

VIRIYA COMMUNITY SERVICES

ANNUAL REPORT

2020

For the Year ended 31 December 2019



viriya
community services

进
觉
福
利
协
会

“

Viriya is a Pali word which means **Right Effort**. It is defined as the **persistent effort** to work for the **benefits of others**, in thinking and in actions.

We are committed to applying the right effort and be guided by our mission to deliver quality social services and make a positive and sustainable impact to the society.

”

CONTENT

Our Profile	7	Senior Services	30
Management Committee	8	• Viriya Corner	31
Organisation Structure	10	• My Centre @ Moulmein	32
VCS Strategic Report	11	• Learn my Dialect	33
VCS Strategy Map	12	Family Services	34
Corporate Governance	13	• Family Service Centres	35
Financial Summary	16	• Viriya Family Service Centre	36
Highlights of the Year 2019	17	• Whispering Hearts Family Service Centre	38
• Organisation Highlights	18	Specialist Services	40
• VCS Strategic Initiatives	18	• Viriya Therapy Centre	41
• Programmes and Services	19	• Viriya Clinical Psychological Services	42
• Annual Events	21	• Viriya Grief Support Programme	43
• VCS Corporate Social Responsibility Initiatives	21	Viriya Medical Social Services	44
Our People	22	• Viriya Children's Medical Programme	45
Donations		• Viriya Elderly Medical Programme	46
• Care and Share Movement	23	• Viriya MediAssist Fund	47
Volunteer Management	24	• Viriya-KK Children's Hospital HomeCare Programme	47
VCS Service Framework	25	• LHCST-NKF Dialysis Centre	47
Children and Youth Services	26	• Viriya Gap Fund	47
• Viriya Children's Education Fund	27	VCS Corporate Social Responsibility	48
• Dreams	28	Appreciation	50
o Teen Action Project		Contact Us	51
o Project New Leaf			
o Bright Owl Project			
• Whispering Hearts Student Care Centre	29		

PRESIDENT'S MESSAGE



Ms Jenny Lim
President

Warmest greetings to all!

Viriya Community Services (VCS) turned 18 in 2019. It was an eventful year, marking a fulfilling milestone in our growth and development. As we stepped into this significant phase of our development, we asked ourselves, 'where do we go from here?'

Continuous improvement is important for VCS. We seek to do anything that's worth doing with all our heart. We do not do anything half-hearted. An idea developed and put into action is more important than an idea that exists only half-hearted. We challenge ourselves to put worthy ideas into action. And we did.

In March 2019, VCS launched Viriya Therapy Centre, which aims to enhance everyone's potential for purposeful living through intentional transformation. In 2019, we also started Viriya Grief Support Programme and offered Clinical Psychological Services. These new initiatives mark our strengthened professional capability to meet the evolving needs of the community and truly make significant and sustainable differences by building up the resilience and capabilities of our clients to live life well. These initiatives demonstrate our commitment to further advance in our strategic pursuit to be the Best Community-based Family-centric Professional Social Service Agency.

As we put our new services into action, we continue to seek excellence in all our existing services. Our Family Service Centres (FSCs) continue to do well. Both FSCs achieved 100% in the assurance exercises conducted by the Ministry of Social and Family Development. We reached out to more members of the community and served close to 2,000 families in 2019.

VCS continued to leave footprints in the social service sector. We held our second Supervision of Supervision Conference to strengthen the professional capability in ensuring good practice and service standards. We brought in several experts from different countries to add to the depth and breadth of important social services in Singapore. We worked with international renowned practitioners to design a Diploma course that integrated international knowledge and developments in grief and bereavement work with the culture and needs of the Asian society.

All these were made possible by the strong VCS team comprising passionate people who believe that it is important to do the right things and to do so whole-heartedly. We constantly challenge ourselves to be better, not just to sharpen competencies but also in seeking new perspectives and new frontiers. In 2019, we involved overseas trainers and invited partners from other social service agencies to join us in our annual workplan. We wanted to transform and not just review or improve VCS' services. The team incorporated design thinking to understand the underlying needs of our clients, their lives, aspirations and experiences. These are what truly matters to us.

"The future belongs to those who believe in the beauty of their dreams."

Eleanor Roosevelt



Our persistent efforts were recognised by the Charity Council. In 2019, we received two awards: The Special Commendation Award for Clarity of Strategy and the Charity Transparency Award. The awards are for all, our management committee, our staff, our clients and all our partners. VCS did not win these awards by chance, they are the outcomes of teamwork with the right efforts and more significantly, common purpose and passion.

We concluded 2019 with our staff retreat themed, 'Kintsugi'. A timely reminder for us to always come together, flexible and with agility, no fear and with resilience, to make the imperfect perfect in our unique way, and becoming more valuable as a VCS team through the 'golden joinery'.

VCS will continue to grow towards our common purpose and passion. Our VCS story continues to evolve with the VCS Heartbeat. Building on our core values (the VCS TRUST), we value both relationships and responsibilities through caring deeply and challenging directly, along with other key principles of Real&ability. Along the journey, we remain joyful and happy, choosing to do things that happy people do differently and exhibiting the VCS HEART: Happy, Energising, Appreciative, Reliable and Togetherness.

Reflecting on 2019, it has truly been an amazing year. I want to thank all who joined VCS' journey and made it better. Together, we are always grateful to our Founder, Venerable Sek Meow Ee, who gave us 'The Ultimate Gift', VCS. Through VCS, we are given the opportunities to help individuals and families in need and work together for the betterment of our society. And through this journey, we learn the true value of life and inherit the true legacy of life. The more we do, the happier we ourselves become. Every smile, every loving word, every kind action are reflections of the beauty of our heart and soul.

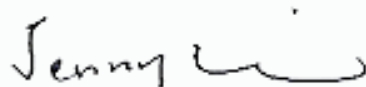
I invite you ride with us on this meaningful journey. It will get more exciting as we move into 2020 refreshing our vision and mission to better reflect VCS' Big Dream.

'Happiness does not come from doing easy work but from the afterglow of satisfaction that comes after the achievement of a difficult task that demanded our best.'

Theodore Isaac Rubin, American psychiatrist

Wishing you happiness and a fulfilling 2020. Please stay safe, healthy and positive amid the COVID-19 situation.

With gratitude,



Jenny Lim, President



OUR FOUNDER



FOUNDER

Venerable Sek Meow Ee

President, Leong Hwa Monastery

Founded VCS on 08 March 2001

Venerable Sek Meow Ee's *"no regrets"* Sangha Path.

Venerable Sek Meow Ee (Shifu) founded VCS in 2001 to consolidate the social assistance initiatives of Leong Hwa Monastery. After which, he dedicated much time and effort and provided strong leadership to establish VCS as a choice professional social service agency. After 18 years of service and stewardship, Shifu left the Management Committee as part of VCS' leadership succession plan. VCS extends our deep appreciation to him and will continue to seek his guidance and inspiration.

A key legacy left by Shifu to VCS is the value of persistent effort. Through his years of service in the community, he reminds us that endurance is one of the most difficult disciplines, stay positive in a negative situation and emerge stronger and better ready to face new challenges. The road to learning is a never-ending journey.

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

Teamwork and Collaboration

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

Respect

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

Uprightness

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

Solutions-oriented

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

Taking Ownership

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



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 2019, VCS had 9 management committee members.



PRESIDENT

Lim Yin Nee, Jenny
Retired Partner,
Big 4 Accounting Firm
First joined 29 March 2002



VICE-PRESIDENT

Tay Hong Beng
Partner, Head of Tax and Real Estate,
KPMG
First joined 20 March 2013



HONORARY-SECRETARY

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



HONORARY-TREASURER

Tan Yee Peng
Consultant
First joined 23 March 2016



MEMBER

Gilbert Fan
Advisor & Master MSW
National Cancer Centre, Singapore
First joined 20 November 2019



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

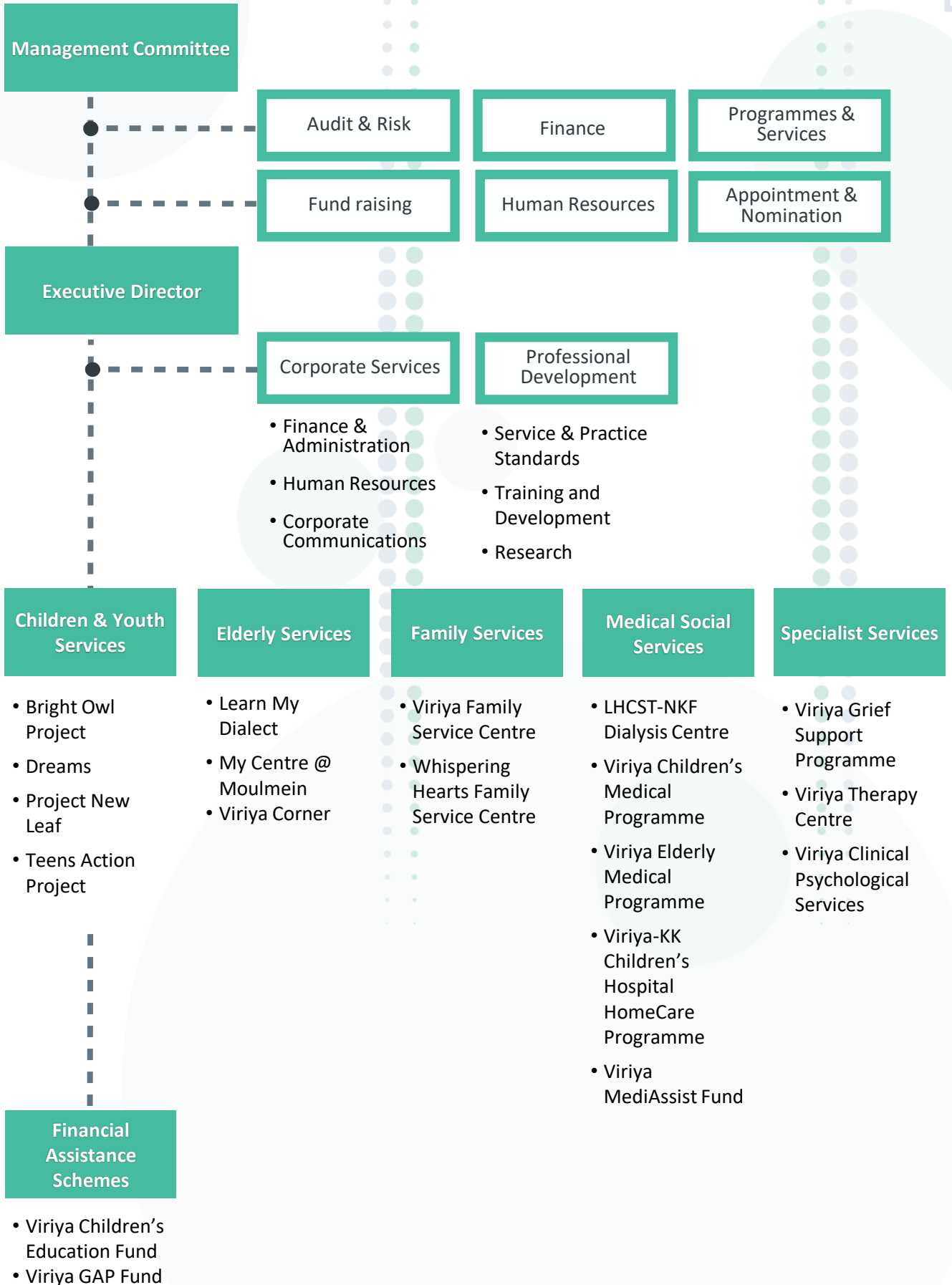
Teoh Eong Kow
Consultant
First joined 22 March 2012



MEMBER

Abner Koh Ming Feng
Director (Tax Advisory),
KPMG
Re-joined 27 March 2019

ORGANISATION STRUCTURE



to being the *the BEST* professional social service agency.

As a professional social service agency, VCS commits to doing good well with the *Right Effort*. To do so, we seek continuous improvement to deliver good services with excellent standards of professional practice.

Through the years, led by the management committee, the team had achieved excellent progress in our strategic plans towards our goals and objectives.

In 2019, VCS was awarded a Special Commendation Award for Clarity of Strategy by the Charity Council. The award was a recognition of our clear strategic plan that guides us in applying the right effort towards our vision and mission. VCS also received the Charity Transparency Award for the 2nd consecutive year.

Our achievements in 2019 are the results of persistent joint effort of the team through the years. Below is a quick review of VCS' journey towards excellence in serving the community.



2009:

Strategic Planning Exercise

VCS committed to Doing Good Well as

- The CHOICE Agency
- The CHOICE Employer
- The CHOICE Partner



2011:

VCS Service Framework

VCS developed the service framework to guide the application of the right effort towards achieving desired outcomes and impact.



2015:

Consolidation and Focused Development

Focused on development of professional social services and consolidated its efforts towards provision of individual and family psycho-social services through

- Staff capability development strategies and plans
- Service reviews and design
- Process redesign
- Board development and governance

As the

CHOICE service provider for our clients

CHOICE partner for our community stakeholders

CHOICE employer for our staff



2017:

Family Service Framework

VCS conducted another strategic planning exercise and enhanced the Family Service Framework to focus on quality community-based family-centric social services.



2018:

VCS Strategy Map

With a strong foundation of excellent practice and service standards, VCS charted the VCS Strategy Map towards our vision and mission. The Strategy Map charts the key focus area for VCS to continue in its journey towards being *the BEST community-based Family-Centric Professional Social Service Agency*.

VCS STRATEGY MAP

In 2019, VCS applied an integrated organisation wide approach and applied focused effort on key strategic initiatives to align both the management and staff to our refreshed Strategic Plan.

As we move forward to year 2020 and beyond, we will continue to provide relevant community-based family-centric services to meet the rising and evolving needs of the community.



2020

- To do the needed well
- To develop new essentials
- To grow peaks of excellence

Our Key Strategic Achievements in 2019

	Organisation	People	Services
Growth Peaks of Excellence	Organisation Excellence <ul style="list-style-type: none"> • 2nd consecutive Charity Transparency Award • Special Commendation Award – Clarity of Strategy 	Professional Leadership <ul style="list-style-type: none"> • 2nd Supervision of Supervision Conference • Professional training programmes in specialist areas such as supervision of supervision, trauma work and grief and bereavement services 	Specialist Services <ul style="list-style-type: none"> • Launched Viriya Therapy Centre in March 2019 • Started Viriya Grief Support Programme in April 2019 • Started Viriya Clinical Psychological Services in April 2019
Performance Service Excellence	Learning and Growth <ul style="list-style-type: none"> • VCS Strategic Discussion between management committee and staff to review and refresh VCS' vision and mission • Workshops by external facilitators 	Professionalism <ul style="list-style-type: none"> • Accreditation and attainment of professional memberships by professional staff • All professional staff possess the required qualifications and training 	Standards <ul style="list-style-type: none"> • Funded programmes achieved 100% in onsite assurance exercises. • Presentation of 8 research papers in local events and 3 papers in overseas conferences
Drive Organisation Capability	Governance <ul style="list-style-type: none"> • Compliance with the enhanced tier requirements under the Code of Governance for Institutions of Public Characters 	Human Capital <ul style="list-style-type: none"> • 83% of staff team are professionals and associate professionals • Training and supervision hours exceeded requirements based on service model 	Culture <ul style="list-style-type: none"> • Adoption of design thinking in work plan, service reviews and programme design

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 (IPCs).

As at 31 December 2019, Ms. Jenny Lim 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 to new management committee members.

The management committee met 4 times, including a strategic planning meeting, in 2019. The attendance of the management committee members at the meetings are as below:

Lim Yin Nee, Jenny	4 out of 4
Teoh Eong Kow	4 out of 4
Tay Hong Beng	4 out of 4
Tan Yee Peng	3 out of 4
Koh Wei Peng, Alex	3 out of 4
Tan Yan Song	4 out of 4
Tham Khuan Heng	3 out of 4
Abner Koh Ming Feng	3 out of 4
Gilbert Fan Kam Tong	3 out of 4

The meetings' agenda items included refreshing VCS' vision and mission statements, strategies and action plans, approval of annual budget and a mid-year review 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, finance 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 abides by its governance practices in accordance to VCS board governance manual throughout the financial year. We review our board governance manual annually to further enhance our governance practices, including getting the management committee and staff to declare any conflict of interests on an annual basis.

VCS was awarded the Charity Transparency Award and Special Commendation Award – Clarity of Strategy 2019 by the Charity Council in recognition of our exemplary transparency practices and standards of governance. VCS was also shortlisted for the Charity Governance Award.

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. 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. The committee assessed its compliance with the Code of Governance for the evaluation period from 1 January 2019 to 31 December 2019. 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 (www.viriya.org.sg).

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 management committee member of the Society, who had received remunerations exceeding S\$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 remuneration band of S\$100,000 to S\$200,000.

ENTERPRISE RISK MANAGEMENT

VCS updated our risk management framework following guidance from the Enterprise Risk Management Toolkit for Charities and IPCs developed by the Charity Council, KPMG and NUS Business School. The proposed framework was first presented to the management committee in August 2018 and revised in March 2019.

The risks are monitored and reported to the management committee on a quarterly basis. Key updates and issues are shared with staff on a quarterly basis during staff meeting. Channels of communication for urgent dissemination of information and action plans have been established.

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, until it ceased operations on 31 March 2019. The families received subsidies from the government depending on their household income. The Society also collected fees for some of its programmes and services.

In 2019, 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. The Society has been using the Lights of Hope Centre (which is owned by Leong Hwa Monastery) as Viriya Therapy Centre from 01 March 2019. VTC provides specialist psychotherapeutic interventions to help individuals and families cope with their challenges and enhance their quality of life, which is consistent with the Society's vision and mission.

FUTURE CAPITAL COMMITMENT

Based on existing plan, the Society does not have any significant future capital commitments, other than refurbishing the My Centre @ Moulmein to be converted to a centre providing community-based mental wellness services and the cyclical maintenance of its family service centres which will be partly funded by the Ministry of Social & Family Development.

THE ROAD AHEAD

We remain committed to serving individuals and families in need in the community and enhancing their quality of life. We will continue with our vision and mission and be guided by the VCS Heartbeat. To better meet the evolving needs of the dynamic environment, we will unveil VCS' refreshed vision and mission in 2020. We will also sharpen 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 evolving needs and 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 31 December 2019, VCS has 59 staff, including 40 professional and management staff, 9 associate professionals and 10 support staff.

SUMMARY OF FINANCIALS

For year ended 31 December 2019	Restricted funds	Unrestricted funds	Total funds
	\$	\$	\$
Financial results			
<u>Income from generated funds</u>			
Donations – Non-tax exempt	245,050	6,481	251,531
Donations – Tax exempt	65,676	478,520	544,196
Interest and dividend income	191,478	75,153	266,631
<u>Income from charitable activities</u>			
Government funding			
- ComChest	202,770	0	202,770
- Recurrent (MSF)	3,801,967	0	3,801,967
- President Challenge Fund	115,000	0	115,000
- Tote Board	1,045,452	0	1,045,452
Counselling and programme fees	10,148	186,330	196,478
School fees	0	32,524	32,524
Other grants and funding	23,677	190,578	214,255
Other income	25,534	110,285	135,819
Total income	5,726,752	1,079,871	6,806,623
<u>Expenditure</u>			
Cost of charitable activities	4,726,241	376,795	5,103,036
Governance and other admin costs	115,776	32,851	148,627
Total expenditure	4,842,017	409,646	5,251,663
Surplus for the year	884,735	670,225	1,554,960
Reserves			
Restricted funds			
- Government capital fund			0
- Expendable endowment funds			5,480,232
- Other restricted and designated funds			11,611,916
Total restricted funds			17,092,148
Unrestricted funds			4,003,017
Total reserves as at 31 December 2019			21,095,165
Unrestricted funds/Total operating expenditure			0.76 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

2019 was a fulfilling and gratifying year of progress, achievements, and connections for VCS. We are glad to share our highlights of the year with you.

In 2019,

We continued to enhance our professional and organisational capabilities to deliver quality services to our clients.

We launched new specialist services and delivered pioneering and impactful professional training programmes.

Most importantly, **we impacted lives.**

HIGHLIGHTS OF THE YEAR

As VCS turned 18 years old, we marked this significant development milestone with several highlights.

Recognitions

Governance Excellence

- Charity Transparency Award
- Special Commendation Award – Clarity of Strategy



VCS was recognised by the Charity Council for our exemplary transparency practices and standards of governance. We received the Charity Transparency Award for the second consecutive year and a Special Commendation Award for Clarity of Strategy. VCS was also shortlisted for the Charity Governance Award.

Valued Partner

- PA Community Spirit Award 2019- Community Partnership Merit Award
- Platinum Award by NKF



VCS was recognised as a CHOICE partner by our community stakeholders. In 2019, we were awarded the PA Community Spirit Award 2019 – Community Partnership Merit Award for the work that WHFSC has been doing with the community. We also received the Platinum Award from NKF for sustained support given to their patients through LHCST-NKF Dialysis Centre.

VCS Strategic Initiatives



06 July 2019
Strategic Meeting

Staff met with the management committee to refresh the vision and mission of VCS to align towards the strategic direction of VCS in our next lap.



17 June 2019
Values-driven Leadership & Services Workshop

Professor Yang Bai-Chuan (Chief Ethics Officer of Sinyi Realty Group) shared with the VCS team on value-driven leadership and the importance of translating values to behaviours in our work.



31 October 2019
Innovation and Process Re-engineering Workshop

Mr. Roy Chang (Chief Executive Officer of Victory Social Welfare Foundation) conducted an inspiring workshop on harnessing the strengths of every individual and creating possibilities for all.



01 November 2019
Work Plan for 2020 and beyond

Our staff applied design thinking concepts to understand needs of our clients and the community to design new programmes and plan for the journey ahead.

Our Programmes and Services

Specialist Services

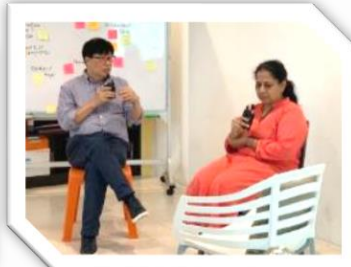
As part of VCS' strategic direction to provide professional services, three new specialist services were started in 2019.

• Viriya Therapy Centre



VTC aims to enhance everyone's potential for purposeful living through specialised individual psychotherapy and counselling and family therapy.

• Viriya Grief Support Programme



The programme provides a whole range of grief support for individuals and families going through different types of losses. The programme also aims to enhance the capability of professionals and the community to provide grief support.

• Viriya Clinical Psychological Services



Our clinical psychologists provide psychological assessment and therapies to individuals and families with mental health challenges and promote community mental wellness through preventive and educational initiatives.

Supervision and Professional Development

In 2019, we continued to build our professional capability within VCS and contribute to the sector in advancing good practice and quality services.

• Principal Social Workers' Seminar 2019



3 of our staff shared their projects at the Principal Social Workers' Seminar on 14 February 2019.

• FSC Sector Advance



VCS shared our practices as a learning organisation at the FSC Sector Advance event on 30 April 2019.

• Supervision of Supervision Conference



VCS held our second Supervision of Supervision Conference, attended by about 120 practitioners, on 23 and 24 September 2019.

Professional Training Programmes

VCS worked with several international experts to deliver professional training in specialist areas. We aim to enhance community-based professional capability to deliver good services to our clients.



- The ADAPTS Model: Grief Assessment and Intervention by Dr. Amy Chow
- Trauma-informed Practice with Individuals and Family by Ms. Robyn Elliot
- Developing Trauma-informed Supervisors with Supervision of Supervision by Dr. Carolyn Knight
- Foundation Diploma in Systemic Grief and Bereavement Care by Dr. Amy Chow, Dr. Kenneth J. Doka and Dr. Gilbert Fan
- Applied Suicide Intervention Skills Training by Mr. Roger Ong and Mr. Desmurn Lim

Our Programmes and Services

Research

VCS applies research to ensure evidence-based and research-informed practices and services. In 2019, we presented 3 papers at international conferences and shared various of our works at local platforms.



- TCOM Annual Conference
-Listening to Family Narratives, Re-telling Their Stories: FAST and Supervision
- Australian Association of Family Therapy Conference
-A Review of Social Work Practitioners' Interventions with Individual Young Adults in Addressing their Depression and Suicidal Experiences in Singapore
-Intersectionality: A study of Social Disadvantages Experienced by Transnational Individuals and Implications for Spousal Violence in Singapore

Study Trips

VCS conducted visits to several overseas professional social service agencies to learn from them and share our services.



- Community Hospice and Palliative Care, Jacksonville, Florida
- Neviaser Educational Institute, Jacksonville, Florida
- Hadlow Family Care Center (Inpatient Hospice), Jacksonville, Florida
- Fernandina Beach Community Hospice Care Center, Fernandina Beach, Florida
- Barn Life Recovery, California
- Families and Communities Together (FaCT), Mountainside, NJ, USA

Community Events

VCS values the community's partnership in our programmes and services and seek to connect to them and develop collaborative partnerships.



• VFSC Year End Celebration

VFSC collaborated with Potong Pasir Constituency and PCF SparkleTots Kindergarten to celebrate and recognise the achievements of our members and service users. Mr. Sitoh Yih Pin (Patron of VFSC and Adviser for Potong Pasir Constituency) also joined in the celebration.

• WHFSC Year End Celebration

WHFSC celebrated the achievements of our members and families with Mr. Cedric Foo (Patron of WHFSC and Adviser for Pioneer Constituency), Mr. Joseph Foo (Pioneer CCC Chairman) and Mr. Abner Koh (VCS Management Committee Member). We gave out family awards and educational awards. Project Care & Share was also launched as part of the celebration.

HIGHLIGHTS OF THE YEAR 2019

Our Annual Events

VCS Day 2019



VCS celebrated our 18th birthday on 08 March 2019. We launched VTC as part of the celebration, marking another significant milestone in our development. Our Founder, Venerable Sek Meow Ee, and President, Ms. Jenny Lim, were present to grace the event.

VCS Townhall



On 17 June 2019, the whole VCS team gathered for our annual Townhall. The refreshed strategic directions of VCS guided our staff in their discussions on how we can turn our dreams for our clients, staff and VCS into reality.

VCS Staff Retreat



From 28 to 29 November 2019, our staff went to Desaru for our annual staff retreat. The theme was, 'Kintsugi: Together, Here and Now'. The team focused on building the golden joinery that bonds all staff into a greater VCS team that values diversity in strengthening our collective capability towards our strategic goals.

VCS Corporate Social Responsibility Initiatives

Grounds-Up Initiative



A team of 7 staff initiated a CSR project with Grounds-Up Initiative. The team wanted to promote a love for nature and sustainable future.

Beach Clean-up



Another team of 7 staff organised a beach clean up at Sembawang Beach. The team hoped to contribute to a clean environment and reduce pollution that can harm marine life.

Meat-free or Meat Less Lunch

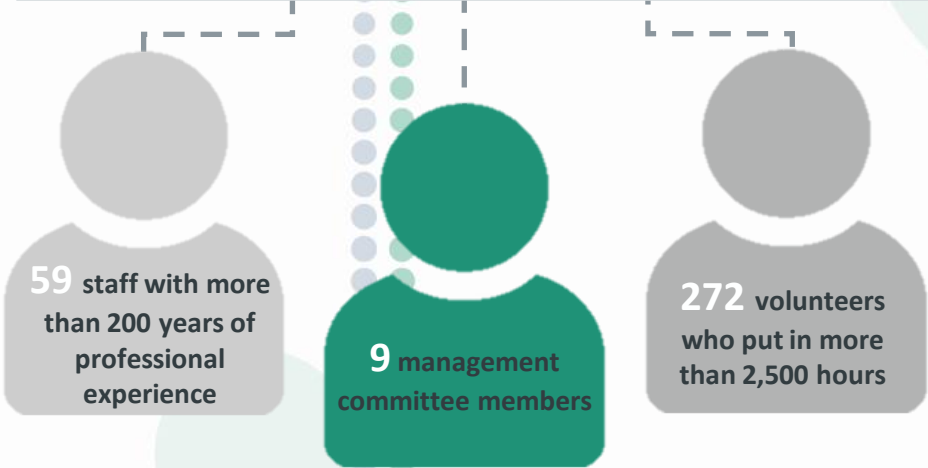


On the first Wednesday of every month, the CSR committee encouraged staff not to eat meat or to eat less meat. The initiative promotes healthy eating and for environmental sustainability.

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 2019, we served **724** individuals and **1,813** families through professional psychosocial services, and more than **2,000** members of the community through our outreach and education efforts.

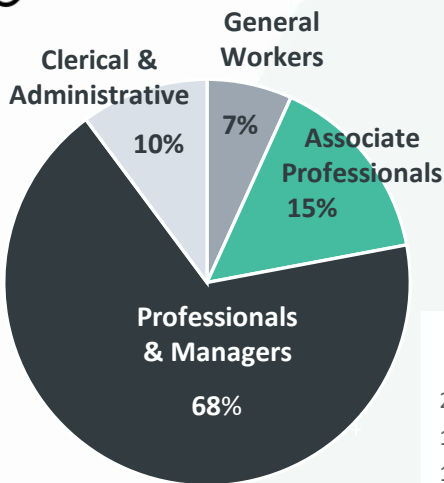


Our Staff Team

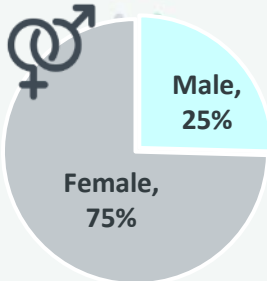
VCS values diversity in our team. We commit to fair employment practices in accordance to TAFEP recommendations. We tap on the varying strengths and abilities of our staff to form a strong and competent team to serve our clients well.



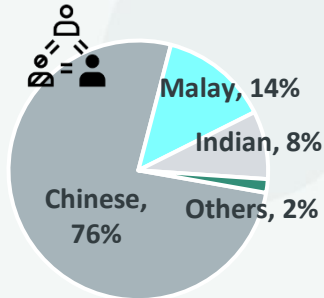
> Job Classification



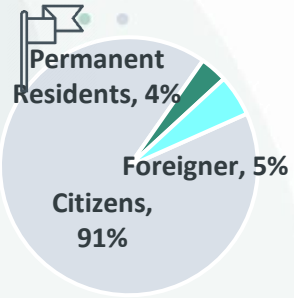
> Gender



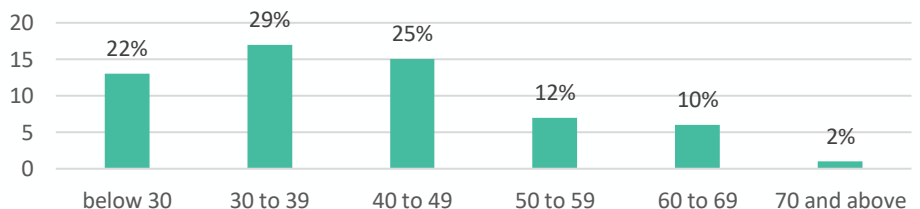
> Ethnicity



> Nationality



Number of Staff by Age Group



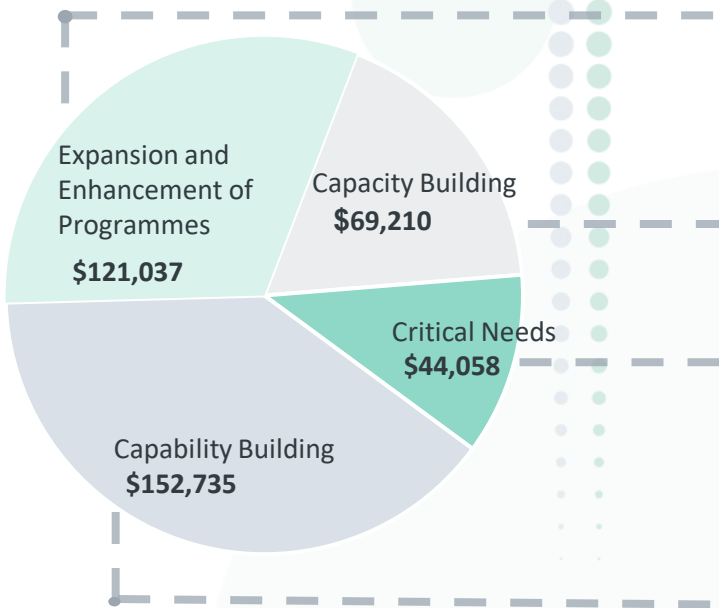
CARE AND SHARE MOVEMENT

VCS was selected to benefit from the Care and Share Movement, a SG50 initiative in 2015. The matching grant from the Care and Share Movement has enabled VCS expand our services and enhanced our programmes while building up our professional capability to meet the evolving and rising needs of the community. VCS is grateful for the good support of our donors and to the government for the generous matching grant.

Total amount raised from 01 December 2013 to 31 March 2016	\$2,497
Total amount of matching grant based on amount raised	\$2,666
Total amount received as of 31st December 2019	\$2,400
Total amount used as of 31 December 2019	\$2,327

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.

Utilisation of Care and Share Grant in 2019



Some of the resulting impacts

13.4% more children and 17.3% more seniors with chronic medical conditions were supported to live meaningful lives in the community.

Use of technology to enhance operational efficiency and productivity and design of space for purposeful utilisation.

New initiatives such as Project Care and Share were started to fill the gaps required by individuals and families.

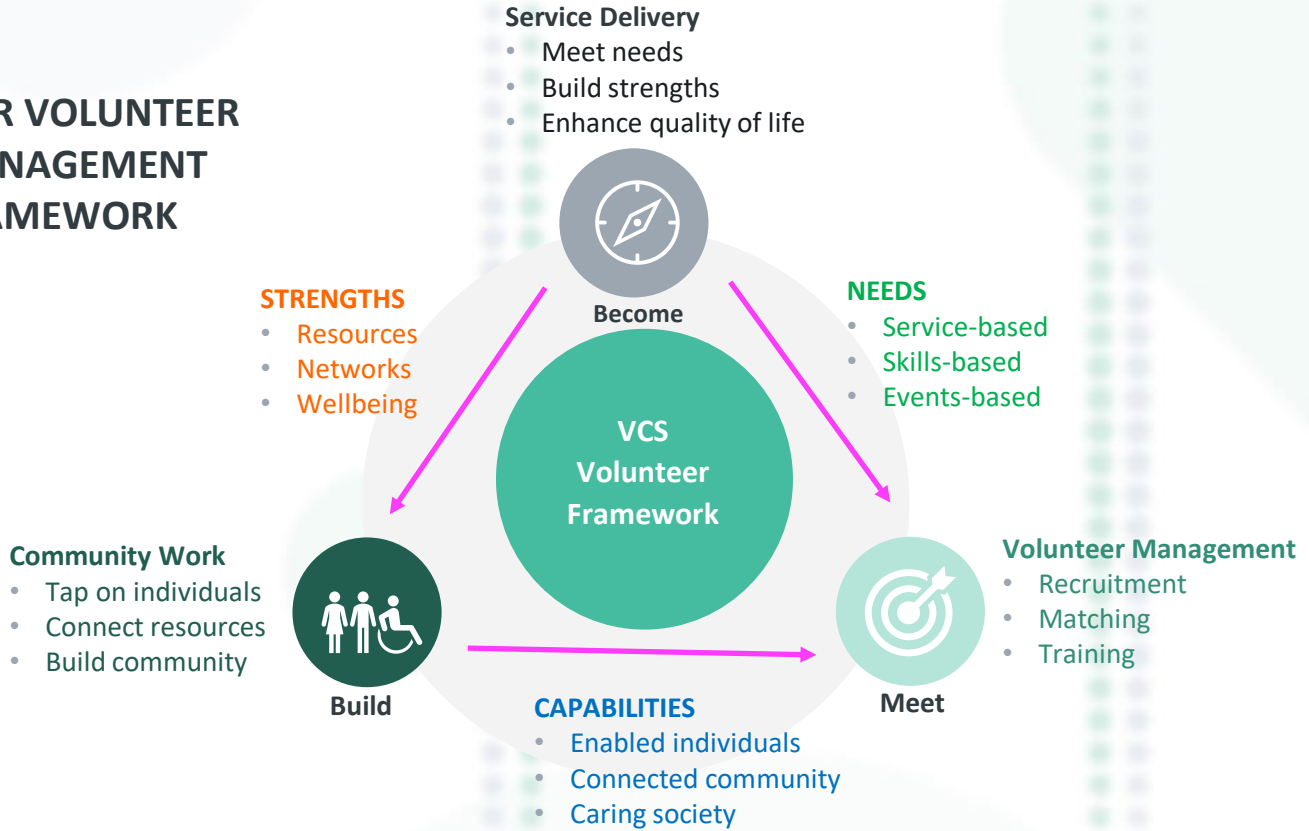
Enhanced professional and organisational capability to develop specialist services in better serving our clients.



VOLUNTEER MANAGEMENT

Volunteer management is an integral part of VCS' operations. VCS values our volunteers as part of our human capital to bring joy and enhance the quality of life of those whom we serve. They 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, we build a more inclusive society.

OUR VOLUNTEER MANAGEMENT FRAMEWORK



In 2019, 272 volunteers put in more than 2,500 hours and served more than 2,000 individuals through our programmes and services. We are grateful for the good support and partnership from our volunteers, both individuals and corporates.

Our Volunteers

- Youths volunteering in WHFSC's Year End Celebration.**
- Senior members teaching other seniors low impact exercises weekly.**
- Corporate volunteers from Great Eastern Life helping in a Christmas event.**
- Our senior volunteer doing craftwork with our children at Viriya Corner.**
- Volunteers from Guild Assurance, Prudential brought christmas cheer to our children.**

VCS SERVICE FRAMEWORK

VCS aspires to be

The Best

Community-based **Family-centric** professional social service agency.

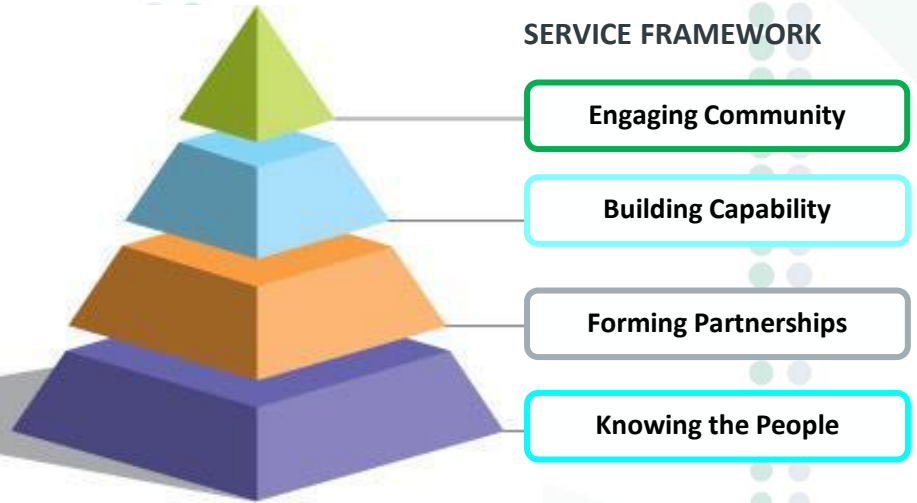
We commit to doing good well, with passion and professional competency comprising desired attitude, skills and knowledge.

To do so, we continue to commit to good standards of professional practice and services. We are guided by the VCS Family Service Framework in designing and planning any intervention or programmes.

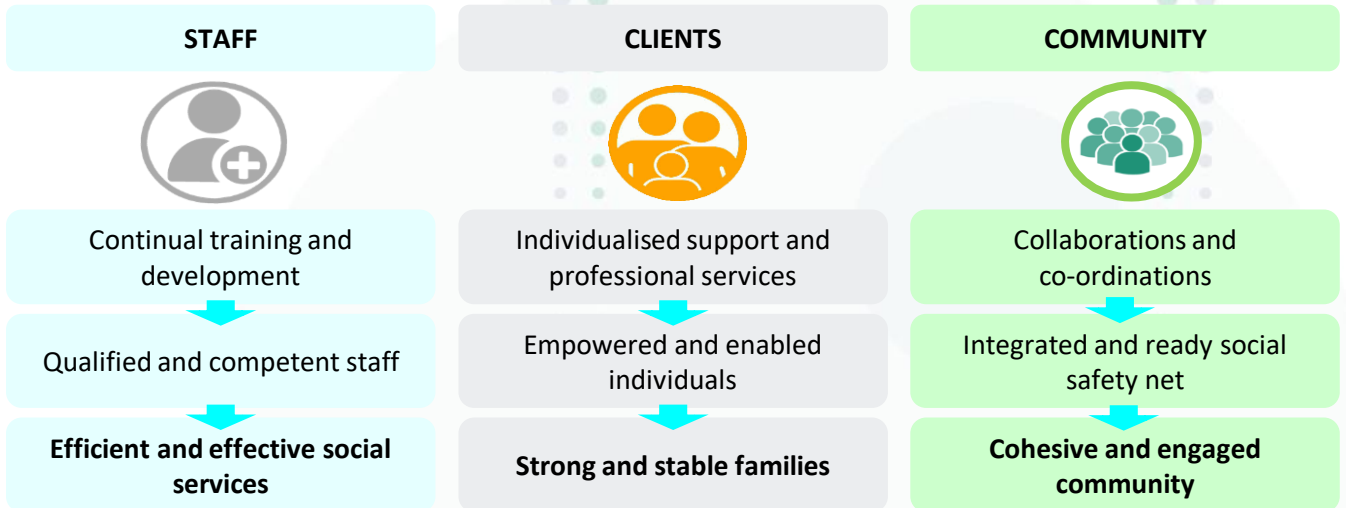
GUIDING PRINCIPLES



SERVICE FRAMEWORK



SERVICE MODEL



FAMILY SERVICE FRAMEWORK

Service Users	Service Provision	Service Governance	Service Environment
WHO do we serve?	WHAT do we need to do to? HOW do we do it?	HOW WELL do we do so and HOW would we know?	WHERE do we serve? WHAT do we need?

CHILDREN & YOUTH SERVICES



VIRIYA CHILDREN EDUCATION FUND

The Viriya Children's Education Fund (VCEF) aims to support and motivate our children and youths in realising their academic potential during their school-going years. The Fund gives different awards to meet different needs of every child

VCS believes that education is crucial in the development of children and youths and it builds the foundation for the future of their lives.

In 2019, VCS supported more than 200 children and youths with a total of \$27,000 in their educational pursuits.



BACK TO SCHOOL PACKS

VIRIYA EDUCATION AWARD

262 students were each given a back to school pack consisting of \$60 vouchers to get school supplies.

23 students were given bursary worth \$500 each to recognise their commendable academic improvement despite challenges faced.



DREAMS

Dreams started as a youth development centre known as 'Dreams @ Kolam Ayer' in 2004. Subsequently, Dreams evolved into a service-based programme that is being delivered at our different centres to reach out to more youths who can benefit from our programmes.

1

Teens Action Project

Teens Action Project (TAP) started with street outreach to address juvenile delinquency. The weekly mentoring and academic programme focus on promoting positive peer relationship for Secondary school students from low-income families and support them through their social engagement development and academic assignments.

In 2019, there were 27 members who received guidance from a pool of dedicated mentors during weekly sessions. Our social workers and counsellors worked closely with the mentors to support the youths and their parents when needed.

The youths demonstrated motivation to do well and 4 were awarded Viriya Education Award in 2019.

3

Bright Owl Project

Bright Owl Project (BOP) is a weekly academic support programme for Primary 4 to Primary 6 students. The programme aims to promote positive character development through social and emotional needs and academic achievement to help the children overcome disadvantages and build a strong foundation for better life outcomes.

21 members received mentoring from Nanyang Technological University volunteers to coach them in their school assignments and guide them in their developmental years.

2

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 and to enhance the youths' capabilities to manage life's challenges through better decision making and greater sense of responsibilities.

The project includes casework and counselling, community integration and professional tattoo removal. The latter helps youths to remove barriers, advocating for opportunities and support.

In 2019, 17 youths were part of the programme.

WHISPERING HEARTS STUDENT CARE CENTRE

Whispering Hearts Student Care Centre (WHSCC) provided before and after school care services and supervision for students aged 7 to 14 years of age.

As part of VCS' consolidation of services to focus on provision of professional individual and family psychosocial support services, VCS ceased operations of WHSCC in March 2019

From January 2019 to March 2019, WHSCC continued to provide quality care to the children while working closely with the parents on alternative care arrangement. In the internal diagnostic tests conducted, 90.4% of the 64 students passed the test with 71.1% scoring a minimum of 80 marks.

VCS extends our appreciation to the staff team who had put in great effort to look after the children till our very last day of operations. We re-deployed two staff to other programmes under VCS and the rest of the staff found alternative employment.

Activities from January to March 2019

Chinese New Year Celebration

Valentine's Day

Farewell Party



SENIOR SERVICES



VIRIYA CORNER

Viriya Corner was launched on 04 March 2017. The centre is open to all residents upon registration.

Viriya Corner comprises a toy library and an elderly activity centre that resemble 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. Intentionally designed to be 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 now become an activity hub for our members. With its intentional design to attract both young and senior residents, our members engaged in intergeneration activities and bond together as an inclusive community regularly.



Toy Library



Leisure Activities



Intergeneration Activities

Programme Outcomes

Members reported that they got to know their neighbours better and had greater social engagements. They also reported improved mood and self-efficacy.

There were also greater social mixing and members demonstrated greater mutual help. Members would bring other seniors who needed help to VFSC. Many clients have transited from casework to community work initiatives that can provide more sustainable and ongoing support to help them live empowered lives.

Community Belongingness and Ownership

With the autonomy given to members, members took up active roles in the centre and were often involved in planning and organisation of activities and events. Viriya Corner had given them a sense of belonging, empowerment and ownership of the centre by assuming roles and responsibilities within the centre.

Organic Social Safety Net

The integration of community work at Viriya Corner with structured social services helped build a strong safety net for the residents. Transition of vulnerable members of the community to Viriya Corner eased the demand on manpower resources while allowing for better monitoring and responsiveness to arising needs. This social safety net enhanced efficiency as it allows each of our staff to be able to serve a greater number of residents.

MY CENTRE @ MOULMEIN

My Centre @ Moulmein (MCM) helps our seniors residing in or around Moulmein to continue to live a quality life with dignity as they age in the community. In 2019, 234 seniors were registered with MCM. 133 of the seniors were actively involved in the activities and visited the centre regularly, integrating with the centre's programmes and services as part of their lives. This has helped to improve their holistic capability for independent living.

In 2019, MCM's activities focused on three main domains:



ACTIVE MINDS

ACTIVE HEARTS

ACTIVE COMMUNITY

Maintain overall physical fitness and abilities

- Fall prevention exercise
- Aqua aerobics
- Foot reflexology
- Walk for health

Maintain cognitive capabilities and enhance mental health wellness

- Karaoke
- Bingo
- Mind board games
- Language classes

Expand the social capital and safety network of elderly through meaningful social engagements

- Learn My Dialect
- Intergeneration bonding
- Outings
- Workshops and talks
- Birthday celebrations

TALKS

- Palliative care
- Diabetes management
- Care line

COURSES

- Line dance
- Health Promotion Board exercises

FESTIVE CELEBRATIONS

- Lunar New Year
- Dragon boat festival
- Mid-Autumn
- Deepavali
- Hari Raya
- Christmas
- Birthday

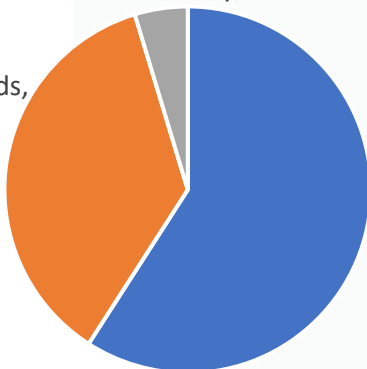
OUTINGS

- Lunar New Year shopping
- Dignity Kitchen
- Movie screening
- Yakult factory
- Live well, leave well roadshow

Number of Hours of Activities

Active Community, 88

Active Minds, 439



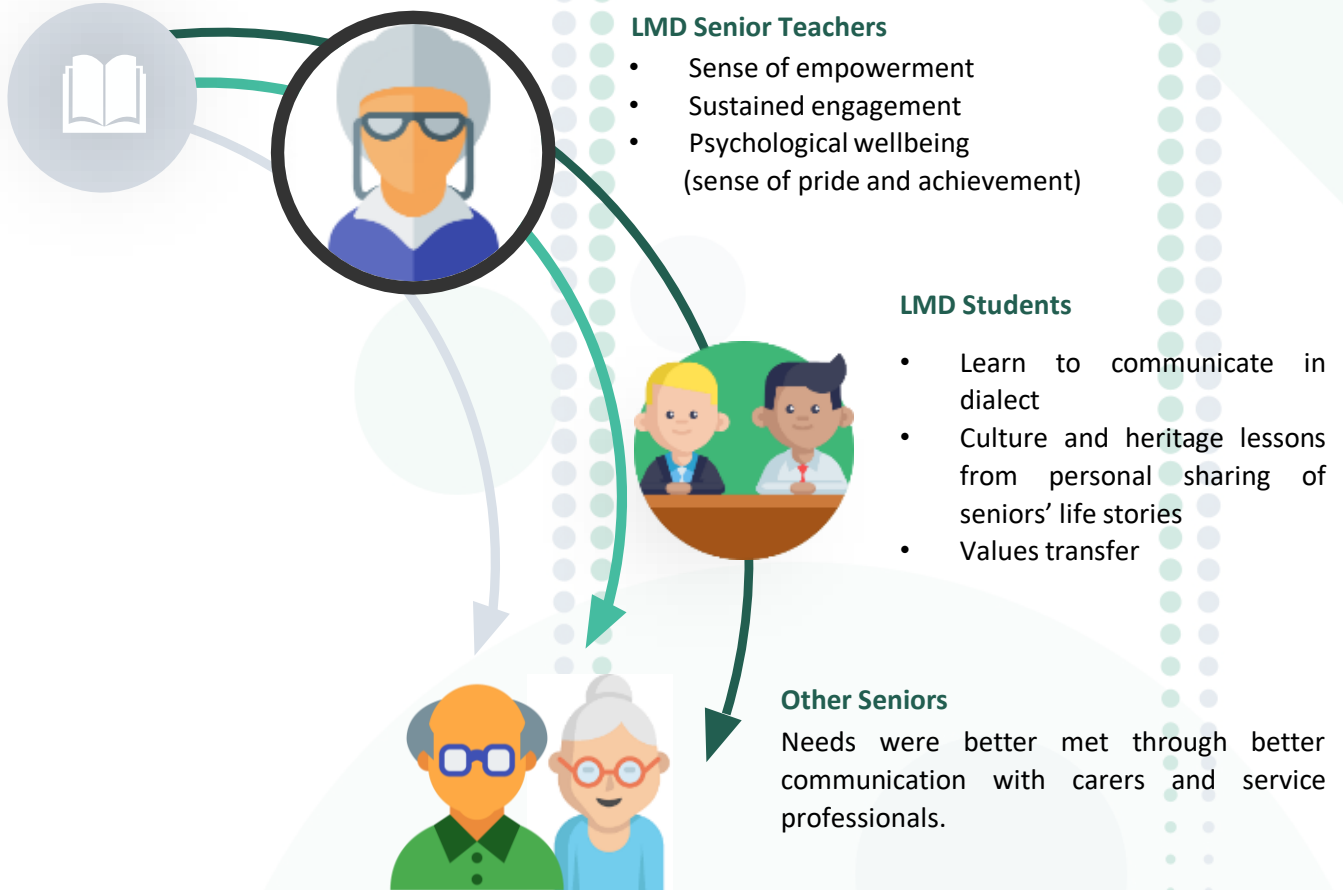
Active Hearts, 251



LEARN MY DIALECT

Started in 2006, Learn My Dialect (LMD) 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 healthcare practitioners. Through learning dialect, it is hoped that our seniors and the younger generation can overcome communication barriers to build stronger intergeneration bond and for dialect speaking seniors to be attended to adequately.

LMD has been funded by the Council of 3rd Age from 01 April 2019.



31 Senior Teachers



15 Lessons conducted



23 Hours



220 Students

FAMILY SERVICES



FAMILY SERVICE CENTRES

VCS runs two family service centres (FSCs), Whispering Hearts Family Service Centre (WHFSC) in Jurong West and Viriya Family Service Centre (VFSC) in Potong Pasir.

Our FSCs serve as the focal point of social services in the community; providing information and referral services for families and individuals in need through casework and counselling sessions. 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 are 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

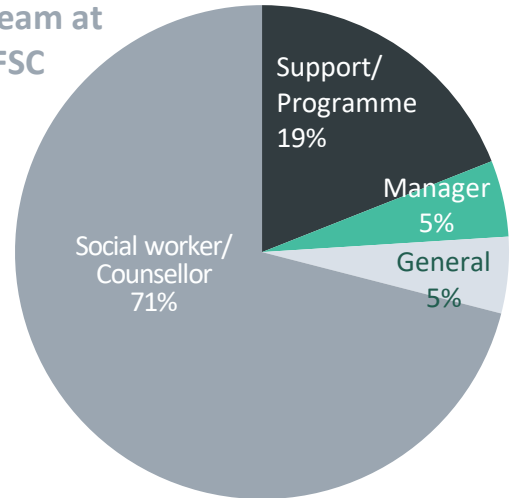


VIRIYA FAMILY SERVICE CENTRE

VFSC has been serving residents from households of Potong Pasir Constituency and Joo Seng.



Our Team at VFSC



CASE WORK



1 Top Presenting Issues

- Financial
- Elderly
- Family Conflicts

2 Client Outcomes

- 82% achieved at least 50% goals
- 78% demonstrated reduced needs & risks
- 86% demonstrated self-reliance and resilience capacity
- 98% indicated satisfaction on the Client Feedback Form
(quarterly average as at 31 Dec 2019)

3 Straits Times School pocket money fund

- Disbursed \$23,000 to students from low income to meet their educational needs.

9 hours weekly

Senior Engagement

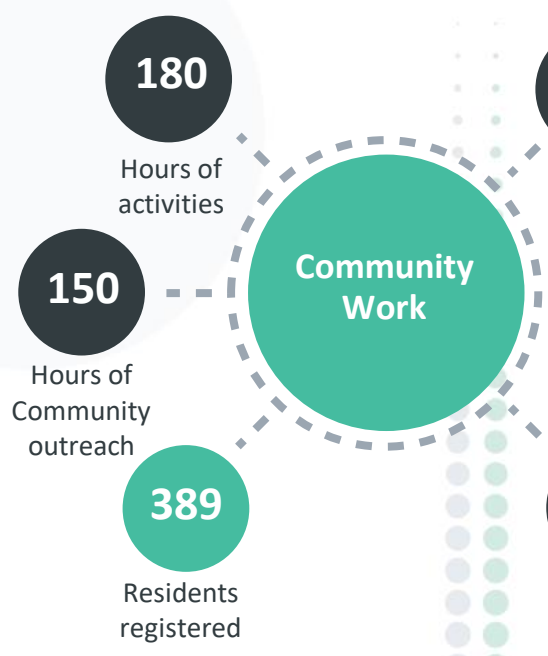
150 participants

Engaging Elderly within an Organic Environment

- Enhanced seniors' bio-socio-emotional wellbeing
- Strengthened sense of community among disadvantaged residents
- Weekly wellness activities and social support group

Client Outcomes

- The participants had greater social engagement and built positive relationships among peers
- The members identified VFSC as a connector to community resources and social services



Community Work Initiatives

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



Client Outcomes

- Residents expanded their social network and engagement
- Residents were empowered to organise and run activities
- They were able to receive both formal and informal help

Other Events



Just Kid-ing Club

A programme for kids aged 8 to 12 years old that encourages them to bond and build relationships through fun activities and basic concept learning such as improved emotional regulation, social awareness and building positive relationship with others.



Mooncake Festival

An intergeneration bonding activity that connected our seniors to the community through joint experiences and positive interactions with the younger generations.

VFSC Year End Celebration

The event was a collaboration with Potong Pasir Grassroot Organisation and Sparkletots Kindergarten. Focusing on the talents of different age groups, our seniors guided the audience with low impact exercises while the children from Sparkletots put up song and dance performances.

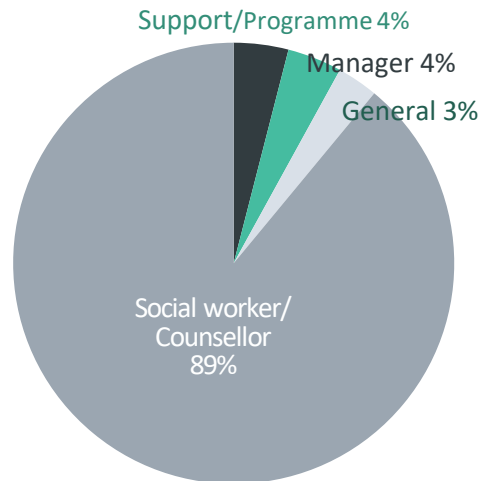


WHISPERING HEARTS FAMILY SERVICE CENTRE

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



Our Team at WHFSC



CASE WORK

674

Enquiries for assistance

1,163

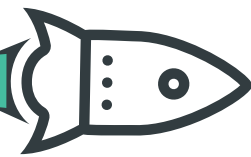
Families served through casework

5,176

Sessions of casework & counselling

406

Closed cases



1 Top Presenting Issues

- Financial
- Family Violence
- Family Conflicts

2 Client Outcomes

- 79% achieved at least 50% goals
 - 92% demonstrated reduced needs & risks
 - 82% demonstrated at least 3 behavioural or attitudinal change
 - 87% indicated satisfaction on the client feedback form
- (quarterly average as at 31 Dec 2019)

3 Straits Times School pocket money fund

- Disbursed \$53,265 to students from low income to meet their educational needs.

Project Care and Share

- PCS, launched by WHFSC, is an extension of Project CLARE @ Pioneer, an initiative by Singapore Red Cross
- Focus on support for vulnerable and needy families to complement existing social work intervention by WHFSC
- Collaboration with Singapore Red Cross and Pioneer Constituency for optimisation of resources

Objectives

- To grow local volunteers to look out for families in need within the designated community
- To bridge necessary resources to families in need

12
Volunteers



2
Hours of
volunteers
training

Community Work

160

Hours of activities

890

Hours of community outreach



Community Work Initiatives

- Stakeholders networking events
- Community outreach
- Satellite services at Pioneer, Meet-the-People sessions
- Community walk



Client Outcomes

- Residents were aware of our new initiatives and were able to seek help when needed
- Ready network of service providers to meet residents' needs promptly

Stakeholders' Networking



Preschool networking

Developed plans for better coordination to assist families or students in need.



WHFSC and SSO networking lunch

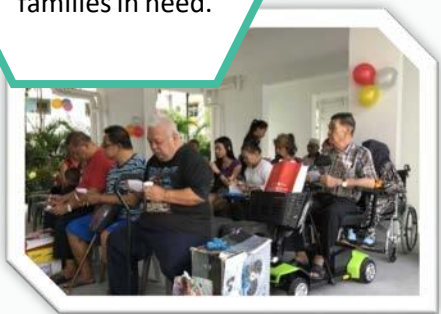
Stakeholders gathered to understand and explore new ways to strengthen service delivery.

Outreach @Nanyang

Conducted outreach activities to connect with individuals and families in need.

Community outreach

Organised activities and educational talks to build community capability.



SPECIALIST SERVICES



VIRIYA THERAPY CENTRE

Viriya Therapy Centre (VTC) provides specialist individual and family therapy and psychological assessments and therapeutic interventions to help our clients achieve their potential and enjoy a better quality of life.

Since its launch in 2019, the team of certified and registered professionals have been supporting families and individuals through various therapeutic services as well as psycho-educational talks to the public.



1 Specialist Counselling and Therapies

- 214 individuals and families supported with specialist counselling and therapeutic interventions
- Support for FSC clients through multi-disciplinary team approach

4 Professional Training

- Supervision of Supervision Conference with participation of about 120 social service professionals
- “Trauma-informed Practice with Individuals and Families” training for 37 professionals
- “Developing Trauma-informed Supervisors through Supervision of Supervision” for 43 professionals
- “Applied Suicide Intervention Skills Training” for 60 participants

2 Group work

- 2 runs of BRAVE Network Support Group
- Developing mental resilience strategies for 30 caregivers
- Conducted brief mindfulness training for 30 caregivers

5 Psychological Services

- Public educational talk and forum, “Let’s Talk Depression” for 28 participants

3 Supervision

- Professional panel review of more than 200 cases
- Individual case management supervision
- Group supervision to seniors and management staff
- Individual clinical supervision to VCS staff and social service professionals from other social service agencies

6 Employee Assistance Programme

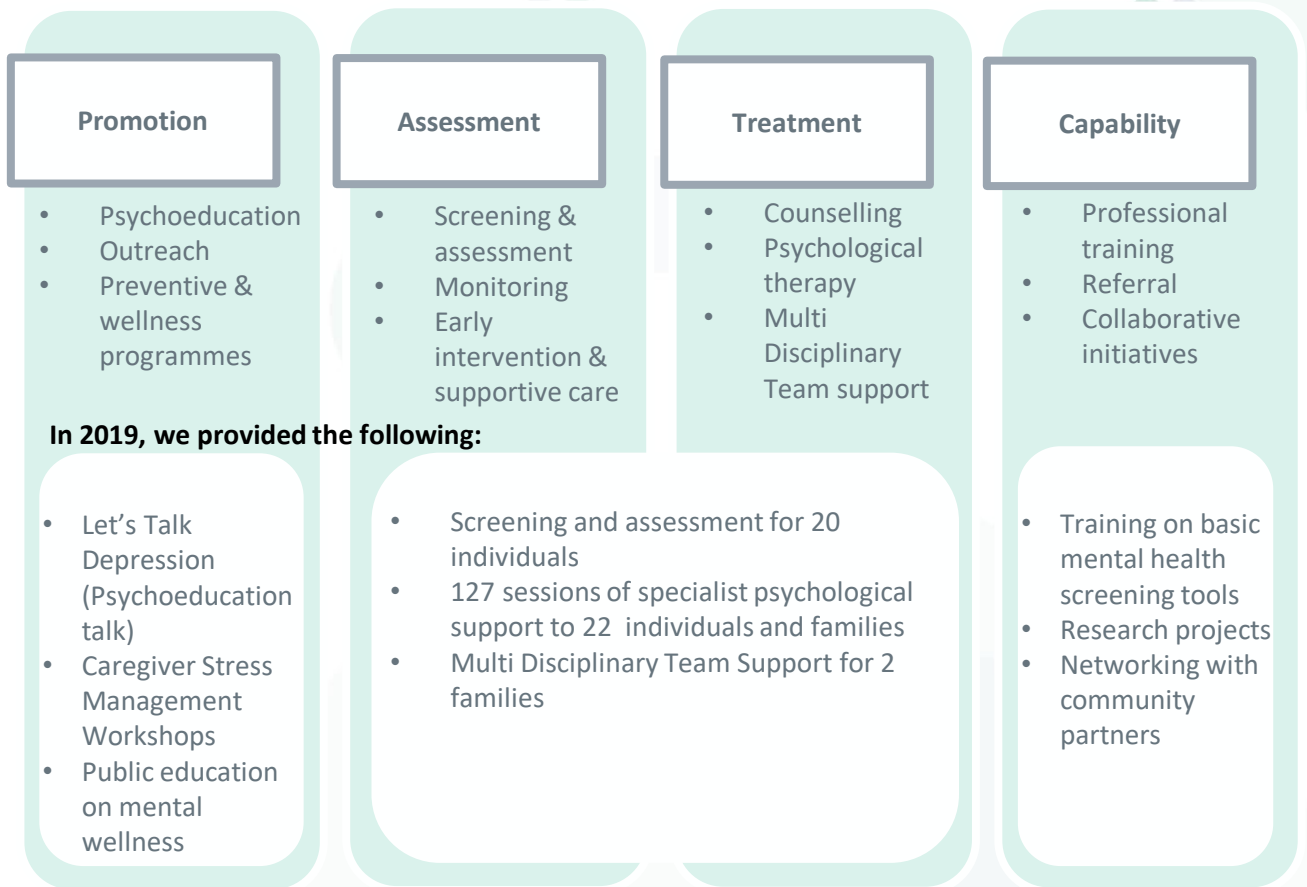
- 4 sessions of Individual staff counselling for our corporate clients
- Educational workshops and monthly circulars

VIRIYA CLINICAL PSYCHOLOGICAL SERVICES

VCS started offering clinical psychological services to our clients and the community from April 2019. Through the services, we seek to improve the mental health of families and individuals and support them in living a meaningful life in the community through:

- Psychoeducation about mental health, support and treatment options.
- Increase accessibility to specialised mental health services in the community.
- Improve quality of mental health care through capability and competency building.

VCS adopts a four-pronged approach as below:



Let's Talk Depression



Educational talks in schools



Networking with community partners

VIRIYA GRIEF SUPPORT PROGRAMME

Viriya Grief Support Programme (VGSP) provides community-based grief support to families and individuals as part of VCS' suite of specialist services. VGSP hopes to provide timely and necessary support to help families and individuals cope with their grief during time of loss and continue to live life meaningfully and well.

Every individual has strengths.

- Coping with losses
- Building personal capabilities

The family is important.

- Preserving family functioning
- Strengthening family ties

The community is valuable.

- Awareness and normalisation
- Professional competencies

Services for **Individuals & families**

- Grief counselling
- Family therapy
- Psychological intervention

Services for **Community**

- Specialist Grief Programmes (School, corporates, SSAs, etc)
- Psycho-education talks
- Group work

Services for **Professionals**

- Professional training
- Collaborative efforts
- Supervision and support



ADAPTS Model: Grief Assessment and Intervention

Workshop conducted by Dr. Amy Chow on service framework for professionals to access, and customise individual case plans for persons experiencing grief.



SGCares Networking

Sharing information to practitioners and public about our grief programmes.



Foundation Diploma in Systemic Grief and Bereavement Care

This training is developed by international experts and adapted for the Asian context. The intermediate and advanced levels are planned for 2020.

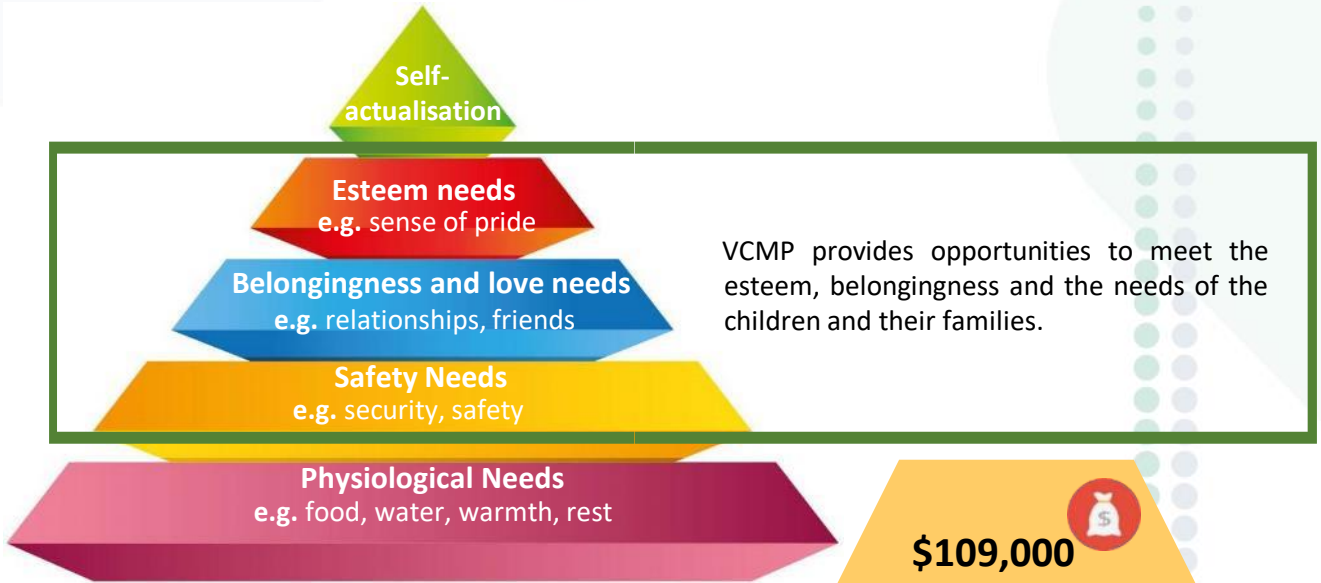


VIRIYA MEDICAL SOCIAL SERVICES



VIRIYA CHILDRENS' MEDICAL PROGRAMME

Viriya Children's Medical Programme (VCMP) was established in 2010 to help families with children requiring long term medical attention.



VCMP provides opportunities to meet the esteem, belongingness and the needs of the children and their families.

In 2019,

104 children
and their families were supported with counselling and activities which promoted family unity.

\$109,000
worth of NTUC vouchers were distributed to ensure that the families daily needs were met.

72.5 hours
of activities

- 8 family bonding outings
- 2 caregivers support group
- 1 family resilience camp



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.

268 seniors
were supported by VEMP.



\$78, 000
worth of NTUC and transport vouchers
given to our beneficiaries.



41 Hours
of various activities (e.g. outings and
gatherings) were organised for the seniors.



2019



VEMP

- Financial Assistance
- Social Engagement
- Community Support

VEMP helps elderly who are:

- Singapore Citizens or Permanent Residents.
- 65 years old or above.
- Suffering from chronic medical condition(s) and require medical follow-up for at least 6 months.
- With gross per capita income of not more than \$650.00.
- Poor family or social support.



01 / Viriya MediAssist Fund

\$73,000



65 Beneficiaries

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

The fund helps residents within Potong Pasir Constituency who require help to defray medical and other related cost.

02 / 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. And by doing so, reduce the caregivers' stress through making homecare possible.

03 / LHCST-NKF Dialysis Centre

\$38,000



To replace
19 dialysis chairs

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 100 patients.

04 / Viriya Gap Fund

VCS started Viriya GAP fund to support families that we serve to meet their varied unmet needs especially basic, developmental and educational needs.

In 2019, \$17,000 was disbursed to individuals to meet basic needs and fulfil their educational potential.

VCS CORPORATE SOCIAL RESPONSIBILITY



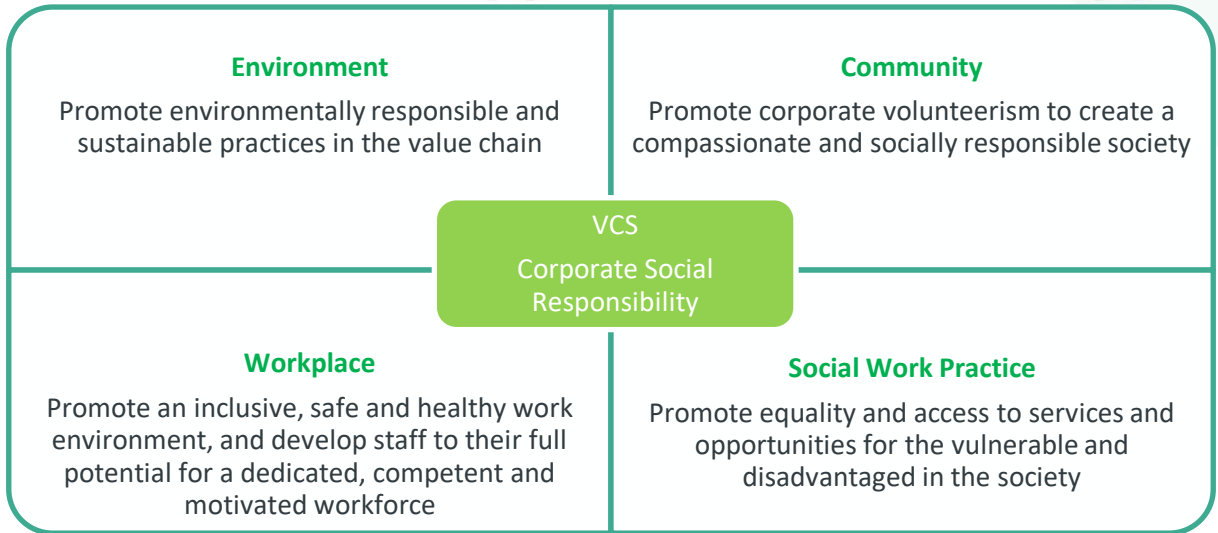
VCS CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility

At VCS, we incorporate corporate social responsibility (CSR) in our DNA, our value chain. We look at initiatives to assess and take responsibility for our effects on environmental and social wellbeing beyond what we do in the course of our work as professionals.

Corporate Social Responsibility Framework

Our CSR efforts align with the United Nations Sustainable Development Goals (SDGs). VCS' CSR framework consists of the following 4 strategic thrusts.



Empowerment

Our CSR projects are initiated by staff. Each staff is supported with two working days to engage in any CSR initiatives of their choice or to do volunteering.

Our Efforts in 2019

2 staff initiated projects involving 14 staff

- Grounds-Up Initiative
- Beach Clean-up

Heart Warmers

- Staff are encouraged to pack small goodies and pen notes of encouragement and positivity to their colleagues whenever desired.

Right Effort

- 15 issues of Right Effort, a regular circular sent to staff to raise awareness of environmental issues and to promote staff physical, emotional and psychological wellness.

Meat-free or Meat Less Lunch

- Staff are encouraged to go meat free to eat less meat for lunch on every first Wednesday of the month to reduce our carbon food print and to eat healthier.

Appreciation



VCS is grateful to our dedicated staff for the hard work and extra hours that they have put in throughout the past year.

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 support towards our projects, programmes and services.

We remain grateful to our donors, stakeholders and volunteers without which we would not be able to bring smiles to our clients.

And **Gratitude is the Foundation of our Joy.**

Our journey continues as we pursue greater heights in the spirit of our mission; Caring for you with Compassion and Concern.

CONTACT US

CORPORATE OFFICE

72 Shrewsbury Road
Singapore 307837
Tel: 6285 8033 Fax: 6285 8062
Email: evelyn@viriyia.org.sg

DREAMS

142 Potong Pasir Avenue 3
Singapore 350142
Tel: 6285 8033 Fax: 6285 8062
Email: ruby@viriyia.org.sg

LHCST-NKF DIALYSIS CENTRE

113 Teck Whye Lane
Singapore 680113
Tel: 6769 0178 Fax: 6769 9231

MY CENTRE @ MOULMEIN

52 Kent Road
Singapore 210052
Tel: 6293 4339 Fax: 6293 4321
Email: mcm@viriyia.org.sg

VIRIYA FAMILY SERVICE CENTRE

142 Potong Pasir Avenue 3
Singapore 350142
Tel: 6285 8033 Fax: 6285 8062
Email: vfsc@viriyia.org.sg

WHISPERING HEARTS FAMILY SERVICE CENTRE

646 Jurong West Street 61
Singapore 640646
Tel: 6795 1008 Fax: 6795 8970
Email: whfsc@viriyia.org.sg

VIRIYA THERAPY CENTRE

72 Shrewsbury Road
Singapore 307837
Tel: 6285 8033 Fax: 6285 8062
Email: vtc@viriyia.org.sg

WEBSITE: WWW.VIRIYA.ORG.SG

FACEBOOK: [/VIRIYACOMMUNITYSERVICES](https://www.facebook.com/VIRIYACOMMUNITYSERVICES)

INSTAGRAM: [/VIRIYA_COMMUNITY_SERVICES](https://www.instagram.com/VIRIYA_COMMUNITY_SERVICES)

LINKEDIN: [/VIRIYA-COMMUNITY-SERVICES](https://www.linkedin.com/company/VIRIYA-COMMUNITY-SERVICES)