

ABOUT US

MISSION

To Effect Life Transformation



RESILIENT **INDIVIDUALS**



THRIVING FAMILIES



EMPOWERED COMMUNITY



VIBRANT NATION



INTEGRITY

OWNERSHIP







SPIRIT OF EXCELLENCE



TEAMWORK

Fei Yue Community Services (FYCS) was established in 1996.

Together with like-minded pioneers and colleagues, we have overcome many challenges over the years, grew as an organisation and are equipped to chart forward with our unwavering mission to effect life transformation.

As the social service sector evolves, we continue to be intentional, purposeful, and systematic in caring for one another, be it towards our employees or the vulnerable communities that we serve.

Today, at a staff strength of over 700 passionate employees, we are proud to have served over 80,000 beneficiaries annually and have impacted their lives for the better across the 39 centres Fei Yue operates nationwide.

We are thankful for the many grant-makers, funders, sponsors, partners, donors, and volunteers who believed in us and are honoured to have worked together in this process of improving the lives of our beneficiaries.

Serving in the here and now for a brighter future



MR JOHN ANG President, Fei Yue Community Services

In a blink of an eye, normalcy has returned. As a nation, we have successfully steered through the worst of the pandemic. We have redoubled our efforts to serve with greater determination to meet needs. Looking back, our work was possible because of God's enabling and the partners and donors who funded our programmes.

Allow me here to recount some of our accomplishments in the past year.

Firstly, in no particular order of merit, our Early Intervention Programme for Infants and Children (EIPIC) enrolled and continue to nurture 1,964 young minds, which I am sure, will leave an indelible mark on their futures.

Secondly, our Family Central and the Community Mental Health departments engaged with a broader audience through digital communication and social media to serve 3,423 and 2,547 respectively as we continue to provide parent support as well as couple and individual counselling.

Thirdly, our Youth services department, through the e-counselling platform, provided support to 427 youths facing difficulties navigating life's challenges. Staff continue to 'walk the streets and alleyways' to seek, engage and befriend vulnerable youths in our community to provide guidance, support and encouragement.

Fourthly, our Active Ageing Centres adopted a new operation model to upskill seniors to become digitally literate. Within this financial year, a group of 38 seniors participated in digital literacy programmes aimed at familiarising them with digital platforms such as Canva and Instagram, as well as educating them on scam prevention. Some seniors shared their personal goals with our staff and were delighted to have learnt digital skills which they will use to enrich their daily life. In one particular case, it was heartwarming to learn of a senior who expressed delight and satisfaction in being able to create and send digital greeting cards to his loved ones.

President's Message

In the year under review, we were awarded another SG Cares Volunteer Centre (VC) at Hougang. Today, we operate three SG Cares VCs in Chua Chu Kang, Bukit Batok, including Hougang, with 4,167 volunteers in Fei Yue alone, creating opportunities for collaboration and community engagement.

Fei Yue saw an increase in broadcast publicity from 22 in the previous financial year to 32 this year. Our social media pages on Facebook and Instagram have also seen steady growth with increased endorsement in 'likes' and follower numbers. The media coverage and posts have raised awareness of our services and programmes.

Finally, I'm happy to share that Fei Yue has been awarded "A Great Place to Work, 2023" by The Straits Times. This signals that we have been recognised as one of Singapore's Best Employers. This accolade affirms our commitment to foster a supportive and inclusive workplace where staff members can contribute their best efforts.

I would like to take the opportunity to thank our Board members for their interest and dedication in continuing to guide the work of Fei Yue. Our senior management team deserves our admiration for their creativity, unity, patience and hard work as they encourage, support and guide a staff team of committed, conscientious and resourceful workers in this organisation.

As we continue to seek out vulnerable families and individuals to support in an increasingly challenging future, we will depend increasingly on our community partners (including Government Ministries and agencies), donors and volunteers to sustain this work. Your belief in us and your generosity will continue to encourage our best efforts.

We stand at the cusp of a new chapter filled with possibilities. As Board and staff, we will continue to march forward with determination to meet needs and effect life transformation with tenacity and humility.

May God be honoured and glorified through our work!

SUMMARY REPORT FOR FEI YUE COMMUNITY SERVICES FOR THE PERIOD BEGINNING 1 APRIL 2022 TO 31 MARCH 2023

Based on the Financial Year of 22/23 our key divisions provided and administered programmes and services to meet the needs of the communities served by Fei Yue Community Services (FYCS).

THE YEAR IN REVIEW

CHILDREN & YOUTH

Early Intervention Programme For Infants And Children (Eipic)



Fei Yue was appointed by the Ministry of Social and Family Development (MSF) to offer early intervention services at our fourth centre, located in Bukit Batok. Operations will commence in September 2023, catering to 51 students.

Our staff, Mr Reuben Cheng was awarded the 'Outstanding Early Intervention Professional' by the Early Childhood Development Agency (ECDA) in October 2022. He is the first male teacher to receive this honour in the awards' ten-year history.

YOUTH Youth GO!

In 2022, Youth GO! @ Fei Yue expanded its service boundaries to include Social Service Offices (SSO) in various locations. The programme celebrated its 10th

anniversary and has successfully adapted a street outreach model from Hong Kong to suit the local culture over the past decade.

ec2.sq

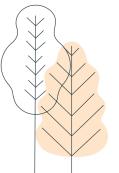


ec2.sg was officially launched on 8 July 2022. The launch event theme was Ctrl+Alt+Del: Refresh - Supporting Youth Mental Health through the Digital Space. The launch marked ec2.sg's formal entry into the mental health space for youths.

Youth Development Programme

In 2022, the team continued delivering programmes for diverse youth, including sexual education, gaming and gambling awareness, life skills and financial literacy, vocational exploration, mental health support, and outreach to hidden youths and their families. Partnerships with various organisations and successful initiatives were carried out, promoting resilience, social connectedness, and overall well-being among the youth.

A total of **879**clients benefitted from our programme.



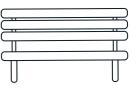
Integrated Service Provider (ISP)

The ISP department served a total of 155 unique clients in the financial year.

programmes to face-toface engagements. The Void Deck Programme empowers Choa Chu Kang youths, increasing social capital and resilience. Playnting encourages self-expression through painting and drumming. The Celebrating Milestones event recognises GP completions and promotes positive lives. New technologies like Gnowbe and task automation improve service delivery.

With COVID-19 measures

easing, ISP shifted





Highlights

FAMILY & COUPLES COMMUNITY MENTAL HEALTH

Community Resource, Engagement & Support Team (CREST)

The CREST team serves as a basic community safety net in supporting persons who are at risk, suspected or diagnosed with mental health conditions and their caregivers. With the latest appointment of a CREST Post-Diagnostic Support (PDS) team on 1 May 2021, CREST Fei Yue currently has six CREST teams and one PDS team.

The CREST team outreached

The CREST team served

Community Intervention Team (COMIT)

COMIT conducted a two-day workplace mental health training and therapeutic groupwork session for 53 NParks staff. They also presented a successful recovery case study at the NUHS Western Region Mental Health Engagement Meeting, attended by over 60 community partners. COMIT counsellors conducted psychotherapy group work and provided individual online therapy sessions for participants from the NUS Pharmacy Residency Programme.

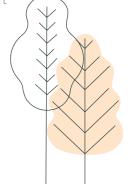
The team served individuals in the financial year.



Prison Care Division (PCD)

PCD launched initiatives like Project Baby, Braveheart & Blossom, Yellow Ribbon STAR Bursary Case Management Services (YR STAR Bursary CMS), and Project RAISE. PCD is undergoing a name change to Restorative Care Division (RCD) and has plans for a new programme called Project Beam to support family members of newly incarcerated offenders.





Community-Based Programme (CBP)

The CBP department oversees the Case Management Services (CMS) and the Home Team Community Assistance Referral Scheme (HT CARES).



CMS Team served beneficiaries

HT Cares team served

beneficiaries

Family Resource Centre (FRC)

The FRC saw **599** beneficiaries in the financial year.

FRC assists inmates and their families during incarceration and provides aftercare support.

Family Programme

FP conducts family-centric programmes to improve familial relationships and inmates' self-awareness.

STRENGTHENING FAMILIES

Family Central

94 workshops were conducted under the Family Life Education programme and benefitted 3374 participants. 49 couples were served through 7 runs of PREP and 5 Tailored Marriage Preparation.



participants were Prepare/Enrich training

Family Central's Digital Outreach



on Facebook



on Instagram



10,476 subscribers of the e-newsletter



268 followers on Telegram

Family for Life@Community

In schools, the team organised 17 Family Life Education programmes, conducted 112 Triple P Parenting and Grandparenting Seminars, provided one-to-one parenting sessions that benefitted 103 parents, 14 group work sessions, and supported 64 couples through the Prepare and Enrich Marriage Programme.





MARRIAGE SUPPORT **PROGRAMMES**

Early Risk Marriage Support



benefitted from 12 sessions of our programme.

Language Classes

participants benefitted from the classes over 40 sessions.

Transnational Marriage Support



transnational couples were served.

Buddy Programme

Volunteers serve as buddies to foreign spouses, assisting with various activities and connecting families to resources as needed.

couples were successfully paired under the buddy programme.



Social Activities

In FY2022, monthly social activities were organised to strengthen relationships, integrate foreign spouses, and foster friendships. These activities included festive celebrations, workshops, and sponsored experiences at popular attractions like Gardens by The Bay and Universal Studios.



12 social activities were conducted for

DIVORCE SUPPORT

Mandatory Co-Parenting Programme

The parenting coordination session is a 2-hour session for couples with children under 21 who haven't agreed on a parenting plan before filing for divorce. It provides guidance on the impact of divorce on finances, housing, and children, assisting in the decision-making process.





Parenting PACT

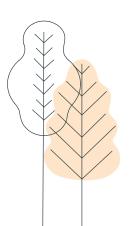
Parenting PACT is a 2-hour post-divorce session promoting understanding of the impact on children and encouraging healthy co-parenting. Beneficiaries gained awareness, prioritised children's needs, and acquired co-parenting skills.



Children-In-Between

The programme supports parents and children during divorce. It includes sessions for parents (CIBP) promoting co-parenting and resilience, and sessions for children (CIBC) addressing the emotional impact of divorce.

attended the sessions.





Transcending Divorce Support Group

individuals were served hrough this support group

The support group was started this year to provide healing support for individuals during and after divorce.

Casework & Counselling

The team new clients in the financial year

KIDSTART

Outreach and Information & Referral

The KidSTART team outreached to potential children and families through phone calls, snail mail and package deliveries.

Preschool Enrolment Support



Enhanced Support to Preschool

The ESP offers holistic support to KidSTART children and families in selected preschools. KidSTART workers collaborate with teachers, parents, and the local community to provide comprehensive support. They assess children's needs and engage parents on various aspects of child growth, development, health, and nutrition.



ADOPTION

Adoption Services

Adoption Services completed 27 cases, of which 24 cases were related to Home Study Reports (HSR), 2 for Relative Adoption from China and 1 for Stepchild Adoption from Thailand. Out of the 27 cases, 23 were couples and 4 were single applicants.

saw 370 participants.

SENIORS

Cluster Support (CS) and Community Case Management Service (CCMS)

The CS and CCMS programme at Hougang and Serangoon served 157 beneficiaries, whereas the CS and CCMS programme at Choa Chu Kang and Bukit Panjang served 439.

Hougang and Serangoon served beneficiaries

Choa Chu Kang and Bukit Panjang served beneficiaries

Advanced Care Planning



from the programme.

Healthcare Support

The team served

beneficiaries and provided caregiver and respite services to 27 individuals



Senior Group Home (SGH)

The Senior Group Homes in Teck Whye and Hougang are located in rental blocks and the total number of beneficiaries served in the financial year were 12 and 11 respectively.

Elder Education



learning courses that were organised by the department with the participant's age ranging from 50 to 93 years old.

Intergenerational Learning **Programmes (ILP)**



programme in FY22/23.

Active Ageing Centres

Fei Yue operates fifteen Active Ageing Centres (AACs) in Limbang Green, Sunshine Court, Buangkok Green, Hougang Dewcourt, Bukit Batok, Holland Close, Commonwealth, Brickland, Teck Whye, Hougang, Serangoon, Limbang, Senja, and Gym Tonic BOB @ Bukit Batok Blk 183, serving

seniors in total, who live in rental and non-rental apartments.

PROFESSIONAL DEVELOPMENT Academy of Human

A total of **91** online and physical

Development (AHD)

April 2022 to March 2023.

Allied Health Services Department

Benefitted a total of

excluding EIPIC clients who AHS also serves.

CORPORATE

HUMAN RESOURCE

Fei Yue resumed onsite Family Meetings and corporate events, fostering unity among employees with updates, testimonies, awards ceremonies, and celebrations. The Staff Retreat featured games and a Dinner & Dance event. Fei Yue also prioritizes employee health and wellness through virtual retreats and participation in initiatives like the One Million Trees Movement.



Corporate Development

Fei Yue received the Great Place to Work certification and ranked as one of Singapore's top employers, recognising our commitment to an exceptional employee experience. These achievements are attributed to the unwavering support and hard work of Fei Yue's employees. The organisation remains dedicated to providing care, support, and fostering a strong sense of unity among its employees.



CORPORATE **COMMUNICATIONS & RELATIONS**

Media Exposure

FYFSC and FYCS have totalled 45 articles on mainstream, print and online media mentions, with 32 in broadcast publicity. Our social media outlets have also experienced increased growth.



on mainstream, print and online media mentions.



broadcast publicity



on Instagram



Donors and Partners

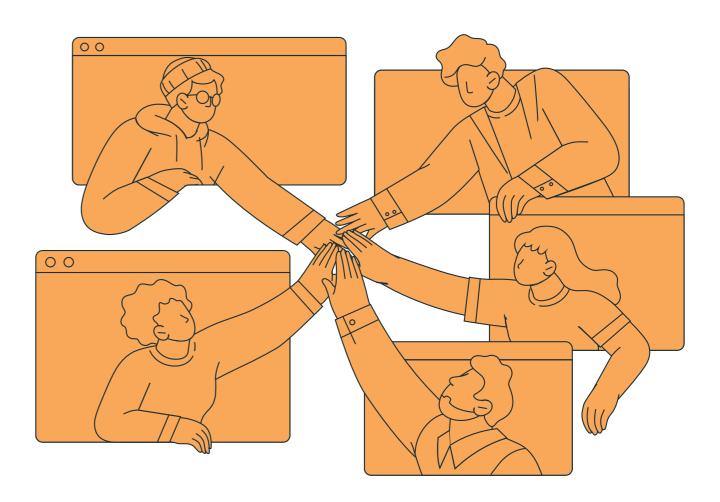
FYCS received cash donations in this financial year

\$1,167,633.73

Two fundraising campaigns were held in the financial year under FYCS - MRSS (Matched Retirement Savings Scheme), which raised \$162, 864.93, and Exclude, Included, which raised \$160.526.90"

SG Cares Volunteer Centre

Fei Yue recruited 2,749 volunteers through the SG Cares Volunteer Centre (VC) programme, Total number of volunteers: 4,167. The SG Cares VCs in Bukit Batok, Chua Chu Kang, and Hougang saw significant corporate engagement, with a 40% increase in corporates conducting Corporate Social Responsibility (CSR) activities and engagements. The VCs achieved a 92% volunteer retention rate, and the volunteers contributed 11,189.25 hours of service.



CHILDREN & YOUTH





Fei Yue Early Intervention Programme for Infants and Children (EIPIC)

EIPIC provides educational and therapy support for infants and children up to 6 years old who have developmental and special needs. The programme aims to create a nurturing and safe environment for each child to develop, learn and play, and to facilitate the increase in the child's developmental growth potential. There are currently three EIPIC centres that we operate in Jurong East, Wellington Circle and Upper Thomson respectively.

Our EIPIC team comprises of Teachers, Social Workers, Occupational Therapists, Speech Therapists, Physiotherapists, Psychologists and Administrative Staff. The team of professionals uses trans-disciplinary and family-centred approaches to support children with a variety of child developmental needs, such as Autism Spectrum Disorder (ASD) and Global Developmental Delay (GDD).



New Centre was launched at Bukit Batok

Fei Yue has been appointed by the Ministry of Social and Family Development (MSF) to offer early intervention services at our fourth centre, located in Bukit Batok. Operations will commence in September 2023, catering to 51 students.



Mr Reuben Cheng was awarded the 'Outstanding Early Intervention Professional' by the Early Childhood Development Agency (ECDA) in October 2022. He is the first male teacher to receive this honour in the awards' ten-year history. The award was presented by Minister of State (MSF) Ms Sun Xueling at the ceremony in Suntec City.

Mural painting with Yuhua Grassroots

EIPIC Jurong East collaborated with Yuhua Youth Network which revitalised the centre by painting vibrant wall murals on the exterior walls. Renowned artist Mr Zulqarnain Zulkiflee designed the murals, while youth volunteers from the Youth Network painted them. The addition of these murals has created a livelier and more engaging environment for our students.



Youth volunteers painting murals on the exterior walls of the EIPIC Jurong East centre



Year-end Party

To celebrate the end of the school year, a year-end party was held on the final day of the term. The classrooms were beautifully decorated, and students enjoyed engaging in various activities, including games, crafts, and taking photos with mascots. We are grateful for the generous support of Mercuria Asia Group Holdings, which not only sponsored the event but also volunteered as mascots, photographers, and food distributors. Additionally, Hewlett-Packard Singapore (Pte) Ltd sponsored graduation photos and folders for our graduating students. With the combined efforts of our sponsors and the EIPIC team, the year-end party was a delightful and unforgettable event for all attendees.



Student posing with mascots



Student posing with his graduation folder

TESTIMONY

Tan Kai Jia and his twin brother, Tan Kai Yi, joined EIPIC Jurong East in 2020 at the age of four after being referred for suspected autism spectrum disorder (ASD). In their final year at our centre in 2022, the twins applied to St. Andrew's Mission School (SAMS), a special school offering a mainstream curriculum. Unfortunately, Kai Jia did not receive an offer, causing distress to the family who wanted the twins to attend the same school. With the support of the EIPIC team, the family appealed for a reassessment.

Over the course of two months leading up to the reassessment, the dedicated EIPIC team, comprising allied health professionals and teachers, worked tirelessly to help Kai Jia develop crucial skills such as participating in larger groups and becoming more independent during work time. Although it seemed challenging for Kai Jia to meet SAMS's criteria in such a short timeframe, we collaborated closely with his parents and preschool teacher. Kai Jia eventually passed the reassessment successfully, leaving SAMS impressed by the significant transformation they witnessed within two months. The achievement brought immense joy to everyone involved, creating a powerful bond among the EIPIC team, parents, and preschool teachers.



The Tan Family

YOUTH SERVICES

Youth GO! Programme (YGP)

YGP is a street outreach programme that serves at-risk youths. Youth workers get to know the youths through street outreach, befriend them, identify needs or risk behaviours for appropriate intervention by social workers, and inform them of the services that are available in their locality. These teams were previously based in the Northwest (NW) and Southwest (SW) Districts respectively.

In 2022, our service boundaries expanded beyond the NW and SW boundaries to Social Service Offices (SSO) boundaries. The NW Team now operates in SSOs located in Bukit Batok, Bukit Panjang, Choa Chu Kang, Sembawang, Woodlands, Ang Mo Kio, and Yishun, while the SW Team operates in SSOs located in Boon Lay, Taman Jurong, Clementi, Jurong East, Queenstown, Bukit Merah, and Kreta Ayer.



O

Youth GO! @ Fei Yue celebrated its

10th

Youth GO! @ Fei Yue started in May 2012. We adapted Hong Kong's street outreach model and developed our own version customised to suit the local culture in the past 10 years.



Staff in the Youth Department celebrating Youth GO!'s 10th anniversary



Youths teaching SPS Mr Eric Chua on how to play the Latto-Latto

Street Outreach Programme

Senior Parliamentary Secretary of the Ministry of Social and Family Development (MSF), Mr Eric Chua, and Chief Executive of Fei Yue Community Services, Mr Arthur Ling joined the Youth GO! team at the beginning of 2023 in a street outreach programme. The programme provided a unique opportunity for SPS Mr Eric Chua to engage with the young people directly on the streets to better understand their concerns and aspirations.

eC2.sg

ec2.sg is a community mental health programme for youths aged between 12 and 25 years old. ec2 aims to promote mental resilience by empowering youths to take charge of their mental health by connecting them to available resources and instilling courage in them to seek help and engage with the community.

ec2.sg was officially launched on 8 July 2022, with SPS Mr Eric Chua as the guest of honour. The event theme was Ctrl+Alt+Del: Refresh - Supporting Youth Mental Health through the Digital Space. The launch marked ec2.sg's formal entry into the mental health space for youths.



(From Left) Ms See Yen Theng, Deputy Chief of Caregiving and Community Mental Health Division, Agency for Integrated Care (AIC), Mr Eric Chua, Senior Parliamentary Secretary of the Ministry of Social and Family Development (MSF), and Mr Arthur Ling, Chief Executive of Fei Yue Community Services at the launch of ec2.sg on 8 July 2022.

Services that ec2.sg provides:

- (1) Psychoeducation and Outreach(2) Mental health screening and service linkage
- (3) Basic Emotional Support (one-to-one or group)

support groups

- (4) Caregiver engagement and support
- (5) Mental health support through the provision of talks in school and

Youth Development Programme

In 2022, we adapted a hybrid approach to deliver our programmes in response to the easing of COVID-19 measures to continue providing quality services and programmes for youths from diverse settings, including:

e - Teens (STI/HIV prevention programme) We continued our partnership with the Health
Promotion Board (HPB) to bring sexual education
to schools and to educate youths with knowledge
on how to keep themselves sexually safe.

2) Cost of the Box - We continued our partnership with National Council on Problem Gambling (NCPG) to conduct talks at schools to raise awareness about the convergence between online gaming and gambling, and the addictive elements in games and loot boxes.



Social workers engaging secondary school students in discussions about the potential risks in using loot boxes in games

3) Happy Family Programme - Funded by Singapore Exchange Limited (SGX), this programme seeks to teach life skills and financial literacy to low-income families. The programme reached out to 15 low-income families.



(Left) A family learning about effective communication during the Happy Family Programme (Right) A family bonding over meals after a session conducted by our staff

4) Youth-Reka Programme - Funded by CapitaLand, the programme aims to develop self-efficacy skills and resiliency in detached youths through vocational exploration. Two vocational exposures in the animal care and baking industries were crafted with external partners, including Animal-Assisted Interactions Singapore (AAISG), Singapore Zoo, and Old School Delights.



Youths learning to bake egg tarts from a Food & Beverage business owner in collaboration with our Youth-Reka Programme



Youth learning to work and care for animals from an external partner in collaboration with our Youth-Reka Programme

5) Hooked Fishing Programme - We partnered The Young Men's Christian Association (YMCA) to support socially isolated youths aged 12 to 21 with mental health issues. The programme uses structured experiential-based activities to develop resiliency, stewardship, problem-solving skills, and social connectedness with positive peers.



(Left) Youths and their family members at a fishing trip to celebrate the completion of Hooked Fishing Programme (Right) Youth learning fishing skills from our staff at the Hooked Fishing Programme

6) Hidden Youth Outreach Service (HYOS) -HYOS aims to provide social and emotional support to hidden youths and their families by reintegrating them into their communities through home visits, gaming, and digital outreach. In 2022, we presented our work at The Consortium of Institutes on Family in the Asian Region (CIFA) Regional Symposium and the Singapore Ministry of Social and Family Development (MSF) Asian Family Conference and published a paper in the Frontiers in Psychiatry journal alongside National University Hospital's Response Early intervention and Assessment in Community mental Health (NUH REACH). The team also collaborated with Fei Yue's Research Department to develop the HYOS Theory of Change (TOC) and engaged in research, programme development and stakeholder engagements.

Our Principal Social Worker, Mr Benjamin Yeo (second from the right), as a panellist at "CIFA Regional Symposium & MSF Asian Family Conference" sharing about Fei Yue's Hidden Youth Work





Our social worker from Hidden Youth Outreach Service, Mr Mohamed Rauf Redza Bin Mohamed Fauzi, presenting on "Working with Families of Hidden Youth in Singapore: A Specialised Outreach Service by Fei Yue Community Services".

Integrated Service Provider (ISP)

The ISP provides a suite of programmes for at-risk youths and young offenders in Bukit Batok, Choa Chu Kang and Bukit Panjang. With the easing of COVID-19 measures, the ISP team shifted most of its programmes and engagements face-to-face. The Void Deck Programme is a bi-weekly initiative aimed at empowering youths in the Choa Chu Kang community and increasing their social capital and resilience. Playnting, a programme developed with Playnting Pte Ltd, encourages youth to express themselves through painting and drumming. The Celebrating Milestones event also recognised youths who completed their Guidance Programme (GP) with Fei Yue and encouraged them to continue leading positive, crime-free lives. In 2022, we adopted new technologies including a learning management system, Gnowbe, and a task automation system to support our staff and improve the delivery of our services.

Testimonials from our Partner - Mr Melvin Lum, Investigation Officer (IO), Singapore Police Force (SPF):

"To start off, I would like to list a few workers that I had worked with before such as Miss Zoe Tee, Miss Andria Choo, Miss Andrea Ong & Miss Gayle. The level of collaboration exhibited by Fei Yue and mentioned workers has always been pleasant and hassle-free. The level of commitment by the workers is commendable as there were times we encountered difficult clients requiring us to change our planned session at the last minute or beyond working hours. There were also times when the workers went above and beyond to assist SPF in our work. The seamless inter-agency cooperation and collaboration are greatly appreciated, in servitude to the commonality of the community."

6.00

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Community Mental Health (CMH)



July 2022 - NParks Groupwork Therapy

The Community Intervention Team (COMIT) was invited to facilitate a two-day workplace mental health training and therapeutic groupwork session for a group of 53 NParks staff.





January 2023 -NUHS Western Region Mental Health Engagement Meeting

COMIT was invited to present a case study showcasing the successful recovery process of our client to over 60 community partners who attended the online Engagement Meeting. The meeting was organised by the Department of Psychiatry at Ng Teng Fong General Hospital (NTFGH), the Department of Psychological Medicine at National University Hospital (NUHS), and the Agency of Integrated Care (AIC).





February 2023 – NUS Pharmacy Psychoeducation Groupwork

COMIT counsellors conducted psychotherapy group work with participants from the National University of Singapore (NUS) Pharmacy Residency Programme and provided support through individual online therapy sessions.

Fei Yue Community Resource, Engagement and Support Team (CREST)

The CREST team serves as a basic community safety net in supporting persons who are at risk, suspected or diagnosed with mental health conditions and their caregivers. With the latest appointment of a CREST Post-Diagnostic Support (PDS) team on 1 May 2021, CREST Fei Yue currently has six CREST teams and one PDS team.

Service areas **CREST** (according to GRC boundaries) CREST Fei Yue @ Ang Mo Kio-Hougang, Hougang SMC and Punggol Ang Mo Kio-Hougang, Bedok-Reservoir (Since 1 Jan 2017) Punggol (Hougang), Hougang (CREST Fei Yue @ AMK-HG & HG) CREST Fei Yue @ Bukit Panjang (Since 1 April 2020) Bukit Panjang, Zhenghua, Cashew (CREST Fei Yue @ BP) CREST Fei Yue @ Brickland and Choa Chu Kang Choa Chua Kang, Brickland, Keat Hong, (Since 1 Aug 2017) Limbang, Yew Tee (CREST Fei Yue @ BLCCK) CREST Fei Yue @ Bukit Timah, Clementi & Ulu Pandan Clementi. Ulu Pandan (Since 1 Feb 2016) (CREST Fei Yue @ BCU) CREST Fei Yue @ Serangoon & Paya Lebar (Since 1 Mar 2021) Serangoon, Paya Lebar (CREST Fei Yue @ SRGN & PL) CREST Fei Yue @ Buona Vista and Queenstown (Since 1 Sept 2018) Buona Vista, Queenstown (CREST Fei Yue @ BVQ) CREST Fei Yue @ Limbang & Yew Tee (Since 1 Apr 2022) Limbang, Yew Tee (CREST Fei Yue @ LBTY) CREST Post-Diagnostic Support Fei Yue Regardless of boundary but only receiving (Since 1 May 2021) referrals from Ng Teng Fong General Hospital (CREST PDS Fei Yue)

HIGHLIGHTS

• The CREST and PDS teams have partnered community stakeholders such as Grassroot Organisations (GRO), Grassroot Leaders (GRL), AIC, Prime Minister's Office (PMO), National Library Board (NLB), and NTFGH. These collaborations have resulted in lasting relationships. Particularly, the CREST team works with GROs in functional screening events to promote early recognition of signs of dementia and depression.



CREST teams at functional screenings with GROs

• CREST Fei Yue @ Bukit Timah, Clementi & Ulu Pandan joined the Clementi Health Carnival organised by Clementi CC Management Committee (CCMC) to promote healthier lifestyles and raise awareness of local social and health assets. The event featured esteemed guests like Mdm Rahayu, Jurong GRC advisor, Senior Parliamentary Secretary, Ministry of Health and Dr Tan Wu Ming, Jurong GRO advisor. The carnival successfully highlighted the importance of preventive health and showcased various programmes and services available in Clementi, including CREST.



CREST staff interacting with residents at the Clementi Health Carnival

• CREST Fei Yue @ Brickland and Chua Chu Kang (CCK), along with CCK Family Service Centre (FSC) and the Family Central Parenting team, joined the Open House Carnival organised by CCK CC. The event, graced by Minister Gan Kim Yong, aimed to reconnect with residents of all ages, showcase our services, and raise mental health awareness. Through our interactive booth setup, we engaged directly with residents and observed community trends to stay relevant.



Minister Gan Kim Yong and Fei Yue staff at the Open House Carnival

• As part of the Safe Pod @ Queenstown initiative, CREST Fei Yue @ Buona Vista and Queenstown partnered to promote mental health awareness and provide support to residents. To commemorate the 1st Anniversary of Safe Pod, the team organised a joyful carnival where they designed mental health games that engaged over 160 residents. The team had the honour of representing Fei Yue at the official launch of the national movement, Dementia-Friendly SG movement (DFSG). A CREST representative was also featured in an interview in the AIC Connect2Collab publication as a DFSG ambassador and Dementia Friend. He discussed the team's collaboration with community partners to introduce dementia-friendly initiatives in the Queenstown Dementia-Friendly Community.



Safe Pod's 1st Anniversary Carnival



DFSG Movement Launch



Interview with CREST representative published in AIC's Publication 'Connect2Collab'

• As part of a Kopi-aaC Online Session hosted by AIC, CREST Fei Yue @ Buona Vista had the opportunity to discuss their successful collaborations and partnerships with Lions Befriender Active Ageing Centre (AAC). The aim was to extend support to residents with mental health needs and strengthen outreach efforts.

• The Caregiver Support Group, led by CREST @ Ang Mo Kio - Hougang and CREST @ Serangoon and Paya Lebar collaborated with Tan Tock Seng Hospital (TTSH) Carer Matters to provide caregivers with valuable tips on self-care, including physical and mental well-being practices and gratitude. In November 2022, the team organised their first bilingual and in-person session at Fei Yue Active Ageing Centre (Hougang Dewcourt), where caregivers enjoyed festive activities, photo sessions, and wrote encouragement cards to reflect on their caregiving journey.



The first physical session for caregivers from the Caregivers Support Group



Kopi-aaC online session with partners from the AAC and AIC

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Prison Care Division

Prison Care Division (PCD) was started in 2006, with one Family Resource Centre at the Prison Link Changi Centre (PLCC) providing Information and Referral (I&R) services and extended I&R casework management services. The Prison Care Division has grown to offer a more holistic approach, including Triage work at various Police Division Headquarters, hoping to meet the gap for offenders to prevent re-offending with 26 staff.

PCD comprises three departments:





Family Resource
Centre Department

Community-Based Programme (CBP)

The Community-Based Programme (CBP) department comprises Case Management Services ("CMS") and The Home Team Community Assistance Referral Scheme ("HT CARES").

Case Management Services (CMS)

CMS provides case management for inmates or ex-offenders who are released directly from prisons, emplaced on in-house Community-Based Programme (CBP) or under CNB Supervision Order. The programme aims to provide clients and their families a platform to seek assistance and support for reintegration into society.

Partnerships

- (1) Caseworkers partnered The Food Bank Singapore to provide necessities like grocery vouchers and food ration to those in need.
- (2) The team networked with community partners such as The Salvation Army, Bettr Barista and Atalian Services to facilitate closer collaborations to assist our beneficiaries.
- (3) Caseworkers underwent Family Violence and Relapse Prevention training, along with a sharing session on Healthy Boundaries at Work by a visiting expert from Elisabeth Kubler-Ross Foundation. These sessions equipped caseworkers with self-care techniques to better serve clients in managing complex family situations and recovery challenges of Persons with In-Prison Experiences (PIEs).
- (4) The team also partnered Siloam Xperience Outreach Limited to provide vouchers to eligible beneficiaries to redeem items from the Siloam Thrift Store.

Home Team Community Assistance and Referral Scheme (HT CARES)

HT CARES aims to create a shorter runway to deliver social intervention to address the root causes of a crime, as well as to reduce the re-offending rate amongst offenders. HT CARES officers would assess and identify the criminogenic social needs of offenders to refer them to relevant social services for support and intervention. HT CARES officers would then continue to monitor the case to work towards the successful delivery of the recommended intervention.

HIGHLIGHTS

- (1) At the Police Workplan Seminar 2022, the Singapore Police Force (SPF) highlighted the need to work closely with social sector partners. They premiered a short film on Facebook and Instagram called "Policing with a Heart" featuring HT CARES.
- (2) HT CARES was featured in The Straits Times for its role in assessing the need for further intervention for offenders involved in online child sexual exploitation.

Family Programme (FP) Department In-care Rehabilitation and Reintegration Programme



attended various family-centric programmes conducted at both Male and Female Institutions in the Singapore Prisons and the Young Offenders Institute in Tanah Merah Prison under the FP Department.

The family programmes conducted include Social Skills Training Programme (SSTP), Family Reintegration Programme (FRP), and Rehabilitation and Re-integration Programme – Motivational Primer (MP) to equip participants with pro-social skills, cognitive thinking, and relational skills to improve familial relationships and enhance family functioning, as well as to heighten inmates' self-awareness and motivation for change.

All participants provided positive feedback on the programme with respect to content, delivery, and helpfulness. Participants also commented on how the programmes had impacted them in relation to how they view themselves and their family relationships.

The FP team also launched "Project Connect," an initiative that enhances the current Family and Joint Sessions (FSJS). It links the offenders' elderly next-of-kin with social assistance and community resources as they may lack the information or capability to source for assistance.

Family Resource Centre (FRC)

Incarceration has a significant impact on families, resulting in emotional distress and increased responsibilities. Released inmates often lack fundamental needs, such as finances, employment, and medical support. The FRC assists inmates and their families during incarceration and provides aftercare support for released inmates without family support.

From 2020, FRC has partnered Singapore Prison Service (SPS), Fei Yue Family Service Centre, and Fei Yue's Youth Department to create the following initiatives:

- (1) Project Baby This programme offers a safe space for pregnant inmates to receive support through workshops which provide education and information on pregnancy and its challenges. Pregnant inmates can discuss caregiving options and make informed decisions for their child(ren).
- (2) **Braveheart & Blossom** -Young offenders often struggle with interpersonal relationships upon release from Reformative Training (RT). To reinforce skills and prevent recidivism, this programme teaches stress management, communication, conflict resolution, and coping skills. FRC presented at the annual Psychiatric Correctional Unit (PCU) Family and Community Day to raise awareness of the mental illness, support offender reintegration, and promote community outreach for caregivers.

HIGHLIGHTS

Ms Janet Liam, Assistant Manager, and Assistant Senior Social Worker was awarded the Promising Social Worker Award for her contribution to the sector through Project Baby. This award was presented by President Halimah Yacob to recognise the outstanding contributions of social workers to society.



Ms Janet Liam (left) receiving the Promising Social Worker Award from President Halimah Yacob and Minister for Social and Family Development Mr Masagos Zulkifli

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Yellow Ribbon STAR Bursary Case Management Services (YR STAR Bursary CMS)

The YR STAR Bursary CMS was established to support low-income ex-offenders in pursuing tertiary education by providing financial aid for course fees and living expenses. In October 2021, PCD took on the programme with the aim of empowering PIEs towards self-reliance and enabling them to be gainfully employed after their education.

Project RAISE

Project RAISE is an initiative started by PCD in 2019 to raise awareness on the challenges faced by PIEs and their families, create publicity for PCD's work to garner support and obtain long-term donations for clients, and strengthen the division's presence in the social service sector. PCD received numerous donations for clients and their families through various events, including tickets to iFly Singapore's 10th Anniversary Celebration.



Beneficiaries and staff of Fei Yue at iFly

PCD launched the "Exclude, Included - An inclusive community starts with you" fundraising campaign to raise funds to sustain the current programmes and launch new initiatives to benefit offenders, ex-offenders, and their families. The fundraiser was officially launched by the Minister of State for the Ministry of Home Affairs and the Ministry of National Development Assoc Prof Dr Muhammad Faishal Ibrahim.

The campaign concluded on 31 Mar 2023 with a total of \$140,000 raised.



"Exclude, Included! - An inclusive community starts with you" fundraising campaign poster



Fei Yue's Board members, senior management, and staff with guest-of-honour Assoc Prof Dr Muhammad Faishal Ibrahim

From the next financial year (FY23/24), the division will be renamed to Restorative Care Division (RCD) to better position itself in its plans to continue enhancing its restorative works. In the pipeline is a new programme – Project Beam, aimed at equipping family members of newly incarcerated Drug Rehabilitation Centre (DRC) offenders with different skillsets to better support offenders.

Strengthening Families Division (SFD)

SFD reaches out to couples with early marriages or in transnational marriages and offers various services to support them. The services include supporting individuals and families looking to improve relationships and well-being, supporting parents through their parenting journey, and assisting families going through a divorce.

Family Central

The Central Functions Department aims to empower individuals, couples, and families with skills, knowledge, and resources through diverse media initiatives. 2022 was dedicated as the Year of Celebrating SG Families, a whole-of-society movement led by the Families for Life Council, with support from the Ministry of Social and Family Development (MSF) and the Alliance for Action to Strengthen Marriages and Family Relationships (AFAM), highlighting the significance of our families.



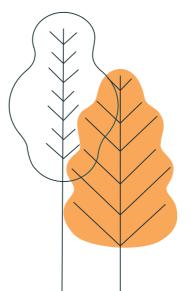
Bake & Bond Christmas Workshop

HIGHLIGHTS

Family Central provides a diverse range of Family Life Education (FLE) programmes to schools, corporate partners, and communities. These programmes aim to empower individuals and families with skills to improve individual well-being and strengthen relationships.



Posters of talks and seminars conducted by Family Central





5 Love Languages Workshop

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Marriage Preparation Courses

With the easing of safe management measures, Family Central resumed face-to-face Marriage Preparation Courses.



CLIENT'S FEEDBACK

The programme brought us together to work intentionally on improving our relationship in a structured and targeted way, increasing our confidence in our future and sense of commitment from the other party.

 Participant of the programmes



Digital Outreach



3,205 followers



1,935 followers



10,476 recipients of the e-newsletter subscription



268
subscribers
on the FamilyBuzz@Fei Yue
Telegram channel

HIGHLIGHTS

In November 2022, we had the honour of hosting Ibu Gusti Ayu Bintang Darmawati, Indonesian Minister of Women's Empowerment and Child Protection, during her visit to FAM@FSC and Fei Yue Family Service Centre (Chua Chu Kang).



Indonesian Minister Ibu Gusti Ayu Bintang Darmawati's (fourth from the left) visit to FAM@FSC and FYFSC (Chua Chu Kang).

Adoption Home Study Report

- 27 cases comprised of 24 Home Study Reports (HSR) for unrelated child adoption, 2 for relative adoption from China and 1 stepchild adoption from Thailand. Out of the 27 HSRs, 23 were couples and 4 were single applicants.
- 100% of satisfaction rating >4 and 100% of recommendations. Adoptive parents have commended our Assessors as knowledgeable, patient and professional in providing information and conducting interviews.
- "Assessors were helpful, the process was smooth and we felt more confident and assured after going through the interviews."
 Participant of the programme

Adoption Workshops

• 10 virtual group talks were conducted, with topics including "Disclosing adoption to your child" and "Pre-Adoption Briefing" in both English and Mandarin.

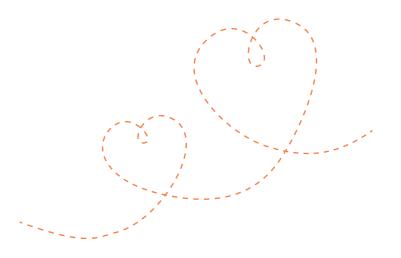
Moving forward, Adoption Services will continue to conduct public education talks to help people who are considering adoption and equip them with the knowledge and skills of adoptive parenting. We will also continue to provide individual counselling sessions for adoptive families and adoptees who require counselling support. We are committed to building homes for children and couples through adoption and providing relevant and quality support to the adoptive community in Singapore.

We achieved a

97.7%
rating for satisfaction

98_8%
rating for the
helpfulness of
the workshop

97.6%
rating for recommendation



Families for Life @ **Community (FFLC)**

Fei Yue is honoured to be one of two MSF-appointed agencies for Families for Life @ Community (FFLC). We work to nurture a family-friendly ecosystem at the community level to provide early support to families in their marriage and parenting journey. We run evidence-based and evidence-informed marriage and parenting programmes, locale-based parent support groups for families with young children, family bonding events and provide local volunteering opportunities. Our services include:

Parenting Support Programmes Triple P

Triple P (Positive Parenting Programme) is an evidence-based parenting support programme developed to help parents manage children's behavioural and emotional problems, and strengthen parent-child relationships. There are different levels of the Triple P, catering to different parenting needs.

Triple P L2 Parenting Seminars



The topics covered are very relevant. I learnt many methods of approaching a situation and what is the best way to do so. Group discussion with other parents also gave me insight and I realised I am not the only one facing the same problem.

- Mdm So from **West Spring Primary School**



· Triple P L3 One-to-one **Coaching Session**

Level 3 parenting sessions are offered to parents who have mid to high parenting needs, such as parents of children with special educational needs. A total of 103 participants completed the consultation sessions.

· Triple P L4 Groupwork

FFLC organised a single run of an intensive programme for parents with teenagers this year. The programme fosters learning and support among motivated parents in a small group setting, resulting in 14 successful completions.



I found the programme very helpful as my parenting coach, Ee Lyn, shared different techniques to understand my teenager such as acknowledging behaviour and setting up a behaviour contract. Additionally, hearing from other parents made me realise that my teenager behaves the same. I learnt that parents should empathise and be understanding and supportive to their teens. I have applied a few techniques and observed a better relationship with my kids. I highly recommended parents to join this programme.

- A father from Kranji **Secondary School**

· Signposts for Better Behaviour

Signpost is an evidence-based programme that enables parents to acquire skills in understanding, preventing, and managing their child's challenging behaviour. It involves the development of a personalised programme that caters to the unique needs of their child.

> This year sessions, which were organised over two separate runs.

TESTIMONY

have learned how to manage my child with autism spectrum disorder (ASD) and manage the parenting situation effectively and tactfully."

- A mother from **Lianhua Primary School**

Marriage Programmes

 Online Prevention and Relationship **Education Programme (EPRPEP)**

In 2022, an e-learning version of PREP (Prevention and Relationship Education Programme) was launched. It caters to newlywed or soon-to-be-wed couples, providing effective communication and conflict-resolution skills for a strong marital foundation. A total of 145 couples successfully completed the course.

Marriage Preparation and **Enrichment Programmes**

48 married couples completed the Prepare and Enrich Marriage Enrichment groupwork to strengthen their communication and conflict management skills. They learned to identify and manage stressors, differences in personality, and deepen their understanding of one another based on their family of origin and couple map.

TESTIMONY

It gave us the opportunity and structure to facilitate problem solving. My husband and I made headway in resolving a particularly thorny issue.

> - Couple married for 4 years

Partnerships And Community Initiatives

 School Partnerships and **Programmes**

We collaborated with 36 schools in our region, organising parenting programmes and engaging with parents. We conducted 17 Family Life Education talks, arranged 23 Triple P Level 2 webinars/seminars, and provided group work and one-to-one coaching sessions. Additionally, we partnered with Lian Hua Primary School to support parents of children with special educational needs through a Signpost groupwork and continued to offer support to their parent support group.

We collaborated with schools in our region

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TESTIMONY

There is a wide variety of topics on parenting. The topics are meaningful, up-to-date and relevant. Interactions between the school and the agency is very good. Fei Yue is efficient, receptive to the school's feedback and follow-up with prompt actions. Fei Yue is also very caring in its delivery of services.

- Dunearn Secondary School



Outreach efforts at Dunearn Secondary School

Partnerships and Collaboration with Corporate Partners and the Community

We engaged in community outreach at Brickland, Keat Hong, and Bukit Gombak events, conducting walkabouts, home visits, and meetings with advisors and grassroots leaders. This enabled us to better understand and address community needs. We also shared local resources with clients requesting additional support.

We were also invited to speak on a panel for the launch of McDonald's mental wellness programmes, and later hosted Triple P Level 2 seminars at McDonald's @ Lot One Shoppers' Mall.



Outreach efforts with Member of Parliament Zhulkarnain Abdul Rahim in the Keat Hong Community



Triple P Seminar at McDonald's

Partnerships and Collaboration with Religious Organisations

In addition to community and corporate partners, we collaborated with religious organisations to engage the community. We organised Triple P Grandparenting talks with Al-Khair mosque, including a visit from Mr Masagos Zulkifli, Minister for Social and Family Development. We conducted the Prepare and Enrich Marriage Enrichment Programme in partnership with Potter's Place, a community service by Eternal Life Assembly Church. We also shared our programmes and explored collaboration opportunities for marriage programmes with mentoring support at networking events and church meetings.



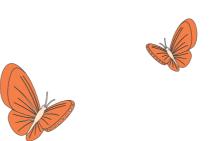
Triple P Grandparenting at Al Khair Mosque with Minister Masagos



Prepare and Enrich Marriage Enrichment Programme at Potter's Place, Eternal Life Assembly Church

Marriage Mentoring @ Community

In collaboration with various religious organisations, we have developed an FFLC marriage mentoring programme, which will be launched in 2023. This programme aims to provide additional support to couples who have completed the marriage enrichment programmes and expressed their interest in further assistance.



Marriage Support

Marriage Support services comprise of the Early Marriage Support Programme for minors and young couples between 18 and 24 years old and the Transnational Family Support Programme for Singaporean Citizens marrying a non-Permanent Resident foreigner. The couples are supported via the various programmes below:

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Marriage Preparation Programmes

These programmes offer psychoeducation workshops to help couples build a strong foundation for their marriage through working on strengths and growth areas in their relationship and addressing areas of potential conflict such as finances, living arrangements and family planning.

• Friendship Programme

Volunteers serve as buddies to foreign spouses and are introduced as resource persons to the couples to assist them in various activities. For instance, navigating government systems, getting around the neighbourhood and buying groceries. They also monitor the well-being of the family, identify areas of need and connect the families to available resources when needed.



I hope that our relationship will not end with the Buddy Programme. The volunteer is wonderful. She always informs me about Fei Yue's activities such as language classes, outings, and sessions. She always invites me to meet and we've even gone on outings and runs together. Although it has been over a year since the end of the programme, we are still friends. She really helped me a lot, allowing me to slowly integrate into a new life in Singapore.

- Participant of the Friendship Programme



Social Activities

Social Activities are conducted at least once a month to enhance marital and familial relationships, facilitate friendships and integrate foreign spouses into Singapore's culture. In FY2022, we organised various activities, including local festive celebrations like Hari Raya, Chinese New Year, and Deepavali. We also conducted workshops on topics such as "Romancing your Partner with Style," baking, and terrarium-making. Thanks to generous sponsors, couples had enjoyable experiences at Gardens By The Bay and iFly. Families also celebrated Christmas at Universal Studios, marking the Year of Celebrating SG Families.



Beneficiaries and staff of Fei Yue at iFly



Beneficiaries and staff of Fei Yue at Gardens By The Bay

Language Programme

Foreign Spouses are enrolled into Mandarin or English classes to help them learn and speak a common language spoken in Singapore. This programme helps them become more confident in making friends and hasten the process of their integration into Singapore.

KidSTART

Launched in April 2021, Fei Yue Community Services was appointed as a KidSTART Agency (KSA) serving the Bukit Batok, Bukit Panjang and Chua Chu Kang regions. KidSTART seeks to give children aged 0 to 6 years from low-income families a good start in life by empowering families to build a strong foundation for their children and foster positive child development outcomes.

Outreach to families

The KidSTART team outreached to potential children and families through phone calls, snail mail and package deliveries. The team also assessed the needs and triaged eligible cases into our various KidSTART programmes.



Connecting with a parent during a home visit



Door-to-door outreach

• Enhanced Support to Pre-schools Programme (ESP)

The ESP provides holistic support to KidSTART children and families in selected preschools. Dedicated KidSTART workers are deployed to partner preschools to work with teachers, parents, and the local community to provide a strong network of support for the KidSTART children. The KidSTART worker makes assessments of the child's needs and would engage parents on child growth, development, health, and nutrition.



A KidSTART worker with the children she works with

Engagements with families and partner preschools

KidSTART engaged families through fun activities aimed at promoting parent-child bonding with the generous support of donors and organisations. KidSTART also engaged partner preschools to raise awareness of the profiles and needs of children from lowincome families.



Engaging families and partner preschools through exciting events, both physically and online

Divorce Support

Family Counselling

MSF set up 5 Strengthening Families Programme@FSC (FAM@FSC) services, as part of an ecosystem of family programmes and services to support families undergoing transitions in family structure or facing family relationship issues. FAM@FSCs take a regional. integrated, and multi-disciplinary approach to support families in a holistic way:

• Regional: Each FAM@FSC will be dedicated to one of 10 regions in Singapore to make it more convenient for families to seek help when needed. FAM@FSCs will also leverage online platforms to enhance accessibility to services, in the wake of COVID-19.

- Integrated: Within each region, the FAM@FSC will work closely with other service providers such as their respective Social Service Office (SSO) and Family Service Centres partners to ensure seamless service delivery, tighter referral processes and a more holistic assistance to families, especially those with multiple and complex needs.
- Multi-disciplinary: FAM@FSCs will also bring together professionals from various disciplines such as counsellors, social workers, psychologists, mediators, and financial counsellors to address families' needs.

Healing Hearts@Fei Yue (appointed in August 2019 as a Divorce Support Specialist agency) was reappointed in October 2021 as FAM@FSC (Fei Yue CCK) to serve families in the North-West regions (Bukit Batok, Bukit Panjang and Chua Chu Kang).

Our programme and services expanded beyond Divorce Programmes to include the following:

- Family counselling for individuals, couples and families experiencing conflict and stress to address family-related issues, including marital conflicts and parent-child issues.
- Divorce support for couples contemplating, undergoing or who have undergone a divorce, including support for their children to cope with the stress of divorce.
- Discernment Counselling, a short-term intervention targeted at couples where at least one party has doubts or concerns about moving forward with the divorce. This service helps couples gain clarity and confidence to make a decision about their marriage and allows them to consider one of the three options: Postpone the Decision/ Move towards Divorce/ Work on the Marriage.

We are proud to have a team of passionate and dedicated 14 counsellors and Social Workers from the Marriage team and Divorce Support team to serve the counselling needs of families in addition to respectively delivering marriage and divorce support programmes.

Divorce Support Programmes

The Mandatory Parenting Programme is

a 2-hour session for couples with children under 21 who haven't agreed on a parenting plan before filing for divorce. It helps them understand the impact of divorce on finances, housing, and their children, aiding in their decision-making process.

Children-In-Between (CIB) is an evidencebased programme for parents and children during divorce. The CIB for parents (CIBP) involves two 2-hour sessions, promoting coparenting and resilience. The CIB for children (CIBC) consists of three 2-hour sessions, supporting children through the emotional impact of their parents' divorce.

Parenting PACT is a 2-hour session after divorce, promoting understanding of the impact on children and encouraging healthy co-parenting. It includes self-care strategies. Beneficiaries gained awareness, prioritised children's needs, and acquired co-parenting skills. Children who attended CIBC also reported coping better with stress from divorce.

Pre-Action Mediation (PAM) is a nonmandatory mediation service for couples unable to agree on divorce or ancillary matters. It occurs before filing for divorce and is separate from the court process. PAM is available for couples opting for the simplified track, offering a faster, more cost-effective, and less distressing divorce process.

The Transcending Divorce Support Group

was started this year to provide healing support for individuals during and after divorce. Monthly online sessions over 6 months address divorce's effects and promote recovery. Topics discussed include anger, loneliness, forgiveness, and moving on.

Online Counselling

The Community Psychology Hub (CPH), in partnership with MSF, created an online counselling service for individuals dealing with marital, divorce, parenting, or family challenges, and who prefer anonymous and convenient assistance. The counselling sessions are conducted via live chat, email, and/or phone, and are provided free of charge to Singaporean residents aged 18 and above. Starting from November 2022, Fei Yue assigns a team of 4 colleagues every Friday morning to manage this service and offer support to anyone in need.





News and media interviews featuring Fei Yue's Chief Executive, Arthur Ling, and Senior Counsellor, Veronica Ng

Community Case Management Service (CCMS)

CCMS is a community-based service that helps vulnerable seniors and their caregivers who face difficulties in managing multiple health and social care needs. By combining community-based aged and social care services, this initiative enables seniors to remain in their communities for an extended period, giving them the option to age in place. The objective of CCMS is to hinder or postpone the need for institutionalisation among seniors who have complex care needs.



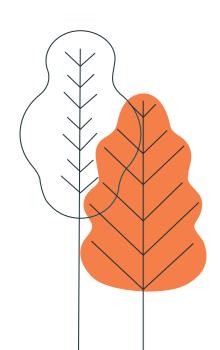
Ensuring a Dignified Farewell

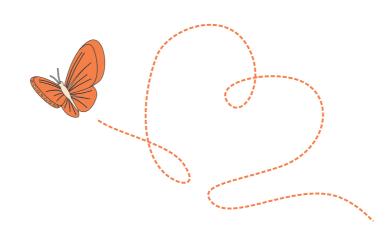
Mr A, an 82-year-old gentleman, was referred to CCMS for care coordination after being discharged from the hospital. His wife, Mdm B, aged 80, was his primary caregiver. They had experienced the tragic loss of their eldest daughter to cancer and faced conflicts with their sons regarding flat ownership that had strained their relationships.

Mr A was concerned about burdening his wife with medical appointments and experienced stress after being discharged with a catheter. The CCMS worker provided support by arranging medical escort services, addressing communication gaps, and connecting Mdm B with necessary services. They also facilitated their enrollment in the Afterlife Memorial Service (AMS).

Unfortunately, Mdm B's health declined and passed away. The AMS service was executed efficiently, and despite the absence of family members at the memorial service, closure was found. The CCMS worker continued to support Mr A, who displayed strength and resilience in resuming his routine after the loss.







Advanced Care Planning (ACP)

ACP is the process of planning for our future healthcare and personal care needs. It helps communicate our values and care preferences to our loved ones, identify early palliative care needs and helps improve one's quality of life during their end-of-life phase. It could also prepare families for the death of a loved one, resolve or avoid family conflict and cope with bereavement. ACP is suitable for everyone, regardless of age or state of health.



"During a casual conversation, my wealth manager mentioned the importance of Advance Care Planning. Based on their recommendation, I was advised to reach out to Christopher at Fei Yue.

Recognising the significance of understanding our desired care, especially in the absence of dependents, I arranged a joint session with Christopher for my mother, elderly aunt, and myself. We addressed challenging questions that typically go unconsidered by those in good health. Although contemplating palliative care and end-of-life arrangements is often taboo for the older generation, it is crucial to engage in these discussions.

As a financially independent individual in my forties without immediate family, my aim is to ensure a seamless process for my appointed Donee to handle my aftercare if I were to lose mental capacity. Similarly, I want to empower my elderly mother and aunt to make their own decisions regarding their care.

Our session with Christopher proved to be a meaningful experience. His thought-provoking questions allowed us to articulate our desires, while also discovering the wide range of options and elderly care services available in Singapore." - ACP client



Senior Group Home (SGH)

SGH is an assisted living model for frail Seniors who desire to maintain their independence in the community. Residents of the SGH are assigned Care Coordinators who would monitor their health, provide emotional support, and facilitate their continuation to age-in-place.

HIGHLIGHTS

In February, a group of residents from Fei Yue Senior Group Home visited Gardens by the Bay. This marked the first time in three years that most of the seniors have had an outing. As many of them were on wheelchair, a dedicated team consisting of four social workers, two care coordinators, and four interns from the Care @ Community department assisted them from their homes to the garden.



Fei Yue staff and seniors from the Group Home



Seniors from the Group Home enjoying the sights at Gardens By The Bay



CLIENT'S FEEDBACK

I'm very delighted. It's good to go out and have a bit of fun."

- Resident Mr Yeo Ah Phui

My heart feels good to see the flowers, Fei Yue has done a very tremendous, beautiful and good job

- Resident Mr Lee Hai Chuan



Healthcare Support Department

Homecare Services aims to support clients to age well in the community by addressing their essential medical and health care needs, minimising unnecessary hospitalisation, and delaying institutionalisation.

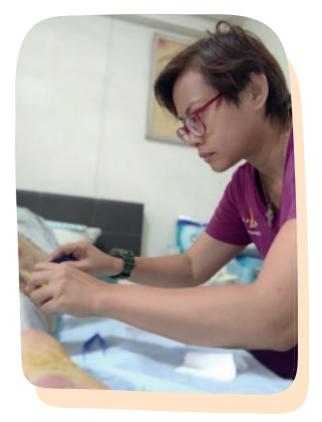
HIGHLIGHTS

Home Care Digitalisation Journey – PulseSync IngoT PCC System

In 2022, the Home Care team celebrated the one-year milestone of their digital transformation journey in collaboration with PulseSync, a software company. During this time, our staff successfully transitioned to PulseSync's cloud-based system called IngoT ("医草"), which stands for "IT is stretching the potential and capability of NGOs" PCC (Person Centred Care), enabling them to access client information on the go and during home visits. The Home Care team achieved a remarkable 58.89% reduction in man-hours required for administrative and clinical processes with digitalisation.

New Home Care branch at Chua Chu Kang

The opening of Fei Yue's new Home Care branch, Home Care @ Chua Chu Kang, marked the commencement of Home Nursing and Home Personal Care services for clients residing in the Western region of Singapore starting in September 2022. The service areas include Bukit Panjang, Chua Chu Kang, and Bukit Batok.



Registered Nurse, Ms Veron, assisting a client with wound dressing



Healthcare Assistant, Ms Htar Htar Hlaing, assisting clients with some mind-stimulating activities

Healthcare Assistant, Ms Naw Eh Hser Doh, serving a client during a Home Personal Care session

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Caregiver Support and Respite Care (CGRP)

CGRP provides physical, psycho-social, and financial support for caregivers who experience stress while taking care of their family members who are elderly, adults with mental health challenges, special needs, and disabilities.



• Community & Sports Facilities Scheme (CSFS) Space at Chinatown Point

CGRP successfully secured a joint tenancy for the utilisation of the newly renovated CSFS Space at Chinatown Point. Collaborating with three other service providers, namely Montfort Care, Sheng Hong Life Point, and Yong En Care Centre, we will be utilising this space to offer integrated services catered to seniors and their caregivers. This ongoing project is currently in development and is scheduled to commence in September 2023.



TESTIMONY

Mdm K and her late husband had been receiving support from CGRP and Home Therapy service since April 2021. Mdm K was facing high levels of caregiver stress as the sole caregiver to her bedridden husband, who had Amyotrophic Lateral Sclerosis (ALS). Mdm K dedicated herself to providing round-the-clock care, assisting her husband with all his Activities of Daily Living (ADLs), including the frequent repositioning needed at night to prevent bed sores.

Our team provided emotional support, counselling, and respite care sessions to Mdm K. We also connected her to various Intermediate and Long-Term Care (ILTC) services, including Home Therapy and Meals-on-Wheels delivery. These services continued until her husband's passing in January 2022.

Despite her loss, Mdm K showed resilience throughout her caregiving and grieving journey. She received support from her children, social services, medical team, and her family and friends. Gardening became her self-care practice and a source of flexible income. Mdm K expressed deep appreciation for the assistance and services provided by our CGRP team.





Mdm K's online shop products
Please feel free to support her work at
www.carousell.sg/u/balcony_garden31

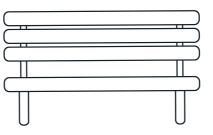
Elder Education (EE) and Intergenerational Learning Programme (ILP)

EE is offered by Family Central to provide a gamut of active ageing programmes to promote lifelong learning, healthy living, and social networking among seniors. As a major National Silver Academy (NSA) service provider, Family Central offers free Intergenerational Learning Programmes (ILP) and subsidised short courses for seniors aged 50 and above, regardless of citizenship. Our participants range from ages 50 to 93.



Mental Wellness P.O.W.E.R Pack and "Arts for Thought" programmes

To enhance the mental health of older Persons with Disabilities (PwDs) aged 50 years and above, two pilot programmes named "Mental Wellness P.O.W.E.R Pack" and "Arts for Thought" in partnership with disability agencies such as Stroke Support Station (S3), The Singapore National Stroke Association (SNSA), Dementia Singapore, The Salvation Army and St Luke's Eldercare Centre have been introduced. These programmes aim to improve and optimise mental well-being in a non-intimidating, enjoyable, and practical manner. They focus on psychosocial education in mental well-being and cognitive skills training. By enhancing their mental health, these programmes create opportunities for older PwDs to pursue further education and explore potential employment options.





Senior PwDs at the Mental Wellness P.O.W.E.R Pack session

Community Partner Award by Gardens by the Bay

During the launch event of the "A Blossoming City Garden" coffee table book in December 2022, Fei Yue Community Services was presented the Community Partner Award by Gardens by the Bay by Minister Indranee Rajah, Second Minister for Finance and Second Minister for National Development. Our Deputy Director, Ms Aw Lay Hoon, received the award on behalf of the agency.

Active Ageing Centres (AACs)

Since May 2021, in line with the Ministry of Health's (MOH) new direction to promote active ageing for seniors, a new elder care model has been implemented. Fei Yue currently operates 15 AACs that aim to facilitate active ageing within the community.

The AACs offer a range of services summarised as A.B.C. — Active ageing Programme, Befriending & Buddying, and Case referral service. These centres cater to Singaporean and Permanent Resident seniors, providing opportunities for mental, social, and physical engagement, as well as support in cluster activities, befriending, information and referrals, home visits, and managing the Alert Alarm System for designated blocks.

Additionally, we offer National Silver Academy (NSA) courses to engage seniors and actively encourage their participation in volunteer activities as part of promoting active ageing.

Fei Yue Active Ageing Centre (Teck Whye) (TWAAC)

With the relaxation of COVID-19 safe distancing measures and our targeted outreach to seniors within our service boundary, we have witnessed a gradual increase in daily attendance, from 17 to 42. This positive development has posed challenges such as manpower shortages, and the capacity limits of the centre. To address the manpower challenge, we are actively recruiting more volunteers through the new Volunteers Database Management System (VDMS) for timely recruitment and direct contact with interested applicants.

We have witnessed a gradual increase in daily attendance, from

17 to 42



 In September 2022, TWAAC successfully hosted the second edition of Matched Retirement Savings Scheme (MRSS) fundraising campaign with MP of Chua Chu Kang constituency and Minister of Trade, Mr Gan Kim Yong as the guest of honour. As part of this year's campaign, a card making workshop was organised for 10 beneficiaries and their cards were adapted into the fundraiser's 'Thank you card' to donors. The event was well-attended by Fei Yue's board of directors, senior management, grassroot leaders, sponsors, partners, and beneficiaries.



Card making workshop



The MRSS fundraising campaign was featured on Lianhe Zaobao

From October 2022 to March 2023, TWAAC hosted four Care-Agents from Project Igniting Change through Employment (ICE). These Care-Agents were actively engaged in conducting home visits to senior members in the centre who required befriending services. They also assisted with the implementation of active ageing programmes and supported computer admin tasks and outreach efforts.



TESTIMONY

A year ago, Mdm Tan joined our centre as a volunteer. While initially planning to recruit her as a member, we discovered that her block fell outside our service boundary. Nevertheless, we invited her to volunteer with us and over the course of a year, she became our most active volunteer in our befriending and buddying service. Whenever our centre is short on manpower, she willingly lends a hand. Currently, Mdm Tan is involved in visiting 12 seniors, taking charge of their requests, and ensuring their needs are met. One touching incident involved a senior who shared how Mdm Tan went the extra mile to buy him a meal during Chinese New Year, knowing the limited food options available. The senior was moved to tears, describing Mdm Tan as a mother figure to him.



Care-Agent engaging with senior who has dementia



Mdm Tan (third from right) with seniors from TWAAC

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Fei Yue Active Ageing Centre (Buangkok Green) (BGAAC)

BGAAC acts as a hub for elderly residents in the service area, consisting of 53 HDB blocks and one condo block. The centre welcomes all Singaporean citizens or permanent residents aged 60 and above who live in the neighbourhood to become members. We also manage the Alert Alarm System for Blocks 581 and 582 at Buangkok Green. The centre offers NSA courses that are accessible to Singaporean citizens or permanent residents aged 50 and above, promoting lifelong learning and engagement for seniors.

- We attracted 692 residents to join as BGAAC members and attracted more than 40 people per week to join in various activities in our AAC.
- We have 15 active volunteers above the age
 of 60 and 4 active volunteers from different
 universities. These volunteers are involved in
 carrying out the centre's activities, conducting
 home visits and block surveys, and participating
 in ad-hoc projects such as supporting in
 outings, administrative work, and centre's festive
 decoration, NSA courses and more.

Summary of Programmes and Beneficiaries

Programmes/Services	No of participants per session
HPB Friday Exercise: Chair Zumba	50/week
HPB Thursday Exercise: Zumba Gold	37/week
Rummy O, colouring, board games, art & crafts, newspaper reading	25/daily
C3A NSA-TCM courses	13/week
Birthday Care Packs	30/month
HPB line dancing	22/week
SGX Goodie Bag Distribution	300
Movie Time	24/Week
Functional Screening	84

We observed seniors getting to know their neighbours better through the activities and are more forthcoming in providing mutual help. The seniors had become more sociable, happier, and positive.

Fei Yue Active Ageing Centre (Brickland) (BLAAC)

BLAAC serves seniors who are staying in one or two rooms rental block units at Block 813A Choa Chu Kang Ave 7.



In February 2023, our Chinese New Year event featured a ukulele performance by our seniors and was attended by Minister of Parliament Mr Don Wee. The introduction of the ukulele musical interest group has had a positive impact on the seniors, boosting their confidence and providing opportunities to perform in community events.



Ukelele performance by seniors at Chinese New Year event



Mdm Ang, aged 87, used to spend most of her time at home with her helper before becoming a member of our centre. During our visits, she would tearfully share memories of her late husband and express her deep longing for him. Recognising her loneliness and isolation, the staff and volunteers at the AAC made regular visits, bringing her bread every week.

After a month, Mdm Ang decided to join the centre as a member and she became more joyful in her demeanour. She actively participates in various activities and programmes, and has grown in the knowledge of using a smartphone with the help of Infocomm Media Development Authority (IMDA) ambassadors.

Mdm Ang can now communicate through WhatsApp and shares photos with us and her family members. She has also picked up the ukulele, performing at events organised by Brickland Group representation constituency (GRC). Her newfound confidence brings immense pride and joy to her family.



Mdm Ang, BLAAC member

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Fei Yue Active Ageing Centre (Hougang Dewcourt) (HDAAC)

Programmes/Services	No of workshops/Activities	No of Clients
Alert Alarm System	Number of Units Monitored	198
Programmes	Membership Number	649

HIGHLIGHTS

- HDAAC has conducted several NSA courses for seniors to learn about Traditional Chinese Medicine (TCM). These courses not only allow older individuals to maintain mental stimulation but also enable them to acquire valuable knowledge related to their health.
- Every Thursday, a pair of talented and experienced volunteers dedicate their time to organising calligraphy and crochet activities for the seniors.
 These sessions attracted many participants who are eager to enhance their cognitive and psychomotor abilities. The average attendance for the activities is 15 seniors per session.
- Every Tuesday and Friday, HDAAC hosts Bingo sessions, providing a delightful opportunity for seniors to engage in entertainment while fostering social connections. Our members occasionally prepare and offer homemade meals to participants. With an average weekly participation of 50 individuals, this activity brings joy and camaraderie to our seniors.
- In collaboration with Health Promotion Board (HPB), HDAAC offers exercise programmes specifically designed for seniors. The demand for these programmes is exceptionally high, as older individuals have recognised the significance of regular physical activity for their overall well-being.

On top of our usual weekly activities. HDAAC has partnered several other organisations to provide special activities for our seniors:

 The students from Raffles Institution (RI) have volunteered and organised several celebrations and outings for the seniors.



Deepavali Celebration in Oct 2022



Christmas Celebration in Dec 2022

During Chinese New Year, HDAAC collaborated with Paya Lebar Methodist Girls School (PLMGS) to host a festive celebration for the seniors. The event featured engaging games for the seniors, along with the distribution of goodie bags.



Chinese New Year celebration with PLMGS in Jan 2022

 The seniors participated in a diverse range of NSA courses offered by HDAAC. These courses include TCM courses as well as hands-on sessions on planting cacti and succulents, allowing seniors to engage in meaningful and varied learning experiences.



NSA course on cacti and succulent planting

Fei Yue Active Ageing Centre (Hougang) (HGAAC)

HGAAC has experienced an increase in the number of elderly individuals served during the financial year. The table below shows a breakdown of the elderly served, categorised by the two rental blocks, two studio apartment blocks, and 34 purchased blocks.

	Terminated/ Withdrawn*	Current (April 2022 to 31 Mar 2023)
Members (Rental)	14	160
Members (Studio Apartment)	3	97
(Members Purchased)	4	289

During COVID-19, HGAAC adhered to government regulations while implementing activities and plans that addressed three crucial aspects of elderly well-being: physical, cognitive, and social integration.

Alongside in-house initiatives and programmes in collaboration with community partners, schools, and government agencies, HGAAC forged partnerships with corporations that share the goal of enhancing the living conditions in elderly homes. Notable collaborations included Tan Tock Seng Hospital, Living Sanctuary Brethren Church, Northeast Community Development Council, and Singapore University of Social Sciences (SUSS).

Alert Alarm System No. of households monitored via AAS: 125	
No. of emergency AAS calls	1
No. of non-emergency AAS calls	77
• • • • • • • • • • • • • • • • • • • •	
Total Information and Referral	145
Total Information and Referral Information	145

Average No. of Beneficiaries	Social Recreational	Physical	Cognitive
Centre Activities	5897	2892	0
Activities by external org	145	0	369
Other Activities (ILP, NSA)	-	-	64
Food Ration	150	-	-

HIGHLIGHTS

- HGAAC collaborated with SG Assist to launch the project "care-agent." We are grateful to have a team of eight well-trained care-agents who provide dedicated service to the elderly at our centre. In addition to their on-site assistance, they also make phone calls and home visits to support those who are homebound or self-isolated.
- Due to the pandemic, we noticed a decline in the health of our seniors this year. To provide them with the best care, we introduced nursing support and encouraged check-ups at Tan Tock Seng Hospital. The community care team is conveniently stationed at our centre to facilitate this.
- Since 2020, students from SUSS have made tremendous efforts in organising diverse programmes and preparing thoughtful goodie bags for the elderly throughout the year. Their kindness extended to conducting home visits, making phone calls, and providing house cleaning services for those in need.







Bi-monthly haircut for seniors







Christmas & birthday celebration with Living Sanctuary Brethren Church





Elderly enjoying a game of throwing paper hoops at one of the game booths set up by SUSS volunteers

Fei Yue Active Ageing Centre (Senja) (SJAAC)

Since 3 May 2021, the centre has shifted its service model to an active ageing centre to serve a bigger pool of community who are staying within the allocated boundary from Block 613 Bukit Panjang Ring Road to Block 656 Senja Road. We are now serving seniors who are staying in one-room or two rooms rental blocks, studio apartments, executive apartment and purchased flats.

Summary of Programmes and Beneficiaries

	As of 31 Mar 2023
Registered Members (Rental)	164
Registered Members (Purchased)	672
Total Number of Members	836

Activities and Programmes

Programmes/Services	Type of Activities/Programmes	Clients' Participation Rate
Alert Alarm System	No. of emergency AAS calls - 0 No. of non-emergency AAS calls - 195 No. of households monitored via AAS - 231	-
Information & Referral	Information - 87 Referral - 10	97
	Social Recreational & Public Education (Ad-Hoc) - 719 (Daily Activities*) - 20,517	
Centre Activities	*Bingo, Exercise, Rummy-O, Blood Pressure, Sports / Board Games, Newspaper	21,236
Activities organised by External Organisation	Social Recreational & Public Education - 755 Health Monitoring - 403	1,158
Other Activities	Food Ration (External) - 1,579 Food Ration (Internal) - 960 NSA & ILP - 836	3,324
Average Daily Attendance	94 Members	

HIGHLIGHTS

- SJAAC has partnered the National University
 Health System to make health check-ups more
 accessible and convenient for seniors. Community
 care nurses are stationed at the centre on a weekly
 basis, offering health assessments, medication
 management guidance, geriatric assessments, and
 health counselling and coaching services to the
 seniors.
- SJAAC has actively collaborated with educational institutions such as PCF Kindergarten, West Spring Primary School, ITE College West, Republic Poly, and Hwa Chong Institution to promote intergenerational learning programmes. This partnership has successfully cultivated meaningful connections and social bonds between the younger and older generations.
- SJAAC continued to promote lifelong learning by partnering Family Central and IMDA. We offer a variety of courses such as Traditional Chinese Medicine, Decoupage, Our Kitchen Programme, and Digital Workshop. These courses are conducted by experienced professionals through a series of engaging sessions. Singaporean and Permanent Resident seniors can take advantage of subsidised rates for these short courses and even utilise their SkillsFuture credits for selected courses. These initiatives create valuable opportunities for seniors to pursue their interests, learn new skills, and stay mentally active.

Fei Yue Active Ageing Centre (Limbang) (LBAAC)

LBAAC's goal is to be the go-to point for seniors to receive timely access to quality care, provide the opportunity for them to build strong social connections, take part in recreational activities, and contribute to the community. We have been actively reaching out to the seniors in the identified service cluster, especially vulnerable and socially isolated ones, to ensure their wellbeing are taken care of. We currently serve seniors staying in the rental blocks at Block 536 and 537, and 362 members from the purchase blocks within our designated boundary. The AAC continues to rethink our service delivery so that our seniors continue to get the help they need. In addition, we encouraged seniors to adopt the kampong spirit and look out for one another within the community.

Registered Residents

Programmes/Services	B/f	New	Terminated	C/f
Registered Members (Rental)	165	7	15	157
Registered Members (Purchase)	178	193	9	362

Summary of Beneficiaries

Programmes/Services	No of workshops/ Activities	No of Clients
Information & Referral	Information - 228 Referral - 47	275
Centre Activities	26	3,653
Activities organised by External Organisation	36	2,544
Other Activities*	20	1,321
	Total	7,793

*Ration Bag, NSA

LBAAC has 23 active volunteers between the ages of 25 and 81 years old. These volunteers are involved in carrying out the centre's activities, conducting home visits to the frail and needy residents in our service cluster, and participating in ad-hoc projects such as conducting bingo games, food rationing, administrative work, centre's festive decoration and at times, accompanying our frail senior for medical appointment if the social medical escort service is not available. We have received positive feedback from our volunteers who expressed satisfaction in volunteering at the AAC and were glad to be able to reach out to and built good rapport and friendship with the frail and needy residents.

HIGHLIGHTS

• Our Kitchen Programme was a notable initiative that covered a range of topics from mental wellness, healthy eating, advanced care planning, and a hands-on cooking session with a local chef. It provided a comprehensive experience where our elderly participants embarked on a collective journey, acquiring fresh knowledge, and gaining practical skills. Throughout the programme, the seniors were encouraged to reflect on their learning by writing in a journal, which was subsequently shared with the entire group upon completion. To acknowledge their dedication, we arranged a graduation ceremony where the seniors received recognition for their efforts and had the chance to share what they had gained from the Kitchen Programme.



Kitchen Programme's graduation ceremony



Ms Amiyan Tiiong, Assistant Manager (left), presenting a prize to one of the winners from the Design a Christmas Ornament contest

· LBAAC collaborated with the Residents' Committee to establish a community-wide engagement programme. Our aim was to spread holiday cheer among the residents of Limbang by featuring a Christmas tree adorned with decorations crafted by the local seniors at Limbang Shopping Centre. To foster participation, we organised a community-wide contest where seniors had the opportunity to design their own festive ornaments which were then used to embellish the main Christmas tree. located at the heart of Limbang. This initiative brought immense joy and happiness to the seniors, who proudly showcased their handiwork to their friends and family. This community project infused a festive atmosphere into Limbang, enabling our seniors to make a meaningful contribution to their community.

Fei Yue Active Ageing Centre (Limbang Green) (LGAAC)

LGAAC have been actively reaching out to the seniors in the identified service cluster, especially vulnerable and socially ones, to ensure their wellbeing are taken care of through door-to-door surveys and regular visits. We provide social and recreational programmes and activities including introducing digital game during the pandemic to engage the seniors at home, as well as support services such as monitoring of frail and/or homebound elderly, cluster support, information and referral.

We currently serve seniors aged 55 years old and above residing in Block 570, 571, 572, 573 and 574.

Our statistics on membership, number of beneficiaries, programmes and activities had significantly increased from 4,480 to 7,593 upon implementing the new AAC model.

Registered Members

Location	Current As of 31 March 2023	Terminated/Withdrawn
Blk 570 - Blk 574 & AIC boundary blocks	557	26

Summary of Beneficiaries

Programmes/Services	No. of workshops/Activities	No. of Clients
Alert Alarm System (276 household)	No. of emergency AAS calls - 0 No. of non-emergency AAS calls - 587	587
Information & Referral	Information - 153 Referral - 12	165
Centre Activities	Social Recreational - 3684 Cognitive - 0 Physical - 397 (Exercise In-House) Education - ACP/LPA - 75	4,156
Activities organised by External Organisation	Social Recreational - 82 (Verde Care) Cognitive - 182 (IMDA) Physical - 923 (HPB Exercise) Education - NUHS Talk - 13 Well Being - 46 + 75 (AIC Screening / NUH Nursing Post)	1,321
Other Activities - 3	Care Pack - 759 NSA - 146 Food Distribution Etc - 459	1,364
	Total	7,593

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HIGHLIGHTS

LGAAC arranged interest classes tailored to the diverse interests of our clients, including indoor and outdoor photography lessons using smartphones, cooking classes, and pearl bead crafting sessions. The response to these new initiatives was exceedingly positive, with a significant number of registrations pouring in.





Seniors engaging in a pearl beading activity

Seniors participating in a cooking class



Seniors picking up skills on mobile phone photography

Fei Yue Active Ageing Centre (Sunshine Court) (SCAAC)

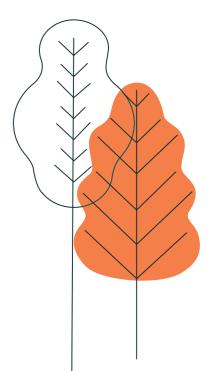
SCAAC serves seniors residing in apartments from Block 401 to Block 475 at Choa Chu Kang and two-room flats at studio apartment Blocks from Block 476A to 476D at Choa Chu Kang.

Number of Elderly Served

	As of 31st March 2023
Registered Members (SA)	95
Registered Members (Others)	430
Total Number of Seniors	525

Activities and Programmes

Programmes/Services	Type of Activities/Programmes	Clients' Participation Rate	
	No. of emergency AAS calls - 1		
Alert Alarm System	No. of non-emergency AAS calls – 1554	-	
	No. of households monitored via AAS -116		
	Social Recreational, Public Education,		
Centre Activities	Physical Exercise, Rummy-O, Blood Pressure,	1,205	
	Sports/Board Games, Newspaper		
A ativities arganised by	Social Recreational & Public Education,		
Activities organised by	Physical - 427	545	
External Organisation	Community Health Post - 118		
O+b A -+ii+i	Food Ration - 458	F7F	
Other Activities	NSA - 77	535	





- SCAAC continues to bring knowledge and skills to seniors by collaborating with Family Central
 and Infocomm Media Development Authority (IMDA) to extend life-long learning courses to
 the elderly, such as 'How to use smartphone', terrarium-making workshops, floral arrangement,
 making Japanese Nagomi pastel art, batik painting and baking classes.
- The community health post is conducted once a month to monitor our seniors' health.
- SCAAC partnered National Council of Social Service (NCSS) to offer nutrition, health, mental
 wellness, and advanced care planning talks, along with cooking demonstrations, under the Our
 Kitchen programme. Seniors gained practical cooking skills and participated in digital learning
 sessions for Zoom and bonding games. Graduation certificates, mystery gifts, and goodie bags
 were presented to seniors upon completion.





Our Kitchen programme

Fei Yue Active Ageing Centre (Serangoon) (SRAAC)

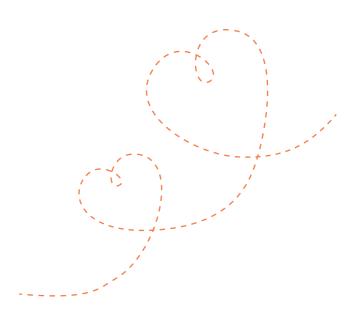
SRAAC serves seniors residing within the allocated boundary from Block 211 to Block 230 Serangoon Avenue 4.

Number of Elderly Served

	As of 31 Mar 2022	As of 31 Mar 2023
Registered Members (Rental)	112	112
Registered Members (Purchased)	219	423
Total Number of Seniors	331	535

Activities and Programmes

Programmes/Services	Type of Activities/Programmes	Clients' Participation Rate
Centre Activities	Social Recreational - 1395 Readings/Colouring - 869 Exercises - 1628	3,892
Activities organised by External Organisation	Birthday Celebrations - 191 Health Monitoring/IPPTS - 64 Health Coach/Nurse Post - 90 Functional Screening - 95	440
Other Activities	Food Ration - 797 CCR Food Ration - 96 Fresh Food & Veg Day - 177 Breakfast Distribution - 771 Xmas Celebration - 270 Outings - 55	2,166



HIGHLIGHTS

- SRAAC implemented functional screenings specifically designed for seniors, aiming to
 proactively identify any age-related issues. These screenings play a crucial role in detecting
 potential declines in vision, hearing, and oral health. The process involves three straightforward
 checks to assess the overall well-being of their eyes, ears, and mouth, ensuring that they remain
 in optimal condition.
- The community health post is conducted once a month to monitor our seniors' health.
- With the easing of safe management measures, more outings were planned for the year to visit S.E.A. Aquarium, Gardens by the Bay, and MediaCorp's Golden Age Talented Filming. Four wheelchair-bound seniors were provided special transportation to the S.E.A. Aquarium, offering them a memorable experience.



Visit to Gardens by the Bay



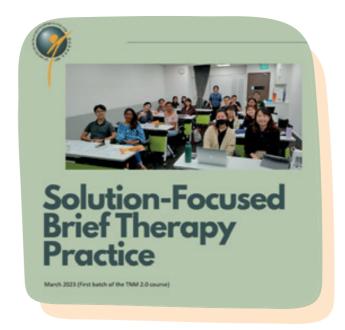
Visit to the S.E.A Aquarium

Academy of Human Development (AHD)

The Academy of Human Development Pte Ltd (AHD) provides training courses to equip and strengthen professionals and individuals in self-development and upgrading of their career skills. AHD is registered with the Council for Private Education (CPE) and an Approved Training Organisation (ATO) accredited by SkillsFuture Singapore (SSG).

HIGHLIGHTS

- The Social Service Institute (SSI) is undertaking a 5-year strategic project called Training Network Model 2.0 (TNM 2.0). The primary goal of TNM 2.0 is to transform up to seven Social Service Agencies (SSA), such as Fei Yue, into Centres of Excellence. This initiative aims to establish a sustainable learning ecosystem within the social service sector. TNM 2.0 seeks to enhance the capabilities and capacity of the 7 SSAs, enabling us to provide training and consultancy services to the sector as recognised experts in our respective domains.
- A notable course of AHD is the Solution-Focused Brief Therapy Practice (SFBT). As part of
 the TNM 2.0 project and the transition to competency-based learning, AHD revamped the
 course into a Workforce Skills Qualifications (WSQ) format. This course was the inaugural
 offering under TNM 2.0 and received a positive response with a high sign-up rate.





Feedback from an SFBT graduate

Fei Yue Community Services Annual Report 2022/2023 Seniors

 AHD underwent a thorough screening process and was chosen to develop and implement courses in two key areas — primary social service training (Family) and secondary training (Research and Programme Development). As part of this project, AHD has effectively created four WSQ courses and three non-WSQ courses, which have been approved for funding from SSG. Collaborating with SSI on this initiative enhances our standing as a reputable training provider within the social service sector.

AHD courses/trainings (by category)	No. of training & course runs	No. of learners/participants
Academic (WSQ)	14	197
Professional Development	41	713
Self-Development	12	165
Corporate - Fei Yue internal trainings	16	348
Corporate/ customised training solutions	8	112
Total	91	1,535



Allied Health Services (AHS)

The AHS team provides Speech Therapy, Occupational Therapy, Educational Therapy, and Psychological services to clients with neurodevelopmental disorders like Autism, Attention Deficit Hyperactivity Disorder, learning disability, and intellectual disability. They also offer consultation services to both internal and external stakeholders and agencies. For instance, they collaborate with the teachers from Fei Yue's Early Intervention Programme for Infants and Children (EIPIC) to assess and develop intervention goals and education plans for the clients

AHS has been in operation for nearly four years and has grown in both experience and size. With 39 staff members consisting of Psychologists, Associate Psychologists, Occupational Therapists, and Speech Therapists, AHS has fulfilled its objective of enhancing the clinical skills of professionals in therapy services and expanded its expertise in working with different populations, including preschoolers, primary schoolers, adolescents, and adults.



- The department collaborates with Anglo-Chinese School (Barker Road), where our Psychologist provides services twice a week. They work alongside a team of Special Educational Needs officers, supporting students with dyslexia, ADHD, or mild ASD. Together, they create programmes to increase awareness and acceptance of peers with special needs. The Psychologist also trains teachers to bridge the knowledge gap. In 2023, the department will partner Bukit View Primary School for a social skills group. Additionally, AHS offers Speech and Occupational Therapy and conduct training sessions for teachers. Future plans include talks on school transition and parenting with a Special Education School provider.
- Starting from January 2023, AHS has secured a three-year contract with the Health Promotion Board which involves conducting mental health training programmes for preschool educators and parents. These programmes aim to provide preschool educators with the necessary knowledge and skills to understand the transition process of preschool-aged students, enabling them to support a positive transition to primary school. The programmes aim to equip parents with the knowledge and skills to foster their children's mental well-being, emotional literacy, and early help-seeking habits.
- The department collaborates with the Fei Yue's EIPIC division to provide services to children below the age of 7 with developmental delays and neurodevelopmental disorders. Working alongside Early Intervention Teachers, the Allied Health Professionals assess and create individualised therapy and education plans for clients. They also conduct in-service talks for Teachers and Teacher Aides on topics like 'Circle of Security in the Classroom,' 'Understanding Alternative and Augmentative Communication,' and 'Picture Exchange Communication System.' Additionally, the Speech Therapy team is conducting a parent programme called 'Hanen It Takes Two to Talk' to help families become their child's language teacher. The department has also worked closely with Fei Yue's Strengthening Families Division to conduct talks for youths and parents. In the second quarter of 2023, AHS will utilise donated funds to provide Speech Therapy, Occupational Therapy, or Psychological services for at-risk KidSTART clients.

CORPORATE SERVICES





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Human Resource & Administrative Department

FYCS staff strength as of 31 Mar 2023: 481 staff

With the easing of Covid-19 pandemic measures, several corporate events/ meetings resumed onsite, including Fei Yue's town hall meetings, also known as Family Meetings. These gatherings foster a sense of togetherness among Fei Yue's employees, providing an opportunity to receive corporate updates, welcome new colleagues, share encouraging testimonies, and participate in events such as the Fei Yue Staff Awards Ceremony and Christmas celebrations.

Onsite Family Meetings resumed in July 2022, bringing joy to colleagues who were delighted to meet each other in person again after nearly two years of virtual gatherings. Colleagues also celebrated the opportunity to personally congratulate and cheer for award winners during the Staff Award ceremony held during the Family Meeting on 6 July 2022.



Staff at the July 2022 Family Meeting cum Staff Awards Ceremony

The annual Fei Yue Staff Retreat was also carried out in person on 8 September 2022. The retreat commenced with exciting games at Pasir Ris Sports Centre and concluded with a memorable and heartwarming Dinner & Dance at Orchard Hotel.



Fei Yue Staff Retreat activities at Pasir Ris Sports Centre



Fei Yue's Senior Management team performance during the Staff Retreat's Dinner & Dance



Excited cheers from staff during the Retreat's Dinner & Dance

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Employee Health & Wellness

Fei Yue's employees are valued members of the agency and Fei Yue constantly organises activities for her employees to ensure that they are mentally, physically, and emotionally healthy. Besides the organisation-wide Family Meetings, Fei Yue holds several virtual departmental and divisional retreats to provide bonding and fellowship opportunities.

The Corporate Services division's employees participated in the nationwide One Million Trees Movement during a division meeting on 17 February 2023. This movement is part of NPark's efforts to transform Singapore into a City in Nature. The division's employees, including the agency's Chief Executive (CE), Mr Arthur Ling, and Co-Founder/ Senior Consultant, Mr Leng Chin Fai, planted 50 trees along Tampines Avenue 1.



One Million Trees Movement with CE Mr Arthur Ling (front row, fourth person from right), Co-Founder/ Senior Consultant Mr Leng Chin Fai (front row, third person from right) and Division Head cum HR Director Ms Lynn Lim (front row, fifth person from right)

Achievements

Fei Yue is proud to have received the Great Place To Work (GPTW) certification (FY23-FY24) in March 2023. This certification acknowledges Fei Yue's dedication to creating an exceptional employee experience. Fei Yue has also been listed as one of the top employers in Singapore, securing the 124th position in Singapore's Best Employers 2023 ranking. This ranking is the result of an extensive assessment based on an independent employee survey, highlighting Fei Yue's attractiveness as an employer. These significant accolades would not have been possible without the unwavering support and hard work of Fei Yue's employees.

Fei Yue remains committed to providing care and support to her employees, fostering a strong sense of unity within the Fei Yue family.



Great Place to Work Certification

THE STRAITS TIMES Singapore's Best Employers 2023 statista

The Straits Times Singapore's Best Employers 2023

Corporate Communications and Relations

Media Liaison

FYFSC and FYCS have totalled 45 articles on mainstream, print and online media mentions, with 32 in broadcast publicity.

Our social media outlets have also experienced increased growth. Our Facebook page has

increased growth. Our Facebook page has grown to 4,570 likes compared to 4,100 likes in the previous financial year and currently has 5,027 followers, an increase from 4,339 followers. Our Instagram page has also grown from 1,876 followers to the current 2,238 followers. Through these platforms, more people came to know about the programmes and services provided at Fei Yue, and we could tap into various resources in the community. We are encouraged that more people had stepped forward to partner us in supporting our beneficiaries.



45
articles
on mainstream, print and
online media mentions.



with 32 in broadcast publicity



5,027
followers



2,238 followers

FYCS received 1,160 cash donations in this financial year with a total donation amount of

\$1,167,633.73

44 corporate donations \$879,269.94

1,116 individual donations \$288,363.79

Donors and Partners

FYCS received 1,160 cash donations in this financial year with a total donation amount of \$1,167,633.73. Out of these cash donations, 44 were from corporate partners, amounting to \$879.269.94 and 1.116 were from individual donors, which amounted to \$288,363.79. Two fundraising campaigns were held in the financial year under FYCS - MRSS (Matched Retirement Savings Scheme), which raised \$162.864.93, and Exclude, Included, which raised \$160,526.90. We extend our heartfelt appreciation to the following foundations, organisations and individuals that contributed to our cause during the financial year. We believe that together with our donors and partners, we can better meet the needs of the less fortunate in the community.

Corporate Donors

*Names are in alphabetical order

Capitaland Hope Foundation Curamed Medical (Hougang) Pte Ltd Equatorial Marine Fuel Management Services Pte Ltd Fish On SG Geylang Chinese Methodist Church Good Heart Recycle Pte Ltd Holland Village Methodist Church Inmates Families Support Fund Interpak Industries Pte Ltd JYF Recyclina LYT/NSB Limited Marshall Wace Singapore Pte Ltd Mawer Investment Management Ltd Maybank Singapore Limited

My Chirocare Pte Ltd National Council of Social Service NHL Pte Ltd PAP Community Foundation Rock Stevenson Pte Ltd RSM Chio Lim LLP Star Ready-Mix Pte Ltd State Street Bank and Trust Company The Community Foundation of Singapore Trans Star Logistic Pte Ltd Wachsman Pte Ltd Wesley Methodist Church Wesmech Engineering Pte Ltd Zhencheng International Pte Ltd

Individual Donors

*Names are in alphabetical order

Aarti Garg Abby Chew Abigail Agnese Ah Lai Ai Ling, Teresa Ain Sya'bana Alan Ng Alexandre Allan Aloysius Ng Minhui Andy Shi Jin Ang Eng Kiat Angela Koh Ser Mui Ann Gie Anthony Apple Ann Cruz Ferrer Ashwini Sivaraja Augustine Siew Huang Yeow Aw Ke Xin Aw Lay Hoon Aw Li Ping Ivy Barte Anthony D Beatriz Paredes Ampudia Bee Lian Beng Swan Biging Calista Carlvin Chia Djing Tsai

Chan Kok Fai Chan Wai Fen Chang Cheng Chang Charles Pau King Chiu Chee Khiam Chee Shui Chin Valerie Chee Soo Fan Chee Wee Ernest

Catherine Heng

Chan Hian Kuan

Celine Tan

Catherine Hu Youqin

Cham Swed Teng Martina

Chan Hiang Hiong Derek

Chen Siming Chen Yangyu Joy Chen Yingying Chen Zhiyong Dennis Cheng Kai Ling

Cheng Sai Luan Cheong Hui Min Cheong May Lee Chew Eng Chuah Chew Geok Bee Chew Peng Chew Seow Yang Chew Siew Ting Chew Siew Wai Chia Kah Tian Chia Kai'en, Minn Chia Kit Tuck

Ching Meng Hang Chiong Siok Bee Chiu Billy Chon Wai Han Ricky Chong Jia Ling Pamela Chong Jia Min Nicole Chong Jia Wen Chong Pey Yin, Daphne Chong Wai Kung Choo Kwee Wah Choo Siew Kee Chow Yew Fei

Christopher Kennon Jackson Chu Wang

Chua Chiam Siang Chua Colleen Chua Han Yunn Chua Ming Kai Jocelyn Chua Sook Ping Christina

Chua Xu Yang Chuek Hooi Raymond

Cindy Clara Colin

Daryl Tan Jinn Wen

David Dawnice

Deborah Amanda Goh Deborah Kwan Yuet Harn

Della Zi Mei Delong Desi Intan Diablo Oon Weijie Doreen Ong

Dorothy Mei Yee Douglas John Oloughlin Elaine Rose

Eng Chuah Er Mei Yi Esther Su Chena Fahmi

Fashanu Joseph Pereira

Fengyi Fiona Tan Wan Yi Foh Li Shan Fong Oi Mei Kirsten Foo Hee Kana Foo Li Yan

Francesca Liang Weiling

Gan Kian Han, Alan Gan Kim Yong Gan Lee Ying Gan Soon Kien Gary Geok Hong

Goh Wee Kuan Daniel Goh Yian Geok Guillaume Hang Aik Keow

Heng Bing, Nataline Hii Ting Pei

Hui Jun Dorothy Irene Qiu Ivana Ong Izaskun

Janice Yeo

Emmanuelle Oh Jin An

Fang Soon Hooi

Felicia Firdaus

Foo Yen Huev

Francis Gan Boon Sing

Geok Ling Goh Hock Guan Goh Mei Yan Goh Pei Shan Goh Peter Goh Susan

Hazel

Hong Say Kwang How Mei Kuen Huang Yan Rou Rosie Huanrong

Jacqueline Zheng Jiahui

Jasmine Mei Lin Jasmine Png Hui Ying Jason

Jay Sheng Quan Jayachitra Balasingam Jess Tan Mai Seeh Jessica

Jessie Lum Jesson Jia Hui Jia Pei Jia Wei. Darren Jia Wen

Jiahui Jiaomin Jie Ru Jie Ying Joseph Chew Josephine Tan Julia Lee Shi Yi

Jun Xiana

Justina Leong Jing Wen

Kai Li Kanda Loh Kailing Karen Kum Lai Lin Karthigayan Kelvin Chia Little Kelvin Jun Kai Kegi

Kevin Lim Boon Sing Khamolthanath Khoo Sim Lyn Khor Beng Swan

Kiefer Kim Ai Ching Sharon Kim Jungmin Kim Kim Koh Ai Gek

Koh Chee Wee Ernest Koh Lin Lynn Koh Whee Yong

Kohar Kok Sing Kona Hui Lin Kong Kar Leng Kong Ong Lim Lynn Kourakis Ioannis Krystal Wang Miao Zhi

Kuldeep Kwek Mei Lin

Kwok Fung Kuen Brenda Lai Lee Hong Doris Lai Mun Kwong Lam Fong Jin Langyou Lau Lee Pai Lau Sie Jing Lau Sie Yer Law Sing Yee Lay Hoon Lee Ah Bah Lee Chi Kuan

Lee Chuek Hooi Raymond Lee Chun Yen

Lee Fong Chuan Lee Jia Qi Jackie Lee Jun Lee Sheok Hong

Lee Si

Lee Wai Sann Sandra Lee Wan Yun Lek Bak Khim

Leng Chin Fai Lenz Bannitz Guimaraes

Leo Lian Lim

Leong Fook Meng Leong Kok Heng Leong Kwong Kin Kelvin

Leong Sek Hoe Leong Siok Ann Leong Tze Kwang Lesley

Li When Tania Liew Wen Yao Ryan Liew Yi Lin

Lih Kwong Liiia Lim Bee Yian Lim Chee Khiam Lim Cheng Chong Lim Gek Kee Lim Guan Seng Lim Hahn Whea Lim Hua Ern John

Lim Jin Sheng Lim Keh Chew Lim Kien Chuan Lim Kim Fook Lim Koon Lim Lay Hong Lim Lay Muay Lim Mui Hong Lim Peng Peng Lim Ray Min, Hannah Lim Sheng Nam Lim Si-Yuan

Lim Suyin Lim Teck Chai Danny Lim Teck Leng Lim Tse Min Lim Wei

Lim Yew Poh Lin Gui Fang Ling Koon Hwai Liu Huihua Lo Mun Fun

Loh Jit Soon, Shaun Loh Ying Hong Loh Yina Li Lok Kai Hui Loke Jee Hoek Loke Jye Jiun

Loke Wah Longqi Loo Kian Sen Kelvin

Loo Siew Chin Louise Yap Low Puay Hia Low Soo Hoo Low Yue Xin Luo Jianlun Luvina Shu En Lydea Gn Wei En Lye Kah Churn Maetini Soon Ruo Bing Maggie Liew Shi Yun Mareposque Arlene Picache Marie Hwee Sieng Lim

Mark Cris Peter John Mattia Mei Kuen Meixin Mi Mi Han Minh

Mok Chee Keong Muhammad Danial Bin Baharudin

Muhammad Nur Nadiah Arinah Nathaniel Aaron Naw Eh Hser Doh Neo Aik Pang Neo Boon Hwee Neo Khoon Sheng Neo Lee Inn Neo Soon Hoe Net Ng Ah Moy Ng Cheow Siang Ng Heng Siong Ng Huey Miin Ng Keng Fei Ng Kim Kee Ng Lay Hong

Ng Siew Pin Ng Siew Yim Veronica

Ng Teck Wee Ng Thai Ee

Ng Wee Liang Richard Ng Wei Kwan

Nghia Tuyen Nguven Linda Han Nicholas Andrew Waite Nur Hidayah

Nur Saidah Binti Mohamed Saini

Nurasyamim Nurul Hafiza Nurul Najwa Oei Yoe Tjoan Oh Meng Choo Oi Way Lee Ong Ai Hua Ong Ai Weig Ong Beng Choo Ona Chew Pena Ong Choon Cheong Ong Hui Xin Eunice Ong Hwee Teng Ong I Rin Ong Junwei Ong Mei Lih

Ong Zong Yi Bryan Palaniyappan Saravanapandian

Pang Jia Wen Phang Sheng Philip Philippe

Ong Phek Hoon

Phua Siyu Audrey Phua Tze Liang Ploychanok Poh Boon Keong Poh Lu

Qi Fei Qin Teng

Rachael Lee Rui Zhen Rajat

Ramesh M A K Appoo Raymond Wong Ching Chiew

Reghie Josef Regina Chang Kim Yin

Rene Richard Leong

Robert Teo Wei Long Rohan Rose

Rowee Chew Rui Shi Rachel Sabrina Ng

Sam Chee Meng Daniel Samson Chong Scarlet Lau Poh Gek

Sean Jou See Siew Hua See Yi Ling Irene

Selwyn

Sem Mui Peng Shanel Yan Qing Shannon Ong Li Peng Shao Shen Shee Gim Leng Shen Junjie

Sherry Nicole Xing Yan

Sheryl Shi Shi Chua Shi Yi Shih Woon Shimin, Deon Shitong

Shu Ting Nicole

Siew Lu

Siji Sim Shimin Diana Sim Siew Peng Sim Wan'er Emmeline Siti Fathimah Zohrah Soh Seow Ching

Sok Gien

Somwanshi Roopali Ganesh

Song Cheng Ying Soo Ling Sow Chin

Stanly Song Shen

Stella Sua David Sua Wei Keng

Suhanthi Mohanadas

Sungchan Suriani Bte Pahni Susan Wong Moi Kee Swee Hoon, Tricia

Sylvia Utami
Tabassum
Tam Mee Ling
Tan Chan Tong
Tan Chek Kun

Tan Chuan Wei, Jonathan

Tan Geok Kong

Tan Guek Ngoh Joanna

Tan Hee Guan Tan Hock Soon Tan Hwee Peng Tan Jeng Sheyanne

Tan Ming Han
Tan Peixin
Tan Seong Par
Tan Sheh Teng
Tan Shi Hua
Tan Shi Ling Sere

Tan Shi Ling Serene Tan Shu Yi Cindy Tan Sio Cheng Tan Soo See Tan Tee Fong

Tan Wee Teck Raymond

Tan Wei Liang Tan Wei Lun Tan Wei Teck Tan Wen Li, Isobel

Tan Wai Leng

Tan Xiao Tian
Tan Xuan Yuan
Tan Xue Yi
Tan Yuh Huann
Tang Ka Him
Tang Lee Woon
Tang Soo Yee, Ellis
Tang Yuen Yee, Iris
Tay Boon Chia
Tay Geok Kiat Regir

Tay Geok Kiat Regina Tay Kah Chin Tay Kah Lok Tay Soon Lee Andy Tay Wei Li Willy Tay Yek Liang Tay Yuen Chee Tee Li Cheng Tee Lin Ling Tee Soo Kee Tee Wei Jie Teh Kian Keong Teng Puang Teng Xiu Shin Teo Cheng Rong Teo Chwee Leng Teo I Jyn Alvin Teo Mui Gek Teo Ro Enn Roann Teo Wei Shan Lindy Terence Tay Tham Chui Kuen

Theodule Thin Thin Aung

Tiew Jenny Timothy Luke Quah Lai Hock

Tiyo Chiat Haw Toh Huiting Toh Lay Hong Tok Kim Cham Tong How Dar Tran Le Andrew Treepti

Tze Kwang

Vaishnavi Radhakrishnan

Valerie Tan Vanessa Vennesa Vinicios Wai Kwai Fong

Wai Kwai Fong Wai Leong, Samuel

Wai Leong, Samuel
Wai Yin
Wan Yoke Chun
Wang Yexiang
Wanyi
Warren Fu
Wee Cheng Lim
Wee Chong Lennard
Wee Hong Hong
Wee Kee Fong

Wee Hong Hong Wee Kee Fong Wee Sing Wei Chern Wei Feng Wei Hui, Daryl Wei Jie Wei Yean

Wei Zhuang, John Woei Chii Cindy Won Lee

Wong Allan Chi Lun Wong King Wai Wong Li Ling Angeline Wong Mee Leng Veronica Wong Meng Huat

Wong Siew Lu Wong Weng Hong Toby

Wong Yih Tin Wong Yong Cheong

Wu Guoyi Xiaojie Xie Sihan Xin Yi, Jolene Xinyi Ivy Xu Kailing Calyn Xu Zhongwei Xuan Hui Xuan Thanh Xuehua Yajie

Yan Sze Ling Yap Lian Kim Serena Yasmine Oubaziz Ye Tee Dorothy Yeap Lai Hock Yeo Chi Jin, Alfred Yeo Hui Yi Yeo Khar Sing Yeo Meow Hoong

Yeo Qi Mei Yeo Sen Son Benjamin Yeo Sheng Wei

Yeo Sheng Wei Yeo Yong Chi Janice Yeow Lin Ling Yi Jia Wong Yiying

Yoke Kheng Yong Mei Fong Yong Wei Lin Yong Yong Gordon Yong Yoon Fatt Yong Yow Onn Ytlow

Yue Han Johann Yuejiao Yuen Pak Yew

Yuan Mei

Yuge Yuyi Zhen Ying Zheng Jeat Zhi Peng Zhi Wei Zhi Xuan Zhuo Peiyi Ziying

In-Kind Donations

Every year, we have donors who contribute non-cash donations, including fresh and dried food rations, clothes, toys, books, electronics, home appliances, and household products. These donations that we receive are usually brand-new items or pre-loved items that are in good condition. We then pass them on to our beneficiaries who need the items but are unable to afford them on their own.

We are grateful for the generosity of our donors who have been actively giving to the beneficiaries we serve.





Veeam Software Singapore Christmas - Wishlist for EIPIC children and Christmas cookies







EduCare Global Academy - household products and appliances

Cresta Enterprise Pte Ltd - brand-new ceiling fans (including installation)





E-Bridge Preschool @ Fernvale Link - diapers, milk powder, stationery and toys for HEART@Fei Yue's children



Mooncake donation by various donors to celebrate Mid-Autumn Festival

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Corporate Services Annual Report 2022/2023

Corporate Social Responsibility (CSR) Activities

We have worked with various organisations that gave their time in supporting us in various CSR activities, such as food ration distribution, house cleaning and painting, planning outings as well as organising festive celebrations for our beneficiaries.

By partnering these organisations in CSR, we can form an ecosystem of support to achieve a greater impact in our efforts to uplift the communities that we serve.







Food ration distribution with OCBC Premier Private Client







Food donation drive with Singapore Police Force (Jurong Division)





Food ration distribution with Rajah & Tann Singapore LLP









Christmas goodie bag distribution with Wachsman Asia Pacific Pte Ltd

SG Cares Volunteer Centre

2,749 volunteers were recruited through the SG Cares Volunteer Centre (VC) programme, bringing the current total of Fei Yue volunteers to 4,167. SG Cares VC @ Bukit Batok recruited 948 volunteers, SG Cares VC @ Chua Chu Kang recruited 1,013 volunteers and SG Cares VC @ Hougang, 788 volunteers. We achieved 92% retention rate. Our volunteers contributed 11,189.25 hours of voluntary service to the organisation.

SG Cares VCs @ BB, CCK & HG have become an integral connecting node for corporates to the community. The VCs have seen close to a 40% increase in corporates reaching out to the VCs to conduct CSR activities and engagements. The VCs create awareness of volunteering needs, conduct orientation, and connect these corporate organisations to community partners and needs on the ground.

HIGHLIGHTS

- After being appointed as the SG Cares VC @ Chua Chu Kang in 2020 and SG Cares VC @ Bukit Batok in 2021, Fei Yue Community Services achieved another milestone in 2022 with the appointment of the SG Cares VC @ Hougang. This makes us one of the three Social Service Agencies operating three VCs.
- The SG Cares VC @ Hougang works closely with more than 125 community partners in the 7 constituencies Ang Mo Kio-Hougang, Bedok Reservoir-Punggol, Geylang Serai, Hougang, Jalan Kayu, Paya Lebar and Serangoon. The VC believes in harnessing the strengths and assets of the stakeholders to build an empowered community that works together to resolve needs on the ground.
- Over the past year, the SG Cares VC @ Hougang has engaged 788 in volunteer activities and trainings with a total of 4,452 hours in service delivery with community partners such as Pertapis Children's Home and Jia Ying Community Services Society.

Disclosure Report

Fei Yue Community Services was registered under the Registrar of Society on 17 June 1996 and was registered as a charity under the Charities Act since 3 September 1999. The agency has been accorded IPC (Institution of a Public Character) status and is a full member of National Council of Social Service.

Fei Yue Community Services was certified as a Great Place to Work in January 2023, with 81% of employees confirming a positive workplace.

CHARITY STATUS

IPC Registration No. : 000200 Charity Registration No. : 01364 ROS Registration No. : 148/1996WEL

UEN : S96SS0134G Registered Address : Blk 185 Bukit Batok West Ave 6

#01-187 Singapore 650185 Governing Instrument : Constitution

Banker : OCBC, Standard Chartered

Auditor : RSM Chio Lim LLP

BOARD OF MANAGEMENT

The key role of the Board of Management is to provide strategic direction and oversight of Fei Yue Community Services' programmes and objectives and to steer the charity towards fulfilling its mission and vision through good governance. The Board of Management also forms Sub-Committees with specific functions to assist in the discharge of its duties. No Board members are remunerated for their Board services in the financial year.

We are maintaining Board members who have served for more than 10 consecutive years to ensure the board's stability and minimise possible disruption to operations. They play an important role in guiding new members and helping them adapt to our organisation's culture. Their areas of expertise are needed in our current board composition.

Details of the Board members including their meeting attendance are as follows:

	Name	Current Board Appointment	Past Board Appointment	Occupation	Board Meeting Attendance
1	Mr John Ang	President 6 Sept 2022	President since 1997	Retiree (Former Senior Fellow of NUS)	5/5
2	Mr Pan Chuan- Chih George	Vice President 6 Sept 2022	 Vice President, 25 Aug 2021 Secretary, 29 Sep 2020 Treasurer, 21 Aug 2018 Management Committee since 26 Jul 2016 	Managing Director of 3GP Solutions Pte Ltd	3/5
3	Mr Cheong Jun Ming Mervyn	Secretary 6 Sept 2022	Secretary, 25 Aug 2021Committee Member since21 Aug 2018	Partner of Advocatus Law LLP	2/5
4	Mr Poh Boon Nee Bernie	Treasurer 6 Sept 2022	Committee Member since 24 Aug 2017	CEO of Allium Healthcare Holdings Pte Ltd	4/5
5	Mr Ng Beow Hock	Committee Member 6 Sept 2022	• Treasurer, 29 Sept 2020 • Secretary, 21 Aug 2018	Director of AXIOM Design & Construct Pte Ltd	2/5
6	Mr Tan Hoon Chiang	Committee Member 6 Sept 2022	Vice President, 21 Aug 2018Committee member since29 Apr 2008	Retiree (Former Division Director of NIE)	3/5
7	Dr Thang Leng Leng	Committee Member 6 Sept 2022	Committee Member since 1997	Associate Professor of NUS	5/5
8	Mr Chong Shaw Cheng David	Committee Member 6 Sept 2022	Committee Member since 21 Aug 2018	CEO of Eastwin8 Pte Ltd	2/5
9	Ms Lie Chin Chin	Committee Member 6 Sept 2022	Committee Member since 21 Aug 2018	Managing Director of Characterist LLC	2/5
10	Dr Lee Earn Yung Alexander	Committee Member 6 Sept 2022	Committee Member since 29 Sept 2020	Senior Lecturer of NUS	5/5

SUB-COMMITTEE MEMBERS

HR Committee

	Name	DESIGNATION	
1	Dr Thang Leng Leng	Chairman	
2	Mr John Ang	Member	
3	Ms Lim Lay Muay Lynn	Member	The HR Committee plays a vital role in guiding
4	Mr Leng Chin Fai	Member	the human resource development strategy of Fei
5	Mr Pan Chuan-Chih George	Member	Yue, ensuring that the organisation possesses the appropriate structure and capabilities to fulfil its
6	Mr Lee Chin Seng	Member	mission.
7	Mr Cheong Jun Ming Mervyn	Member	
8	Mr Arthur Ling Koon Hwai	Member	

Finance Committee

	Name	DESIGNATION	
1	Mr Tan Hoon Chiang	Chairman	
2	Mr Lee See Kwang	Member	
3	Mr Leng Chin Fai	Member	•••
4	Ms Ang Lee Lee	Member	The Finance Committee's responsibility is to esta
5	Mr Pan Chuan-Chih George	Member	and review the accounting and financial policies
6	Mr Ng Beow Hock	Member	guidelines that govern the processing and record transactions within the organisation.
7	Mr Ling Koon Hwai Arthur	Member	
8	Mr Yek Nai Hui Roger	Member	
9	Mr Poh Boon Nee Bernie	Member	•••

Investment Committee

	Name	DESIGNATION	
 1	Ms Lie Chin Chin	Chairman	
 2	Ms Aw Lay Hoon	Member	The primary responsibility of the Investment
 3	Mr Chong Shaw Cheng David	Member	Committee is to oversee and supervise the investment of the charity's assets, ensuring that they are directed
 4	Mr Leng Chin Fai	Member	and managed in the best interests of the beneficiaries
 5	Mr Ling Koon Hwai Arthur	Member	_

Programme Committee

	Name	DESIGNATION	
1	Dr Lee Earn Yung Alexander	Chairman	
2	Mr John Ang	Chairman	
3	Dr Thang Leng Leng	Member	
4	Ms Lee Siang Ju	Member	
5	Mr Lee See Kwang	Member	
6	Mr Ling Koon Hwai Arthur	Member	The Programme Committee holds the responsibility of
7	Ms Lin Liping Iris	Member	examining the social service landscape, assessing risks
8	Mr Poh Boon Nee Bernie	Member	and opportunities. Moreover, the committee evaluates
9	Mrs Seah Kheng Yeow	Member	the outcomes of current programmes and supervisesthe development of new programmes to align them
10	Dr Lew Yii Jen	Member	with the organisation's vision, mission, and objectives.
11	Dr Ang Shih Ling	Member	
12	Mr Chan Fook Kay	Member	
13	Mr Leng Chin Fai	Member	
14	Ms Tan Dunlin Joyz	Member	
15	Ms Wong Yingli	Member	•••

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Organisation 87

Audit Committee

	Name	DESIGNATION		
1	Mr Chong Shaw Cheng David	Chairman		
2	Mr Cheong Jun Ming Mervyn	Member	The Audit Committee's role is to facilitate both external and internal audits of the organisation, providing the Board with independent information	
3	Ms Lie Chin Chin	Member	regarding the organisation's activities.	

Fundraising Committee

		Name	DESIGNATION	
	1	Mr Poh Boon Nee Bernie	Chairman	The Fundraising Committee supervises the
• • •	2	Mr Pan Chuan-Chih George	Member	organisation's overall fundraising requirements and development of strategic plan. Their role includes ensuring the implementation of ethical practices, appropriately acknowledging donors, and maximising
•••	3	Ms Lie Chin Chin	Member	the cost-effectiveness of fundraising efforts.

Nomination Committee

	Name	DESIGNATION	
1	Mr John Ang	Chairman	
2	Dr Thang Leng Leng	Member	
3	Mrs Seah Kheng Yeow	Member	The Nomination Committee plays a crucial role in succession planning and ensuring that the Board
4	Mr Pan Chuan-Chih George	Member	comprises an appropriate balance of independent members with diverse expertise and connections to
5	Mr Ling Koon Hwai Arthur	Management Representative	effectively fulfil Fei Yue's objectives.
6	Mr Leng Chin Fai	Management Representative	

Senior Management Team

	Name	DESIGNATION	Appointment
1	Mr Ling Koon Hwai Arthur	Chief Executive	1 July 2021 Appointed as SM on 1 July 2013
2	Mr Leng Chin Fai	Senior Consultant/Co-Founder	Appointed on 1 Jul 2003
3	Ms Lim Lay Muay Lynn	Director	Appointed on 1 Jul 2003
4	Ms Aw Lay Hoon	Deputy Director	Appointed on 1 Jul 2007
5	Ms Lin Liping Iris	Deputy Director	Appointed on 1 Jul 2014
6	Ms Tan Dunlin Joyz	Senior Assistant Director	Appointed on 1 Jul 2018
7	Ms Wong Yingli	Assistant Director	Appointed on 1 Jul 2021

DISCLOSURE OF REMUNERATION OF THREE HIGHEST PAID STAFF

Staff strength (As of 31 March 2023): 481

Annual remuneration of the three highest paid staff fall within this range:

Less \$100,000 = 0 \$100,001 - \$200,000 = 0 \$200,001 - \$300,000 = 3

Number of paid staff who are close members of the family of Executive Head or Board Members:

Less \$100,000 = 0 \$100,000 to \$200,000 = 0

None of the staff above serve in the agency's Board of Management.

POLICIES

a. Conflict of Interest

Procurement of contracts for goods and services should be on an arm's length basis. All Board Members and Fei Yue staff are required to comply with Fei Yue's conflict of interest policy. There are documented procedures for Board Members and staff to declare actual or potential conflicts of interests on a yearly and need-to basis. Board Members abstain and do not participate in decision-making on matters where they have a conflict of interest.

b. Reserve Policy

Fei Yue Community Services aims to maintain a reserve level of not more than two (2) years of annual operating expenditure. The primary purpose of the reserve policy is to safeguard the organisation's assets; to effectively and efficiently manage the usage of available resources towards supporting the organisation's principal and related activities, and ensuring long-term financial sustainability. The Management Committee shall review the reserves policy as and when required in consultation with the Finance Committee to ascertain the adequacy of the level of reserves.

c. Whistle Blowing Policy

Fei Yue is committed to a high standard of compliance with statutory and audit requirements, as well as financial and internal controls. In line with this commitment, Fei Yue's Whistle Blowing policy aims to promote responsible and safe whistle blowing by its employees without fear of adverse consequences such as discrimination, retaliation or harassment.

Governance evaluation checklist for the financial year ended 31 march 23

Fei Yue Community Services is in full compliance with the Charity Code of Governance, under the advanced tier.

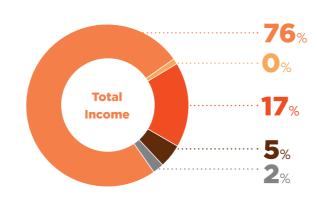
S/No.	Code guideline	Code ID	Response
	BOARD GOVERNANCE		
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied
	Are there governing board members holding staff* appointments?		No
2	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g., Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.		Complied
3	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied
4	The Board conducts self-evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied
	Is there any governing board member who has served for more than 10 consecutive years?		Yes
5	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years.	1.1.13	Complied
6	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied
	CONFLICT OF INTEREST		
7	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied
8	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied
	STRATEGIC PLANNING		
9	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied
10	There is a documented plan to develop the capacity and capability of the charity and the Board monitors the progress of the plan.	3.2.4	Complied
	HUMAN RESOURCE AND VOLUNTEER* MANAGEMENT		
11	The Board approves documented human resource policies for staff.	5.1	Complied
12	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied
13	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied
	Are there volunteers serving in the charity?		Yes
14	There are volunteer management policies in place for volunteers.	5.7	Complied
	FINANCIAL MANAGEMENT AND INTERNAL CONTROLS		
15	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied

S/No.	Code guideline	Code ID	Response
16	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied
17	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied
18	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied
19	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied
	Does the charity invest its reserves (e.g., in fixed deposits)?		Yes
20	The charity has a documented investment policy approved by the Board.	6.4.3	Complied
	FUNDRAISING PRACTICES		
	Did the charity receive cash donations (solicited or unsolicited) during the financial year?		Yes
21	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied
	Did the charity receive donations in kind during the financial year?		Yes
22	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied
	DISCLOSURE AND TRANSPARENCY		
23	The charity discloses in its annual report $-$ (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied
	Are governing board members remunerated for their services to the Board?		No
	Does the charity employ paid staff?		Yes
24	No staff is involved in setting his own remuneration.	2.2	Complied
25	The charity discloses in its annual report — (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied
26	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family* belonging to the Executive Head* or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that there is no paid staff, being a close member of the family* belonging to the Executive Head* or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied
	PUBLIC IMAGE		
27	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied

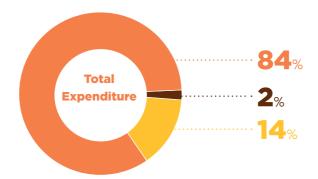
Summary of Financial Performance

Income & Expenditure

Total Income	S\$
Funding from Government	31,228,177
Donations	172,357
Programme Income	7,113,294
Other Grants	1,962,156
Other Income	770,777
	S\$41,246,761



Total Expenditure	S\$	
Manpower Related Expenditure	30,983,194	
Depreciation	889,306	
Other Operating Expenditure	5,073,316	
	S\$36,945,816	



Balance Sheet

Assets



Equity and Liabilities



Please refer to our website https://www.fycs.org/our-story/#charity-status for full audited statement

LIST OF CENTRES

NORTH

Family Service Centre (Champions Way)

Blk 569B Champions Way #01-380 Singapore 732569 Tel: 6690 1000

Fei Yue Active Ageing Centre (Hougang) | Senior Group Home @ Hougang | Cluster Support

Blk 174A Hougang Avenue 1 #01-1505 Singapore 531174 Tel: 6538 0234

Fei Yue Active Ageing Centre (Serangoon)

Blk 223A Serangoon Ave 4 #01-217 Singapore 551223 Tel: 6345 6567

Fei Yue Active Ageing Centre (Buangkok Green) | Homecare

Blk 582A Buangkok Green #02-540 Singapore 531582 Tel: 6914 2166

Fei Yue Active Ageing Centre (Hougang Dewcourt) | Cluster Support

Blk 376C Hougang Street 32 Singapore 533376 Tel: 6202 4699

EIPIC (Wellington Circle)

Blk 508 (MSCP) Wellington Circle #01-01 Singapore 750508 Tel: 6431 0400

EIPIC (Upper Thomson)

600 Upper Thomson Road Block D. #01-31 Singapore 574421 Tel: 6771 9600

Fei Yue Community Services (CARES@Woodlands)

Woodlands Police Division HQ 1 Woodlands St 12 Singapore 738622 Tel: 6364 7481

East

Project 180 (Youth Services) | Family Resource Centre @Simei | Community Mental Health

Blk 145 Simei St 2 #01-06 Singapore 520145 Tel: 6422 1599 | 6787 9943

Family Resource Centre @ Changi Prison Link Centre (Changi)

990 Upper Changi Road North Level 2 Singapore 506968 Tel: 6546 7460

The Arts Market

Blk 316 Tampines Street 33 Singapore 520316 Tel: 6588 7838

Fei Yue Community Services (CARES@Bedok)

Bedok Police Division HQ 30 Bedok North Road Singapore 469676 Tel: 6246 6953

West

Fei Yue Family Service Centre (Bukit Batok@185)

Blk 185 Bukit Batok West Ave 6 Singapore 650185 Tel: 6569 0381

Fei Yue Family Service Centre (Bukit Batok@450B)

Blk 450B Bukit Batok West Avenue 6 #01-611 Singapore 652450

Fei Yue Family Service Centre (Choa Chu Kang)

Blk 280 Choa Chu Kang Ave 3 #01-360 Singapore 680280 Tel: 6762 5215 / 6771 9520

Fei Yue Family Service Centre (Yew Tee)

Blk 604 Choa Chu Kang St 62 #01-53 Singapore 680604 Tel: 6416 2162

Fei Yue Family Service Centre (SSO@Taman Jurong)

301A Corporation Drive Singapore 619773 Tel: 6267 2900

Fei Yue Community Services (Chua Chu Kang@281)

Blk 281 Choa Chu Kang Ave 3 #01-348 Singapore 680281 Tel: 6235 5229

Fei Yue Community Services (Chua Chu Kang@285)

Blk 285 Choa Chu Kang Ave 3 #01-302 Singapore 680281 Tel: 6769 0430

Fei Yue Active Ageing Centre (Bukit Batok@183)

Blk 183 Bukit Batok West Ave 8 Singapore 650183 Tel: 6561 4404

Fei Yue Active Ageing Centre (Bukit Batok@210A)

Blk 210A Bukit Batok Street 21 #01-294 Singapore 651210 Tel: 6563 3662

Fei Yue Active Ageing Centre (Senja) **Community Mental Health**

Blk 634 A&B Senja Road #02-227 Singapore 672634 Tel: 6351 9555

Fei Yue Active Ageing Centre (Limbang)

Blk 536 Choa Chu Kang Street 51 Singapore 680536 Tel: 6659 0616

Fei Yue Active Ageing Centre

Blk 476C Choa Chu Kang Avenue 5 #01-43 Singapore 683476

Fei Yue Active Ageing Centre (Limbang Green - Bay A & B) | Community

Blk 574 Choa Chu Kang Street 52 #01-296 Singapore 680574 Tel: 6661 9499

Fei Yue Active Ageing Centre (Teck Whye@9)

Blk 9 Teck Whye Lane #01-268 Singapore 680009 Tel: 6893 6606

Fei Yue Active Ageing Centre (Teck Whye@165A) | Senior Group Home @ Teck Whye Crescent | Cluster Support

Blk 165A Teck Whye Cresent #O1-331 Singapore 681165 Tel: 6380 9155

EIPIC (Jurong East)

Blk 101 Jurong East St 13 #01-188 Singapore 600101 Tel: 6681 0500

Fei Yue Community Services (Chua Chu Kang@11)

Blk 11 Teck Whye Lane #01-222 Singapore 680011 Tel: 6769 6981

Project 180 @ Bukit Batok (Youth Services | Integrated Service Provider)

Blk 186 Bukit Batok West Ave 6 Singapore 650186 Tel: 6331 9100

Youth Go! (Fajar)

Blk 403 Faiar Road #01-239 Singapore 670403 Tel: 6762 2779

HEART@Fei Yue (Chua Chu Kang)

Blk 422 Choa Chu Kang Ave 4 #01-232 - 234

Fei Yue Active Ageing Centre (Brickland)

Singapore 680422 Tel: 6513 8719

Blk 809A Choa Chu Kang Ave 1

Singapore 681809 Tel: 6950 6322

Fei Yue Special Student Care Centre (The Cove@Bukit Batok)

Blk 453A Bukit Batok West Ave 6 #01-749 Singapore 651453 Tel: 6908 4310

Central

#01-628

Fei Yue Family Service Centre (Apex @ Henderson)

201 Henderson Road, #06-27/28, Apex @ Henderson Singapore 159545 Tel: 6460 0888

Academy Of Human Development Pte Ltd (AHD)

43 Middle Road. #03-00 Boon Sing Building Singapore 188952 Tel: 6425 2422

Fei Yue Active Ageing Centre (Holland Close)

Blk 1 Holland Close #02-115 Singapore 271001 Tel: 6774 4044

Fei Yue Active Ageing Centre (Commonwealth)

#01-230 Singapore 140107 Tel: 6471 2022 Fei Yue Community Services (Tiong Bahru)

Blk 107 Commonwealth Crescent

298 Tiong Bahru Road #10-02 Tiong Bahru Central Plaza Singapore 168730 Tel: 6593 6456

Blk 2 Holland Avenue Singapore 271002 Tel: 6774 2669

#04-04A Valley Point

Fei Yue Community Services (River Valley)

Research

491B River Valley Road

Singapore 248373 Tel: 6734 1401 **Fei Yue Community Services**

(CARES@Cantonment) Police Cantonment Complex

391 New Bridge Rd Singapore 088762 Tel: 6557 5232

HEART@Fei Yue | Child Protection Specialist Centre

20 Lengkok Bahru Playground Block #03-02 Enabling Village Singapore 159053 Tel: 6819 9170



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