

**91 children** and their families were supported with counselling and other supportive services.

**\$103,700** worth of NTUC vouchers to ensure that the families' physiological needs are met.

**46 hours** of activities

- 8 family bonding outings
- 2 caregivers support group
- 1 carnival



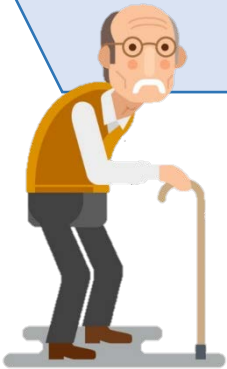
# Viriya Elderly Medical Programme

Viriya Elderly Medical Programme (VEMP) was launched on 13 July 2013.

The programme aims to enable the seniors 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. Through a case management approach, VEMP links our beneficiaries to other required services and support.

VEMP seeks to help elderly who are:

- Singapore Citizens or Permanent Residents
- 65 years old or above
- Suffering from chronic medical condition(s) and requires medical follow ups for at least 6 months
- With Gross Per Capita Income of not more than S\$650.00
- Lacking familial or social support



## VEMF

- Financial Assistance
- Social engagement
- Community support



**In 2018,**

VEMP assisted  
**98 seniors**

**\$79,700**

worth of NTUC and transport vouchers were given to the beneficiaries

**41 hours**

of various activities were organised for the seniors

- 2 gatherings
- 10 outings





## Viriya MediAssist Fund

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

The fund was established in 2015 to help residents within Potong Pasir Constituency who required help to defray medical and other related costs.

The fund helped  
**68 beneficiaries**  
with **\$68,950** in  
2018.

Since 2015, the fund  
has assisted  
**331 beneficiaries**  
with **\$401,700**.

## Viriya-KK Children's Hospital HomeCare Programme

Viriya-KK Children's Hospital HomeCare Programme was started in 2004. KK Children's Hospital administers the funds provided by VCS. The programme provides financial support for medical equipment to allow the children to receive required medical support at home, instead of having to be hospitalised. By doing so, we VCS hopes to enhance the quality of life of the children and their families and reduce the caregivers' stress through making homecare possible.

## 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 104 patients.


In 2018, VCS contributed  
**\$30,000**  
to support the patients  
of the centre.

## 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 2018, \$11,773 was disbursed to 19 individuals to meet basic needs and fulfil their educational potential.

# Appreciation



We are grateful to many of you, including our dedicated staff for your true spirit of giving to benefit others.

We 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.

And we thank our donors and volunteers for your invaluable support through the years.

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