FEI YUE
FAMILY SERVICE CENTRE

Annual Report 2014/15

To effect life transformation through the provision of quality social services.

CONTENTS

02 About us

05 President's Message

07 Calendar of Events for Financial Year 2014/15

09 Our Programmes & Services

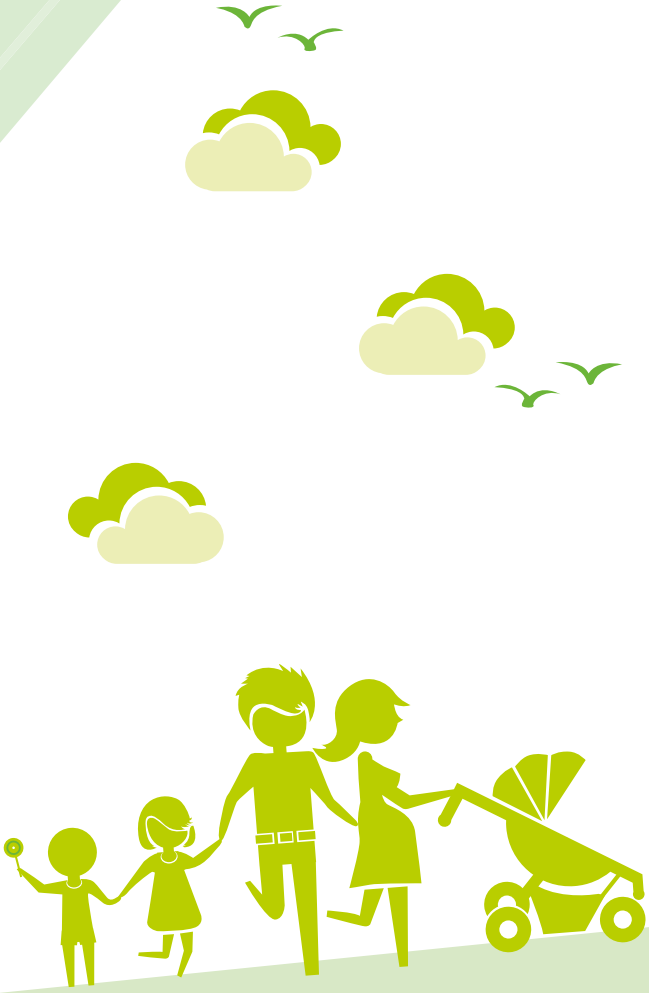
- Casework Management
- Enhanced Information and Referral
- Community Support Programmes
- Community Partnership
- Child Protection Services
- Student Care Services
- Eldercare Services
- Family Life Education

30 Corporate Services

- Human Resource & Administration
- Corporate Development
- Corporate Communications & Relations

41 Financial Report

49 Public Disclosure



About Us

Fei Yue Family Service Centre is a not-for-profit voluntary welfare organisation established in 1991, with a mission to effect life transformation through the provision of quality social services. We believe in promoting social development in all ages, seek to inculcate the spirit of volunteerism in the community, and advocate strong family ties in the society. We are committed to serving and reaching out to the needy in Singapore through our diverse services and programmes catering to the needs of different client populations. Our services and programmes include counselling, information and referral assistance, community support programmes and outreach, child protection services, student care services and eldercare services.

MISSION:

To effect life transformation through the provision of quality social services.

VISION:

To be an excellent social service organization.

VALUES

1. **Integrity – Walk the Talk**
2. **Teamwork – Walk Together**
3. **Innovative & Learning – Work Creatively and Learn Continuously**
4. **Thoughtfulness – Work Considerately**

Charity Status

IPC Registration No.	: 000276
Charity Registration No.	: 01030
ROS Registration No.	: 174/1993WEL
UEN	: S94SS0031G
Registered Address	: Blk 185 Bukit Batok West Ave 6 #01-187 Singapore 650185

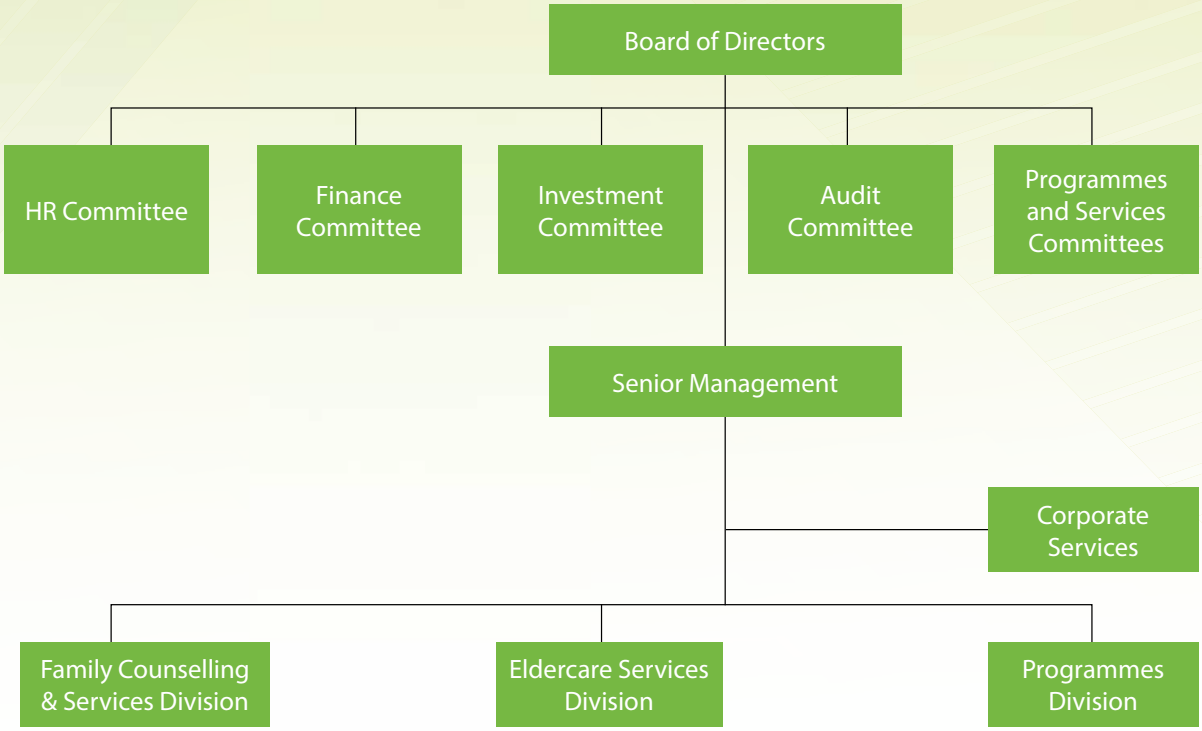
BOARD OF MANAGEMENT

President	Dr. Thang Leng Leng
Vice President	Mrs. Seah Kheng Yeow
Honorary Secretary	Ms. Soon Boon Jong
Honorary Treasurer	Ms. Lie Chin Chin
Committee Member	Mr. John Ang
	Mr. Ng Beow Hock

SENIOR MANAGEMENT

Executive Director	Mr. Leng Chin Fai
Deputy Director	Ms. Lynn Lim Lay Muay
Senior Assistant Director	Ms. Lee Siang Ju
Assistant Director	Ms Lim Puay Leng

ORGANISATION STRUCTURE



Staff strength as at 31 Mar 2015: 136

Annual remuneration of three highest paid staff:

Less $50,000	= 0
$50,001 - $100,000	= 1
Above $100,000	= 2

President's Message

Every year, society undergoes change, especially with the speed of technological advancement in the recent years. These changes often result in benefits as well as novel challenges. The past year 2014/15 has been no different. Our Family Service Centres have seen an increase in the complexity of issues faced by the families and individuals who approach us for assistance. In response, we as an organization have to learn and adapt to the unfamiliar issues and difficulties that have surfaced among our clients due to these changes in society.

As our caseworkers meet clients and walk them through unique challenges, we are often struck by the amount of hardship faced by these families. We are therefore thankful for the opportunities that have been bestowed upon us in the past year, so that we may be able to reach out to even more people who are isolated and in need. The conversion of our Neighbourhood Link at Bukit Batok to a Senior Activity Centre allowed us to focus more on the vulnerable seniors staying in the surrounding rental flats, and the beginnings of two new Family Service Centres at Champions Way and Taman Jurong paved the way for more disadvantaged families to know about our services and benefit from them.

One of the new initiatives aimed at tackling unique challenges faced by our clients is the programme "Alt. V" introduced by the Family Counselling and Services Division. This programme works with male perpetrators of family violence by providing a group setting in which the men can have an open space to share their struggles and learn new ways of resolving conflict without the use of violence. It also allows these men to receive social support, thus preventing further social isolation.

In addition to the expansion of our services, we are glad to see that more and more individuals, groups and corporations are actively involving themselves in blessing the less fortunate, and they have greatly aided us in our centres' operations this year, especially with the help of the Care and Share Movement by Community Chest. Our continued partnerships with Lee Foundation, Tan Chin Tuan Foundation, Presbyterian Welfare Services and The Straits Times have also enabled Fei Yue to better serve the needs of the community.

Furthermore, as an organization, Fei Yue Family Service Centre was recognized by the Tripartite Committee on Work-Life Strategy as an employer that values the overall well-being of our employees through the implementation of various corporate policies and programmes, and was conferred the Work-Life Achiever Award in November 2014. A highlight in the year was during our Annual Retreat, where Fei Yue was able to bring our service to the community to a corporate level. We embarked on our very first overseas community project at six orphanages in Batam in September 2014, giving staff not only the opportunity to rest during the retreat, but also to exercise compassion and innovation.

Through this Annual Report, we look back on the challenges and blessings of the year, and look forward to improving our services to effect life transformation in the new year.

Dr. Thang Leng Leng
President

Calendar of Events

May 2014

- Obtained the Community Partnership Excellence Award from People's Association Community Spirit Awards 2014

July 2014

- Conversion of Neighbourhood Link to Fei Yue Senior Activity Centre (Bukit Batok)
- Official Opening of Fei Yue Family Service Centre (Champions Way)

September 2014

- 1st Corporate-wide Staff Community Project

November 2014

- Awarded Work-Life Achiever Award by Ministry of Manpower
- Awarded Family Services at SSO @ Taman Jurong

March 2015

- Annual Volunteer and Donor Appreciation Lunch

Summary of Beneficiaries

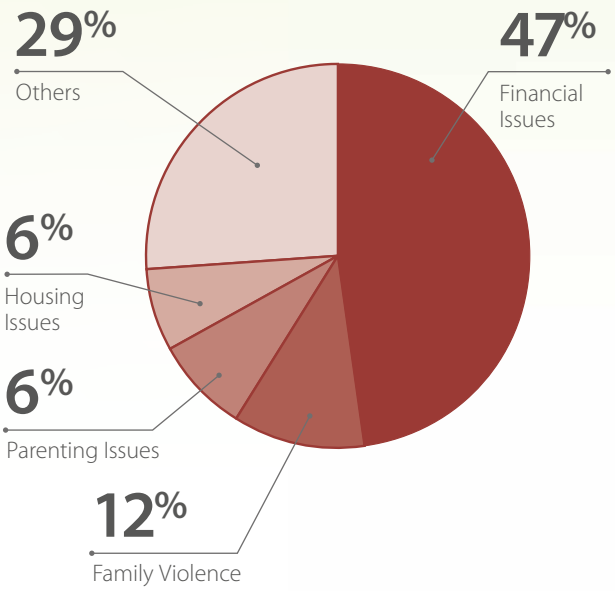
Services	No. of Beneficiaries
1) Family Counselling & Services Division	
• Casework Management	6,300
• Enhanced Information and Referral	3,880
• Community Support Programmes	
- Alpha Kidz Holiday Programme	112
- Alt. V.	12
- Coaching for Excellence	18
- F.U.N. Camp	41
- G.E.M. Programme	39
- Me & My Family	303
• Community Outreach	61,189
• HEART @ Fei Yue	510
• Student Care Centre	275
2) Eldercare Services Division	
• Senior Activity Centre (Bukit Batok)	104
• Senior Activity Centre (Holland Close)	313
• Retirees Centre (Choa Chu Kang)	181
3) Programme Division	
• Family Central	3,353
Total	**76,630**

Our Programmes & Services

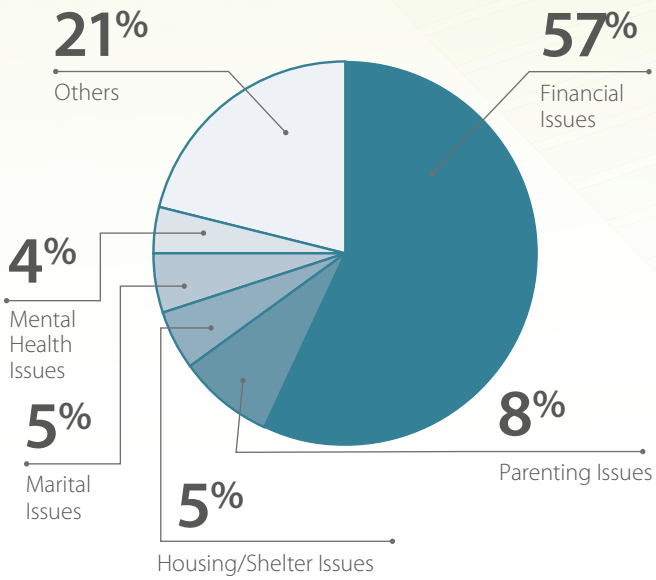
Casework Management

Casework management involves a professional helping relationship established between a caseworker and a client or family. Through the counselling process, caseworkers seek to discover, assess and understand the issues, problems and concerns faced by the client and explore how they can be addressed effectively.

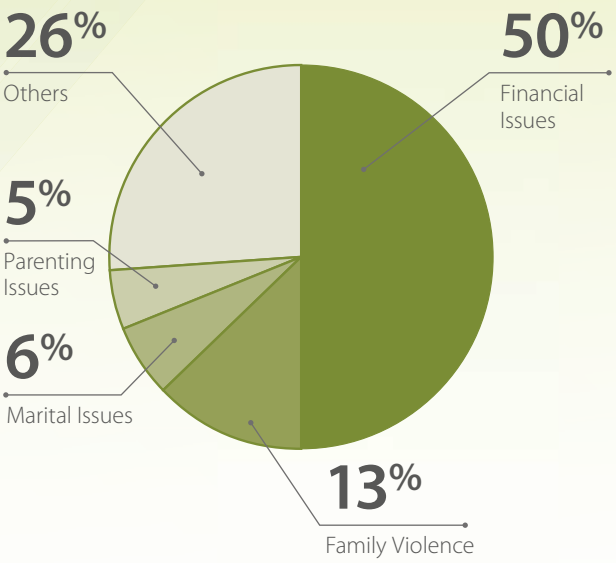
Bukit Batok Family Service Centre: 936 cases



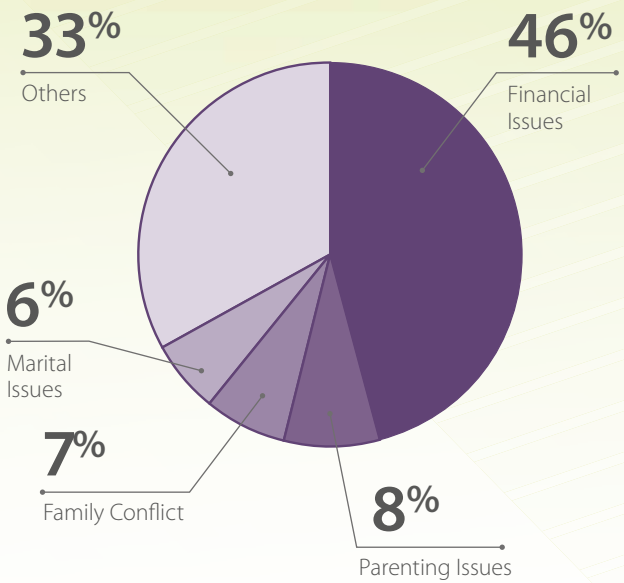
Champions Way Family Service Centre: 590 cases



Choa Chu Kang Family Service Centre: 1042 cases



Yew Tee Family Service Centre: 582 cases



This year, financial issues topped the types of presenting problems for all four Family Service Centres (FSCs). This increasing trend of financial cases might indicate that more families are struggling to make ends meet, or may indicate a greater awareness among the residents on the availability of the financial resources in the community as a result of the centre's community outreach efforts. For Choa Chu Kang FSC, the significant increase in financial cases could be due to a greater number of rental flats within the boundary. Bukit Batok, Choa Chu Kang and Yew Tee FSCs also saw an increase in the number of family violence cases.

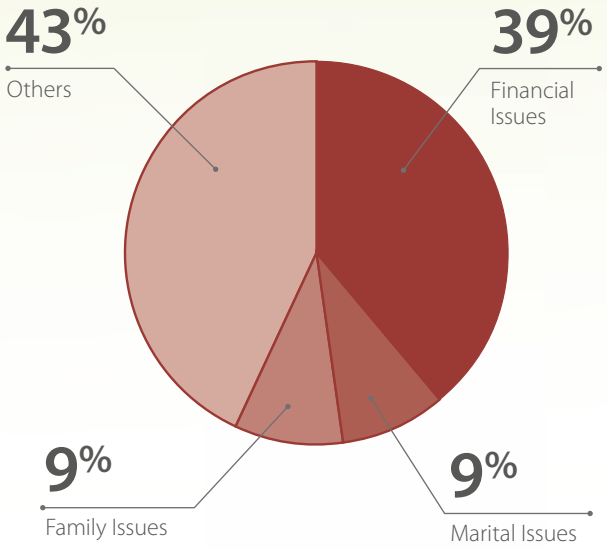
The largest source of referrals for all four FSCs was self-referral. Self-referral has remained relatively high, which reflects that people are more aware of FSC services and are open to seeking professional help in addressing their problems on a voluntary basis. Other popular sources of referral included referrals from other VWOs, Ministry of Social and Family Development, Community Development Councils (CDCs), community outreach efforts, and family, friends and neighbours. This financial year, we exceeded our key performance targets for casework management, having 387 active cases per quarter, as well as achieving a average overall satisfaction rate of 4.6 / 5 and a 99% recommendation rate.

We would like to express our sincere gratitude to organizations such as the Lee Foundation, Tan Chin Tuan Foundation, Presbyterian Welfare Services and The Straits Times. They generously provided interim financial assistance and School Pocket Money Funds to benefit these low-income families. Social workers also coached clients on effective budgeting skills and helped clients in skills upgrading and job matching through the assistance of the CDCs and other job matching agencies.

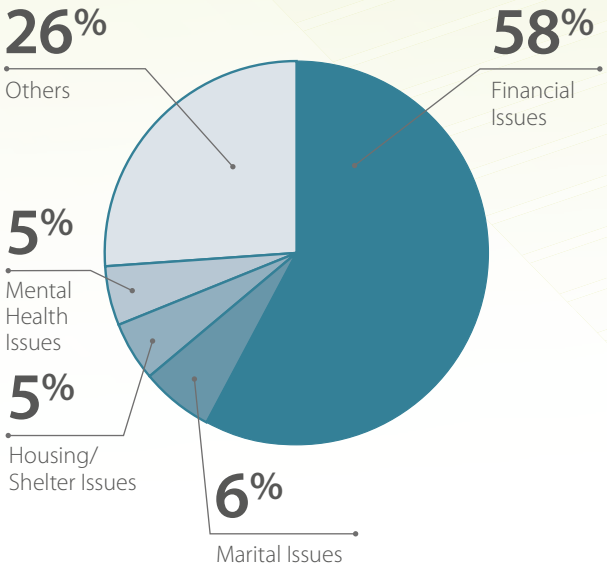
Enhanced Information and Referral

Through information and referral services, clients are assessed and matched to appropriate social services, or provided with relevant information and consultation.

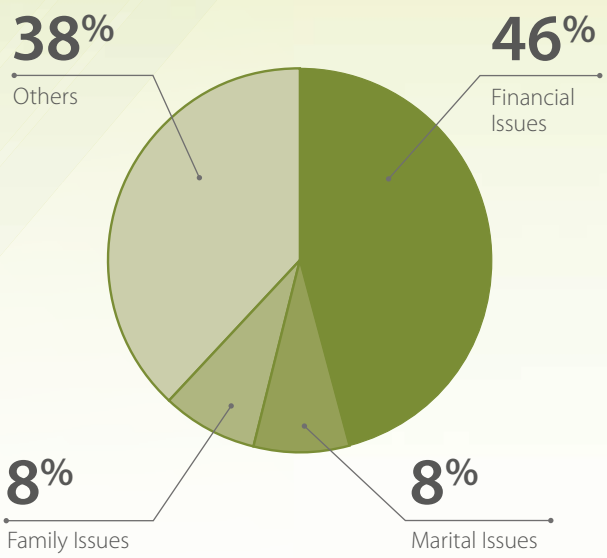
Bukit Batok Family Service Centre: 994 clients



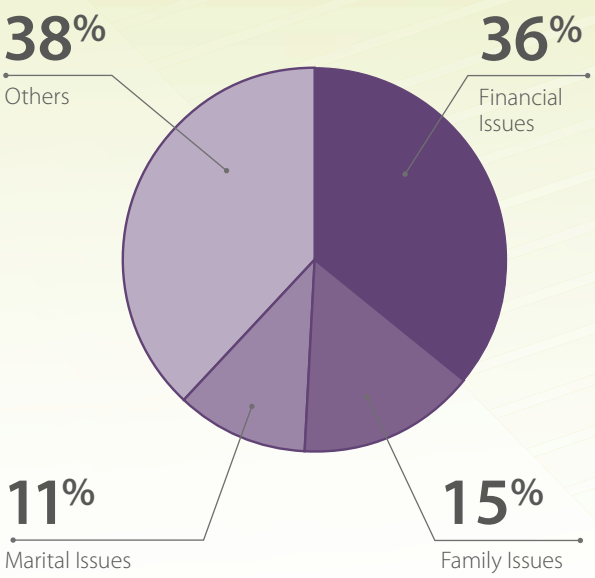
Champions Way Family Service Centre: 685 clients



Choa Chu Kang Family Service Centre: 1133 clients



Yew Tee Family Service Centre: 1068 clients



Financial issues are usually the first concern that would lead people to seek help, and this was the top presenting problem for all four centres. Family and marital issues were core presenting problems as well, as they are life transition issues faced in the natural course of family development. For Champions Way Family Service Centre, which serves residents residing in the rental block where the centre is situated, housing / shelter and mental health issues were the third highest presenting problems.

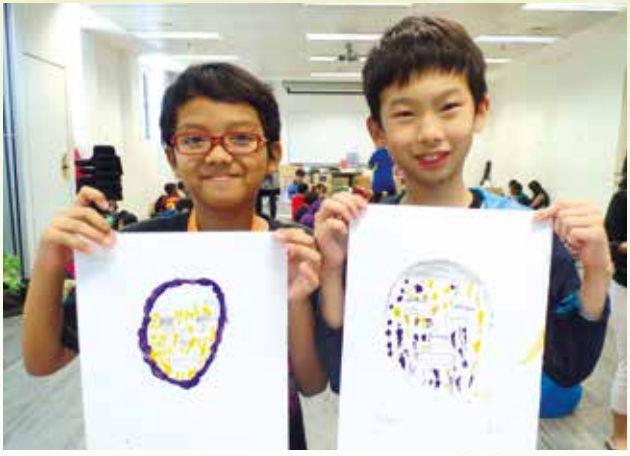
Clients were referred to our services through different means. The largest source of client referral for all centres was self-referral, reflecting a greater awareness of community resources, perhaps due to the publicity of Fei Yue's services on various media. Other popular sources of referral were referrals made through the Outreach program, and referrals by government agencies, grassroots and other VWOs. This is the result of strong networking, synergy, and collaboration among the agencies over the years in attending to the needs of the community at large.

Community Support Programmes

Alpha Kidz Holiday Programme

The Alpha Kidz Holiday Programme is a preventive and developmental programme, with the main objective of occupying children aged 7-12 years old meaningfully during their school holidays with character building and experiential learning activities. 112 children from underprivileged families attended the programme from 24 to 27 November 2014.

This year, based on research conducted on the latest trends in society, we invited experienced and qualified trainers to conduct relevant programmes on building confidence, showing empathy, financial literacy, and bullying behaviours for the children. We also conducted a budgeting talk for parents who attended the showcase session on the last day of the programme, and all 24 parents reported learning new techniques of family bonding on a budget.



Learning to identify emotions and show empathy to others

Financial literacy was conveyed to the children through a simulated "buy and sell" experience in a mock marketplace. The children learnt to budget and prioritize the things they really needed to buy, and 95% of them were able to differentiate between a need and a want by the end of the session. All the children then made a pledge to save money by the end of the year, and each child was given a coin bank as an incentive to kick start their saving habit.

The No to Bullying programme educated children about bullying behaviours, how to cope with school bullying situations, and enabled them to regain their self-confidence after bullying experiences. 96% of the children learnt at least one way of coping with bullying situations, while 89% of the children learnt to rebuild their self-confidence after the bullying experience.

Alt. V

Alt. V is a therapeutic group for male perpetrators of family violence who have been mandated by the Family Justice Court to attend counselling. Although they were the perpetrators of violence, the men too experience hardship due to violence in their family. Some of the men struggle to relate to their wives without violating the Personal Protection Order (PPO), while others have to cope with living alone as their wives and children have left the family.

Alt. V adopts a narrative approach that enables the men to speak about their hopes and dreams, skills and knowledge, as well as the significant people in their lives. The men are encouraged to discuss how the 'storm' of violence has affected their lives and their family relationships, and to explore ways in which they can help themselves and each other. Not only does the social support received by participants within the group prevent violence from recurring, it also allows the men to share and listen to each other, and learn new ways of coping without using violence. In the process, they create a new functional identity for themselves.

Two runs of Alt. V group work were conducted this financial year, benefitting a total of 12 men. Looking forward, the number of sessions in Alt. V will be increased to six in future runs, and the criteria for participants will be expanded to include non-mandated perpetrators as well as men who perpetuate types of violence other than spousal violence and child abuse.

Coaching for Excellence

Coaching For Excellence (CFE) is a preventive and developmental programme that was started by Fei Yue Family Service Centre (Yew Tee) in 2006. CFE provides low-income youths who lack positive adult role models in their environment with caring adult mentoring relationships, in order to aid them in healthy development.

19 youths assessed to benefit from continued follow-up and support joined CFE this financial year through referrals from Youth programmes and Family Service Centres. Youths were brought through a series of activities to enhance their social skills, increase their self-esteem and confidence, improve their relationships with significant others, and be equipped with financial literacy skills. We were able to collaborate with Fossil Singapore, Barclays, and Habitat for Humanity (Singapore) for several of these activities.

Overseas Build Project Team for Yogjakarta

"The significant thing about this trip is that I get to learn new things about myself.
For example, learning to survive with needs and not wants. I also learn to persevere to the end,
and I am applying it to my studies now. In the past, if I do not know how to do a question,
I will choose the easy way out and write down an answer without giving much thought to it.
But now, I choose not to give up at that point, and seek help from others, such as my teachers, friends or cousin."

~ Ruvashini, 15 years

From the feedback gathered, 93% of the youths enjoyed the programme, and 81% of these youths shared that they would recommend CFE to their friends. Additionally, 93% of the youths shared that they would continue to apply what they had learnt from the programme into their lives. The youths' parents also saw overall improvements in the youths after the programme.

"She (youth) is more open to talk to me now, and tell me how she feels.
She will take time to listen to me."

"I see him (youth) stepping up in leadership in the family."

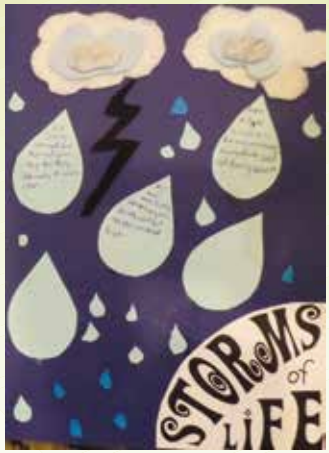
~ Parents of Youths attending CFE

This year, existing volunteers were given greater responsibilities to plan mass activities. We found this collaboration with the volunteers to be successful, as it also increased volunteers' commitment to CFE. Moving forward, the team realises that good working relationships with external partners is important, as the many helping hands that aid the clients we work with give them greater accessibility to resources around them.

F.U.N. Camp

FUN Camp (understanding Family violence, Understanding impacts on self and learning New ways of coping) provides support to mothers and children who are victims of family violence, and complements the individual counselling that these clients have. The programme seeks to raise awareness of the impact of experiencing and/or witnessing domestic violence, and provides a channel through which clients are educated and supported in coping with the aftermath of domestic violence. The camp was conducted in August 2014 and March 2015 this year, and the programme's age limit was expanded to include and engage teenagers who had witnessed and/or experienced domestic violence as well. A total of 13 mothers, 20 children and 8 teenagers participated in the two stay-in camps at a local hotel.

During the camp, mothers and children learnt about family violence and its impact on each of them using the Narrative Therapy theoretical framework, and the common metaphor of the Tree of Life, so that mother and child could have a shared imagery of reference to communicate from and about. Family bonding sessions also helped mother and child experience each other in a positive way, deepening the parent-child relationship within a safe environment. In addition, responses to family violence and making personal safety plans were emphasized, bringing families from a position of a victim to that of a survivor.



The camp received positive feedback, and mothers expressed that they treasured the safe place the camp provided for themselves and their children. The group work setting of having other women and children who had experienced family violence allowed participants to open up, process their past hurts and begin their journey of healing. Most of the participants rated the programme as helpful and enjoyable.

Looking forward, FUN Camp hopes to benefit a larger number of participants next year. A challenge we anticipate is the training of more staff and volunteers to run the camp effectively, and making the programme sustainable in the long run. Furthermore, we are exploring the possibility of a participant-driven support group for past camp participants, to provide mutual care and achieve their goals.

G.E.M. Programme

G.E.M. (Good Enough Me) is a therapeutic programme for mothers and children who have experienced divorce. The programme provides a space for them to grapple with the impact of divorce, as they are often too overwhelmed with practical needs to do so. The group work setting normalizes participants' experiences, and allows them to learn new ways of coping. Issues involving loss, changes, feelings and resilience in coping are addressed, and mothers are equipped as single parents to support their children as they respond to the divorce, as they are often the main caregivers following the divorce.

A total of 13 mothers and 26 children participated in the G.E.M. programme conducted in September 2014 and March 2015. After attending the programme, 91.7% of mothers were more aware of their strengths in coping with the divorce, and 91.7% were more aware of their child's feelings towards the divorce.

In the children's therapeutic group, 79.1% of the participants were able to identify at least 2 healthy ways of managing their anger and guilt, and all participants were able to identify at least 1 adaptive way of coping with difficult situations arising from the divorce.

During the programme, many participants realized that they were still at different stages of grappling with the pain and loss of their marriage, trust, lifestyle and home. This has helped them empathize with the struggles that their children are also going through. Furthermore, a mother shared that her children's responses to the divorce were normalized after attending the programme, and she can communicate openly with them about living in a single-parent family.

Moving forward, we seek to improve the content of the sessions so as to better help participants manage the issues of living in a single-parent family. G.E.M. facilitators will also explore the need to start a support group with past participants, with the aim of mutual support among participants, and equipping them with parenting skills as single mothers.

Me & My Family

Me & My Family (M&M) is a preventive and developmental programme for low-income families that equips parents with financial planning and parenting skills, cultivates values in children, and builds parent-child bonds through family bonding activities. This year, 202 parents and 195 children enrolled in the programme.

M&M workshops catered to the parents taught them to identify various ways to better manage their finances, as well as identify positive ways to effectively communicate with their children and help them develop higher self-esteem.

Concurrently, children between 7 to 12 years of age attended character building workshops. The children learnt thriftiness in spending money on needs instead of wants, and to express gratefulness to their parents through their actions. In one of the activities, the children wrote love coupons to their parents, stating their commitment to do a particular task to show love to their parents. A parent shared that she was impressed at the efforts of her two sons to carry out what they had written down on the love coupons.

To cater to the needs of the pre-school children and youths attending the M&M programme as well, we had a reading programme for the pre-schoolers, and workshops on topics such as financial literacy for the youths. They enjoyed the programmes tremendously, providing greater reassurance to parents that the different age groups could be engaged meaningfully during the programme.

Community Partnership

Community Partnership was set up in August 2012 to reach out to the vulnerable populations, enhance the referral process and create greater synergy with key stakeholders in the community. The community partnership team has been proactive and many collaborations have been established to better serve the community within our service boundaries. This year, we reached out to 54,250 residents and 5,105 families from Bukit Batok, Choa Chu Kang, Yew Tee and Champions Way, and collaborated with CDCs, SSOs, grassroot leaders, schools, the police and many other VWOs.

Outreach Efforts and Programmes

In collaboration with South West CDC, movie screenings were held for residents from rental blocks, to impart positive character traits and family values, promote community cohesiveness, and inform them of Fei Yue's services.

The Community Building Community event highlights how individuals, families and community partners can arise to unleash their gifts and talents to support their own community, encouraging more ground-up initiatives.

Storytelling with Chicken Cha Cha

Targeting the educational needs of low-income children living in the rental blocks at Yew Tee, Storytelling with Chicken Cha Cha aimed to cultivate their interest in reading and writing through storytelling, interactive activities and games. Concurrent workshops were conducted for their parents, to empower them with practical parenting tips to strengthen the family unit, and budgeting knowledge and skills to manage their finances well. Families were also given the opportunity to bond and enjoy each other's company with a trip to River Safari.

The programme reached out to a total of 27 children and 17 parents, and received positive feedback. All 27 children agreed that they could read better and were each able to list at least two new vocabulary words they had learnt.

Parents went away being able to identify their love languages, better understand their children's behavior, and learnt new methods of showing love to them.

Tuition Programme

This Tuition programme targets the low-income children living in the rental block at Choa Chu Kang, aiming to support them in their studies. Through the weekly programme from July to November 2014, low-income families were reached out to and informed of the Casework and Counselling services available to them, and parents were equipped with parenting and budgeting skills. Family bonding activities and workshops were also conducted to enhance familial relationships. Following the programme, it was found that the children showed improvements in their academic performance.

STAR Programme

The STAR Programme (**S**elf study **T**uition **A**nd **R**ecreation) aims to provide a conducive environment for children living in rental blocks to study and learn, and sets aside a dedicated time for fun and games. Volunteers and staff are on hand to assist the children in their studies, and at the same time provide a listening ear. The children's parents are also engaged in workshops on family bonding, budgeting skills and effective coping skills.

Some of the children improved greatly in their reading abilities during the programme, and this was evident when one of the children, Nur Atikah, was invited by Advisor Mr David Ong to give a speech at the Jurong GRO Bukit

Batok Division National Day Dinner on 16 August 2014. The Guest of Honour, DPM Mr. Tharman Shanmugaratnam, commented that Nur Atikah had given a wonderful speech.

"I am particularly impressed with Nur Atikah
as she delivered the speech very well and with confidence."
~ Advisor Mr David Ong

Child Protection Services

In April 2013, Fei Yue Family Service Centre was awarded the task of managing child abuse and neglect cases of moderate risk in the community as a Child Protection Specialist Centre, HEART @ Fei Yue (Homes with Empowered and Restored Ties). The centre supports families so that their children can remain in the community while the abuse and neglect concerns are being managed, and upholds the philosophy of being child-centered, family-focused and community-based.

In 2014/15, HEART @ Fei Yue began its second year of operations by providing Casework and Counselling for children and families referred solely by MSF Child Protection Services. HEART @ Fei Yue served a total of 178 children and their families and closed 77 cases by the end of the financial year. We also conducted our first Triple P parenting programme over a 5-week period to educate parents on positive parenting strategies.

Including our closed cases, within one month of intake, 90% of children or their household members were aware of a safety plan to keep themselves safe, 95% of children and/or non perpetrator caregivers were aware of community resources and informal support, and 83% of alleged perpetrators had a violence control plan developed with caseworkers.

Participants of the Triple P programme

In our efforts to reach out to the community, 680 families were educated on the different types of child abuse and where to seek help, and 31 students from the Student Care Centre attended our collaborative public education program with Nanyang Polytechnic students.

HEART @ Fei Yue will move into its new premises in August 2015, and hopes that with the facilities available, to be able to conduct more trauma related group work and child centric play therapy work in the new financial year.

Student Care Services

Student care services offer before-and-after school care for children aged 7 to 12 years, some of whom come from lower income or disadvantaged families. Services for these children ensure that they do not loiter around the neighbourhood unsupervised when no one is at home during the day.

We have three Student Care Centres located at Choa Chu Kang, Bukit Batok and Sembawang Primary School, which have served a total of 275 children this year. A total of 70 families benefited from the MSF subsidy.

Besides having their daily schoolwork and examination preparation supervised, the children were taught special memory techniques for Mathematics and Chinese, and expanded their vocabulary through crossword puzzles and worksheets specially prepared by teachers of the centres. Extra enrichment classes were also held to assist children who required special attention academically. In addition, various programmes and activities were organised by the centre for the children, as well as in collaboration with corporations, individuals and educational institutions.

Choa Chu Kang SCC	Bukit Batok SCC	Sembawang SCC
110 children	80 children	85 children

Eldercare Services

In order to engage the elderly and improve their quality of life, Fei Yue operates two Senior Activity Centres and one Retirees Centre.

Bukit Batok Senior Activity Centre first started operations as a Neigbourhood Link on 1 March 2005, and was converted to a Senior Activity Centre with effect from 1 July 2014, to serve as a drop-in centre for the senior residents living in rental flats at Bukit Batok. To date, we have reached out to 114 seniors, and have gained 104 members. In addition to providing social and recreational activities, the centre provides support services such as monitoring frail and/or homebound elderly through home visitations, befriending, and information and referral. Moreover, volunteerism is encouraged amongst the seniors to promote self-worth and instill a sense of community and belonging in them.

Holland Close Senior Activity Centre aims to improve the quality of life of seniors in the low-income group, prevent social isolation of poor and vulnerable seniors in identified rental blocks, and to proactively reach out to seniors to ensure their well-being. The centre currently has 313 members, and has conducted many programmes with external organizations such as intergenerational bonding activities with Ngee Ann Polytechnic.

Fei Yue Retirees Centre attracts interest not only from people living within the neighbourhood, but also those from other parts of Singapore. We have an average daily attendance of 45, and a total of 163 members. Besides providing facilities for seniors to stay physically and mentally healthy, members appreciate the various self-improvement classes organised by the centre. In addition, retirees are able to meet other retirees who share common interests, and receive love and companionship from them.

Fun at a Mini Carnival

Breakfast Gathering cum Stamp Exchange programme

Breakfast Gathering cum Stamp Exchange Programme is a recreational activity fostering integration and cohesion among seniors as they socialise over breakfast provided by the centre. At the same time, they are able to collect stamps to exchange for food items, encouraging more elderly residents to actively participate in the centre's activities. Through this programme, seniors have become more cohesive, and have even established mutual help groups to look out for one another's needs and encourage each other to join centre activities.

"History @ Teatime" Educational Talks

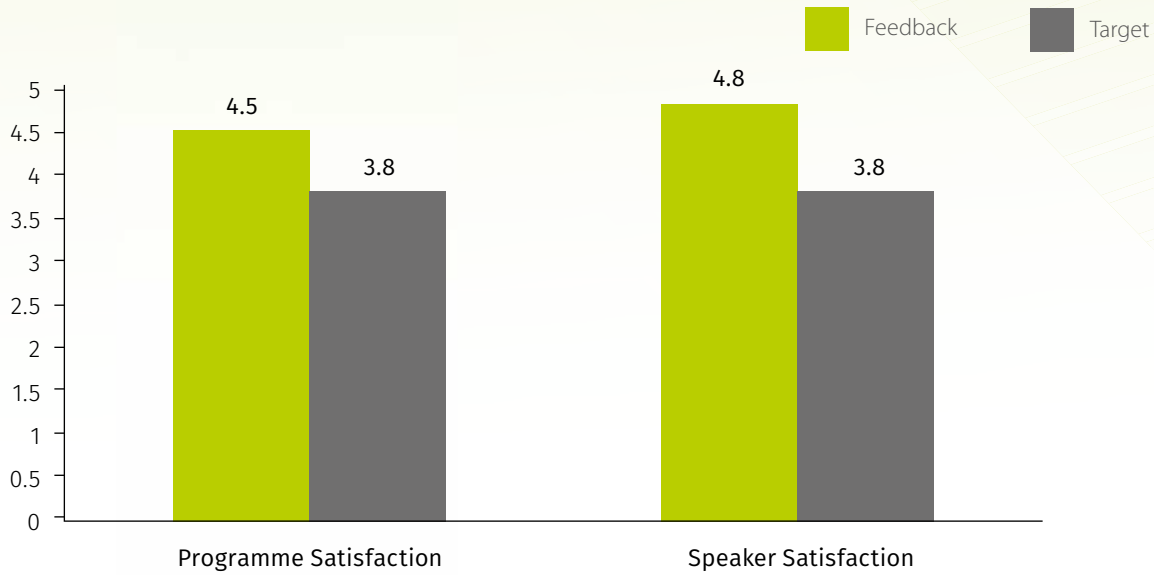
Mr. Au Kian Soon, an active volunteer at Holland Close Senior Activity Centre, conducted a series of lively educational talks on the history of local festivals. He engaged the seniors through leveraging on technology and creating an enjoyable multi-sensory experience for them. The seniors' initial skepticism of the programme was replaced by interest in and enlightenment of the misconceptions of some local festivals' origins. The talk now has an average attendance of 20 seniors every month, and they eagerly look forward to each session.

Family Life Education

Family is the central point of our lives. However, strong families do not come into being or happen by chance. Our aim in Family Central is to build strong families by equipping and supporting individuals to function optimally in their personal and family lives. Our gamut of family life education programmes covers personal effectiveness, work-life harmony, parenting, marriage and mental and social wellness for seniors. This year, we had the great privilege of bringing our programmes beyond the shores of Singapore to Johor Bahru. Locally, we also received regular invitations to share family life skills and knowledge with people from all walks of life via platforms such as schools, workplaces and in the community at large.

This year, we conducted 35 talks, which benefitted 3353 individuals and their families.

Participants' Feedback



"Enriching and practical sharing, applicable to personal knowledge."

"The speaker is very entertaining and presentation is clear and lively."

Corporate Services

Human Resource & Administration

Staff Annual Retreat

Our staff had a meaningful retreat in Batam doing Community Work at six orphanages. During the visits, staff enjoyed sing-along sessions and craftwork with the children. Using innovation and creativity, they taught the children to turn recycled materials into useful items. After the community work, staff members spent the night at the Montigo Resorts Nongsa, enjoying the facilities and the sumptuous meals provided there.

Employee Health & Wellness

We value our employees and recognize that employees' health and wellness covers their physical, mental, social and emotional health. It is important that we provide the support to employees so that they can achieve better work-life balance to meet challenges at work or at home. As such, we hope to promote a healthy lifestyle within the organization through health talks and tips, as well as centre and inter-centre sports activities.

17 staff were presented with the Healthy Staff Award in 2014

Corporate Development

Staff Learning and Development

One of Fei Yue's corporate objectives is to enhance its professionalism by improving the skills and knowledge of its workforce. This year, a total of 663 learning places were taken by our staff at the 132 training courses conducted, equipping them with essential skills and knowledge to deliver quality and innovative services.

Innovation Class

The Palliative Care project by our Eldercare Services Division was awarded the Most Innovative Project Award for 2014. Taking a positive outlook on death and the issues surrounding death, the Palliative Care project discusses palliative care and life and death education so that one can find hope and live well in facing death. The project addresses many contentious and evolving aspects of death and takes an open and frank approach in the discussion.

Fei Yue is the first and only organisation in Singapore to organize this project to discuss palliative care and life and death education. It has received numerous positive comments from the elderly participants, who have greatly benefitted from it. The project also attracted much local media attention when it first started, and was even broadcasted abroad on a Taiwan news channel.

Another way we encourage greater innovation within the organization is through Innovation Focus Group Discussions, which aim to trigger more out-of-the-box innovative ideas.

Service Excellence

We seek to encourage service excellence among employees in our organization. To recognize employees who exhibit the value and behavior of "Thoughtfulness", we present them with the Most Thoughtful Staff Award. The following staff received this award in 2014:

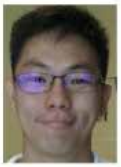
Andria Choo
Youth Division

Katherine Kwan
EIPIC Division

Cyndi Lee
Eldercare Services Division

Lucy Goh
Corporate Services Division

Joyce Hii
Prison Care Division



Wong Ji'en
Family Counselling & Services

Wendy Ong
Family Counselling & Services

Goh Xin Ying
Family Counselling & Services

Shona Tan
Family Central

Rosalind Fong
Family Central

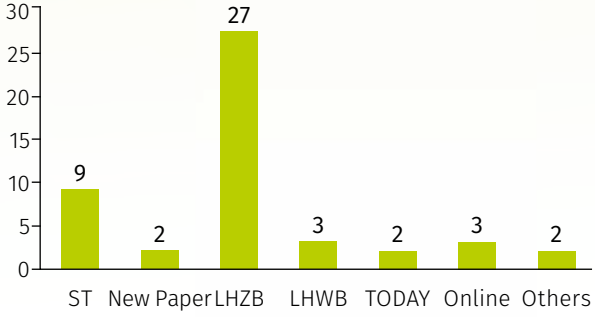
Corporate Communications & Relations

Media Exposure

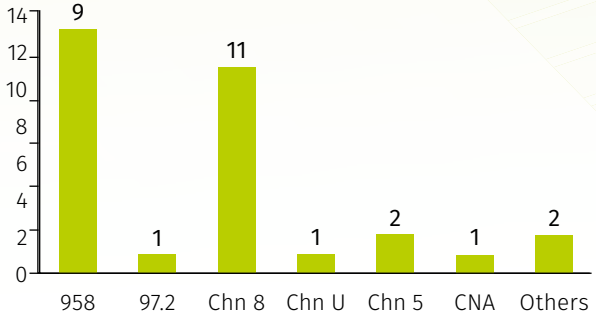
The Mandarin broadcast media continued to be one of the friendly partners we engaged to showcase our services and programmes. Mr Leng Chin Fai was regularly featured in Mandarin print and broadcast media such as in the news, talk shows and socio-documentaries for his expertise and viewpoints on parenting, financial, and family issues and trends. Ms Rachel Lee and Ms Petrine Lim were also featured in the English print media for their views and recommendations with regards to current social issues.

Through these platforms, more came to know about our services. In the financial year 2014, we have clocked an impressive media value of $493,855.80.

Type of Printed Media and Frequency



Type of Broadcast Media and Frequency



We are looking forward to more collaboration opportunities with different media platforms so that our services will have better visibility in the nation.

Collaboration

Fei Yue received 41 cash donations with a total amount of $56,869.35, 86 donations in-kind, 14 sponsorships, and 5 cash donations through ComChest in the past financial year. This included $2,500.00 and 6 household items donated in response to our appeals for lucky draw prizes to be given to low-income families at the official opening of Fei Yue Family Service Centre (Champions Way) on 19 July 2014. We believe that together, we are able to better serve the less fortunate in the community.

For the period of January to December 2014, our volunteers contributed 23,340.92 hours of voluntary service to the agency. We recruited 201 new volunteers this year, bringing the total number of volunteers to 408.

We thank all our volunteers for the time and effort they have so generously contributed to our agency. They play a very important part in the successful implementation of our programmes. Their strong support has also encouraged our staff and clients.

CFE Youths Dragonboating with Volunteers from Fossil Singapore

"We feel that in volunteering we are doing our part to promote & strengthen families amongst our next generation. It also benefit our marriage."
- Tan Moon Chong & Jaclyn Lee (Marriage Preparation Programme)

"It is my first time volunteering. I have done so in a little way in my home country, but have never joined a formal centre as such and be involved with some amazing people, doing so much for the welfare of the people. I enjoy my volunteering service in Fei Yue."
- Ahluwalia Kunal (Tuition Programme)

"I enjoyed being a volunteer with FYCS. I've learnt so many things from my volunteering experiences in the last year. Thank you!"
- Chua Jia Peng (Tuition Programme)

A big Thank You to all our dedicated volunteers!

Acknowledgements

We extend our heartfelt appreciation to the following foundations, organisations and individuals who made donations during the year.

Donation in Cash

Corporate Donors

Asia Pacific Breweries (Singapore)

Beauty Arsenal (S) Pte Ltd

HT Engineering Pte Ltd

Krav Maga Culture Pte Ltd

Learning Out of the Box Pte Ltd

LOAF Singapore Ltd

Maple Lifestyle LLP

Mega Force (S) Pte Ltd

Raffles Girls' School

Sun Classic Décor

Tan Chin Tuan Foundation

大巴窑八巷多层工厂中元会

Individual Donors

Au Kian Soon

Goh Hui Ping

Joshua Chua

Lim Yuen Hwee, Alvin

Lum Keng Yoon Roger

Melissa Foo Hui Hsien

Shu Charng Yen

Tan Poh Hwa

Teo Soon Cheong

Corporate Donors through Community Chest

Frasers Centrepoint Property Management Services Pte Ltd

Kwan Im Thong Hood Cho Temple

NTUC Fairprice Foundation Ltd

Donation in Kind

Corporate

Air Master Air-Conditioning Engineering Services
Aon Singapore Pte Ltd
Business IT
Canaan Printing & Trading
Certis CISCO Auxiliary Police Force Pte Ltd
Choo Ying Jie
Citibank Singapore
Converscient Pte Ltd
Damon & Diorne Pte Ltd
Food.Life Food Drive
Fotohub.com Pte Ltd
Franklin Offshore International Pte Ltd
Genufood Enzymes (S) Pte Ltd
Grand Mandarin Restaurant
Lead Management Engineering & Construction Pte Ltd
Netccentric Singapore
Ngee Ann Polytechnic FoodAID Club
NOVUS Singapore
NTUC Fairprice Foundation
Panasonic Factory Solutions Asia Pacific
Salesforce Foundation
SMRT Corporation Ltd
Song Heng Woodworks Pte Ltd
Students from Regent Secondary School
Suntory Beverage & Food Singapore Pte Ltd
Sysmex Asia Pacific Pte Ltd
The Boy's Brigade
The Food Bank Singapore
The Mandy's Pte Ltd
V-Link Pte Ltd
V.Clessique Interiors

Donation in Kind

Individual

Aksikha d/o Gunasekaran
Angeline Chua
Cecilia Lau
Christina Tan
Clarence Chai
Cydni Tan
Diane & Roger
Group of philanthrophies
Huai Han Ng
Indian Philanthrophy Group
Irene Chew
Irvin Ng Chuan Hao
Janet Koh
Jenny
Koh Wei Liang
Lee Kok Wah
Lee Yen Ling
Litian Wang
Mabel Tan
Michelle Lau
Nelly Cham
Nicole Lee
Ong Chew Peng Mitchele
Peter Teo
Raymond & Reena Lui
Sylvia Utami
Tan Chuan Yao
Tan Hui Shen
Teo Kim Kim
Tien Teck Ngo
Wai Mun Chong
Wong Yuan Fong Michelle
Zhongren Li

Sponsorship

Corporate

Cher Moy Eng
Fossil Singapore Pte Ltd
Great Eastern Life Assurance Co Ltd
ITE College West
NUS Kent Ridge Hall
Optometry Giving Sight
Oversea-Chinese Banking Corporation Limited (through NCSS)
Salesforce Foundation
Tan Chin Tuan Foundation
The Bank of Tokyo-Mitsubishi UFJ, Ltd.
United Overseas Bank Limited

Financial Report

STATEMENT OF THE MEMBERS OF THE MANAGEMENT COMMITTEE

In the opinion of the members of the Management Committee, the financial statements of **Fei Yue Family Service Centre** (the "Centre") set out on pages 4 to 32 are drawn up in accordance with the provisions of the Singapore Societies Act, Cap.311 (the "Societies Act") and Singapore Charities Act, Cap.37 (the "Charities Act") and Singapore Financial Reporting Standards so as to give a true and fair view of the financial position of the Centre as at 31 March 2015 and of the financial performance, changes in funds and cash flows of the Centre for the year then ended.

The Management Committee authorised these financial statements for issue on 25 August 2015.

On behalf of the Management Committee

Dr. Thang Leng Leng
President

Lie Chin Chin
Honorary Treasurer

25 August 2015

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF FEI YUE FAMILY SERVICE CENTRE

Report on the Financial Statements

We have audited the accompanying financial statements of **Fei Yue Family Service Centre** (the "Centre"), which comprise the balance sheet as at 31 March 2015, and the statement of comprehensive income and expenditure, statement of changes in funds and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management Committee's Responsibility for the Financial Statements

The Management Committee is responsible for the preparation of financial statements that give a true and fair view in accordance with the provisions of the Singapore Societies Act, Cap.311 (the "Societies Act") and Singapore Charities Act, Cap.37 (the "Charities Act") and Singapore Financial Reporting Standards, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair financial statement and to maintain accountability of assets.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Singapore Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion

on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Management Committee, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the accompanying financial statements of the Centre are properly drawn up in accordance with the provisions of the Societies Act and Charities Act and Singapore Financial Reporting Standards so as to give a true and fair view of the financial position of the Centre as at 31 March 2015, and financial performance, changes in funds and cash flows of the Centre for the year ended on that date.

Report on Other Legal and Regulatory Requirements

In our opinion, the accounting and other records required by the regulations enacted under the Societies Act to be kept by the Centre have been properly kept in accordance with those regulations.

During the course of our audit, nothing has come to our attention that causes us to believe that during the year, the use of the donation monies was not in accordance with the objectives of the Centre as required under regulation 16 of the Charities (Institutions of a Public Character) Regulations.

GABRIEL NG & CO
Public Accountants and Chartered Accountants
Singapore
25 August 2015

FEI YUE FAMILY SERVICE CENTRE
STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2015

	2015 S$	2014 S$
ASSETS		
Current Assets		
Receivables	891,171	1,618,515
Cash and cash equivalents	7,466,273	4,533,953
	8,357,444	6,152,468
Non-current Assets		
Property, plant and equipment	1,503,142	1,532,720
Investment property	1,423,908	1,455,162
	2,927,050	2,987,882
Total Assets	11,284,494	9,140,350
LIABILITIES		
Current Liabilities		
Payables	1,043,832	847,906
Deferred grants	211,620	172,056
	1,255,452	1,019,962
Non-current Liabilities		
Deferred grant	705,884	701,723
Total Liabilities	1,961,336	1,721,685
NET ASSETS	9,323,158	7,418,665
FUNDS		
Unrestricted Fund		
Accumulated Fund	1,585,019	1,728,873
Restricted Funds		
Accumulated Fund	7,251,694	5,424,458
School Pocket Money Fund	327,611	206,174
Care and Share Fund	2,389	-
Community Silver Trust	106,676	23,519
Specific Assistance to Clients	54,547	35,641
	7,738,139	5,689,792
TOTAL FUNDS	9,323,158	7,418,665

Full report can be downloaded from www.fycs.org

STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE FOR THE YEAR ENDED 31 MARCH 2015

	2015			2014		
	Unrestricted Fund	Restricted Fund	Total Funds	Unrestricted Fund	Restricted Fund	Total Funds
	S$	S$	S$	S$	S$	S$
Income						
Funding from MSF	-	4,618,776	4,618,776	-	4,286,329	4,286,329
Funding from NCSS	-	642,662	642,662	-	615,234	615,234
Funding from TBSSF	-	2,787,440	2,787,440	-	2,534,226	2,534,226
Funding from President Challenge	50,000	-	50,000	100,000	-	100,000
Other operating funding	-	29,480	29,480	-	6,000	6,000
	50,000	8,078,358	8,128,358	100,000	7,441,789	7,541,789
Unsolicited donations	9,829	100,301	110,130	11,731	226,184	237,915
School fees	511,609	-	511,609	445,153	-	445,153
School fees subsidies from MSF	230,520	-	230,520	207,614	-	207,614
Special employment credit	18,391	23,185	41,576	11,691	19,075	30,766
Sundry income	269	61,277	61,546	209	44,690	44,899
Programme fees	403,509	925,709	1,329,218	563,949	707,089	1,271,038
Rental income	2,240	88,875	91,115	-	54,765	54,765
Interest earned	7,992	-	7,992	3,965	-	3,965
Membership/registration fees	40,666	460	41,126	37,354	1,850	39,204
Amortisation of deferred grants	31,908	233,612	265,520	11,262	187,106	198,368
Wage credit scheme	37,784	204,920	242,704	13,712	95,002	108,714
	1,294,717	1,638,339	2,933,056	1,306,640	1,335,761	2,642,401
TOTAL INCOME	1,344,717	9,716,697	11,061,414	1,406,640	8,777,550	10,184,190
LESS: TOTAL EXPENDITURE	(1,488,571)	(7,889,461)	(9,378,032)	(998,983)	(6,348,935)	(7,347,918)
TOTAL SURPLUS/DEFICIT FOR THE YEAR	(143,854)	1,827,236	1,683,382	407,657	- 2,428,615	- 2,836,272
NET SURPLUS/DEFICIT						
School Pocket Money Fund	-	121,437	121,437	-	87,031	87,031
Care and Share Fund	-	(2,389)	2,389	-	-	-
Community Silver Trust	-	83,157	83,157	-	4,820	4,820
Specific Programme Fund	-	-	-	-	(64,403)	(64,403)
Specific Assistance to Clients	-	18,906	18,906	-	12,053	12,053
	0	221,111	221,111	0	39,501	39,501
TOTAL SURPLUS FOR THE YEAR	-143,854	2,048,347	- 1,904,493	407,657	2,468,116	2,875,773

STATEMENT OF COMPREHENSIVE INCOME AND EXPENDITURE FOR THE YEAR ENDED 31 MARCH 2015

(CONTINUED)

	2015			2014		
	Unrestricted Fund	Restricted Fund	Total Funds	Unrestricted Fund	Restricted Fund	Total Funds
	S$	S$	S$	S$	S$	S$
EXPENDITURE						
Employment of Manpower						
Staff salaries and related costs	769,247	3,828,915	4,598,162	481,596	3,273,332	3,754,928
Employer's CPF contribution for staff	144,442	723,311	867,753	82,948	625,718	708,666
Staff bonus	169,909	1,003,125	1,173,034	111,034	860,042	971,076
Staff benefits	38,458	111,514	149,972	18,722	95,107	113,829
Staff training and development	13,403	171,363	184,766	5,704	161,129	166,833
	1,135,459	5,838,228	6,973,687	700,004	5,015,328	5,715,332
Other Operating Expenses						
Administrative support fee	40,067	432,269	472,336	-	-	-
Audit fee - statutoty audit	12,300	35,700	48,000	10,000	31,500	41,500
- special audit	11,700	-	11,700	7,900	-	7,900
Advertisement	96	188	284	180	603	783
Bank charges	2,932	660	3,592	2,813	587	3,400
Computer expenses	18,385	7,609	25,994	6,677	25,347	32,024
Depreciation of property, plant and equipment	40,747	399,948	440,695	43,109	376,163	419,272
Donations	1,049	8,823	9,872	7,189	53,775	60,964
Entertainment and refreshment	420	2,107	2,527	1,752	1,965	3,717
Food and beverages	65,173	38,695	103,868	53,255	30,963	84,218
Insurance	7,459	7,589	15,048	5,017	5,202	10,219
Investment property expenses	-	40,150	40,150	-	42,562	42,562
Maintenance of premises	3,842	36,904	40,746	5,702	49,255	54,957
Maintenance of equipment	6,716	55,824	62,540	18,560	102,376	120,936
Membership expenses	306	139	445	-	139	139
Office supplies	6,186	36,834	43,020	20,131	41,960	62,091
Overseas training expenses	-	19,903	19,903	4	2,588	2,592
Printing and stationery	7,628	46,553	54,181	12,437	44,412	56,849
Postage and courier	319	1,343	1,662	431	1,417	1,848
Professional fee	26,942	324,589	351,531	31,578	36,532	68,110
Programme expenses	19,099	208,378	227,477	10,850	156,113	166,963
Property, plant and equipment written off	10,885	-	10,885	-	-	-
Rental of premises	20,352	65,437	85,789	19,286	65,896	85,182
Rental of equipment	6,022	36,966	42,988	2,407	40,216	42,623
School fees receivable written off	2,095	-	2,095	1,125	-	1,125
Specific assistance to clients	454	3,466	3,920	-	866	866
Sundry expenses	4,083	1,209	5,292	232	1,117	1,349
Teaching/reading materials	2,173	1,559	3,732	1,886	819	2,705
Telecommunication expenses	8,458	51,622	60,080	8,182	53,122	61,304
Transportation	6,528	107,609	114,137	6,583	77,326	83,909
Utilities	20,696	79,160	99,856	21,693	90,786	112,479
	353,112	2,051,233	2,404,345	298,979	1,333,607	1,632,586
TOTAL EXPENDITURE	1,488,571	7,889,461	9,378,032	998,983	6,348,935	7,347,918

FEI YUE FAMILY SERVICE CENTRE
STATEMENT OF CASH FLOW FOR THE YEAR ENDED 31 MARCH 2015

	2015 S$	2014 S$
CASH FLOWS FROM OPERATING ACTIVITIES		
Total surplus for the year	1,904,493	2,875,773
Adjustment for:		
Depreciation of property, plant and equipment	443,039	421,616
Depreciation of investment property	31,254	31,255
Interest earned	(7,992)	(3,965)
Amortisation of deferred grants	(265,520)	(198,368)
Property, plant and equipment written off	10,885	-
Operating surplus before working capital changes	2,116,159	3,126,311
Decrease/Increase in receivables	744,417	(1,082,337)
Increase in payables	168,838	258,237
Cash generated from operations	3,029,414	2,302,211
Interest earned	7,992	3,965
Net cash inflow from operating activities	3,037,406	2,306,176
CASH FLOWS FROM FINANCING ACTIVITIES		
Grant received	292,172	716,714
Net cash inflow from financing activities	292,172	716,714
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	(409,867)	(1,095,040)
Proceeds from sales of property, plant and equipment	12,609	-
Net cash inflow from investing activities	(397,258)	(1,095,040)
Net increase in cash and cash equivalents	2,932,320	1,927,850
Cash and cash equivalents at beginning of year	4,533,953	2,606,103
Cash and cash equivalents at end of year	7,466,273	4,533,953

Public Disclosure

1. Governance

Fei Yue has complied with 19 out of 19 applicable guidelines of the Code of Governance Evaluation Checklist for Institutions of a Public Character (IPCs). The full checklist is available at www.charities.gov.sg

2. Policies

a. Conflict of Interest

Procurement of contracts for goods and services should be on an arm's length basis. For instance, an organisation should not engage consulting services from a board member or board member's relative on less attractive terms than could have been obtained from the open market.

b. Procedure Regulating Quotations and Financial Transactions by Related Party

- When a related party (e.g. a Fei Yue staff, Board Member, Staff's family, and/or Board Member's family) participates in the submission of quotations for any purchase, the Designated Person in charge of making the purchase has to collate a total of 3 quotations including the quotation by the related party. The Designated Person has to record details of the quotations pertaining to the quotation price, company creditability and available services, and submit these records to the Board for approval.
- During the selection process, any Board Member with conflict of interest (e.g. if the Board Member is a family of the quotation party) will not vote or participate in the selection process.
- Only upon the Board's approval of the final selection can the Designated Person proceed with the purchase.

c. Reserve Policy

Fei Yue Family Service Centre's Reserve Policy is to maintain a reserve equivalent to three years of the annual operating expenditure. Any amount in excess of this may be invested in accordance with the decision of the Management Committee.

Fei Yue Family Service Centre

Family Service Centres:

Fei Yue Family Service Centre (Yew Tee)
Blk 604 Choa Chu Kang St 62
#01-53
Singapore 680604
Tel: 6416-2162 Fax: 6416-2182
Centre Administrator: Ms Yeo Xue Ni

Fei Yue Family Service Centre (Bukit Batok)
Blk 185 Bukit Batok West Ave 6
#01-187
Singapore 650185
Tel: 6569-0381 Fax: 6569-5868
Centre Administrator: Ms Kristel Mendoza

Fei Yue Family Service Centre (Choa Chu Kang)
Blk 280 Choa Chu Kang Ave 3
#01-360
Singapore 680280
Tel: 6762-5215 Fax: 6762-8120
Centre Administrator: Mr Phua Shan Yong

Fei Yue Family Service Centre (Champions Way)
Blk 569B Champions Way
#01-380
Singapore 732569
Tel: 6690-1000 Fax: 6570-0797
Centre Administrator: Ms Angelina Liang

Community-Based Child Protection Specialist Centre:

HEART @ Fei Yue
20 Lengkok Bahru
Blk B, #03-02
Singapore 159053
Tel: 6819-9170 Fax: 6819-9197
Centre Administrator: Ms Jessie Lim

Student Care Centres:

Fei Yue Student Care Centre (Bukit Batok)
Blk 186 Bukit Batok West Ave 6
#01-181
Singapore 650186
Tel: 6569-1447 Fax: 6896-2775
Supervisor: Ms Karen Woo Pui Cheng

Fei Yue Student Care Centre (Choa Chu Kang)
Blk 6 Teck Whye Ave
#01-110
Singapore 680006
Tel: 6762-7321 Fax: 6764-0464
Supervisor: Ms Helen Chua

Fei Yue Student Care Centre (Sembawang)
Sembawang Primary School
10 Sembawang Drive
Blk D-01-01
Singapore 757715
Tel: 6483-9575/6483-9228 Fax: 64839336
Supervisor: Ms Karen Woo Pui Cheng

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Fei Yue Family Service Centre

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