



Strength In Transformation



About Us

Mission

To Effect Life Transformation

Vision

- ▶ Resilient Individuals
- ▶ Thriving Families
- ▶ Empowered Community
- ▶ Vibrant Nation

Values

- ▶ Integrity
- ▶ Ownership
- ▶ Thoughtfulness
- ▶ 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, grown as an organisation and are well-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 we serve.

Today, with a staff strength of over 700 passionate employees, we are proud to have served over 80,000 clients annually and have impacted their lives for the better across the 42 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 service users.

President's Message

Mr John Ang

President
Fei Yue Community Services



As in past years, by the grace of God and the faithful endeavours of the staff, in the year under review, Fei Yue has once again been able to live out its mission and achieved public recognition.

In 2023, the manpower survey conducted by the Ministry of Social and Family Development and Mercer Consulting highlighted our outstanding employee benefits, effective salary management and steady manpower increase with a low turnover rate. We were also honoured by The Straits Times as one of Singapore's Best Employers for our commitment to providing a positive and nurturing work environment.

Our achievements are a testament to our staff's dedication and the community's unwavering support. At our recent Givers' Appreciation Lunch, themed "Tapestry of Giving," we celebrated the generosity of our volunteers, donors, and partners who sustain our mission. The theme beautifully encapsulated how every donation, act of kindness and hour volunteered, contribute towards weaving a strong and resilient

fabric in the community.

Thank you for being a part of Fei Yue's journey and of mine too, as I approach the end of my tenure as the Board President of Fei Yue Community Services. This reflection holds deep personal significance for me as this is a role that I've been entrusted with to serve God in our community for over 25 years. It has been an honour beyond measure to witness and contribute to the growth and impact of Fei Yue alongside each of you.

Together, we have navigated challenges, celebrated victories, and forged enduring connections within our community. Each milestone and achievement stands as proof of the dedication and collaborative spirit of our Boards, staff and supporters. Witnessing the impact we have made on the lives of those we serve has been profoundly fulfilling.

As I prepare to pass the torch to a new leadership, I do so with heartfelt gratitude for the trust and unwavering support that I have received throughout this remarkable journey. I am confident that Fei Yue will continue to flourish, guided by our shared values and steadfast commitment to effect life transformation among those we are privileged to serve. We continue to value the partnership of the Government, corporate organisations and individuals, like yourself and trust that you have found it meaningful and gratifying to journey with us. To God be the glory!

Chief Executive's Message

Mr Arthur Ling

Chief Executive
Fei Yue Family Service Centre
Fei Yue Community Services



My heart is always filled with gratitude and pride as I look back year after year on the incredible journey we have shared. This year's theme, "Strength in Transformation," truly captures the essence of our collective spirit and resilience.

In 2023, we are proud to have achieved the Great Place to Work certification and were named one of the top 250 employers by The Straits Times. This accolade is a testament to our unwavering commitment to our staff, who are the heart and soul of Fei Yue. As such, Fei Yue is known for our work culture with balance and support from the agency such as flexible work arrangements to help our colleagues through their different life stages.

In serving the children with special needs, the Fei Yue Early Intervention Programme for Infants and Children (EIPIC) at Upper Thomson celebrated a significant milestone with the official opening in November 2023, pushed back by 2 years due to the pandemic. It is heartwarming to see 225 children thriving under the care of our 65 dedicated staff members. The joy and progress of these children inspire us every day and we are privileged to be given this opportunity to journey

with them.

Our commitment to our seniors is equally strong. Across Singapore, our 15 Active Ageing Centres have become vibrant hubs of joy and connection for over 9,000 seniors. These centres are not just places; they are communities where our seniors find friendship, purpose, and a sense of belonging.

Our Fei Yue Family Service Centre has also been a pillar of support for the low-income families we serve. Our five Family Service Centres managed more than 5,000 cases, providing essential social work, casework, group work, counselling, and community initiatives. Each family we support is a story of hope and transformation and they inspire me to carry on in the sector in tough times.

Our journey of transformation is a shared one, made possible by the support of our staff, partners, donors and the community, and above all, with God at the centre of all we do. From the bottom of my heart, thank you for your continual support and belief in our mission. Your trust in Fei Yue keeps us going and we will continue to effect life transformation, with love and compassion, flying the banner of Christ up high.

The Year in Review

01 Children and Youth

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

Fei Yue EIPIC (Upper Thomson) officially opened in November 2023

▸ **225** Children Served
▸ **65** Total Staff

Fei Yue was also appointed to offer Early Intervention services at a new Bukit Batok centre, which began operations in September 2023 with 52 students enrolled.

The total number of children served by Fei Yui EIPIC in FY23/24

2,546

Youth Department

Youth GO!

Conducted
▸ **350** programmes
▸ **19,305** Youth contracts

Youth GO! conducted an average of 350 programmes and activities to engage youths, including fishing, boxing, animal care, cooking, baking, and various sports, with 19,305 youth contracts.

Crest Youth Fei Yue @ East

Conducted nearly **200** mental health screenings

Crest Youth organised over ten outreach events, conducted nearly 200 mental health screenings and facilitated monthly support groups and engaging activities for youths.

Youth Development Programme (YDP)

YDP conducted the Animal Care Programme, Youth - REKA Baking Programme - HOOKED!, Fishing Programme, and Hidden Youth Outreach Services for 136 youths.

Integrated Service Provider (ISP)

ISP assisted a total of 118 at-risk youths and young offenders and also celebrated its 5th anniversary.

Hidden Youth Outreach Services (HYOS)

HYOS supported 49 socially isolated youths, with eight successfully reintegrated into society.

02 Families and Couples

Community Mental Health Department (CMH)

Fei Yue Community Intervention Team (COMIT)

COMIT conducted workshops, group sessions, and outreach to

809 Individuals.

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

CREST supported individuals at risk, suspected or diagnosed with mental health conditions, and their caregivers,

reaching out to **21,124** Individuals and
handling **833** cases.

Restorative Care Department (RCD)

Home Team Community Assistance and Referral Scheme (HT CARES)

HT CARES directly referred 360 offenders needing social support to welfare officers within the Police Division.

Family Resource Centre (FRC)

FRC supported 732 inmates and their families during incarceration by providing financial aid and managing family-related issues.

Case Management Services (CMS)

CMS offered aftercare support for 814 offenders, including families and peers of those released from prisons or under Community-Based Programmes (CBP) or Central Narcotics Bureau (CNB) Supervision Orders.

Strengthening Families Division (SFD)

Family Central

Engaged **2,375** participants

Family Central conducted 57 talks under the Family Life Education Programme, engaging 2,375 participants, and conducted 18 runs of marriage preparation programmes for 69 couples.

Families for Life @ Community (FFLC)

A total of 1,293 participants completed our parenting and marriage programmes under FFLC.

KidSTART

KidSTART reached out to 834 children and supported preschool enrolment for 275 children.

Marriage Support

We supported 54 young couples through monthly Early Marriage Workshops, benefited 447 transnational couples with weekly Marriage Preparation and Support Programme workshops, and engaged 135 families through 14 social activities.

Divorce Support

The Transcending Divorce Support Group supported divorcing and divorced individuals in their healing journey through shared experiences, with 42 participants attending four sessions in 2024. The 10 FAM@FSCs across Singapore extended support for families facing transitions or relationship issues, benefiting 709 clients.

03 Seniors

Community Case Management Service (CCMS)

CCMS supported 350 vulnerable seniors and their caregivers who face difficulties while managing multiple health and social care needs.

Supported
350
vulnerable seniors

Advanced Care Planning (ACP)

Supported
838
Individuals

in communicating their values and care preferences to their loved ones, identifying early palliative care needs, and helping improve their quality of life during their end-of-life phase.

Healthcare Support

Offered Home Care Services in Buangkok and Chua Chu Kang, supported seniors in ageing well within the community by addressing their medical needs, minimising hospital visits, and delaying institutional care.

Served
526
clients

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

Family Central offered free ILP to help 4437 seniors connect with society and build social networks through shared interests, promoting active and healthy lifestyles. National Silver Academy (NSA) short courses were also conducted for 5655 seniors, ranging from Korean language basics and leathercraft to popular music keyboard appreciation.

Fei Yue Active Ageing Centres (AACs)

Fei Yue currently operates 15 AACs across Singapore that provide seniors with opportunities for mental, social, and physical engagement.

In FY23/24, we served more than
9000
seniors.

Academy of Human Development (AHD)

AHD organised	serving
107	1,696
training programmes,	individuals through online & physical classes.

This reaffirms our commitment to meeting the evolving needs of the workforce and community.

Allied Health Services (AHS)

AHS provided Speech Therapy, Occupational Therapy, Educational Therapy, and Psychological services for 96 clients with neurodevelopmental disorders such as Autism, Attention-deficit/hyperactivity disorder (ADHD), learning disabilities, and intellectual disabilities.

Corporate Services

Human Resource

FYCS, with a current staff strength of 556, was lauded in a 2023 survey by the Ministry of Social and Family Development (MSF) and Mercer Consulting its outstanding employee benefits, effective salary management, and a healthy turnover rate.

Communications & Partnerships

 75 articles	across mainstream, print, and online media
 35 features	on various broadcast platforms
 4,693 Facebook likes	up from 4,570 last year
 5,205 Facebook followers	compared to 5,027 last year
 2,613 Instagram followers	compared to 2,238 last year

Donors and Partners

FYCS received 1,219 cash donations in this financial year with a total donation amount of
\$3,508,133.17
50 corporate donations
\$3,317,294.30
1,169 individual donations
\$190,838.87

The Journey With Me fundraising campaign raised

\$100,939.93

The Regain Momentum fundraising campaign raised

\$156,000

Volunteer Management and Development

▶ Enlisted	▶ Involved
8,930 volunteers	7,513 in SG Cares Volunteer Centres (VC)
The specific recruitment numbers are;	
▶ SG Cares VC @Bukit Batok	▶ SG Cares VC @Bukit Panjang
2,685 volunteers	658 volunteers
▶ SG Cares VC @Chua Chu Kang	▶ SG Cares VC @Hougang
1,917 volunteers	2,253 volunteers

▶ We've maintained a	▶ with volunteers contributing a total of
92% retention rate.	2,253 service hours.

Chapter 01

CHILDREN & YOUTH

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

EIPIC provides educational and therapy support for infants and children up to 6 years old with 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 four EIPIC centres that we operate in Jurong East (JE), Wellington Circle (WLC), Upper Thomson (UT) and Bukit Batok (BB).

Our EIPIC team comprises Early Intervention (EI) 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).

Highlights

1. DS-Plus Programme

The DS-Plus programme supports children between ages 2 and 6 with low-level EI needs in preschool, recommended by EI professionals using the Early Childhood Development Agency's (ECDA) Early Intervention Benchmarking Framework. EI professionals and Early Childhood Educators collaborate to develop Individualised Educational Plan (IEP) goals and interventions.

To address DS-Plus manpower challenges, we implemented flexible working schemes for experienced EI teachers and extended opportunities for supervisory-level teachers. These efforts helped us achieve our DS-Plus target of 87% by year-end, and we continue to seek suitable professionals to join our team.

2. EIPIC (Upper Thomson) Opening Ceremony



Ms Iris Lin, Division Head of EIPIC (first from left), Mr Arthur Ling, Chief Executive (second from left), Minister of State Ms Sun Xueling (middle), Mr John Ang, President of Fei Yue Community Services (second from right) and Ms Isabel Law, Centre Head of EIPIC (Upper Thomson) (first from right)

Fei Yue EIPIC (Upper Thomson) officially opened after five years of operations, overcoming challenges like low referrals and the impact of COVID-19. Minister of State for the Ministry of Social and Family Development and Ministry of Home Affairs, Ms Sun Xueling, graced the Opening and Graduation Ceremony in November 2023, announcing additional spaces for EI services and the launch of Fei Yue EIPIC (Bukit Batok). We have grown to a staff of 40 teaching staff, 17 AHPs, five admin staff, and three social workers, with 225 children enrolled by the end of November 2023.



EIPIC (Upper Thomson) Opening Ceremony

3. Volunteer Appreciation Lunch at EIPIC (Jurong East)

In September 2023, EIPIC (Jurong East) hosted an appreciation lunch to thank the 66 dedicated volunteers from the Yuhua Youth Network. These volunteers contributed their talents to design and paint vibrant murals at our centre.

We were honoured to have Minister Grace Fu, Advisor to Yuhua Grassroots Organisations, with us and adding her personal touch to the murals. We are grateful to Minister Grace Fu and the Yuhua grassroots for their unwavering support of our centre and students. Partnerships like these will help us continue to create positive change in our community.



Artist explaining the concept for the mural



Minister Grace Fu adding the finishing touches to the mural



Minister Grace Fu with Fei Yue representatives and Yuhua Youth Network volunteers at the Volunteer Appreciation Lunch

4. Group Outings with Students and Caregivers



EIPIC (Wellington Circle)'s outing to Gardens By The Bay



EIPIC (Upper Thomson)'s outing to the Arts Science Museum



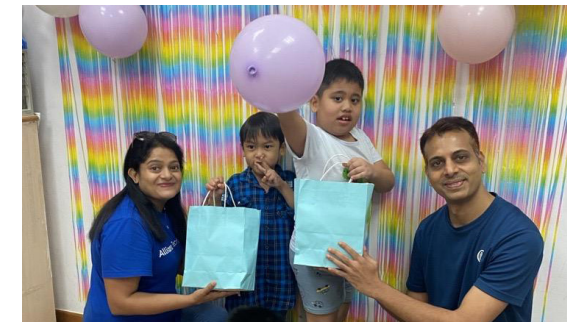
EIPIC (Jurong East)'s outing to KidsSTOP!

In 2023, we organised our first large group outings post-pandemic for children and caregivers at EIPIC (Jurong East), including trips to KidzAmaze and KidsSTOP! The main objectives of these outings were to foster bonding and enjoyment and raise awareness for children with special needs. While KidsSTOP! provided engaging activities and interaction opportunities with the public, children explored play equipment, and caregivers appreciated the exclusive access to KidzAmaze, Similar excursions to Bouncy Paradise, KidsSTOP!, Gardens By The Bay and Art Science Museum were executed for EIPIC (Wellington Circle) and EIPIC (Upper Thomson) students, thanks to the generous donation of Mercuria Asia Resources Pte Ltd.

5. Year-end Celebration at EIPIC (Jurong East)



Allianz volunteers during the EIPIC (Jurong East) year-end celebration



Allianz volunteers giving out goody bags to students

In November 2023, around 30 volunteers from Allianz SE Reinsurance Branch Asia Pacific joined our Year-end celebration at EIPIC (Jurong East). Allianz provided goody bags containing, either a quiet book or a marble run toy for all students. The volunteers dressed as mascots, distributed goody bags, and assisted with activities, such as DIY cookie decorating, guiding students through an obstacle course, and helping with gardening activities.

Hewlett-Packard Singapore (Pte) Ltd also chipped in to help with printing graduation photos, allowing graduating students to take home nicely framed photos, and ensuring every child received a class photo.

6. Collaboration between Innova Primary School and EIPIC (Wellington Circle)



Innova Primary School student assisting his student buddy with purchasing a snack

In November 2023, 16 students and five teachers from EIPIC (Wellington Circle) joined 20 student leaders and five teachers from Innova Primary School on a trip to Sun Plaza. Each EIPIC student was paired with an Innova student buddy to build friendships and explore community facilities such as taking the bus together, choosing snacks, and helping with budgeting and payment.

Through this collaboration, the Innova student leaders enhanced their understanding of students with special needs and became advocates for our students.



Innova Primary School student choosing a snack with his student buddy

7. EIPIC (Bukit Batok)

Fei Yue was appointed by the Ministry of Social and Family Development (MSF) and the Early Childhood Development Agency (ECDA) to offer EI services at our fourth centre in Bukit Batok. Operations began in September 2023, initially facing challenges such as accommodating 36 waitlisted students from EIPIC (Jurong East) and managing temporary arrangements at our Special Student Care Centre (SSCC). Adaptations were made to overcome non-child-friendly setups at SSCC, originally designed for older students. Despite challenges, our team transitioned successfully to Block 102 Bukit Batok, enrolling an additional 16 students for 52.

Moving forward,, we are excited about the expansion plans at Block 103 Bukit Batok, scheduled for completion by late 2025. This new block will significantly increase our capacity to serve up to 177 students. Operating synergistically with Block 102, we are poised to meet the growing demand for our services while upholding our commitment to excellence in EI programming.



EIPIC (Bukit Batok) students during the year-end celebration



Soccer activity with National University of Singapore (NUS) students

Youth Services

Youth GO! @ Fei Yue

Inspired by Hong Kong's street outreach model, Youth GO! @ Fei Yue is a street outreach programme which began in May 2012. We've customised this approach over the past 10 years to curate programmes fitting the local culture to support the youth in meaningful engagement with studies or work, staying crime-free, developing problem-solving skills, and building resilience. Our social and youth workers conduct street outreach to identify hotspots and engage with youths. Through these interactions, we assess the needs and risk behaviours for targeted interventions, often using interest-based activities.



Street engagement using cards

Testimony

Child M began his journey with EIPIC (Wellington Circle) four and a half years ago, facing mobility and developmental challenges due to Cerebral Palsy. He struggled with walking and daily tasks like feeding himself and relying heavily on adults for support. With support from his parents and the Fei Yue team, M began walking with an Ankle-foot orthosis (AFO) brace, still needing assistance to navigate obstacles.

Despite ongoing challenges with gross motor skills, fine motor skills, and communication in 2023, M made significant progress through consistent intervention. Daily physiotherapy and communication teaching led to improved mobility and independence.

We are proud to share that M can now walk, use stairs, and navigate obstacles independently. He can also eat independently with a spoon, a skill that was previously challenging due to muscle weakness in his arm.

M's progress earned him a spot at the Cerebral Palsy Association School by the end of 2023, marking a milestone in his journey.



Youth 'S' at a boxing class

Testimony

Youth S was referred to Youth GO! from Fei Yue Family Service Centre (FSC) due to concerns about at-risk behaviours. S had a history of fights resulting in suspensions from school, affiliation with gangs, involvement in criminal activities, and anger management issues. S lacked family support due to complex family issues, leading to uncertainty about the future.

Gradually, S returned to school through advocacy and support, family sessions to strengthen S's familial support, and introduction to alternative programmes such as boxing to improve focus, emotional regulation, and self-control.

Currently, S is actively engaged in school and has maintained a distance from gangs and criminal activities. S has a clearer vision and goals for a fulfilling life and has positive aspirations for the future.

Crest Youth Fei Yue @ East

Conducted nearly

200

mental health screenings for youths

Youth Development Programme

In 2023, the team actively developed interest-based programmes to complement existing services for a diverse youth demographic. These programmes included sexual education, life skills, financial literacy, vocational exploration, mental health support, and outreach initiatives targeting hidden youths and their families. Our core programmes include the Animal Care Programme, Youth-REKA Baking Programme, HOOKED! Fishing Programme, and Hidden Youth Outreach Services. Additionally, the team expanded our network of partnerships from three to six, aiming to strengthen our programmes focused on fostering resilience, social connectedness, and overall well-being within the youth community.

Crest Youth Fei Yue @ East is a community mental health programme reaching out to youths aged 12 to 25 aiming to promote early identification of mental health concerns. During the financial year, the programme organised over ten outreach events to enhance mental health awareness, conducted nearly 200 mental health screenings for youths, and facilitated two monthly support groups —Study Buddy and Self Regulation. Additionally, it curated seven engaging activities for youths, including crocheting, tie-dye, and candle making, to provide youths with avenues for creative expression and skill development.



A family engaged in Games Night at the Happy Family Programme



Fei Yue Facilitator guiding a youth on tying a fishing rig at the HOOKED! Fishing Programme



Youths involved in Art & Craft activities at PlaynTing

Integrated Service Provider (ISP)

FYCS has served as an ISP since April 2018, offering MSF-funded programmes for at-risk youths and young offenders in Bukit Batok, Choa Chu Kang, and Bukit Panjang. In FY23/24, the team assisted 118 clients.

In 2023, the ISP team prioritised enhancing operational and crisis management processes. Recognising the importance of readiness, the team invested in group supervision, suicide management best practices, and addressing child protection concerns. Collaboration with mental health professionals was intensified due to increased referrals for youths facing mental health challenges.

Marking our 5th anniversary, we celebrated by inviting former team members to join us, acknowledging their contributions in shaping our journey. This occasion allowed us to strengthen our team spirit as we shared success stories of our social worker, Aaron, and his youth, Darren, in media features to spotlight the impact of our work in the broader community.

Moving forward, we are excited about new ventures, forging meaningful partnerships, and continuing to make a positive difference in our community.

参与轻罪疏导计划 青少年三年内重犯率仅5.9%

王美慧
发布 / 2023年9月10日 10:28 PM



来自飞越社区服务的阿罗 (Aaron Scott Donovan)，担任个案辅导社工约三年，帮助不少青少年改过。(吴佩珊摄)

Lianhe Zaobao article featuring Aaron, a social worker at Fei Yue Community Services

Milestones

Launched in 2022, The Void Deck Project supports youths in the rental community, fostering engagement and resilience for active community involvement. In 2023, we expanded our bi-weekly sessions, involving children and youths in planning school holiday programmes and assigning them responsibilities, empowering them to mentor newcomers.

Collaborating with volunteers from Mawer Investment Singapore and students from Anglo-Chinese Junior College and the National University of Singapore, we organised impactful activities such as the 'Cyber Security Workshop' and 'Bless My Neighbour Project', to promote unity.

In partnership with the People's Association @ Limbang, we initiated a bi-weekly tuition programme to provide academic assistance and educational opportunities.

Looking ahead, we aim to broaden our impact by continuing bi-weekly engagements, reaching more youths, and making a lasting positive difference in their lives.



The Void Deck Project – Participants gathered to prepare for the Bless My Neighbour project

Hidden Youth Outreach Services (HYOS)

The Hidden Youth (HY) team initially launched HYOS to support socially isolated youths aged 12 to 21, providing social-emotional support to families and reintegrating hidden youths into society through education or employment engagement. In 2023, our outreach efforts gained momentum, with more hidden youths participating in games sessions and successful re-engagement. Currently, we serve 49 clients, with eight successfully reintegrated.

Following a learning trip to Hong Kong and local agency visits, we secured additional funding to expand our services. New initiatives include:

- ReConnect Online Counselling: An anonymous online service for pre-hidden youths.
- Animal Assisted Intervention: Socio-emotional programmes supporting outreach.
- Parent Support Group: Reconnecting parents with hidden youths.
- Youth Outreach Conference: Advocating and fostering collaborations for hidden youths and NEETs.

Our participation in the NUS Social Science Research (SSR) Conference 2024 highlighted the hidden youth phenomenon, receiving accolades and collaboration opportunities.

We will continue to advocate for the hidden youths and do our best to meet their needs. In the year ahead, we are looking forward to successfully executing the Youth Outreach Conference – Meeting the NEETs, and raising greater awareness of the NEETs work in Singapore.

Testimony

Adam’s journey with HYOS began when he was 16, isolated and not attending school. Initially resistant, Adam slowly opened up through creative outreach methods such as gaming sessions and home visits.

Adam’s outreach worker discovered that his low self-esteem stemmed from traumatic family circumstances, including being told that he was the result of his father’s sexual abuse toward his mother. With his mother’s struggles in managing criminal activities among his siblings, Adam felt neglected. The betrayal of a friend and the loss of another to drowning led Adam to isolate himself, finding friendships too painful.

With persistent encouragement, Adam sought treatment for depression and began setting goals with his outreach worker. By 2023, Adam started working part-time, reconnected with friends, and experienced shopping for clothes for the first time, thanks to a generous donor.

Despite setbacks like a rejected school application, Adam persevered with his outreach worker’s support. Encouragement from family and his worker motivated Adam to appeal successfully and return to school after a four-year absence.

Now, Adam excels academically and leads his class, a testament to his courage and resilience. His story reminds us of the hidden potential within every youth, waiting to be discovered and nurtured.

Chapter 02

FAMILIES & COUPLES

Community Mental Health (CMH)

Fei Yue Community Intervention Team (COMIT)

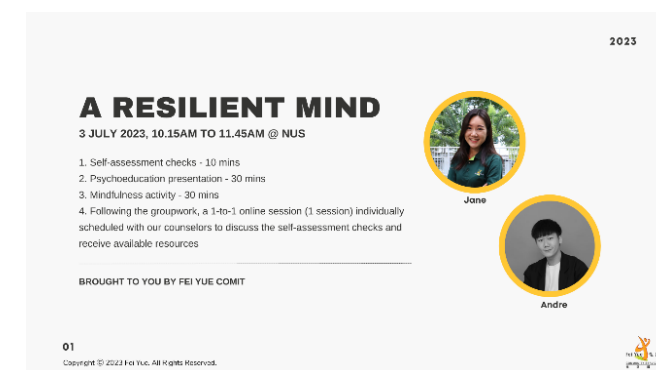
July 2023

► NUS Pharmacy Psychoeducation Group Work

COMIT counsellors conducted psychotherapy Group Work with students from NUS Pharmacy Residency Programme and supported them with one-on-one online therapy sessions.

► Self-care & Resilience Workshops for COMIT Caseworkers

COMIT counsellors have conducted various workshops that aimed to promote self-care and building resilience within the team.



Presentation slide from the NUS Pharmacy Psychoeducation Groupwork

October 2023

► Group Work Therapy

Group Work therapy sessions were conducted to help build greater social support for clients. Through the Group Work therapy sessions, clients were provided with the opportunity to connect, share, and discuss mental health-related topics with one another.

January 2024

► Understanding Burnout at Work

COMIT caseworkers attended a workshop on understanding burnout at work. The workshop included psychoeducation based on choice theory and reality therapy, as well as assessments to help workers gain insights into job-related psychological needs



Developing Self-efficacy and motivation

February 2024

► Developing Motivation and Self-efficacy through Goal Setting

COMIT counsellors attended a workshop to develop self-efficacy by practising three of the four attributes of self-efficacy based on Bandura's theory: Vicarious experiences, past performances, and verbal persuasion.



Practising Mindfulness & Gratitude

March 2024

► Cultivating Reflexivity through Play Therapy

COMIT counsellors conducted a play therapy workshop for workers to cultivate reflexivity in mental health practice. Through play therapy, caseworkers learnt to practice reflexivity to enhance the use of multicultural approaches in therapy.



Presentation slide from the Groupwork Therapy session in October 2023

April 2024

► Mindfulness and Gratitude through Creative Art

COMIT counsellors conducted a workshop for caseworkers to practice mindfulness and gratitude as part of positive psychology to help build resilience. Caseworkers were encouraged to practice mindfulness and positive reflection through Art & Craft.

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. CREST currently has seven CREST teams and one Post-Diagnostic Support (PDS) team.

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

Objectives

The objectives of CREST are to increase awareness of mental health and dementia through outreach events, promote early identification of these conditions, provide holistic care for clients and caregivers, collaborate with health and community partners, and support Dementia Friendly Initiatives (DFIs). The team achieves these goals by offering free mental health screenings, home visitations, community outreach, and service linkages. In the past financial year, CREST has served over 2,100 clients, providing emotional, social, and cognitive support during home visits through cognitive stimulating activities and basic therapeutic interventions.

Fei Yue CREST (Bukit Panjang)

The CREST team worked with the SG Cares Volunteer Centre @ Bukit Panjang, operated by Fei Yue, which helped recruit volunteers to better support the community with event facilitators and home cleaning services for clients. The team was also invited to participate in the National Day Parade 2023 Give As One Campaign launch, graced by then-President Mdm Halimah Yacob.



The Fei Yue CREST (Bukit Panjang) team with then-President Mdm Halimah Yacob at the Give As One Campaign event

Fei Yue CREST (Bukit Timah-Clementi-Ulu Pandan)

The team, alongside Fei Yue volunteers, joined the Mental Wellness Day organised by the Ulu Pandan Active Ageing Committee and Deputy Speaker of the Parliament of Singapore, Mr Christopher De Souza. The team led a talk on mental wellness and interacted with attendees through games and infographics to spark discussions on mental health.



The Fei Yue CREST (Bukit Timah-Clementi-Ulu Pandan) team at the Ulu Pandan Mental Wellness Day

Fei Yue CREST (Brickland-Choa Chu Kang)

The team took part in the Choa Chu Kang (CCK) Sports Carnival and interacted with participants through a questionnaire about mental health, aiming to uncover common myths prevalent among the public.



The Fei Yue CREST (Brickland-Choa Chu Kang) team with Mr Gan Kim Yong, Minister for Trade and Industry and Grassroots Adviser to Chua Chu Kang GROs, at the CCK Sports Carnival

Fei Yue CREST (Limbang-Yew Tee)

The team collaborated with Fei Yue Active Ageing Centre (Limbang Green) to conduct an outreach talk and wellness carnival for the residents of Limbang in June 2023. Participants attended the 'Understanding Depression' psycho-educational talk, followed by a carnival featuring various activities aimed at boosting emotional well-being. We reached 67 participants, marking a milestone for the team as it was our first time organising a carnival together with the AAC.



Fei Yue CREST (Limbang-Yew tee) and Fei Yue AAC (Limbang Green) team members at the Wellness Carnival

Fei Yue CREST (Serangoon-Paya Lebar)

The team initiated a partnership with The Good Life Clinic (TGLMC), with support from Paya Lebar Constituency (PA).

Over 4 months, CREST conducted weekly health screenings at various Residents' Committees (RCs) and blocks, in tandem with the mobile clinic team, which offered physical health assessments and consultations.



The CREST team collaborating with The Good Life Clinic to conduct medical and mental health screenings

Fei Yue CREST (Ang Mo Kio-Hougang-Punggol)

The team collaborated with Ci Yuan Community Centre to educate and involve 500 residents about the significance of mental health during the annual Ci Yuan Connects event. Through interactive memory games and meaningful discussions, we aim to promote community involvement in advocating for mental health. We were privileged to have Mr Darryl David, Member of Parliament for the Ang Mo Kio-Hougang division, participate in this meaningful initiative.



The Fei Yue CREST team participated in the Ci Yuan Connects event, engaging Ci Yuan residents with mental health awareness games

Fei Yue CREST (Buona Vista-Queenstown)

The team reignited the Queenstown Caregivers Connect support group and has been conducting monthly sessions and events for caregivers. The team also initiated various monthly events as a form of psychological and social respite for caregivers to improve their well-being. In February 2024, the team also brought out a group of caregivers to the River Ang Bao event to bask in the festivity. The team works closely with the grassroots – QTCC for organising such events.



The Fei Yue CREST (Queenstown-Buona Vista) team and caregivers at the River Ang Bao event

Fei Yue CREST (Post Diagnostic Support)

The team initiated a programme called 'Art With You' at the National Gallery, involving their clients and caregivers. This dementia-specific, art-based initiative aims to cultivate positive and meaningful interactions between persons with dementia and their caregivers.



Post Diagnostic Support (PDS) caregivers and clients at the Art with You Programme at the National Gallery

Testimony

Client B, diagnosed with schizophrenia for over 20 years, lived with her elder sister, who also has a mental health condition and intellectual disability. Despite her struggles, B acts as a caregiver for her sister.

Referred to CREST in 2020 by a medical social worker from IMH, B learnt relaxation techniques and received emotional support. B was also supported through a difficult home renovation period.

B experienced a relapse, experiencing hallucinations of things getting caught on fire, though she recognised that the visions were not real. She struggled with poor emotional regulation, often appearing anxious and stressed, yelling, lying on the floor, and experiencing breathlessness and heart palpitations.

Now, B can better control her emotions and confides in her social worker about her struggles. Her mental health condition is more stable, aided by B's social worker's support and her adherence to medical treatment.

B's sister was referred to the Movement for the Intellectually Disabled of Singapore (MINDS) by the Institute of Mental Health (IMH) but was later admitted for palliative care, leaving B in further distress.

Restorative Care Department (RCD)

Fei Yue began serving offenders in 2006, with the establishment of the first Family Resource Centre at Prison Link Changi Centre by the Singapore Prison Service (SPS). Over 17 years, we have gained extensive experience supporting offenders and their families through Information and Referral (I&R) services, Case Management Services (CMS), and various family-focused programmes. The RCD department uses the Theory of Change (TOC) Model to evaluate outcomes and aims to prevent reoffending and intergenerational transmission of offending behaviours.

We believe that for Persons with In-Prison Experiences (PIEs) to avoid reoffending, they need to:

- Be gainfully employed
- Exhibit healthy coping and prosocial skills
- Have a supportive family environment

We are grateful for the numerous donations received last year, which have blessed our clients with fulfilled Christmas wish lists, complimentary tickets to Gardens by the Bay, and reconditioned laptops.

The following is the current list of services RCD provides to offenders, covering upstream intervention, in-care, pre-release, and aftercare phases.

Upstream Intervention Services

Home Team Community Assistance and Referral Scheme (HT CARES)

In partnership with the Ministry of Social and Family Development (MSF), the Singapore Police Force (SPF) created HT CARES to directly refer offenders needing social support to welfare officers within the Police Division. This early intervention programme aims to reduce recidivism by preventing crime upstream. In 2022, SPS, SPF, and Fei Yue streamlined the process to provide continuous social assistance from HT CARES to the Family Resource Centre (FRC) for those charged and admitted to Changi Prison. Managed by Fei Yue, this process ensures no service gaps.

This enhances the team's ability to deliver timely social interventions and aiming to reduce reoffending rates among offenders and their families.

From April 2023 to March 2024, HT CARES served **360** beneficiaries.

Family Resource Centre (FRC)

The FRC, established in 2006, aims to support inmates and their families during incarceration by providing financial aid and managing family-related issues. It also offers interim assistance for released inmates without family support. In April 2023, FRC participated in the Psychiatric Correctional Unit (PCU) Family and Community Day to:

- Raise awareness of mental illness and treatment in PCU.
- Encourage support for inmates through medication compliance, visits, and aftercare plans.
- Inform about community support for caregivers and connect them with community partners.

Case Management Services (CMS)

CMS, initiated by SPS, offers aftercare support for offenders directly released from prisons, placed on Community-Based Programmes (CBP), or under Central Narcotics Bureau (CNB) Supervision Orders.

From April 2023 to March 2024,

CMS served **814** beneficiaries, including offenders, their families, and pro-social peers.

Fei Yue's CMS team provides ongoing assessment, intervention, and practical support like financial assistance to help ex-offenders reintegrate.



CMS Case Managers visitation to Prison Fellowship Singapore

Key CMS Services:

- Information and Referral (I&R) for reintegration issues.
- Assess and refer to other agencies like Social Service Offices and Family Service Centres.
- Basic counselling and crisis intervention.
- Coordination between agencies to meet offenders' and families' needs.

Areas of Assistance:

- Criminogenic needs (e.g., antisocial behaviour, substance abuse, family relationships).
- Reintegration needs (e.g., accommodation, financial issues).

CMS also screens for mental health issues using tools like the Mini-Mental State Assessment (MMSE) for elderly offenders.

In May 2023, the CMS team visited Prison Fellowship Singapore to explore future collaboration and attended their 70th anniversary gala in September 2023.

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

The YR STAR Bursary CMS started in 2010, offering financial assistance to low-income ex-offenders for tertiary education, covering course fees and living allowances. RCD started offering the service in October 2021 to help PIEs achieve self-reliance and gainful employment. As of March 2024, we have supported 77 students.

Our Initiatives

Project Care & Build

Offers extended case management and counselling for PIEs to reduce relapse risk. Includes ongoing assessment, intervention, and practical support like financial assistance to aid reintegration.

Braveheart & Blossom – Reformative Training Centre (RTC) Males & Females

Helps young offenders from RTC cope with stress, improve family relationships, and handle aspects of manhood and femininity through preventive interventions.

Project Beam

Equips families of newly incarcerated Drug Rehabilitation Centre (DRC) inmates with skills to support them during and after incarceration, focusing on drug information and support strategies.

Project Baby – A4 Pregnant Inmates

Provides a safe space for pregnant inmates to receive support, information, and education on pregnancy. Facilitates discussions on caregiving options for their children.

Project ReSTART!

Targets young offenders in remand to maintain/improve family bonds and connect with prosocial support, enhancing with a family component.

Project RAISE

Initiated in 2019 to raise awareness of PIEs' challenges, publicise RCD's work, strengthen social service presence, and build teamwork. It includes fundraising efforts and gathering success stories to support various programmes and needs.

Highlights

On 15 April 2023

Fei Yue Community Services officially joined the Desistor Network, an initiative by SPS, aimed at supporting ex-offenders' successful reintegration into the community after their release.



Ms Er Mei Yi (Deputy HOD of RCD) receiving the welcome letter from Associate Professor Muhammad Faishal Ibrahim, Minister of State for Home Affairs and National Development



Desistor Network Launch on 15 April 2023

On 1 June 2023

On June 1 2023, RCD attended the inaugural SPS Family Partners' Day, which aimed to unite partners aiding inmates' families and children. The event facilitated networking and mutual learning about initiatives to uncover synergies and potential collaborations, enhancing support for families of offenders and ex-offenders.



SPS Family Partners' Day



Associate Professor Muhammad Faishal Ibrahim, Minister of State for Home Affairs and National Development meeting Ms Wong Ying Li, Senior Deputy Director, Fei Yue Community Services

On 24 September 2023

RCD staff participated in the annual Yellow Ribbon Prison Run as runners and event volunteers, supporting the cause of promoting a cohesive and inclusive Singapore through Beyond Second Chances.



RCD colleagues, together with Ms Janet Liam (HOD) and Ms Wong Ying Li (Division Head), spending their Sunday morning volunteering at the annual Yellow Ribbon Prison Run



The RCD team received a Certification of Appreciation from Yellow Ribbon Singapore

Testimony

Rahim's parents divorced when he was 10. Searching for love and belonging, he grew up moving between homes and various jobs, including working as a bouncer.

Rahim joined a gang in school, leading to trouble with drugs at 14 and three stints in jail for different offences. Throughout his struggles, his mother visited him monthly and supported him unconditionally, inspiring him to change. Motivated by her support, Rahim pursued education in prison, earning his GCE 'O' and 'A' Levels qualifications.

Rahim met his wife in 2017 and got married in 2019. They now have a daughter and a son. With help from the Yellow Ribbon Fund (YRF) Star Bursary, he pursued a Bachelor's in Safety, Health & Environmental Management, overcoming challenges with the support of his social worker.

Rahim completed his degree with Second Class Upper Honours in 2022 and now works as a safety coordinator, aiming to get his safety officer license. Rahim's focus lies in his work, family, and living healthily, hoping his story of resilience will inspire others.



Rahim, Yellow Ribbon Fund (YRF) Star Bursary recipient

Strengthening Families Division (SFD)

SFD empowers individuals, couples, and families with the skills and resources needed to build strong relationships and navigate life's challenges in Singapore. We support them through every phase of family life and the obstacles they face.

Central Functions

The Central Functions Department equips individuals, couples, and families with skills, knowledge, and resources through the mass media and our social media platforms under Family Central.

i. Talks and Seminars

Over the past year, 57 Family Life Education (FLE) workshops were conducted in the community and schools, reaching 2,375 individuals, attaining an average rating of 94% programme satisfaction across the workshops conducted.

Families For Life - Family 365 Programme

Families For Life (FFL) offers wellness programmes for corporate and community groups on parenting, marriage, family life, and work-life balance. From September 2021 to September 2023, Family Central held 49 workshops for over 1,000 participants, achieving a 90% satisfaction rating.

Our Marriage Journey Quiz (OMJQ) Discussion Guide

In partnership with FFL, Family Central co-created the OMJQ Discussion Guide to help couples discuss key relationship topics like communication, conflict management, positive bonding, and expectation alignment.



Expressing Love through Mossclipping on 6 May 2023



Impactful father-child bonding through play on 3 June 2023



Poster for the OMJQ Discussion Guide

ii. Marriage Preparation Courses

Demand for marriage preparation has steadily increased by 21%, leading to 6 runs of the Prevention & Relationship Education Programme (PREP) and 12 runs of Tailored Marriage Preparation (TMPP) sessions, benefiting 69 couples.



PREP Marriage preparation conducted by Isabelle Ng

iii. Digital Outreach

We actively engage the community through regular digital updates on our programmes, parenting, and marriage tips.

Social Media Followers

3,523	2,645
Facebook followers	Instagram followers
11,114	291
E-Newsletter subscribers	Telegram subscribers

iv. Outreach

Family Central promoted our programmes and services through community activities such as the Choa Chu Kang Community Club Open House, Keat Hong Constituency work plan discussions, meetings with grassroots leaders in Bukit Batok, Bukit Panjang, and Choa Chu Kang, and the National Family Week at Lot1 Shoppers' Mall.

Media Campaign

Our campaign from 1 October 2023 to 30 December 2023, highlighted children's rights under the United Nations Convention on the Rights of the Child (UNCRC), focusing on protection from abuse. Stories from HEART@Fei Yue showcased the impact of abuse and community support for recovery, reaching an average of 28,000 accounts monthly via Facebook.

v. Research

Outcome Monitoring by the Ministry of Social and Family Development (MSF) commenced for marriage programmes on top of divorce programmes and family counselling under FAM@FSC. Results from Tote Board Social Service Fund's (TBSSF) Impact Evaluation by the National Council of Social Service (NCSS) for FFLC and FAM@FSC family counselling showed that Fei Yue scored above the sector average in both our programmes.

vi. Adoption

Fei Yue offers adoption services, including adoption briefings, Adoption Suitability Assessments (ASA), and child matching for birth mothers and adoptees. Prospective adopters must attend two briefings: the Pre-Adoption Briefing (PAB) and the Disclosure of Adoptive Status Briefing (DAB). 746 participants attended these briefings, resulting in 67 ASA applications and support for three birth mothers.

Testimony

"Thanks for all the great help. We have adopted a 2-month-old baby girl. Just wanted to share the happy news with you; no words can convey our gratitude."

- Mr and Mrs S.

Families for Life @ Community (FFLC)

FFLC aims to cultivate a family-friendly ecosystem at the community level, supporting families in their marriage and parenting journey through evidence-based and evidence-informed programmes.

1,293 participants completed our parenting and marriage programmes in FY2023.

i. Triple P (Positive Parenting Programme)

We deliver Parenting Support Programmes through Triple P, an evidence-based parenting support programme developed in Australia. Triple P helps parents manage children's behavioural and emotional challenges while enhancing parent-child relationships.

L2: Triple P L2 seminar

We organised 22 runs where 881 unique attendees completed at least two webinars/ seminars.

L3: One to One Coaching session

Triple P Level 3 parenting sessions are for parents who have mid to high parenting needs. 109 participants completed the one-to-one consultation sessions with our parenting coaches.

L4: Group work

Triple P Level 4 Group work is an intensive 10-hour programme for parents who are keen to learn from other parents in a small group setting. We conducted two runs for parents with teenagers and 16 parents have completed the programme.

Testimony

"My daughter no longer needs to see her psychiatrist ever since I picked up tips from the Triple P's practitioner's sharing. Life has been easier, and I feel lighter. Thank you, Fei Yue, for organising these webinars."

- Parent of a teenager.



Triple P L2 seminar conducted at West Spring Primary School by Jazon Ho

Signpost of Better Behaviour Group work:

Signpost is an intensive 10-hour evidence-based programme designed for primary school parents, specifically tailored for families with children with special educational needs. This year, we conducted five sessions of

Signpost group work, partnering with Lian Hua Primary School for two sessions and hosting one session at Fei Yue Early Intervention Programme for Infants & Children (Jurong East). In total,

28 parents completed these sessions.

ii. Purposeful Play

Purposeful Play is a new evidence-based programme designed to assist parents in nurturing their children through play and daily interactive activities while fostering supportive relationships among parents. This year, we organised 6 runs of Purposeful Play for 124 parents.



Purposeful Play session at PIP's PLAYbox Esplanade

iii. Prevention and Relationship Education Programme (EPREP)

This programme is for newlywed couples (married for less than two years) or couples planning to marry soon. It teaches effective communication and conflict resolution skills to build a strong marital foundation and increase relationship satisfaction. In FY2023, 137 couples completed the course.



Prepare and Enrich Marriage Enrichment group work at Zion Gospel Mission Church

iv. Prepare and Enrich Marriage Enrichment

57 married couples completed the Prepare and Enrich Marriage Enrichment group sessions to enhance their communication and conflict management skills. They gained insights into managing stressors, navigating personality differences, and deepening their understanding of each other, based on their family backgrounds and couple dynamics.

Partnerships and Community Initiatives

School Partnerships and Programmes

We collaborated with 36 primary and secondary schools in our region to co-organise parenting programmes and engage with parents. This included 15 Family Life Education talks, 22 Triple P Level 2 webinars/seminars, and recognition from CHIJ, Yew Tee Primary School, and Saint Anthony Primary School with the Partnership Award.

Collaboration with Churches in Prepare and Enrich Marriage Programmes and Marriage Mentoring

Through organising the Prepare and Enrich Marriage Enrichment Programme with four churches, partnerships were deepened with the church leaders and members were trained as marriage mentors for our programmes.

In 2023, we launched the Fei Yue FFLC marriage mentoring programme in partnership with some of these churches to further support couples who have completed the Prepare and Enrich Marriage Enrichment group work and signed up for mentoring. We trained 18 couple marriage mentors and enlisted them as Fei Yue volunteers to mentor other couples. These 18 couple mentors helped match 25 couples.

Testimony

“Fei Yue has demonstrated exceptional patience and consistently provided timely updates. Their understanding and non-pushy approach have made working together a pleasure. I want to express my gratitude for their dedication and professionalism. Keep up the excellent work, Fei Yue!”

- Beacon Primary School



Marriage Mentor training and onboarding session

Marriage Support

Marriage Support services comprise 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:

Marriage Preparation Programmes

Our Marriage Preparation Programmes offered psychoeducational workshops focused on building a strong marital foundation. We supported 54 young couples through monthly Early Marriage Workshops. These weekly Marriage Preparation and Support Programme workshops benefited 447 transnational couples.

Social Activities

14 social activities were held to engage 135 families. These social activities, such as local festive celebrations, workshops on father-child bonding, baking, outings, and more supported financial and family stability, enhanced marital and familial relationships, and integrated foreign spouses into daily life.

Language Programme

Foreign Spouses 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. 39 sessions of language classes were conducted benefitting 60 participants. 100% of participants indicated that they could apply what they had learnt.



Chinese New Year celebration with families



Christmas event at Waka Waka Playground



Volunteer appreciation session



Lily (left) and Whay Whay (right) received their awards from Mr Gan Kim Yong, Minister for Trade and Industry and Grassroots Adviser to Chua Chu Kang GROs, at the Fei Yue Givers' Appreciation Lunch.

Volunteer Management

We held four orientations, seven training workshops, and two engagement activities for our volunteers covering topics such as Family Violence Awareness, Connect to Care, Self-Care, Financial Literacy, Engage with Style, Values, Norms, Beliefs, Culture, and Attending Skills. Currently, we have 120 volunteers. Training covered topics

At the Fei Yue's Givers' Appreciation Lunch 2024, three dedicated volunteers – Hana, a befriender/interpreter who supported language classes and a foreign spouse support group since 2015, Lily, an interpreter who has been translating for Vietnamese wives for nine years, and Whay Whay, who teaches English to transnational couples since February 2023 – were recognised and received awards from Mr Gan Kim Yong, Minister for Trade and Industry and Grassroots Adviser to Chua Chu Kang GROs.

KidSTART

In April 2021, Fei Yue was appointed as a KidSTART Agency (KSA) serving the Bukit Batok, Bukit Panjang and Chua Chu Kang regions. KidSTART seeks to give pregnant mothers and 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@ Fei Yue team reached out to potential children and families through phone calls, mail, and package deliveries. They assessed needs and triaged cases in various KidSTART components. Since 2021, we have reached 2,464 children and supported preschool enrolment for over 100 children.

Enhanced Support to Pre-schools Programme (ESP)

ESP supports KidSTART children and families in selected preschools by deploying workers to collaborate with teachers, parents, and the local community, providing assessments and engaging parents on child development, parenting tips, health, and nutrition. They also ensured referrals to other services when needed. Since 2021, ESP has supported 813 children in partner preschools.



KidSTART@ Fei Yue staff, Cherleen and Adilia, doing door-to-door outreach

Testimony

"Thank you KidSTART for the support provided for JH and JY and suggestions on how I can better engage the children through play and reading. The school has given feedback that both children have better attention spans and JH has become more participative in class. Compared to a year ago, I observe that they follow instructions better and communicate with me about their feelings more."

- Mr Khwang, a relative of a pair of siblings under KidSTART

Events and Programmes for Fei Yue Families



In partnership with Curious Thoughts Giving, 60 children from 29 families were exposed to learning phonics in a fun and engaging manner through Let's Learn English @ Bukit batok The Cove. All participants found it educational and enjoyable and recommend it to others.



Collaborating with Primech A&P, 22 children from 8 families were treated to a visit to KidsSTOP @ Science Centre Singapore at Christmas time.



In partnership with New Life Community Services, 10 children were referred to SteadyReader@ Teck Whye and Fajar to improve their reading Skills.

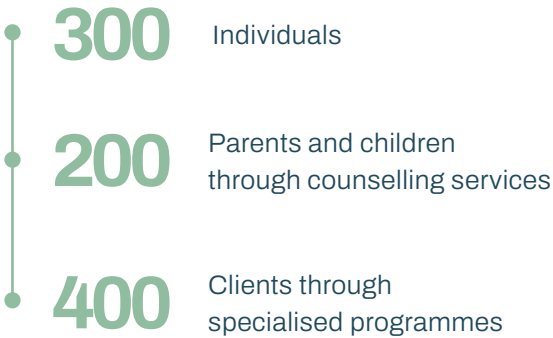
FAM@FSC

There are ten FAM@FSCs across Singapore providing support for families facing transitions or relationship issues.

We provide

- Family counselling for individuals, couples, and families dealing with conflicts and stress, including marital and parent-child issues.
- Divorce support for couples considering, undergoing, or who have undergone divorce, including assistance for their children to cope with divorce-related stress.
- Discernment counselling: A short-term intervention for couples where at least one person is unsure about divorce, helping them decide whether to postpone, proceed with divorce, or work on the marriage.
- Online counselling: In partnership with the Ministry of Social and Family Development (MSF) to provide online counselling for pre-marital, marital, parenting, divorce, and family-related issues.

From April 2023 to March 2024
FAM@FSC (Chua Chu Kang) has served more than



Programme	No. of clients
Mandatory Co-Parenting Programme (CPP)	186 parents
Parenting PACT (PP)	130 parents
Children-in-Between (for Parents) (CIBP)	18 parents
Children-in-Between (for Children) (CIBC)	24 children
Child of Divorce Intervention Programme (CODIP)	3 children
Transcending Divorce Support Group	42 participants
Online Counselling	84 clients
Casework & Counselling	222 new clients

The Transcending Divorce Support Group supports divorcing and divorced individuals in their healing journey. Since 2021, it has fostered improved well-being and emotional healing through shared experiences. This year, 42 participants attended 4 support group sessions.

Testimony

Extracted from A Straits Times article on 2 October 2023:

“There is a sense of belonging in the group and I don’t feel so alone. We share our problems and discuss possible solutions or ways to deal with them better. When we share our issues, the counsellor will put it in perspective and help us see things from a more positive light.”

- Mr Tan

Community Case Management Service (CCMS)

Community Case Management Services is a community-based service developed by the Ministry of Health (MOH) and funded by the Agency for Integrated Care (AIC). It 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.

Client's Testimony

Mr Wong, aged 65, sought help from CCMS in January 2021 at the age of 63 following a hospital discharge due to a fall. This led to financial strain after being terminated from his job. His case manager assisted him in accessing financial aid from the Social Service Office (SSO) and facilitated referrals for housekeeping, Meals-on-Wheels, and medical escort services due to his mobility issues. A home monitoring system was also installed to detect falls and alert staff, next-of-kin (NOK), and his Case Manager.

After another fall due to small vessel disease, a type of chronic stroke, the Silver Generation Office (SGO) intervened, leading to hospital admission and subsequent nursing home placement.

This case exemplifies CCMS's approach to keeping clients in their community as long as possible through monitoring and referrals with nursing home placement as a last resort. Both the client and their family expressed gratitude towards the Case Manager and partners, providing the highest ratings for service during the Client/Caregiver Satisfaction Questionnaire (CSQ).

Advanced Care Planning (ACP)

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

Cloud 9 is a community-based initiative geared towards upstream intervention in Palliative Care. We aim to make resources readily available through our Fei Yue Active Ageing Centres (AACs), providing one-stop end-of-life services for AAC clients and building end-of-life resources within the community.

Client's Testimony

Mr X was recently diagnosed with brain cancer and swiftly transitioned to palliative care. The family, whose daughters were abroad, faced uncertainty, but the ACP prepared by the father guided them and brought great comfort and calmness to the family. The father had detailed his wishes in the event of dementia and expressed his desire to have his daughters by his side. This clarity prompted the daughters to return home.

While ACP is not legally binding like the Lasting Power of Attorney (LPA), it provides invaluable details on one's care preferences. This proves immensely helpful to families, especially during stressful times and emotional strain.

Beneficiaries Served in FY23/24

Fei Yue Home Care	Home Medical	Home Nursing	Home Personal Care	Home Therapy
Buangkok	65	130	126	123
Choa Chu Kang	5	14	63	NA

Client's Testimony

Mdm L, a bed-bound and minimally communicative 83-year-old lady, was referred to Fei Yue Home Care in April 2023 for Indwelling Catheter (IDC) management and caregiver training. She lives with a domestic helper and receives weekly family visits.

During the first home visit, our nurse conducted a comprehensive initial assessment, including a skin assessment. It was then discovered that Mdm L had a stage 3 sacral sore that had not been treated. The nurse performed wound dressing for the sacral sore and educated the helper on wound care.

Our nurses took turns conducting home visits to manage Mdm L's wound and IDC, explaining care procedures to her helper and making urgent visits for IDC blockages. Mdm L was also referred to a Wound Nurse Clinician from St. Luke's Hospital for joint monthly wound care visits.

Thanks to our nurses' care and dedication, Mdm L's sacral wound has reduced from 5.5cm x 3.5cm to 1cm x 1cm, and her helper now feels more confident in managing her care at home.

Healthcare Support Department

Home Care

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

Highlights

Opening of Fei Yue Home Care (Choa Chu Kang)

Fei Yue Home Care (Choa Chu Kang) officially launched home medical services for clients in the Western region of Singapore in January 2024. This service complements our existing home nursing and home personal care services, covering the Bukit Panjang, Choa Chu Kang, and Bukit Batok areas. As of March 2024, we have served seven beneficiaries through our home medical service.



Fei Yue Home Care Nurse performing a wound dressing for a client in the home

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 or adults with mental health challenges, special needs, and disabilities.

Beneficiaries Served in FY23/24

Caregiver Support and Respite Programme	Counselling and Respite for Clients	Financial Screening of Home Care Clients
	21	105

Highlights



JiaYou's logo

Fei Yue has been collaborating closely with NCSS and two other service providers (Montfort Care and Yong-En Care Centre) to design JiaYou — a platform dedicated to supporting seniors and caregivers through the diverse complexities and challenges of ageing and caregiving.

Through multi-agency collaboration, we aim to provide holistic support and guidance, empowering caregivers to build resilience and embrace the life they aspire to with joy and hope.

Operations for JiaYou are all set to begin at the end of September 2024.

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.

Highlights

National Silver Academy (NSA) Short Courses

Since 2015, Family Central has been one of the largest service providers of National Silver Academy (NSA) short courses. In the financial year, we offered 5,749 learning places and 190-course titles, ranging from basic Korean language and leathercraft to popular music keyboard appreciation.



Seniors and youths connecting with the natural surroundings at Hort Park



Seniors learning how to organise household cables



Seniors paying close attention to instructions on how to fly a drone safely



Senior volunteer band 'Rubber Band' all ready to rock at 2023 National Day Concert pre-event

Intergenerational Learning Programme (ILP)

Family Central offers free ILP under NSA to help seniors connect with society and build social networks through shared interests, promoting active and healthy lifestyles. In 2023, we introduced a forest therapy workshop at HortPark, where seniors and youth volunteers engaged with nature under the guidance of experienced Forest Therapy Guides.

F.I.N.S (Financial Literacy, Independent Living, Nutritional Foundation, Self-Care)

F.I.N.S is a programme that supports vulnerable and low-income seniors in taking a series of courses to increase their knowledge on relevant and applicable topics. The 'Handy to be D.I.Y' course has been particularly popular, teaching seniors tips on household safety, simple repairs, and plumbing.

Community V.I.P (Videographer, Instagrammer, Photographer)

As part of the Infocomm Media Development Authority's (IMDA) Digital for Life Initiative, the Community V.I.P. course helps socially isolated seniors connect with their community by teaching digital wellness, Instagram use, and creative photography/videography, including drone skills.

External Community Partner Collaboration

Gardens by the Bay invited our senior volunteer band, 'Rubber Band', to perform at the Gardens by the Bay and MediaCorp National Day Concert pre-event in August 2023, at The Meadow. The band, comprised of seniors aged 59 to 87 years old with little to no musical background, demonstrated dedication and perseverance in regular music training, culminating in their readiness to perform live in front of a large audience.

Fei Yue Active Ageing Centres (AACs)

Since May 2021, Fei Yue has implemented a new elder care model aligned with the Ministry of Health's (MOH) directive to promote active ageing among seniors.

Fei Yue currently operates 15 AACs which offer a comprehensive suite of services known as A.B.C. — Active Ageing Programme, Befriending & Buddying, and Case Referral Service. Designed for Singaporean and Permanent Resident seniors, these AACs provide 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, Fei Yue offers National Silver Academy (NSA) courses to engage seniors and actively encourage their participation in volunteering activities, promoting active ageing within the community.

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

FYAAC (Teck Whye) transitioned to the AAC model in 2021 under the MOH's initiative for Singapore's ageing population. This shift expanded our programmes to encompass all seniors in the community, necessitating increased variety and outreach. We addressed this by recruiting volunteers, collaborating with partners like the Health Promotion Board (HPB) and schools, and promoting services through door-to-door visits, roadshows, and partnerships with Residents' Networks (RNs) and Community Centres (CCs).

To better serve seniors living further from the centre, we established two new activity points in collaboration with RNs, bringing services closer to them.



FYAAC (Teck Whye)'s newest exercise point commenced on 14 Dec 2023 in partnership with Zone 3 RN

Highlights



A senior (right) receiving a lucky draw prize from Mr Gan Kim Yong, Minister for Trade and Industry and Grassroots Adviser to Chua Chu Kang GROs



Mr Gan with Raffles Junior College (RJC) volunteers



The workshop facilitator engaging participants with actions



Seniors having fun while playing a badminton game using technology

CCK Zone 3 Year-End Party

FYAAC (Teck Whye) partners with CCK Zone 3 RN to host events for seniors at Blk 101-124 Teck Whye Lane. Raffles Junior College students, assisted by Fei Yue staff and volunteers, organised a year-end party emphasising intergenerational bonding. Around 100 seniors joined in activities like mini-games and a workout session, followed by a communal meal and a lucky draw. Prizes were awarded by Mr Gan Kim Yong, Minister for Trade and Industry and Grassroots Adviser to Chua Chu Kang GROs.



Mr Gan with Fei Yue staff and volunteers

Partnership with the Elder Education Department for Mental wellness workshops

In December 2023, FYAAC (Teck Whye) partnered Fei Yue's Elder Education Department to organise three workshops aimed at enhancing seniors' ability to manage mental stress and improve their communication skills. Participants included seniors from our befriending programme and members with additional social support needs.

Collaboration with Nanyang Technological University (NTU)

The objective of the session is to promote healthy, active, and independent living through technology and a thorough understanding of aging-related psychosocial issues. Throughout the 12-week programme, 24 seniors participated, undergoing pre- and post-assessments and surveys to track their progress. Participants appreciated the opportunity to socialise, play games, and exercise with friends during the sessions.

Client's Testimony

In May 2023, Mrs X appeared at FYAAC (Teck Whye) to seek help, revealing a longstanding bed lice problem preventing her and her husband from sleeping well. AAC staff visited her home that afternoon, finding that the issue had persisted for seven years.

Volunteers experienced in decluttering infested homes were quickly mobilised, and within two weeks, we cleared her home, disposed of the infested bed, packed her belongings, and arranged for pest control fumigation.

Through this process, AAC staff observed Mrs X's caregiving role for her husband, who has dementia and becomes easily agitated. We connected them with Fei Yue Community Case Management Services (CCMS) for additional support. Her husband has since been admitted to a nursing home due to his care needs.

Mrs X now visits the AAC regularly and attends the monthly birthday celebrations, something she has not done in years.



Mrs X (first row – fourth from the left) during the March Birthday Party 2024

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

FYAAC (Buangkok Green) acts as a central hub for elderly residents in Buangkok Green, covering 53 HDB blocks and one condominium block. Additionally, we manage the Alert Alarm System for Blocks 581 and 582, which incorporates dementia-friendly design elements, as featured in the Lian He Zao Bao.



Lian He Zao Bao news feature

In FY2024, FYAAC (Buangkok Green) had 1,016 new members and over 355 active participants in weekly activities. Supported by 10 seniors and two university student volunteers, our programmes enhance social connections and support among seniors, promoting sociability, cheerfulness, and optimism. We focus on social, physical, cognitive, educational, and volunteer activities to provide comprehensive care for Buangkok Green Community seniors.

Summary of Programmes and Beneficiaries

Family Central conducted 57 talks under the Family Life Education Programme, engaging 2,375 participants, and conducted 18 runs of marriage preparation programmes for 69 couples.

Programmes / Services	No. of Members
Social	8.834
Physical	6.021
Cognitive	2.163
Learning	1.569
Volunteerism	24

Highlights



Wheelchair-bound seniors and their caregivers at Gardens by the Bay



Nordic Walking at Thomson Nature Park



Seniors with their adorable dog-shaped folded towels



Seniors listening attentively to a health talk by TTSH



FYAAC (Buangkok Green) members' Angklung performance at St. Andrew's Nursing Home

Visit to Gardens by the Bay

The initiative was supported by AAC members who generously donated \$2,000 to cover wheelchair transportation costs for wheelchair-bound seniors. The goal was to take seniors out of their homes, giving them and their caregivers, including foreign helpers, a well-deserved break.

Nordic Walking

Research shows Nordic Walking can strengthen up to 90% of the body's muscles, enhancing balance, unlike traditional exercises that focus mainly on lower body muscles. Nordic walking offers three difficulty levels (A, B, and C), tailored to seniors based on their Clinical Frailty Scale (CFS) score. The walking poles, costing \$150 per pair and imported from Germany, were generously funded by donations.

Towel Folding

Towel folding is a therapeutic hands-on activity where seniors craft adorable dogs from flat towels, offering them a sense of accomplishment with guidance from the trainer.

Partnership with Tan Tock Seng Hospital (TTSH)

TTSH plays a vital role in medical activities within the Buangkok Green community. Trainers from the Institute of Geriatrics and Active Ageing (IGA) lead sessions on chronic illness management, empowering seniors with practical self-care skills. We also partner with TTSH on various medical research projects, such as ultrasound studies, cognitive training, and the Breathlessness Ecosystem project.

Giving Back to the Community

We have trained senior members to conduct engaging Angklung workshops featuring several classical songs over 12 training sessions. These seniors then visited St. Andrew's Nursing Home to demonstrate what active ageing is to other seniors.

Fei Yue Active Ageing Centre (FYAAC) (Brickland)

FYAAC (Brickland) began operations in July 2021, initially as a Senior Activity Centre (SAC), serving one rental block (813A). It transitioned to the Eldercare Model - AAC in April 2023, now covering one rental block, 17 HDB blocks, two private condominiums, and 15 landed properties. As of 31 March 2024, FYAAC (Brickland) has 563 registered members.

Highlights

- Successfully transitioned from SAC to AAC, validated by an external audit from the Ministry of Health (MOH).
- Reached out to over 457 seniors.
- Collaborated with Silver Generation Office (SGO) for outreach through community visits and home visits.
- Provided opportunities for seniors to showcase their musical skills at events such as the SGO's 9th Anniversary, Brickland Wellness Launch, Brickland GRO's Sports Launch at ASPN, New Creation Church Star Vista Christmas Celebration, Healthier SG Launch, and Chinese New Year Celebration at Keat Hong Axis.



Mr Fong (third from left) with other seniors from FYAAC (Brickland) performing Christmas carols

Client's Testimony

Mr Fong, a member of FYAAC (Brickland), was initially reached through door-knocking efforts. Previously living alone and confined to a wheelchair since his 50s, he felt isolated and purposeless. Though hesitant at first, he joined the AAC and was warmly welcomed, which deeply touched his heart. Encouraged by the staff, he made friends and joined different programmes. He began volunteering, helping with tasks such as setting up chairs, sanitising, guiding table games, delivering food to home-bound seniors, and accompanying frail seniors to medical appointments. He volunteered regularly from Monday to Saturday despite his limitations.

His love for music led him to learn instruments like the ukulele and cajon with the AAC's encouragement. He now leads a group of seniors in music and performs at events. Reflecting on his struggles with loneliness and health issues, Mr Fong appreciates how Fei Yue has brought him friendship and purpose. As both a member and an example to others, he motivates seniors to get involved. Grateful for Fei Yue's support, he happily helps others and now sees challenges as chances to grow and improve.

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

With Singapore’s ageing population, the Ministry of Health (MOH) requires AACs to enhance senior services. A significant challenge has been reaching 50% of our assigned senior population by 2025, totalling 2000 seniors, or about 1000 by 2025.

To meet this, we introduced interest groups, NTUC vouchers, and referral rewards. Leveraging staff skills, HDAAC has reached nearly 850 seniors by 2024.

Highlights

HDAAC has been very active in collaborating with partners to bring a variety of activities to the seniors we serve.



Partnership with Yu Ying Secondary School



Easter Day celebration with Raffles Institution



Outing to Mediacorp for the Golden Age Talent Show



Outing to Birds of Paradise with Care Agents

Upcoming Programmes

We currently host two weekly bingo sessions with 40-50 attendees each. Next year, we’ll introduce communal meals during these sessions to foster more neighbourly socialisation. Additionally, birthday celebrations will be introduced, inviting seniors to enjoy food, festivities, and lucky draws based on their birth months.

HDAAC plans to boost outing frequency to 1-2 per month, partnering with external vendors to enhance experiences. Recently, we reserved a cinema for a private screening and communal lunch, showcasing our dedication to enriching activities for seniors.



April birthday party

Fei Yue Active Ageing Centre (FYAAC) (Hougang)

HGAAC serves elderly residents in Hougang through two HDB rental blocks, two studio apartments, and 34 HDB purchase blocks. We also manage the Alert Alarm System for Blocks 174A and 174B.

As of 2024, HGAAC has reached out to 923 seniors through strategies such as offering NTUC vouchers, welcome gifts, and referral rewards.

Highlights

HGAAC collaborates with partners such as SG Cares, North East Community Development Council (NECDC), and Gardens by the Bay to offer diverse activities for seniors. Our team includes five seniors aged 60 and above, along with 14 volunteers from Singapore University of Social Sciences (SUSS) and 37 volunteers from the public. They organise activities, conduct visits and surveys, and assist with outings, administrative tasks, and festive decorations.



‘Move It, Feel Strong’ Zumba session



Christmas outing to Gardens by the Bay in collaboration with SG Cares, Orchard Road Business Association and Gardens by the Bay



Lantern painting activity led by SUSS volunteers

Upcoming Programmes

HGAAC aims to expand and enhance our programmes. Currently, we host weekly Qi Gong, Da Da Qiu, and Meridian Flapping sessions, each attended by 10 to 15 seniors. In the upcoming year, we will introduce communal meals after morning exercises to foster neighbourly interactions. Additionally, we collaborate with Paya Lebar Chinese Methodist Church to organise monthly outings to places like the Peranakan Museum, Esplanade, Jewel, and others for isolated seniors.

Fei Yue Active Ageing Centre (Senja) (SJAAC)

The centre began operations in April 2017, initially as a senior activity centre. In May 2021, it transitioned to an active ageing centre, now serving a larger community within the area from Blk 613 Bukit Panjang Ring Road to Blk 656 Senja Road, including three rental blocks and two blocks of Studio Apartments. We currently serve 1,232 seniors.

Summary of Programmes and Beneficiaries

As of 31 March 2024	
Registered Members (Rental)	256
Registered Members (Purchased)	6,021
Total Number of Members	1,232

Activities and Programmes

Programmes / Services	Type of Activities / Programmes	No. of Clients
Alert Alarm System	No. of emergency AAS calls - 0	-
	No. of non-emergency AAS calls – 138	
	No. of households monitored via AAS - 232	
Information & Referral	Referral - 21	21
Centre Activities	Social Recreational & Public Education *Bingo, Exercise, Rummy-O, Blood Pressure, Sports/ Board Games, Newspaper	25,177
Activities organised by External Organisations	Social Recreational & Public Education - 1423 Health Monitoring - 314	1,737
Other Activities	NSA & ILP - 493	493
Average Daily Attendance	98 Members	

Highlights



Fun Fund Programme - Mid-autumn festival lantern painting



Ukulele Interest group



Fun Fund Programme – Christmas 2023 performance



SJAAC's Ukulele Interest group performance at Fei Yue AAC (Fajar)'s Chinese New Year Celebration

Healthier SG

As Singapore transitions to a super-aged society, the government is promoting Healthier SG. Our staff received training to enhance social care and monitor seniors' vital signs. We collaborated with Healthier SG Ambassadors to help seniors register with their preferred general practitioner (GP) or polyclinic at our centre.

‘Fun Fund’ by the Agency for Integrated Care (AIC) & Community Foundation of Singapore (CFS)

SJAAC, BLAAC, and SCAAC jointly submitted a proposal for a ‘Fun Fund’ to AIC to organise unique festival celebrations and active ageing programmes for seniors. We secured \$48,940 from CFS for these activities, including storytelling, arts and crafts, baking, cooking, ukulele lessons, and outings. These programmes successfully ran across all three centres. SJAAC alone engaged 188 seniors in these activities, helping them understand the significance of festivals like Hari Raya Haji, Mid-Autumn Festival, Deepavali, and Christmas.

Ukulele Interest Group

The Fun Fund programmes have provided a platform to cultivate interest in Ukulele among seniors. Seniors had opportunities to volunteer and perform at events such as the Silver Generation Office Holland-Bukit Timah GRC's 9th Anniversary Celebration, Fajar AAC Chinese New Year Celebration, and Zhenghua Community Club Chinese New Year Celebration.



SJAAC's Ukulele Interest group performance at the Silver Generation Division Holland-Bukit Timah GRC's 9th anniversary celebration

Fei Yue Active Ageing Centre (Limbang) (LBAAC)

LBAAC began operations in March 2018. The centre serves as a drop-in centre for senior residents living in the designated service cluster. Our target group includes seniors aged 60 and above residing in 1 or 2-room rental flats in Blocks 536 and 537, Choa Chu Kang Street 51.



Intergenerational bonding between school children and seniors through the SportSG Intergeneration Initiative



A senior with his new home appliance

Highlights

SportSG Intergeneration Initiative: Collaboration between LBAAC and Chow & Chows Childcare & Early Learning Centre

This SportSG-initiated programme fosters intergenerational bonding between schools and AACs in the same area. Partnering with Chow & Chows Childcare & Early Learning Centre, we organise monthly activities to facilitate bonding between seniors and students.

Pay-It-Forward

Collaborating with Verde Care, LBAAC assists seniors in rental flats without next of kin or social support. This programme gathers resources to provide electronics and home furniture, and organise events like Chinese New Year dinners for these seniors.

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

LGAAC actively reaches out to vulnerable seniors through surveys and visits, ensuring their well-being. We offer social and recreational programmes, including digital games, and provide support services like monitoring frail or homebound elderly, cluster support, buddying and befriending, vital sign checks, and information and referrals.

Our membership and programme participation has significantly increased from 7,593 to 10,733 under the AAC model.

Registered Members

Location	As of 31 March 2024	Terminated / Withdrawn
Blk 570 - Blk 574 Studio Apartment & AIC Boundary	930	46

Summary of Beneficiaries

Programmes / Services	No. of Workshops / Activities	No. of Clients
Alert Alarm System (276 households)	No. of emergency AAS calls - 0 No. of non-emergency AAS calls - 587	587
Information & Referral	Information - 153 Referral - 15	168
Centre Activities	Social Recreational – 3284 Cognitive – 3462 Physical – 551 (Exercise In-House) Education – ACP/LPA - 31	7,328
Activities organised by External Organisations	Social Recreational – Cognitive – 31 (IMDA) Physical – 1626 (HPB Exercise) Education - NUHS Talk - 59 Well Being – 53 (Crest Talk/Game) + 27 (AIC Screening)	1,796
Other Activities	Care Pack Games Day- 656 NSA - 55 Fruit/Vegetable Carnival Games - 143	854
Total		10,733

Highlights

LGAAC arranged interest classes tailored to the diverse interests of our clients, including monthly birthday celebrations, outings, parties and communal meals.



LGAAC members at a Recycled Dress-Up competition



Monthly birthday celebration



Weekly communal meals and games



Monthly outing to Bird Paradise

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.

Registered MembersAs of 31 March 2024

Blk 476A, B, C, D (Studio Apartment) & AIC boundary blocks1025

Summary of Beneficiaries

Programmes / Services	No. of Workshops / Activities
Alert Alarm System	No. of households monitored via AAS -116
Centre Activities	Monday – 5 elements Exercise (15 members per week) Tuesday – HPB Chair Zumba (30 members per week) Thursday – Chair Workout (40 members per week) Friday – Line Dance (20 members per week) Bingo – 20 members per week Fun Fund Project (4 Festivals) Included: Art & Craft, Musical, Cooking, Outing Hari Raya Haji Mid-Autumn Deepavali Christmas
Activities organised by External Organisation	Fun Session with External parties(DBS,Capita-land,Abbott) : 90 Fun session with ITE West BB Primer : 63 IMDA learning-200 Community Health Post - 118
Other Activities	Food Ration / Distribution- 636 NSA - 24

Highlights



Fun Fund Project - Cooking session (Curry chicken and Ketupat)



Fun Fund Project - Outing to Jalan Sultan Mosque during Hari Raya Haji



Fun Fund Project - Storytelling and art & craft (Hari Raya greeting card)



Fun Fund Project - Hari Raya Haji lunch

Fei Yue Active Ageing Centre (Serangoon) (SRAAC)

SRAAC serves seniors residing in apartments from Block 211 to Block 230 at Serangoon Avenue 4. Our service area includes one block of rental flats, encompassing a population of 1,939 seniors, of whom we currently serve 860.

Number of Elderly Served

As of 31 March 2024	
Registered Members (Rental)	158
Registered Members (Purchased)	702
Total Number of Members	860

Activities and Programmes

Programmes / Services	Type of Activities/Programmes	No. of Clients
Information & Referral	Information & Referral	488
Centre Activities	Social Recreational & Public Education <i>*Bingo, Exercise, Rummy-O, Blood Pressure, Sports/ Board Games, Newspaper, Parties, Outings</i>	9456
Activities organised by External Organisation	Social Recreational & Public Education	269
Average Daily Attendance		37 Members

Highlights



Guided tour of 'Semangat yang Baru: Forging a New Singapore Spirit', at National Museum of Singapore

Healthier SG

As Singapore moves towards a super-aged society, the government promotes the Healthier SG initiative. Our staff have undergone training in social care and vital sign monitoring to help manage seniors' health and prevent chronic diseases. Collaborating with Healthier SG Ambassadors, we enable seniors to register for their preferred General Practitioner (GP) or Polyclinic at our centre.



Zumba Gold class by the Health Promotion Board (HPB)



Mother's Day concert by Braddell Heights Symphony Orchestra at the Esplanade



Seniors enjoying a game of Pétanque



Yearly functional screenings and CREST

Academy of Human Development (AHD)

AHD provides training courses aimed at enhancing capabilities through self-development and skill upgrading. Recognised by SkillsFuture Singapore (SSG), AHD is committed to delivering high-quality training and fostering continuous learning opportunities.

AHD adapted swiftly to the e-attendance mandate by SSG and navigated the transition when the National Council of Social Service (NCSS) onboarded to a new system - Training Partners Gateway. We revamped our website and introduced blended learning courses in collaboration with the Social Service Institute under the Training Network Model (TNM) partnership. Our increased marketing efforts enhanced our brand presence and outreach.

In FY23, AHD organised 107 training programmes, serving 1,696 individuals through both online and physical classes, reaffirming our commitment to meet evolving workforce needs and community demands.

TNM 2.0 Partnership with Social Service Institute

AHD, a Centre of Excellence under the TNM 2.0 initiative, conducted 17 courses benefiting 258 social service professionals and individuals. Notably, our 'Strengthen Family Relationships using the Satir Model' course received high praise for its practical applications.



TNM Satir course

► Introduction of Trauma-Informed Care Practice Course

AHD launched the 'Trauma-Informed Care Practice' course to address gaps in trauma-informed principles among new entrants in community and care services.

► Professional Development for Ministry of Social and Family Development (MSF) ComLink Family Coaches

AHD provided essential training including 'Practice of Case Management in Social Services' and 'Practical Counselling (Basic)' for MSF Family Coaches, empowering them with critical skills for effective community engagement.



Practice Counselling training sessions

Allied Health Services (AHS)

The AHS Department provides Speech Therapy, Occupational Therapy, Educational Therapy, and Psychological services for clients with neurodevelopmental disorders such as Autism, Attention-deficit/hyperactivity disorder (ADHD), learning disabilities, and intellectual disabilities.

They collaborate with Fei Yue's Early Intervention Programme for Infants and Children (EIPIC) to assess and develop intervention goals and education plans. In 2023, the department expanded its staff and expertise, continuing its mission to serve diverse populations effectively.



Jeremy Chian, Psychologist, receiving a certificate from Member of Parliament Mr Eric Chua at the PCF Conference



'Hanen It Takes Two To Talk' parenting programme with Fei Yue EIPIC (Wellington Circle) parents and speech therapists Cheryl Quek, Clover Tan and Valerene Tan

External Partnerships

AHS continued partnerships with Anglo-Chinese School (Barker Road), Bukit View Primary School, and the Health Promotion Board in 2023. They collaborated closely with school staff to enhance support for students with special needs, conducted social skills groups at Bukit View Primary School, and provided mental health workshops for parents.

Parenting Programmes

The department conducted 'Hanen It Takes Two to Talk' and 'Circle of Security-Parenting' programmes aimed at empowering caregivers with strategies for supporting children's development. Caregivers reported increased confidence in applying learned strategies in their interactions with their children.

Adaptive Equipment

Secured adaptive equipment for children with special needs, including those with diagnoses like Cerebral Palsy and Global Developmental Delay. This equipment aimed to reduce caregiver stress and enhance children's independence in daily routines.

Internal Collaborations

Internally, the department collaborated with the EIPIC division and SFD Division to provide early intervention programmes and therapy services. They conducted in-service talks for teachers and provided therapy sessions funded by the LYT/NSB Charity Trust for children at risk of developmental delays.

Ark Allied Health & Counselling Services

The department expanded its services with the opening of Ark Allied Health & Counselling Services at the Singapore Shopping Centre. Despite facing manpower shortages, AHS utilised locums to maintain service delivery, focusing on professional development to ensure compassionate and high-quality care.

Corporate Services Division



November 2023 Family Meeting group photo

Human Resource

FYCS Staff strength
As of 31 March 2024

556
staff

Fei Yue's employees gather quarterly for a town hall meeting known as the 'Family Meeting', promoting unity and togetherness within the organisation. This tradition welcomes new colleagues, shares corporate updates, and highlights inspiring testimonies. It's also a time for celebrating accomplishments collectively.

The November 2023 Family Meeting marked the successful completion of various projects by different teams, including the Skills Framework, Human-Centered Design applications, and Data Management. Employees enjoyed healthy snacks, courtesy of the Community Care Day (CCD) fund, provided by the Agency for Integrated Care (AIC).



Staff with their healthy snacks funded by AIC

The annual Fei Yue Staff Retreat held in September 2023 was a memorable event featuring bonding activities, a movie at Golden Village, a Best Dressed Contest, and a Dinner and Dance at the Summer Garden restaurant in SAFRA Mount Faber.



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



Winning team of the Best Dressed contest at the Staff Retreat



First runner-up of the Best Dressed contest at the Staff Retreat



Bright smiles and cheers from the audience for Senior Management's performance during Staff Retreat

Employee Health & Wellness

Fei Yue prioritises employee well-being with regular activities like Family Meetings and Staff Retreats. Division meetings, like the Corporate Services Division meeting in July 2023, focused on team building, such as a food hunt in Bugis Street with a thrilling food bingo competition.



Corporate Services Division meeting in July 2023

Milestones



Fei Yue excelled in a 2023 manpower survey by the Ministry of Social and Family Development (MSF) and Mercer Consulting firm

which gathered three years of data from **175** Social Service Agencies (SSAs).

The survey highlighted Fei Yue’s outstanding employee benefits and effective salary management, along with rapid recruitment growth and a healthy turnover rate surpassing the industry average.

Fei Yue also presented its Learning Management System (LMS) to the National Council of Social Services (NCSS) and international guests from the Hong Kong Council of Social Service in March 2024. The organisation remains committed to fostering a nurturing and supportive environment for all employees, continuing efforts to build a close-knit and united Fei Yue family.

Communications and Partnerships Department

To close the financial year on a high note, the Communications & Partnerships department hosted the Givers’ Appreciation Lunch in March 2024 to celebrate the dedication of our volunteers, partners, and benefactors. The event was graced by Mr Gan Kim Yong, Minister for Trade and Industry and Grassroots Adviser to Chua Chu Kang GROs.

The lunch was themed ‘Tapestry of Giving’, highlighting the numerous volunteers, partners, and givers who contribute to the rich ‘Tapestry of Giving’ collectively. Resumed after the pandemic, all guests were in high spirits, celebrating over food, engaging in fun games, and revelling in captivating performances. Among them, The 2nd As, a volunteer family band, delivered an unforgettable show, leaving a lasting impression on all who attended.



Mr Gan Kim Yong, Minister for Trade and Industry and Grassroots Adviser to Chua Chu Kang GROs, delivering a welcome speech.



(From left to right) Mr Leng Chin Fai, Senior Consultant / Co-founder, Dr Thang Leng Leng, President of Fei Yue Family Service Centre, Mr Gan Kim Yong, Minister for Trade and Industry and Grassroots Adviser to Chua Chu Kang GROs, Mr John Ang, President of Fei Yue Community Services, and Mr Arthur Ling, Chief Executive.



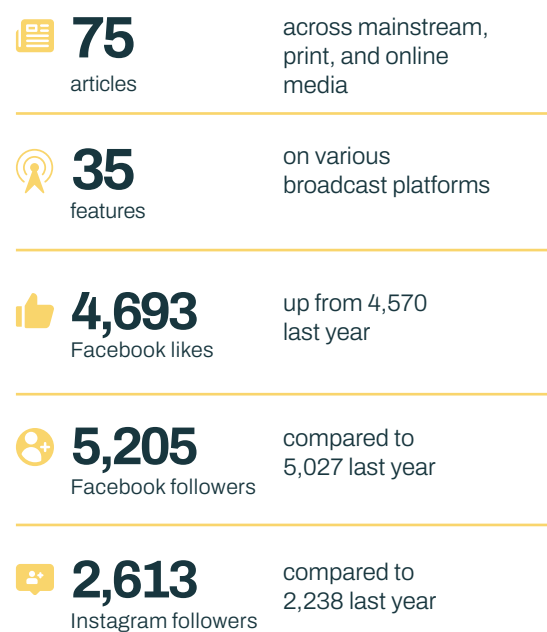
Laughs and smiles from the guests at the Givers’ Appreciation Lunch



Emcees and participants of the Ultimate Scissors Paper Stone game



Volunteer family band, The 2nd As, performance.



• Daryl Tan Jinn Wen	Nakkala	• Jung Wook Seo	• Lee Bai Yu Carrie	• Lin Huishan	• Neo Aik Pang	• Phua Tze Liang	• Shee Gim Leng
• David	• Han Heng Siew	• Justin Ng Jin Yiu	• Lee Bee Keow	• Lin Jingming	• Neo Khoon Sheng	• Phuntip Piyapimonsith	• Sheryl Kang
• David Rose Iskandar Yusuf	• Han Kheng Boon	• Kai Li	• Lee Boon Kiat	• Lin Jinxiang Dennis	• Neo Lee Inn	• Poh Boon Keong	• Shi Jun Derrick Lee
• David Tan	• Hang Aik Keow	• Kai Xuan Lim	• Lee Chi Kuan	• Lin Liping Iris	• Neo Xinyi	• Poon Bnh Hoe	• Shi Shi Chua
• David Yeo Han Leng	• Hansen Winardi	• Kang Lah See @	• Lee Chuek Hooi	• Lina Ju	• Net Law	• Poon Kai Ying	• Shihua
• De Win Leopold Frans Joseph	• Hao Houdo	Pauline Kang	• Lee Chui Peng Shirley	• Ling Koon Hwai	• Ng Ee Ling	• Prajakta Deshpande	• Shikhar Swarup
• Derrick Cheong	• Hartony Tok	• Kartik Krishnamurthy	• Lee Jun	• Lip Heok Sor	• Ng Gek Huang Jade	• Probhonjon Baruah	• Shona Tan Hwee
• Desmond Loo Guan Te	• Tan Hee Guan	• Karuppiah Parthiban	• Lee Jun Theodric	• Lit Ang	• Ng Heng Siong	• Prudhvi Kashyap	Kheng
• Diablo Oon Weijie	• Heng Bing, Nataline	• Kee Poh Lu	• Lee Kee Leon, Jason	• Loh Chin Lin	• Ng Hui Ping	• Qingli	• Shoyu
• Diana Lum Wai Tze	• Hii Ting Pei	• Kei Yumino	• Lee Keik Wei	• Loh Ka Leong	• Ng Kin Huat	• Quek Puay Kiang	• Shwe Sin
• Diana Sim	• Hong Guo Shan	• Kelly Liew	• Lee Meng	• Loh Yin Huei	• Ng Kuah Seng	• Rachel Soo	• Si Rong Cassie
• Dimpy Gupta	• Hong Na	• Kelly Yu	• Lee Ming Lin	• Loi Heng Jee	• Ng Swee Koon	• Rama Prasad Krishna	• Sia Meng Juan
• Dishita Dodani	• How Mei Kuen	• Kelvin Tan	• Lee Sheok Hong	• Lok Kai Hui	• Ng Wee Chee	Murthy	• Sian Yi Lee
• Dong Liyin, Melina	• How Qi En	• Kendrick Tan Nuo Hern	• Lek Poh Yeong	• Loke Peck Jiun	• Ng Wei Kwan	• Rampria Mohana	• Sim Kok Wee Sunny
• Donny Sng Wan Jie	• How Shu Hui	• Khee Siong Wai	• Leng Chin Fai	• Loo Kok Chow	• Ng Weiwen	Sundaram	• Sim Siew Kiang
• Dorothy Lim Mei Yee	• Huang Dong Sheng	• Khoo Sim Lyn	• Leon Sim	• Loong Siew Lee	• Ng Zhi Rong Marcus	• Ranganathan	• Sim Linda
• Douglas John Oloughlin	• Huang Miaw Yi	• Khor Beng Swan	• Leonard Toh	• Louise	• Nivetha	Krishnaveni	• Simon Tay
• Douglas Oloughlin	• Huang Yan Rou Rosie	• Khor Jor Wei Karen	• Leong Chee How	• Low Ann Nie	Thirunavukkarasu	• Raumanen Heidy Ivana	• Siti Zubaidah Begum
• Ee Kar Yan	• Hui Hui	• Kian Chong Chan	• Leong Fook Meng	• Low Kian Ping	• Nur Farhana Binte M	• Rebecca Foong Chant	• Sng Lee Keng Suzie
• Ekeheien Rene Andre	• Hui Ting Goh	• Kim Jungmin	• Leong Kok Heng	• Low Ling Zhi	• Nyan Yew Loong	Mei	• Somwanshi Roopali
• Er Mei Yi	• Huichi Wang	• Kimberly	• Leong Kwong Kin	• Low Yue Xin	• Ong Beng Choo	• Regina Soh Ai Ling	Ganesh
• Er Yan Chui	• I Rin	• Klarinda Gunadi	• Leong Tze Kwang	• LP182	• Ong Chew Peng	• Reyes Jose Michael	• Song Xinxin
• Erwet	• Inessabelle Hui Ling	Widjanarko	• Leow Shwu Fen	• Lucas Wang	• Ong Hwee Teng	Ignacio	• Su Zhiren
• Estella Cheong Wei Yi	• Irene Ho	• Knijpinga Theresa	• Li Yage	• Luo Qi En Joseph	• Ong Hwee Yean	• Rezwana Uddin	• Subash Chandra
• Esther Teo Leh Luan	• Ivan	Shan	• Liew Kien Peng	• Madelene Seah Mui	• Ong Jin Quan Kelvin	• Richard Ng	• Susan Wong Moi Kee
• Fong Shoo Chin	• Ivana Anavi	• Koh Chee Wee Ernest	• Liew Ming Hau	Ching	• Ong Ling Ling	• Robles Mary	• Swee Hoon, Tricia
• Foo Wei Ling Tricia	• Jack Lim	• Koh Eng Keong	• Lim Tee Zong	• Madurangi Piumika	• Ong Poh Lin	Bernadette Caldito	• Syafiq Affendi
• Foo Yen Huey	• Jackie Tan Lay Hong	• Koh Gek Keow	• Lim Ching Ching	Niunhella	• Ong Xin De	• Roopali Somwanshi	• Sylvia Utami
• Frances Chen Fangxi	• Jacline Koh	• Koh Kian Meng	• Lim Chwee Huat	• Marcus	• Ong Yim	• Rose	• Tan Chan Tong
• Francis & Adelyn	• Jacob	• Koh Kok Ong	• Lim Huey Yuee	• Mareposque Arlene	• Ong Zhi Qi Kerene	• Rowee	• Tan Chiew Leng, Christine
• Fraser	• Jaimie Kyla Toi	• Kok Pei Foong	• Lim Jia Je	Picache	• Ong Zong Yi Bryan	• Ruth	• Tan Chin Cheong
• Fung Kuen Brenda	• Jennifer Wilhemina	• Kong Hui Lin	• Lim Jin Sheng	• Margaretha Monica	• Or Hiap Kiong	• Ryan Chan	• Tan Chye Eng
• Gayathri Subash	Mary Noronha	• Kong Qi	• Lim Jun Yan	• Mariana Solis	• Palaniyappan	• Sadhvi Ilango	• Tan Han Yao, David
• Gee Yong Wee	• Jeroen Petrus Jozef	• Kourakis Ioannis	• Lim Lay Muay	• Marie Ong Gork Lan	Saravanapandian	• Sai Kin Lin	• Tan Hee Guan
• Gina Yeo Chor Hoong	Huijbers	• Kow Kiah	• Lim Meng Jee	• Mezz Dean	• Pang Jia Wen	• Samson Chong	• Tan Heng
• Goh Chee Eng	• Jia Ming Tan	• Kuldeep Mor	• Lim Meng Shen, Pearl	• Michael Minihane	• Pang Pei Fang	• Sandra	• Tan Heng Hau
• Goh Hock Guan	• Jia Yap Lim	• Kum Cheng Hong	• Lim Seok Bee Belinda	• Michael Olegario	• Patchara Ongkittikul	• Sarah Wong	• Tan Hwee Peng
• Goh Jiann Roy	• Jiarui	• Kwan Chee Yang	• Lim Si Hui	• Michail	• Pathma Kumaari	• Seah Liang Cong	• Tan Kien Kia
• Goh Kim Chai	• Jo Tan	• Kwan Ken Wee	• Lim Teck Chai, Danny	• Min Qi Koh	• Patricia Carmel	Melvin	• Tan Kin Wah
• Guiyang Xie	• Joanna, Meei Yi	• Kwee Meng Li Melissa	• Lim Tse Min	• Ming Cheng	• Pauline Tay	• See Irene	• Tan Kok Young
• Gwee Gwee Choon	• Joey Ha Wei Yee	• Lai Chwee Ching	• Lim Wee Khee	• Minji Kim	• Peh Yam Khim	• Seow Soo Keng	• Tan Kuan Ming
• Gwee Poh Lan Susan	• Joseph Mok	Connie	• Lim Weineng	• Moh Ai Qin	• Pek Han Bin	Eugene	• Tan Oi Leng
• Ham Kok Kit	• Josephine Tan	• Lau Ah Loy	• Lim Xuan Jie	• Mok Chee Keong	• Perlyn Peilin	• Shang Haocheng	• Tan Poh Hoon
• Hamanth Satish Kumar	• Joy Koh	• Lau Sie Yer	• Lim Yi Hao	• Muhammed Rifki Ansar	• Petrockis-Petrovskis	• Shannon Li Peng	• Tan See Leng
	• Julia Lee Shi Yi	• Lawindri Lioe		Muthuraman	Kristaps	• Shao Shen	• Tan Shi Hua
	• Jun Wang	• Lay Ting Tardif		Sekkappan	• Phua Siew Khim	• Shea Ang	• Tan Shi Kai
		• Lean Hong		Naw Eh Hser Doh			

- Tan Shu Yi Cindy
- Tan Soh Zhi
- Tan Tei Wei
- Tan Wai Leng
- Tan Wee Teck Raymond
- Tan Wei Quan
- Tan Xeauwei
- Tan Xuan Yuan
- Tan Xue Yi
- Tan Yue Tin Victoria
- Tan Yuh Huann
- Tang Hay Ming
- Tang Ka Him
- Tang Shue Yin
- Tang Soo Yee, Ellis
- Tang Teng Yang
- Tay Cheng Hong
- Tay Chui Guek
- Tay Soon Lee Andy
- Tay Wei Yong
- Tay Yuen Chee
- Teddy Neo
- Teo Ah Lai
- Teo Bee Bee
- Teo Ek Kiang
- Teo Hock Chuan
- Teo Kim Hong
- Teo Leng Keow
- Teo Mui Gek
- Teo Shih Woon
- Teo Swee Hoon, Tricia
- Teo Wei Zhuang John
- Teow Wee Sing
- Thai Kang MA
- Thomas Wee Chye Kiang
- Tian Yu
- Tianzhi Wu
- Timothy Juliano
- Tjo Seng Chai Jarrod
- Tocchio Agatha
- Toh Lik Khoong
- Tong How Dar
- Troy
- Tuieng Siu Ping
- Vaishnavi
- Vaishnavi Radhakrishnan
- Venus Loh Lizhuang
- Virginie Thai
- Vivek Ganesh Vayzhari Thazhya
- Wan Bao Lun
- Wee Kim Siah Andy
- Wei Jian Goh
- Wendi Soh
- Wenli
- Widya Wahyudi
- Willy Chow
- Wong Ah Sen
- Wong Chooi Yee
- Wong Feai Voon
- Wong May Lin
- Wong Mee Leng Veronica
- Wong Ong Kim
- Wong Poh Mooi
- Wong Shu Ning
- Wong Yih Tin
- Wong Ying Li
- Wu Guoyi
- Xin Yun Han
- Xu Yang Chua
- Yan Bo Abel Arthur
- Yang Yifan
- Yeo Chi Jin, Alfred
- Yeo Chin Hian
- Yeo Geok Hong
- Yeo Hui Yi
- Yeo Kow Kiah
- Yeo Meow Hoong
- Yeo Peck Ying Rachelle
- Yeo Sen Son Benjamin
- Yeo Sheng Wei
- Yeo Shu Jun
- Yew Kian Bernard
- Yi Hui Wong
- Yi Jia Wong
- Yi-Chun
- Ying Na Ang
- Yong Hui Eliza
- Yong Wei Lin
- Yong Yeow Christopher
- Yong Yong Gordon
- Yuan mei
- Yuges S/O Rajalingam
- YUKIE Dohi
- Yunjie Ge
- Yuyan Shi
- ZHANG JUNYUAN
- Zhang Xiaowei
- Zhuang Yufeng
- Zz Sim

In-Kind Donations

Every year, donors contribute non-cash items such as food, clothes, toys, books, electronics, home appliances, and household products. These donations, which are either brand-new or gently used, are given to our clients who need them but cannot afford them.

We are grateful for the generosity of our donors who actively support our clients.

Amgen

Milk and diapers donation to Fei Yue



Go Pizza

Fresh Pizza sent to 11 Fei Yue AACs

Grace At Work & Edmund Tie

Donation of children's bicycles to EIPIC (Jurong East)



German European School Singapore (GESS)

Christmas "Giving Tree" donation of school necessities to CPSC children

Corporate Social Responsibility (CSR) Activities

We have collaborated with various organisations on CSR activities like food distribution, house cleaning, outings, and festive celebrations for our service users.

These partnerships create an ecosystem of support, amplifying our impact on the communities we serve.

Wesmech Engineering Pte Ltd

Food ration and daily necessities distribution to Fei Yue AAC (Bukit Batok, Brickland and Teck Whye).



The Tanglin Club

Food ration and daily necessities distribution to Fei Yue AAC (Brickland)

Conrad Centennial Singapore

House cleaning for rental blocks



CapitaLand

Outing with seniors to IMM

SGX Cares Bull Charge

Brushstrokes of Technology (AI Art) with seniors



DocuSign

Mid-Autumn Festival party
for seniors from Fei Yue AAC
(Senja and Hougang)



**Allianz Global Investors
Singapore Limited, Allianz
Global Corporate &
Specialty SE, Singapore
Branch and Allianz SE
Reinsurance**

Year-end celebration with
EIPIC (Jurong East)



**Rajah & Tann
Foundation**

Chinese New Year
celebration with Fei Yue AAC
(Fajar)



VISA

Chinese New Year carnival
with Fei Yue AAC (Senja)



Abbott

Centre activities and
befriending with Fei Yue AAC
(Sunshine Court)



Volunteer Management & Development

▶ Recruited **8,930** volunteers

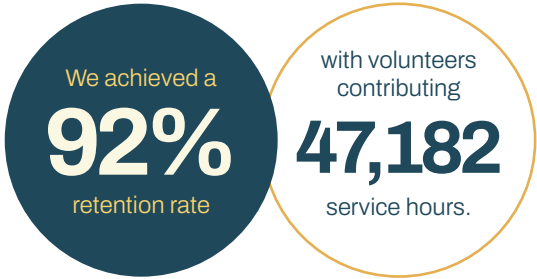
▶ Engaged **7,513** in SG Cares Volunteer Centres (VC)

▶ SG Cares VC @Bukit Batok **2,685** volunteers

▶ SG Cares VC @Bukit Panjang **658** volunteers

▶ SG Cares VC @Chua Chu Kang **1,917** volunteers

▶ SG Cares VC @Hougang **2,253** volunteers



The SG Cares VCs @ Bukit Batok, Bukit Panjang, Chua Chu Kang, and Hougang have been key partners for schools, co-curating and shifting Values-in-Action (VIA) opportunities within the community. These partnerships have created a platform for sustained relationships and support for partners on the ground, including school carnivals for beneficiaries, regular cooking classes with seniors, and the development of skill-based volunteers and volunteer leaders. These partnerships with schools include Millennia Institute, Hougang Secondary School, ITE College West, and Jurong Pioneer Junior College.

Highlights

- Fei Yue Community Services was appointed as the operator of the SG Cares VC @ Bukit Panjang in 2023 and is recognised as the largest operator of the Volunteer Centres in Singapore, managing four centres in total.
- SG Cares VCs @ Bukit Batok, Chua Chu Kang, and Hougang collaborated with the National Day Parade (NDP) executive committee and former President Halimah Jacob to launch the nationwide volunteering campaign, Give As One SG.
- The SG Cares VCs were awarded the Collaborative Connection Award 2024 by St Luke’s ElderCare and SG Cares VC @ Hougang was awarded Community Partner of the Year 2023 by Metropolitan YMCA.

The Year Ahead

Improvements

To improve our existing programmes, we are implementing several new initiatives focused on digital transformation. Following a recent Organisation Health review, we aim to enhance our digital engagement with beneficiaries and stakeholders by revamping our corporate website to provide a better user experience (UX) and user interface (UI). Starting with Search Engine Optimisation, we aim to increase Fei Yue’s digital presence on search engines to make it easier for the general public to contact and locate us.

We are committed to upgrading our service delivery by integrating feedback from the Organisation Health review. This includes adopting advanced digital tools and methodologies to streamline our communication and partnership processes, thereby, increasing our overall efficiency and effectiveness.

New integrated service hub at Chinatown Point

We are pleased to announce plans to open a new centre at Chinatown Point, an integrated service hub supported by the National Council of Social Service and in collaboration with our partners Montfort Care and Yong-En Care Centre. The facility in the heart of Chinatown, strategically located within a shopping mall, will expand our visibility and enable us to serve seniors and caregivers right in the heart of Singapore. This new facility will be a cornerstone in a collaborative effort between the agencies, with a common belief to serve and provide comprehensive support to those in need, and will be opened to the public in September 2024.

Fundraising Plans

In the coming year, we will increase staff engagement in our fundraisers, encouraging them to share these events within their networks and involve them in various campaign activities, such as creating social media content and pitching to partners. We will leverage donor networks to increase contributions and each department will be required to present needs proposals during assessments. To support these efforts, we will create a fundraising campaign slide deck for staff to share with corporate partners and easy-to-share digital collateral for dissemination. Additionally, we will create and distribute a needs proposals template one month before the needs assessment meeting to provide ample time for the departments to assess their current stage before tabling their needs.

Donors/Partnerships Plans

The plan ahead is to further engage our donors and partners by deepening relationships with them. We aim to transform recurring donors into funders for more meaningful and sustainable giving, tapping into our Regional Partnerships platform to train staff, now termed ‘Partnership In-Charges (ICs)’, in these techniques.

Our goal is to cultivate an individual donor to support each area of interest or service gap within Fei Yue and secure a new corporate funder for each programme. Additionally, we will explore enhancing the Volunteer Management System (VDMS) to include modules such as birthday messages and tiered donation badges to further engage with our donors.

Disclosure Report

Fei Yue Community Services (FYCS) 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 the National Council of Social Service.

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, UOB
Auditor	: RSM SG Assurance LLP

Board of Management

The key role of the Board of Management is to provide strategic direction and oversight of FYCS’s 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 that assist in the discharge of duties. No Board members hold the staff position and are remunerated for their Board services in the financial year.

We are maintaining Board members who have served for more than ten consecutive years to ensure the board’s stability and minimise possible disruption to the operation. They play an important role in guiding the new members and helping them adapt to our organizational culture. The areas of their expertise are needed in our current board composition.

The nomination committee was formed in February 2023, to take the lead in succession planning. The committee is tasked with reviewing the current structure, size, and composition of the board, identifying potential board member candidates, and nominating them to serve on either the relevant sub-committees or the main board. The committee also conducts evaluations to review the board’s effectiveness, suggests appropriate actions to address any shortcomings, and recommends suitable training programmes to equip both existing and new board members.

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

No.	Name	Current Board Appointment	Past Board Appointment	Occupation & past experience with charities/corporate	Board Meeting Attendance
1	Mr John Ang	President 6 Sept 2022	President since 1997	- Former Senior Fellow of NUS - Former President of the International Federation of Social Workers of the Asia Pacific Region - Former Board member of NCSS - Former member of National Library Board - Former member of National Youth Council	5/5
2	Mr Pan Chuan-Chih George	Vice President 6 Sep 2022	- Vice President, 25 Aug 2021 - Treasurer, 21 Aug 2018 - Secretary, 29 Sept 2020 - Management Committee since 26 Jul 2016	- Managing Director of 3GP Solutions Pte Ltd - Held senior positions and directorships in multinational organisations for more than 20 years	5/5
3	Mr Cheong Jun Ming Mervyn	Secretary 6 Sept 2022	- Secretary, 25 Aug 2021 - Committee Member since 21 Aug 2018	- Partner of Advocatus Law LLP - Associate Professor (Practice) of NUS Law - Committee member in the Criminal Legal Aid Scheme Committee of Pro Bono SG	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 - Former Chief Executive Officer of Mount Elizabeth Hospital, Singapore - Held leadership position in the healthcare sector for more than 20 years - Management Committee Member of Catholic High School	3/5
5	Mr Ng Beow Hock	Committee Member 6 Sept 2022	- Treasurer, 29 Sept 2020 - Secretary, 21 Aug 2018	- Director of AXIOM Design & Construct LLP - Director of Beow Hock Engineering Pte. Ltd - Director of Alpha Construction Engineering Pte. Ltd	4/5
6	Mr Tan Hoon Chiang	Committee Member 6 Sept 2022	- Vice President, 21 Aug 2018 - Committee member since 29 Apr 2008	- Director of PS 100 Pte Ltd - Former Chief Information Officer of National Institute of Education of NTU - Sound experience in ICT innovation and strategic planning and implementation - Years of experience in ICT System Integration over wide area of Government and private sector - Substantial regional exposure in multiple countries including providing National Consultant in ICT planning for the Kingdom of Bhutan - Former Head and Consultant of Singapore's first Disaster Recovery Centre and centres in other regional area	5/5

7	Dr Thang Leng Leng	Committee Member 6 Sept 2022	Committee Member since 1997	• Associate Professor of NUS • President of Council of Singapore Gerontological Society • Treasurer of Population Association Singapore • Vice chair of Presbyterian community services • Board member of URA	4/5
8	Mr Chong Shaw Cheng David	Committee Member 6 Sept 2022	Committee Member since 21 Aug 2018	• CEO of Eastwin8 Pte Ltd • Held leadership positions over 30 years in medium and large private and publicly listed companies as Chief Executive Director, Director, Financial Controller, Chief Financial Officer and Chief Operating Officer • Vast experience in international financial management, auditing, business development, internal control and corporate governance	5/5
9	Ms Lie Chin Chin	Committee Member 6 Sept 2022	Committee Member since 21 Aug 2018	• Managing Director of Characterist LLC • More than 24 years of experience as a practising lawyer • Published a bookInstant Legal Protection for your Family' helping families to protect themselves legally and excel in their circumstances.	0/5
10	Dr Lee Earn Yung Alexander	Committee Member 6 Sept 2022	Committee Member since 29 Sept 2020	• Senior Lecturer of NUS • Director of NUHS Fund • Former Director of Prison Fellowship Singapore Limited • Active with social practice research	3/5

Sub-Committe Members

HR Committee

No.	Name	Designation	
1	Dr Thang Leng Leng	Chairman	
2	Mr John Ang	Member	The HR Committee is responsible to guide the human resource development strategy and to ensure the organization has the right structure and capabilities to fulfil the Mission of Fei Yue.
3	Ms Lim Lay Muay Lynn	Member	
4	Mr Leng Chin Fai	Member	
5	Mr Pan Chuan-Chih George	Member	
6	Mr Lee Chin Seng	Member	
7	Mr Cheong Jun Ming Mervyn	Member	
8	Mr Arthur Ling Koon Hwai	Member	

Finance Committee

No.	Name	Designation	
1	Mr Yek Nai Hui Roger	Chairman	The Finance Committee is responsible to set out and review the accounting and financial policies and guidelines to be applied in the processing and recording of transactions for the organisation.
2	Mr Lee See Kwang	Member	
3	Mr Leng Chin Fai	Member	
4	Ms Ang Lee Lee	Member	
5	Mr Pan Chuan-Chih George	Member	
6	Mr Ng Beow Hock	Member	
7	Mr Ling Koon Hwai Arthur	Member	
8	Mr Tan Hoon Chiang	Member	
9	Mr Poh Boon Nee Bernie	Member	

Investment Committee

No.	Name	Designation	
1	Ms Lie Chin Chin	Chairman	The Investment Committee is responsible to direct and monitor the investment of the assets of the charity for the sole interest of the beneficiaries.
2	Ms Aw Lay Hoon	Member	
3	Mr Chong Shaw Cheng David	Member	
4	Mr Leng Chin Fai	Member	
5	Mr Ling Koon Hwai Arthur	Member	

Programme Committee

No.	Name	Designation	
1	Dr Lee Earn Yung Alexander	Chairman	The Programme Committee is responsible to review the social service landscape and evaluate risks and opportunities. The committee assessed the outcomes of existing programmes and oversaw the development of the new programmes to ensure that they are in line with the vision, mission and objectives of the organisation.
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	
7	Ms Lin Liping Iris	Member	
8	Mr Poh Boon Nee Bernie	Member	
9	Mrs Seah Kheng Yeow	Member	
10	Dr Lew Yii Jen	Member	
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	

Audit Committee

No.	Name	Designation	
1	Mr Chong Shaw Cheng David	Chairman	The Audit Committee is responsible to facilitate the external and internal audit of the organisation for the Board to obtain independent information about the organisation’s activities.
2	Mr Cheong Jun Ming Mervyn	Member	
3	Ms Lie Chin Chin	Member	

Fundraising Committee

No.	Name	Designation	
1	Mr Poh Boon Nee Bernie	Chairman	The Fundraising Committee is responsible to oversee the organisation’s overall fund-raising needs and plan, ensuring ethical practices are in place, donors are acknowledged appropriately, and fundraising efforts are cost-effective.
2	Mr Pan Chuan-Chih George	Member	
3	Ms Lie Chin Chin	Member	

Nomination Committee

No.	Name	Designation	
1	Mr John Ang	Chairman	The Nomination Committee plays a crucial role in succession planning and ensuring that the Board comprises an appropriate balance of independent members with diverse expertise and connections to effectively fulfil Fei Yue’s objectives.
2	Dr Thang Leng Leng	Member	
3	Mrs Seah Kheng Yeow	Member	
4	Mr Pan Chuan-Chih George	Member	
5	Mr Ling Koon Hwai Arthur	Management Representative	
6	Mr Leng Chin Fai	Management Representative	

Senior Management (SM) Team

No.	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 July 2003
3	Ms Lim Lay Muay Lynn	Director	Appointed on 1 July 2003
4	Ms Aw Lay Hoon	Director	Appointed on 1 July 2007
5	Ms Lin Liping Iris	Director	Appointed on 1 July 2014
6	Ms Tan Dunlin Joyz	Director	Appointed on 1 July 2018
7	Ms Wong Yingli	Senior Deputy Director	Appointed on 1 July 2021

Disclosure of Affiliation

FYCS is affiliated with Fei Yue Family Service Centre (FYFSC). Both agencies are led by the same Senior Management Team and share certain Management Committee members. The names and positions of the members who are also on the FYFSC Management Committee are listed in the table:

No.	Name	Appointment
1	Dr Thang Leng Leng	President
2	Chong Shaw Cheng David	Management Committee Member
3	Tan Hoon Chiang	Management Committee Member
4	Pan Chuan Chih George	Management Committee Member
5	John Ang	Management Committee Member

Disclosure of Remuneration of Three Highest Paid Staff

Staff strength
As of 31 March 2024

556
staff

The annual remuneration of the three highest-paid staff falls within this range:

Remuneration Band	Number of Staff
Between \$100,000 to \$200,000	2
Between \$200,001 to \$300,000	1

None of the above staff serves on the Board of Management of the agency.

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

Remuneration Band	Number of Staff	Name of the Chief Executive or Board member with whom the staff is a close family member
Between \$50,000 to \$150,000	0	
Between \$150,000 to \$300,000	0	

The charity has no paid staff, who are close members of the family of the Chief Executive or Board members, who each receives total remuneration of more than \$50,000 during the year.

POLICIES

a. Conflict of Interest

Procurement of contracts for goods and services should be on an arm’s length basis. All Board Members and FYCS staff are required to comply with FYCS’s conflict of interest policy. There are documented procedures for Board Members and staff to declare actual or potential conflicts of interest 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

FYCS 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

FYCS 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, FYCS’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 2024

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

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 four 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.	1.1.7	Complied
3	All governing board members must submit themselves for re-nomination and re-appointment, at least once every three years.	1.1.8	Complied
4	The Board conducts self-evaluation to assess its performance and effectiveness once during its term or every three years, whichever is shorter.	1.1.12	Complied
	Is there any governing board member who has served for more than ten 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 ten 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

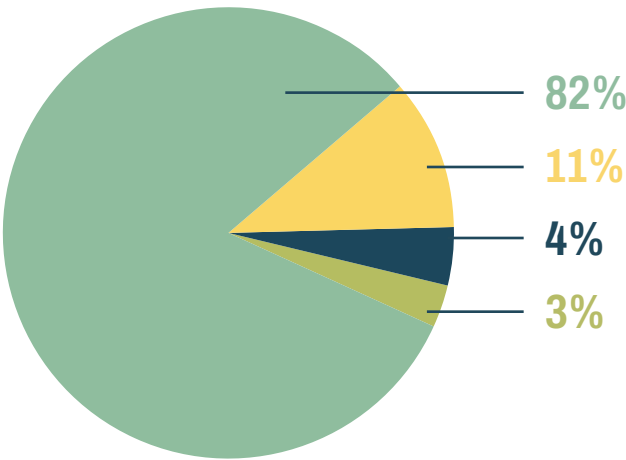
STRATEGIC PLANNING			
9	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied
10	There is a documented plan to develop the capacity and capability of the charity and the Board monitors 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
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 their own remuneration.	2.2	Complied
25	The charity discloses in its annual report — (a) the total annual remuneration for each of its three 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 three 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 satisfy 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

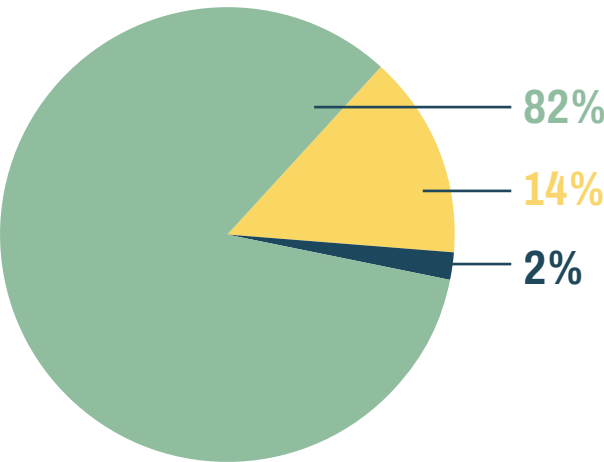
Summary of Financial Performance

Income & Expenditure

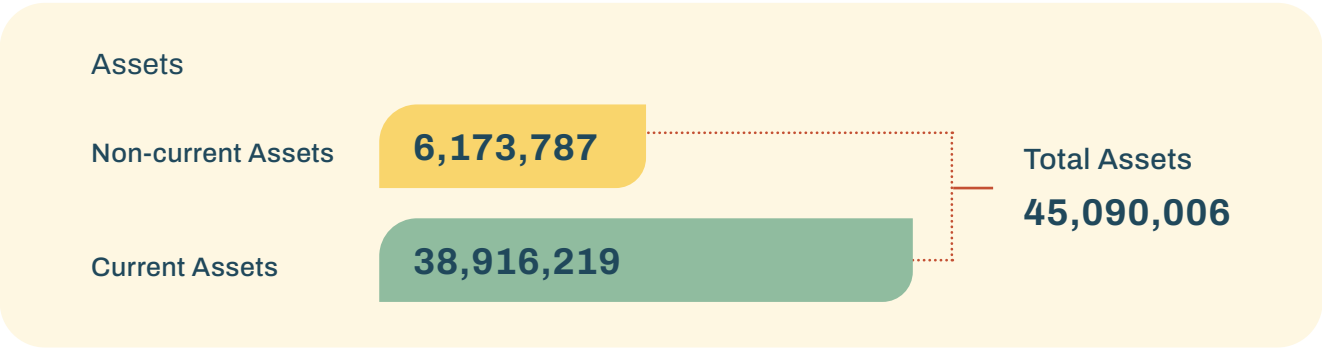
Total Income (S\$)	Per FS
Funding from Government	39,231,773
Programme Income	5,384,249
Other Grants	1,980,981
Other Income	1,146,602
Donations	155,057
	47,898,662



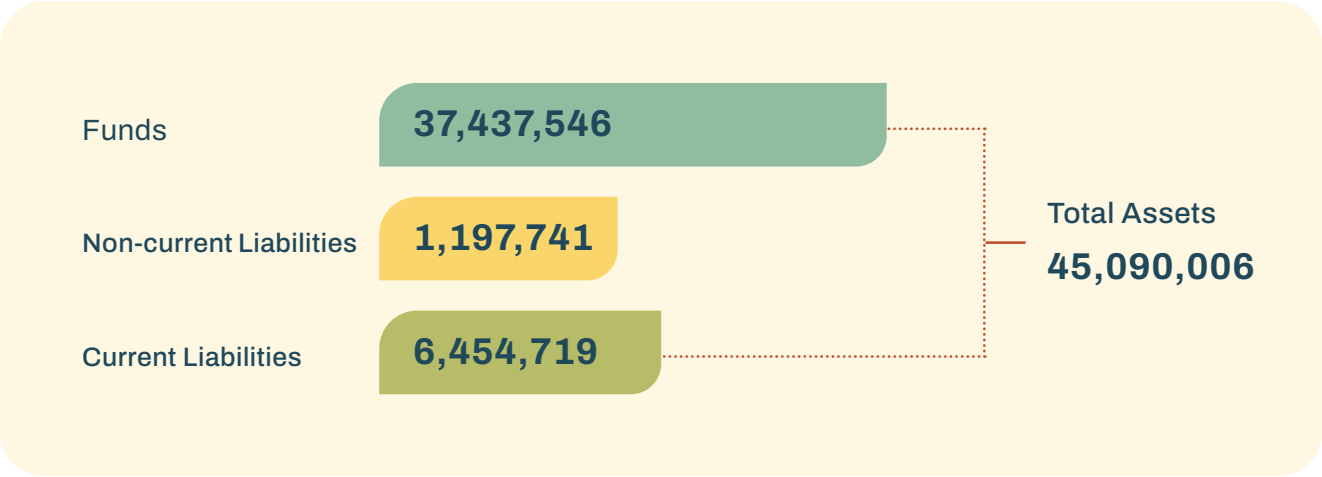
Total Expenditure (S\$)	Per FS
Manpower Related Expenditure	35,983,782
Other Operating Expenditure	6,182,442
Depreciation	871,040
	43,037,264



Balance Sheet



Funds and Liabilities



List of Centres

North

Fei Yue Community Services (CARES@ Woodlands) Woodlands Police Division HQ 1 Woodlands Street 12 Singapore 738622 Tel: 6364 7481
Fei Yue Active Ageing Centre (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 #01-32 Singapore 533376 Tel: 6202 4699
Fei Yue EIPIC (Wellington Circle) Blk 508 (MSCP) Wellington Circle #01-01 Singapore 750508 Tel: 6431 0400
Fei Yue EIPIC (Upper Thomson) 600 Upper Thomson Road Block D, #01-31 Singapore 574421 Tel: 6771 9600

East

Fei Yue Community Services (CARES@ Bedok) Bedok Police Division HQ 30 Bedok North Road Singapore 469676 Tel: 6246 6953
Project 180 (Youth Services) / Family Resource Centre @Simei 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 #01-186 Singapore 520316 Tel: 6588 7838

West

ePREP and PE MEP for Mainstream Marriages (KidSTART & FFLC) Blk 421 Choa Chu Kang Ave 4 #01-218 Singapore 680421
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 (Senja) 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 #01-142 Singapore 680536 Tel: 6659 0616
Fei Yue Active Ageing Centre (Fajar) Blk 406 Fajar Road # 01-295 Singapore 670406 Tel: 6370 4162
Fei Yue Active Ageing Centre (Sunshine Court) Blk 476C Choa Chu Kang Avenue 5 #01-43 Singapore 683476 Tel: 6334 0180

Fei Yue Active Ageing Centre (Limbang Green - Bay A & B) 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) / Cluster Support Blk 165A Teck Whye Cresent #01-331 Singapore 681165 Tel: 6380 9155
Fei Yue EIPIC (Jurong East) Blk 101 Jurong East St 13 #01-188 / #01-170 Singapore 600101 Tel: 6681 0500
Fei Yue EIPIC (Bukit Batok) Blk 102 Bukit Batok West Ave 6 #01-80 Singapore 650102 Tel: 6250 7104
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 #01-181 Singapore 650186 Tel: 6331 9100

Youth Go! (Fajar)
Blk 403 Fajar Road
#01-239
Singapore 670403
Tel: 6762 2779

Fei Yue Active Ageing Centre (Brickland)
Blk 809A Choa Chu Kang Ave 1 #01-628
Singapore 681809
Tel: 6950 6322

Fei Yue Special Student Care Centre
Blk 453A Bukit Batok West Ave 6 #01-749
Singapore 651453
Tel: 6908 4310

Central

Academy Of Human Development Pte Ltd (AHD) 43 Middle Road
#03-00 Boon Sing Building
Singapore 188952
Telephone: 6425 2422

Fei Yue Community Services (Tiong Bahru)
298 Tiong Bahru Road
#10-02 Tiong Bahru Central Plaza
Singapore 168730
Tel: 6593 6456

Fei Yue Community Services (River Valley)
491B River Valley Road
#04-04A Valley Point
Singapore 248373
Tel: 6734 1401

Fei Yue Community Services (CARES@ Cantonment)
Police Cantonment Complex
391 New Bridge Rd
Singapore 088762
Tel: 6557 5232

Ark Allied Health & Counselling Services
190 Clemenceau Ave, Singapore Shopping Centre
#05-11/12
Singapore 239924
Tel: 9010 7329