

Rooted in Our Community

Fei Yue Family Service Centre
Annual Report 2024/2025



About us

Fei Yue Family Service Centre (FYFSC) was established in 1991.

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

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

With a staff strength of 215, we are proud to have served over 17,600 clients and have impacted their lives for the better across the 13 centres we operate 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.



Mission

To Effect Life
Transformation

Vision

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

Values

- Integrity
- Ownership
- Thoughtfulness
- Spirit of Excellence
- Teamwork



President's Message

This August, I am honoured to take up the baton as Board President of Fei Yue Family Service Centre. I would like to take this opportunity to honour Mr John Ang, who led our Board with unwavering dedication for the past 25 years. His steadfast and visionary leadership laid a strong foundation and has significantly shaped Fei Yue's direction and growth. It is a privilege for me to build upon this legacy, to reach new heights and to further our shared mission alongside our committed Board members, Senior Management and staff.

Rooted in our commitment to strengthening families and transforming lives, Fei Yue remains steadfast in delivering holistic and compassionate support to those we serve. Our core services—casework, groupwork and community work—continue to evolve to meet the ever-changing needs of the community. Whether we are guiding parents with complex challenges, supporting individuals in crisis, or equipping families with life skills, our goal remains clear: to provide timely, compassionate care that empowers lives.

As I reflect on the year through the pages of this annual report, I am heartened by the many lives we have impacted and the diverse, impactful initiatives we have implemented for children, seniors, and families.

Through HEART@Fei Yue, vulnerable children have found protection, healing, and hope through counselling and art therapy, enabling them to thrive in safe and nurturing environments. Across our Family Service Centres' community initiatives, we have helped parents and children deepen their bonds, caregivers gain tools for self-care, and lower-income families develop budgeting skills and healthier lifestyles. Our active ageing programmes—from befriending efforts to wellness activities—have empowered seniors to

maintain their independence, stay socially connected, and live meaningfully.

This year's Givers' Appreciation Lunch in February, themed "Ripples of Hope", aptly reflects what I hold dear: that meaningful change often begins with simple, consistent acts of care. Every gesture by our dedicated staff—amplified by the generosity of our donors and partners—creates ripple effects that leave a lasting impact, strengthening individuals and weaving resilience into the fabric of our community.

Looking ahead, I am filled with gratitude for how deeply Fei Yue's roots have grown and hopeful for what lies before us. Like a sturdy tree, I believe Fei Yue will continue to flourish—offering shelter, strength, and renewal to all who come under its shade. We remain committed to innovating new initiatives, extending our reach, and deepening our impact so that even more lives can be transformed.

Together, let us continue to create ripples of hope—empowering individuals, uplifting families, and building resilient communities for generations to come.

I am heartened by the many lives we have impacted and the diverse, impactful initiatives we have implemented for children, seniors, and families.



Mrs Seah-Lim Kheng Yeow
President
Fei Yue Family Service Centre

Chief Executive's Message

The past year has revealed the quiet strength and steadfast commitment of those we serve and those who serve alongside us, filling me with deep gratitude. Together, we have faced challenges with resilience and celebrated meaningful progress, showing the power of compassion and mutual support.

At the heart of our work is a simple yet profound truth: transformation begins with relationships. Whether in the form of a listening ear, a timely intervention, or a safe space to grow, our impact begins in moments of connection. It is a privilege to walk with individuals and families through some of life's most vulnerable seasons, and to witness healing, resilience, and renewal take root over time.

This year, HEART@Fei Yue supported more than 1,200 children, offering care, stability, and advocacy for those facing challenging and unsafe environments. Our focus remained on early intervention and strengthening family units wherever possible to ensure every child has a chance to grow in a safe and nurturing space.

We reached a total of 4,914 individuals through our family and counselling services, providing guidance and support for those navigating life transitions, relational challenges, and caregiving stress. 8,834 individuals were further engaged, fostering resilience and empowerment through educational programmes, outreach events, and support groups.

Our commitment to seniors remained strong, with our two Fei Yue Active Ageing Centres continuing to serve as vital touchpoints for older adults in the

Together, let us
continue to walk this
journey—one life,
one family, and one
community at a time.

community. Reaching more than 2,600 seniors through wellness activities, befriending, and lifelong learning opportunities, these centres remain critical in supporting healthy ageing, social connection, and community belonging.

These achievements are not ours alone. They are shared with our dedicated staff and volunteers, the trust of our beneficiaries, and the unwavering support of our partners. Your contributions form the foundation of the impact we can make.

Looking ahead, we remain committed to building strong families, resilient individuals, and inclusive communities. We will continue to innovate, collaborate, and adapt our approaches to meet evolving needs—always guided by our mission to transform lives through care, connection, and hope.

Together, let us continue to walk this journey—one life, one family, and one community at a time.

Mr Arthur Ling
Chief Executive
Fei Yue Family Service Centre
Fei Yue Community Services



The Year in Review

01

Children

HEART@Fei Yue



HEART@Fei Yue served

1,201

children

in 2024, supporting caregivers in building emotional awareness and confidence to nurture healthier parent-child relationships.



02

Individuals & Families

Family and Counselling Services (FCS)

FCS's five Family Service Centres provided casework, counselling, community, and group support to vulnerable families.



Casework Management

FCS supported **4,914** **individuals** with emotional and financial assistance through case management.



Community Work

Outreach initiatives, including Food Fiesta, reached **8,834** **individuals**, helping families improve eating habits, build purpose, and form friendships.



Group Work

Group programmes offered career development and mentorship to young adults from low-income families.



03 Seniors

Fei Yue Active Ageing Centre (Bukit Batok)



The centre served

1,324
seniors

through wellness and social programmes, fostering community bonds and healthier ageing with strong partnerships like Communities of Care.

Fei Yue Active Ageing Centre (Holland Close)



Serving

1,294
seniors,

the centre offered diverse activities and outreach to boost engagement, confidence, and community connections in Holland Close and Commonwealth.



04 Corporate Services

Human Resource



As of 31 March 2025, Fei Yue Family Service Centre (FYFSC) had

215 staff. Staff well-being is supported through initiatives like Family Meetings, the annual Staff Retreat, and division-led bonding activities.

Communication & Partnerships



Media Exposure

FYFSC boosted their media presence with

12 print / online articles, **5** broadcast segments, and strong follower growth on Facebook, Instagram, and LinkedIn.

Donors and Partners

FYFSC received a total donation amount of

\$872,425.15
with corporate partners contributing \$678,681.51, and individual donors donating \$193,743.64.

Volunteer Management and Development

Fei Yue recruited **10,758** volunteers, with 9,590 onboarded through the SG Cares Volunteer Centres programme. Volunteer retention rate was 92%, with 77,987.91 volunteer hours contributed over the year.

01

Children

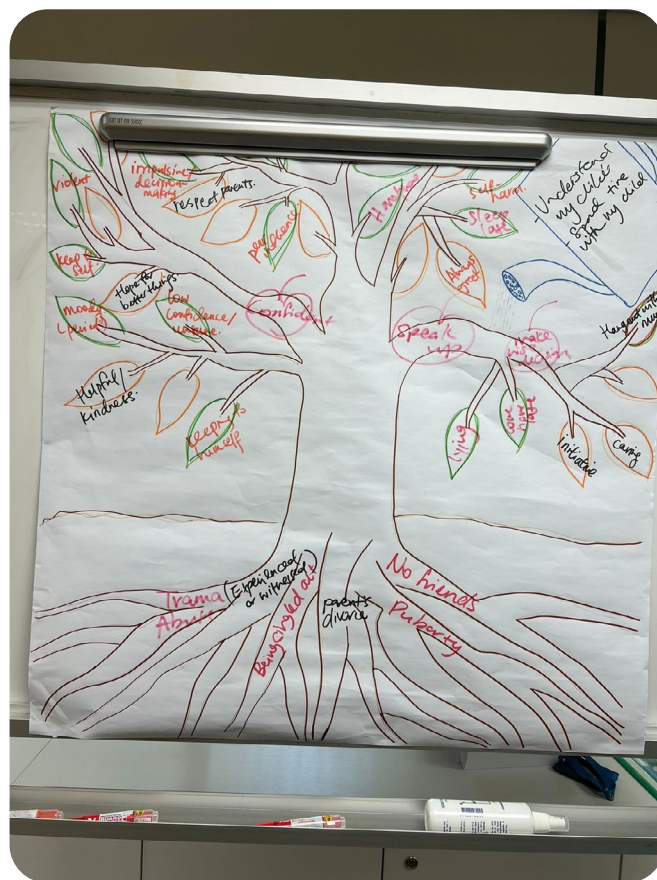


HEART@Fei Yue / Child Protection Specialist Centre (CPSC)

In 2024, the Protective Behaviours for Caregivers programme, themed I.C.A.R.E.—Calm and Attuned to Re-establish safety and be an Example, aimed to raise caregivers' awareness of their emotions and understanding of trauma. Caregivers participated in reflective activities, explored their children's developmental needs, and learned to respond with curiosity.

One activity encouraged reflecting on their own teenage experiences to better empathise with their children. By the end, caregivers reported increased emotional awareness and greater confidence in supporting their children with healthy boundaries and attuned responses.

Participants explored their children's positive and negative traits (symbolised by the leaves) and reflected on the underlying experiences that might have contributed to their behaviours (symbolised by the roots hidden beneath the soil). From this awareness, participants identified ways to support their children (symbolised by the watering can nurturing the tree) to help them become the best versions of themselves (symbolised by the tree bearing fruit).



Participants reflecting and penning down their own hopes as teenagers before building the Jenga blocks

Children



Penned-down hopes by participants



Participants stacked Jenga blocks of their teenage hopes into a wall, which collapsed as unfulfilled dreams were removed, showing the need for caregiver support.

May's story

May (pseudonym), an 11-year-old girl, was referred to HEART after enduring physical and psychological harm from her father. With limited supervision and sibling rivalry, she struggled emotionally and academically. After being placed in a children's home, she was referred to therapy to help with her transition back home and to a new school.

Initially, May saw "mess" as intolerable, reflecting how she felt about herself. In therapy, she found a safe space to express all emotions, learning that "mess" in art—and life—did not mean failure. Over time, May discovered her inner strength and resilience, using art to express her healing journey.

The art piece represents May's idea of a safe space, where every emotion is welcomed. Bun Bun, an octopus plushie, became May's transitional object, helping her express her feelings during therapy. After 8 sessions, May grew more emotionally aware and developed a stronger sense of self, gradually distancing from Bun Bun.



"Bun Bun and Friends" made out of foam paper, foam board, paint, clay, ice cream stick, markers, slime and beads

02 Individuals & Families



Families

Family and Counselling Services Division

The Family and Counselling Services Division comprises the five Family Service Centres (FSCs) to help and support low-income and vulnerable individuals and families through social work intervention. Through information and referral, casework and counselling, community work, and group work, we work on enhancing the well-being of our clients by improving life situations, strengthening social connections, and empowering individuals to contribute to their communities.

Case Work

Bukit Batok

Mdm Yani's story

Mdm Yani was referred to Fei Yue Family Service Centre (Bukit Batok) in January 2022, struggling with grief, isolation, and financial strain. Despite her challenges, she had a strong desire to help others. Her caseworker combined casework and community engagement, addressing her emotional and financial needs while encouraging social connection through Food Fiesta, a food support programme.

Mdm Yani initially became a Food Fiesta Helper (FFH), but a negative experience led her to withdraw and isolate again. Her caseworker gently encouraged her return, and with ongoing support and the warmth of volunteers, she slowly re-engaged. Over time, she rebuilt her confidence, resumed her FFH role, and found renewed purpose.

Her journey, though marked by setbacks, showed the power of consistent support and community connection. Through small goals and strengthened self-awareness, Mdm Yani discovered resilience and hope. Her story highlights how integrated social work can foster healing, growth, and transformation.

Choa Chu Kang

Lisa's story

Lisa (pseudonym) joined the Paeonia & Fei Yue FSC (Choa Chu Kang) Let's Get REEL Programme in September 2023, struggling with social anxiety, low self-esteem, and financial challenges that made her hesitate to pursue further education. Passionate about painting, drawing, and make-up, she initially doubted a future in the arts due to her introverted nature.

However, through career workshops and mentorship, she chose to grow into a more confident and expressive version of herself instead of settling for a "realistic" path. Lisa began initiating conversations and embraced the idea that being open-minded means valuing others' opinions and dreams. She completed an upskilling course in basic make-up, which sparked her interest in arts management—a field where she could combine creativity with leadership.

With support from the programme, she was accepted into an Arts Management course at the National Academy of Fine Arts (NAFA). Inspired by her mentors' passion and resilience, Lisa now hopes to motivate other young adults to overcome their challenges and pursue their dreams.

Yew Tee

Mei Yin's story

For eight years, Threads of Courage (TOC) has empowered low-income individuals through flexible work opportunities. One notable success story is Mei Yin, a former client of Fei Yue Family Service Centre (Yew Tee), who joined TOC in 2016.

Facing financial struggles, two school-going children, and a husband unable to work due to health issues, Mei Yin was referred to the centre by the Social Service Office (SSO) for support. Having been out of the workforce for years due to caregiving duties, she needed a flexible income source. Though she had no sewing experience and felt anxious, she joined TOC with the hope of supporting her family and gaining new skills.

Mei Yin quickly excelled, demonstrating strong attention to detail and craftsmanship. Over time, she became a leader within the programme, training other participants, co-leading key activities, and collaborating with coordinators. Her journey not only provided her with financial stability but also helped her grow in confidence and purpose. TOC continues to offer income-generating opportunities and skill development, and Mei Yin's story highlights how such initiatives can uplift individuals and families—transforming lives through empowerment and community support.

Champions Way

Kelly's story

Kelly (pseudonym), who has been receiving counselling at Fei Yue Family Service Centre (Champions Way) for grief, was encouraged to join the new YOU programme in 2024 to support her self-care. Through YOU's mindfulness workshops, she learned to connect with her emotions. A simple mindful eating activity—focusing on the taste of dark chocolate—helped her realise how shifting focus could change her emotional experience. This insight deepened her emotional awareness and resilience. Her social worker noticed that Kelly became better at naming and managing her emotions with self-compassion. YOU became a meaningful addition to her healing journey, complementing her counselling progress.

Taman Jurong

Mr Koh's story

In early 2023, Mr Koh, a single parent facing financial stress and caregiving responsibilities, was referred to Fei Yue FSC (Taman Jurong). Struggling with low self-esteem after a divorce and strained relationships with his children, he received counselling from caseworker Mr Yeh to manage financial and emotional challenges. Recognising that Mr Koh's self-worth was tied to his ability to support his family, Mr Yeh focused on job stability and positive parenting. Determined to improve, Mr Koh attended Fei Yue's Parenting Groupwork, P.E.A.C.E, where he gained insights from fellow parents and gradually shifted his parenting approach from authoritarian to being more supportive and affirming.

In 2024, Mr Yeh referred him to the FSC STACK Family LEGO event, which allowed Mr Koh to bond with his children in a screen-free, engaging environment. Through these interactions, Mr Koh built stronger emotional connections with his children and expressed interest in joining more such programmes. The trust built between Mr Koh and Mr Yeh was key to his growth, as Mr Yeh observed a meaningful transformation in Mr Koh's parenting and outlook, highlighting the powerful impact of integrating community initiatives with individual support to promote healing, connection, and resilience in families.

Families

Community Work

Bukit Batok



Food Fiesta helpers



Distribution by the community to the community



Food contributed by the residents

Since 2017, Fei Yue Family Service Centre (Bukit Batok) has run Food Fiesta, a community initiative that empowers low-income families beyond food aid. Some clients become Food Fiesta Helpers (FFH), taking on logistics, supply coordination, and beneficiary engagement—building problem-solving skills, confidence, and ownership. Social workers support their growth through debrief sessions, critical thinking workshops, and rotating leadership roles.

The programme also fosters strong community ties through partnerships with hawkers and religious groups for food donations and sustainability efforts. Festive activities further enhance social bonds. In 2024, 13 FFH reached 40–50 families monthly. Surveys showed 89% of participants improved their eating habits, 92% of FFH felt a stronger sense of purpose, and 68% built new friendships.

More than food distribution, Food Fiesta is a platform for empowerment and self-reliance, and we strive to refine it for greater impact, scalability, and to foster a more resilient, connected community.

Choa Chu Kang



Sharing of LGR Programme with Young Adults



Human Library Session with Volunteer Mentor Sharing about Personal Work Roles & Experiences



Group Discussion & Reflection as a frequent Part of LGR Programme

Since November 2023, the Paeonia & Fei Yue FSC Let's Get REEL Programme has supported 18 young adults from low-income families, aged 16 to 27, in exploring further education, upskilling, and employment. Through career development workshops and partnerships with training providers, employers, and mentors, participants gained valuable exposure to various industries.

All participants were matched with mentors to broaden their career perspectives. Three have completed courses in Sports Massage Therapy, Make-up, and Esthetics; one began job shadowing at a car workshop, and another secured a role as a Part-time Assistant Football Coach. The programme continues to offer mentorship, regular check-ins, and holistic support—including casework and family stabilisation—to help participants pursue meaningful and sustainable career pathways.

Families

Yew Tee



Fresh Food Ration team with their fresh produce ready for distribution

The Fresh Food Ration Distribution (FFRD) programme was launched in 2022 to improve lives by providing fresh produce and proteins as a healthier alternative to dry rations. Serving up to 70 clients per quarter, the initiative thrives through donations from local wet market vendors and support from corporate partners like Chews, Sheng Siong, and Mlion Corporation, which also provides volunteers. The programme has since evolved into a vibrant community space, with families participating in food collection and enjoying games and activities. FFRD now includes Community Contributors—residents who help run the programme—fostering deeper social bonds and community ownership.

Champions Way

Caregivers play a vital role in our lives, often putting others' needs ahead of their own. Over time, this can impact their well-being and the quality of care they provide. In response, YOU was created to support caregivers by increasing access to enjoyable self-care activities.

Workshops such as floral arrangement, candle making, pottery, and mindfulness were offered over six months, encouraging caregivers to make time for themselves through creative and calming experiences. Each session ended with a short reflection, giving participants space to explore their thoughts and feelings.

Many also shared that the activities helped them slow down, enjoy the present moment, and rediscover personal interests. For some, it was a gentle reminder that they, too, deserve care and kindness. One participant reflected, "(to) look for areas that bring a smile to myself... when I extend kindness to others, I soften my heart towards myself too."



Making Essential Oil Candles at the YOU Programme

Taman Jurong

Over five Fridays, Fei Yue Family Services at SSO @ Taman Jurong ran E² Engage and Embrace, a parent-child programme to strengthen emotional bonds and build emotional capacity. 26 parents and children took part, learning to manage emotions, make responsible decisions, and seek support when feeling unsafe. In the final sessions, families applied their new skills together. One parent shared that her son now turns to her when emotionally overwhelmed—a clear sign of the programme's impact. Encouraged by the feedback, the team plans to expand the initiative to support more families in the community.



Families showcasing the family vision board they created together



Children learning how to manage their emotions while playing a game on the balance boards



Children learning about what emotions are



03 Seniors



Eldercare Services Division

Fei Yue Active Ageing Centre (FYAAC) (Bukit Batok)

Fei Yue Active Ageing Centre (FYAAC) (Bukit Batok) migrated to the new Eldercare model in May 2021 and expanded our service boundaries. Our target group comprises senior residents aged 60 and above in Bukit Batok Zones 2, 5, 6, 7, 10 and 11.

Launched in 2019, the Communities of Care (CoC) project aims to build an integrated care ecosystem through strong partnerships across hospitals, community care providers, and social service agencies. With aligned goals and coordinated processes, CoC has significantly benefited seniors in Bukit Batok. The centre has been awarded a second three-year phase, supported by partners such as Lien Foundation, Bukit Batok Grassroots Organisations, St Luke's Hospital, Ng Teng Fong General Hospital, Tzu Chi Foundation, Caregivers Alliance Limited, and General Practitioners from the Primary Care Network.

Overview of New Initiatives (as of 31 March 2024):



Work Out to Wellness (WOW) –
Exercise at Resident Network
(Block 169, Bukit Batok Zone 6):

- Beneficiaries: 15 seniors
- Target Group: Seniors aged 60+, especially pre-frail or frail
- Focus: Strength, endurance, and balance
- Developed by: St Luke's Hospital physiotherapists
- New location added due to high demand



Chair Zumba:

- Beneficiaries: 92 seniors
- Collaboration with: Health Promotion Board
- Target Group: Seniors with Clinical Frailty Scale levels 4–6
- Focus: Fun, seated, music-based workouts to improve strength, balance, and flexibility in a safe, low-impact setting

Significant Impact on Seniors

Our programmes have positively impacted seniors, encouraging regular exercise and delaying frailty. Participants have become more sociable, happier, and confident, forming friendships and stronger community ties. Some now lead sessions as volunteers, showing increased ownership and engagement. Even reserved seniors have benefited from the structured activities tailored to their needs. The sense of mutual trust has grown, with participants informing staff of absences. These efforts have attracted 1,710 seniors to join as members, reflecting the programmes' success in fostering wellness and social connection.

Summary of Programmes and Beneficiaries

Programmes / Services	No of participants
Active Ageing Programmes	1262
Buddying and Befriending Services	38
Information and Referral	265
2S (Social Connector and Community Screening) referrals	44

Seniors

Mr M Ramachandran's story

Mr M Ramachandran aged 65, became a member of FYAAC (Bukit Batok) on 9 January 2023. He is affectionately known as Chandran to the staff and other seniors.

Chandran faced severe health issues, including spine pain, gastric problems, and a leg fracture, leading to depression and suicidal thoughts due to loneliness. He initially refused support from FYAAC (Bukit Batok), but in 2023, a social worker encouraged him to join.

His life changed—he made friends, learned to play Rummy O, and found joy and purpose. Chandran now helps others, translates Tamil, and participates actively. He feels cared for, especially during events like birthday celebrations. Playing Rummy O sharpened his thinking and boosted his confidence. From isolation and sadness, Chandran has transformed into a happy, engaged senior who no longer focuses solely on health worries, but enjoys meaningful social connections and emotional well-being.



Fei Yue Active Ageing Centre (FYAAC) (Holland Close)

Fei Yue Active Ageing Centre (FYAAC) (Holland Close) began operations in August 2002, with a branch at Commonwealth Crescent from October 2013. Since May 2021, both centres follow the Eldercare model, offering social activities, befriending, referrals, and emergency response. They serve Singaporean / PR seniors aged 60 and above in HDB flats at Block 1 to 9 and Block 30 to 32 in Holland Close / Avenue, and Blocks 81 to 118 Commonwealth Close / Crescent. In 2024, the service boundary expanded to include nearby private housing estates as well.

They have partnered with organisations such as Project Care Agent, Health Promotion Board, Infocomm Media Development Authority, NUHS Community Health Post, Gleaneagles Hospital, New Creation Church, Queenstown Lutheran Church, and Singapore Management University to better care for and reach out to the seniors in their service boundary.

Special activities such as green drumming were introduced in October 2024, funded by the We Care Arts Fund. Seniors aged 62 to 89 learned various drumming techniques and rhythms over eight sessions and made their debut performance at a Christmas Party.



Seniors are treated to tea break at the cozy cafe at Queenstown Lutheran Church every last Saturday of the month



Christmas party at Blk 8 Pavilion co-organised with staff from Gleaneagles Hospital

Another special activity is the HAPPY exercise programme, partnering with the Health Promotion Board to conduct 12 sessions of cognitive wellness programme for seniors aimed at improving their cognitive and physical functions through stretching, low-intensity body games, meditation and relaxation activities.

Finally, we have Aunklung classes in the pipeline, giving our seniors more opportunities to perform and boost their confidence in showcasing their talents, and possibly a joint performance with green drumming.



Green Drumming session at 107A Commonwealth Crescent Pavilion

Mdm Low's story

Mdm Low, 72, lived a quiet and solitary life in her Holland Avenue home since 1972. A retired cleaner, she spent most of her days alone, watching television. After a fall in November 2024, she was referred to FYAAC (Holland Close), which marked a turning point in her life.

At the centre, Mdm Low found companionship and joy through various activities. She started attending weekly Chair Zumba sessions led by a Health Promotion Board instructor. Though initially shy, she soon embraced the sessions, enjoying the music and health benefits. She even felt confident to join other activities like a Christmas Party and an outing to Sentosa.



Mdm Low (first from right) enjoying a cable car ride with her friends from Fei Yue

Mdm Low now feels connected and purposeful, showing it's never too late to rediscover joy and community.

05 Corporate Services

Human Resource



FYFSC staff strength
as at 31 Mar 2025:

215 staff

Corporate Events

Fei Yue's quarterly townhall meetings or "Family Meetings" are a cherished tradition that bring staff together to celebrate milestones and strengthen bonds. This year's gatherings were especially meaningful, marked by several heartfelt moments.

A key highlight was the stepping down of Mr John Ang as Board President of FYCS after 24 years of service. A tribute video featuring staff from across Fei Yue honoured his impactful leadership. He was succeeded by Dr Thang Leng Leng at FYCS, while Ms Seah Kheng Yeow took on the role at FYFSC.



July 2024 Family Meeting



The Senior Management team presenting a portrait to Mr John Ang (centre) in appreciation of his service as Board President of Fei Yue Community Services

The meeting also featured the annual Staff Awards Ceremony, recognising outstanding performance and long service milestones from 5 to 25 years—reflecting staff's strong loyalty and sense of belonging.

Special moments included birthday celebrations for Chief Executive Mr Arthur Ling and Co-Founder Mr Leng Chin Fai, and a heartfelt sharing by a youth client, Ms Angel, who spoke about how the Animal Care Programme boosted her confidence.

Fei Yue's 33rd anniversary Staff Retreat took place on 5–6 September 2024 in Johor Bahru. The retreat featured team-building at Thistle Hotel, a celebratory banquet at Pekin Restaurant, and vibrant inter-division games—fostering joy, connection, and renewed team spirit.



Snapshots from 2024 Staff Awards Ceremony, featuring Long Service Award recipients, including Ms Lynn Lim (bottom right), who received the 25-Year Long Service Award.



Snapshots from Staff Retreat 2024 - Day activities



Snapshots from Staff Retreat 2024 - Evening dinner

Corporate Services

Employee Health & Wellness

Fei Yue values its staff and invests in their well-being through events like Family Meetings and the annual Staff Retreat. Divisions also hold their own activities to build team spirit and connection.

One example is the Corporate Services Division Retreat on 15 November 2024, which featured sharing sessions, bonding games, and a heritage walk through Joo Chiat with Bingo challenges—creating a fun, refreshing day that deepened team bonds.



Corporate Services Division Retreat

Milestones

After earning the Great Place to Work® certification for 2023–2024, Fei Yue reinforced its commitment to staff wellness by introducing Intellect, a digital mental health platform offering free counselling and in-app tools for self-care and stress management.

Staff development also remains a priority. In May 2024, Fei Yue presented its competency-based learning journey at the SUSS-Aikkin SWAP Symposium, showcasing efforts to build a future-ready workforce through structured learning and leadership development.

Communications and Partnerships Department (C&P)

To close the financial year on a high note, the C&P department hosted the Ripples of Hope Givers' Appreciation Lunch in March 2025, honouring the unwavering commitment of our volunteers, partners, and benefactors. The event was graced by Deputy Prime Minister and Minister for Trade and Industry, Mr Gan Kim Yong, who praised the collective impact of our community's generosity.

Themed "Ripples of Hope," the event celebrated how every act of kindness creates waves that strengthen and uplift our community. Guests enjoyed an uplifting afternoon filled with heartfelt sharing, interactive games, and inspiring performances.

A touching highlight was Mr Chew Boon Yan, an 89-year-old member of Fei Yue Active Ageing Centre (FYAAC) (Limban), who taught himself to paint via YouTube and presented his impressive artwork as a heartfelt gift to the Guest of Honour.

This gathering marked another meaningful chapter in our journey of gratitude, reminding us that together, our collective efforts create far-reaching positive ripples.



Mr Arthur Ling, Chief Executive of Fei Yue Community Services (far left); Mr Gan Kim Yong, Deputy Prime Minister and Minister for Trade and Industry (left); Mr Chew Boon Yan, member of Fei Yue Active Ageing Centre (FYAAC) (Limban) (right); and Mrs Seah-lim Kheng Yeow, President of Fei Yue Family Service Centre (far right), on stage as Mr Chew presents his painting to Mr Gan.



Laughs and smiles from guests at the Givers' Appreciation Lunch



Guests enjoying table games

Corporate Services

Media Liaison

Over the past financial year, FYFSC has amplified our presence across media and social platforms.



12

print and online articles—more than double last year's 40



5

broadcast media segments, surpassing last year's 35



5,405

Facebook followers grew from 5,027



3,129

Instagram followers grew from 2,613



3,551

LinkedIn followers grew from 2,445

These expanding channels have been powerful tools in spreading awareness of our programmes and deepening engagement with the community. We are energised by the growing support from partners and the public, who continue to join us in empowering those we serve.

Donors and Partners

In this financial year, FYFSC received a total of 536 donations amounting to \$872,425.15. Corporate partners contributed significantly with 47 donations totaling \$678,681.51, while individual donors generously gave 489 donations totaling \$193,743.64.

We are also grateful for the success of our fundraiser, From Mind to Body, which raised \$432,110.00, further supporting our mission to provide holistic care and support to families in need.



FYFSC received a total of 536 donations amounting to

\$872,425.15



47 corporate donations

\$678,681.51



489 individual donations

\$193,743.64



From Mind to Body fundraising campaign raised

\$432,110.00

Corporate Donors

- Academy Of Human Development Pte Ltd
- Ace Tours & Travel Pte. Ltd
- Aktiff Tg Enterprise
- Busways Pte Ltd
- Capitaland Hope Foundation
- Ding Feng Electrical (Pte. Ltd.)
- Elsa Advanced Systems Pte Ltd
- Hph Engineering Pte Ltd
- Ht Engineering Pte Ltd
- Icontrol Pte. Ltd
- Jy Electrical & Construction Pte. Ltd.
- Kmy Electrical Engineering Pte Ltd
- Koh Seng (S) Pte. Ltd.
- Lectrol Pte Ltd
- Leedon Technology Pl
- Lien Foundation
- Lighthouse Creative
- Lingjack Engineering Works Pte Ltd
- Lyt/Nsb Limited
- Mec Electrical Pte Ltd
- Muis Zakat
- Mlion Corporation Pte Ltd
- New Creation Church
- Paeonia Foundation Ltd.
- Pap Community Foundation
- Qi Teck Electrical Engineering Pte. Ltd.
- Ray Of Hope
- Rotary Club of Pandan Valley
- RSM SG Assurance LLP
- Sime Global Pte Ltd
- Singapore Pools (Private) Limited
- Soon Yue Electrical Co Pte Ltd
- Sum Hup Electrical Industries Co
- Tfd Pte Ltd
- The Community Foundation of Singapore
- Top Nine Pte Ltd
- United Electrical Services(S) Pte Ltd
- Wesmech Engineering Pte Ltd
- Yew Yue Electrical Engineering Private Limited

Individual Donors

- Adrian Chun Ying
- Ai Leng
- Alan Lon
- Alek Indra
- Alice Phua
- Andy Chua Shi Jin
- Andy Shi Jin
- Ang Chee Wee
- Ang Lee Yong Wendy
- Angela Koh Ser Mui
- Arnold Chiam Chin Tiong
- Au Him Leong
- Bnh Hoe
- Boon Sing
- Chan Kok Keong Roy
- Chan Teck Seng
- Chao Wei
- Cheah Yi Ting
- Chee Shui Chin, Valerie
- Chee Tjer
- Chen Yangyu Joy
- Chen Zhiyun
- Cheng Kai Ling
- Cheong Zhe Yen, June
- Chew Eng Chuah
- Chiew Yan Gillian
- Chin Yau Seng
- Chong Ik Wei
- Chong Jia Min Nicole
- Choo Boon Beng Edmund
- Chris Chan
- Christopher Jackson
- Chua Colleen
- Chua Meng Guan
- Chua Phark Wee
- Chua Sook Ping Christina
- David Tan
- Evelyn
- Fan Yip Fai
- Felicia
- Fenny Trisnawati
- Fiona Tan Wan Yi
- Foo Mei Ling
- Foo Yen Huey
- Fu Chee Tai
- Gavin Lim Kang Jie
- Goh Hock Guan
- Goh Hun Heng Derrick
- Ham Kok Kit
- Han Heng Siew
- Han Xiuwen
- Heng Mok Kwee Derrick
- Henry Tano
- Hock Kim
- Hoe Yeow Kong
- How Mei Kuen
- Iris
- Ivana
- Jane
- Jordaniel
- Julia Shi Yi
- K Shanmugum
- Kailing Calyn
- Kam Chuan Liang (Gan Chuanliang)
- Karen Leong Q C

Corporate Services

- Kelvin
- Kelvin Siew Chai Wong
- Kenneth Lim Sun Tat
- Koh Chee Wee Ernest
- Koh Leong
- Lam Weng Ngai
- Lau Li Yong
- Law Jia Jun
- Lee Jia Ming
- Lee Kwee Jin
- Lee Sheok Hong
- Lee Sia
- Lee Yin Ling
- Leng Chin Fai
- Leng Ying Jun
- Leong Kwong Kin Kelvin
- Lim Ai Khuan
- Lim Cheau Fang
- Lim Chia Yit
- Lim Chiu Yu
- Lim Poh Chin
- Lim Swee Leong, Vincent
- Lim Teck Chai Danny
- Lim Tse Min
- Lim Wei Loong
- Ling Koon Hwai
- Ling Xing Yi
- Loh Mui Ling, Felicia
- Loh Ying Hong
- Lok Yin Yin
- Loke Jye Jiun
- Louise
- Low Chin Hong
- Low Chun Meng
- Lun Jinglan
- Lynette Neo Xin Yi
- Ma Nina Clarissa Caparas Pascual
- Madelene Seah Mui Ching
- Marcus
- Mohana Rani D/O Suppiah
- Mok Chee Keong
- Muhammad Raiyan Bin Abdul Rahman
- Neo Yee Ann
- Ng Jia Wei
- Ng Ling Yen
- Ng Min Feng
- Ng Wil Lie
- Nurhidayah Binte Ibrahim
- Oh Ren Min
- Olivia Kwee
- Ong Li Peng Shannon
- Ong Lih Yenn
- Ong Sin May
- Ong Yeow Chon
- Ong Zong Yi, Bryan
- Pang Huey Lee
- Peiyu
- Pepsi Zewet
- Phua Hong Chiang
- Phua Siang Kiang
- Poh Lu
- Pooishan
- Priscilla Low Pei Pei
- Riverwind
- Rodion Lim Shi'ang
- Sandra
- Seah Meng Geok
- Sellote Dolores Resurreccion
- Seow Soo Keng Eugene
- Shannon Li Peng
- Shen Yi
- Shu
- Sia Meng Juan
- Sian Koon
- Siew Lu
- Sin Lay Ping
- Sng Mo Sheng Esmonde
- Soo Poh Kern
- Soon Kwang
- Sumedha Lim Kian Tat
- Tan Chan Tong
- Tan Chee Nam
- Tan Gee Wai
- Tan Heng Hau
- Tan Hui Ying, Natalia
- Tan Hwee Peng
- Tan Joon How
- Tan Kah Ming
- Tan Kuan Teck Austin
- Tan Meng Liang
- Tan Min Luan Teresa
- Tan Peng Yaow
- Tan Ping Min, Jasmine
- Tan Rau Ko
- Tan See Yah
- Tan Seet Ynn
- Tan Shu Yi Cindy
- Tan Tai Heng
- Tan Teck Lee
- Tan Thian Guan
- Tan Wei Quan
- Tan Yi Hong
- Tang Hay Ming
- Tang Lee Woon
- Tasmaishree Nagalingam Naidu
- Tay Dee Kuan
- Tay Huay Fang
- Tay Shao Xiong
- Tay Shirley
- Tay Soon Lee, Andy
- Tee Yann Hoon
- Teoh Wei Keat Jeffrey
- Tharvini D/O Nadarajah
- Toh Boon Shing
- Tong Jia Yun
- Tung Hui Min
- Vimala Devi Athmalingam
- Wai Leng
- Wei Loong
- Wei Zhuang John
- Wjng
- Wong Joon Liang
- Wong Kai Shi
- Wong Puay Boon
- Wong Yih Tin
- Wong Yong Chian
- Ya Wei
- Yan Hao
- Yap Gui Yong
- Yap Pei Ling
- Yee Fei Charoensup
- Yeo Seng Teck
- Yeo Siew Huay
- Yew Zi Jian
- Yong Hui Eliza
- Yong Hui Shan
- Yong Kai Ming
- Yong Wei Lin
- Zheng Ni

Corporate Social Responsibility (CSR) Activities

In the past year, Fei Yue has partnered with various corporations, educational institutions, and community groups to organise meaningful CSR initiatives across our service touchpoints. These collaborations enabled volunteers to engage with our service users through thoughtfully planned activities that nurtured connection, learning, and joy.

HIGHLIGHTS



CapitaLand Hope Foundation

Co-hosted the #LoveSeniors Carnival at Kallang Wave Mall with Fei Yue AACs, providing entertainment and care for seniors.

CapitaLand Retail Management

Brought 80 children and 36 caregivers for a movie outing (Inside Out 2), fostering family bonding and volunteer engagement.



Infineum

Organised station games, dance workouts, and birthday celebrations for seniors at FYAAC (Senja), promoting health and joy.

Corporate Services

HIGHLIGHTS

Nu Skin Singapore

Partnered with Threads of Courage for a CSR event, highlighting support for vulnerable individuals through meaningful engagement.



Paeonia Foundation

Held a festive Mid-Autumn Carnival for 150–200 seniors, bringing joy and community spirit.

Rajah & Tann Foundation

Hosted Ocean Wonders Carnival at Yuhua CC, celebrating family and creativity as part of the National Family Festival.



Singapore Aerospace Manufacturing

Collaborated with Senja AAC to distribute Chinese New Year goodies to 396 seniors from two rental blocks.

HIGHLIGHTS

Singapore University of Social Sciences (SUSS)

Conducted a grocery distribution drive benefiting 600 rental units, addressing food insecurity at scale.



Volunteer Management and Development

Fei Yue has successfully recruited a total of 10,758 volunteers, with 9,590 onboarded through the SG Cares Volunteer Centres (VC) programme. The breakdown by centre includes 2,311 volunteers at Bukit Batok, 1,205 at Bukit Panjang, 2,100 at Chua Chu Kang, and 3,974 at Hougang. We are proud to maintain a strong volunteer retention rate of 92%, with a cumulative 77,987.91 volunteer hours contributed over the year.

The SG Cares VCs have been instrumental in building meaningful partnerships with corporate organisations to enhance Corporate Social Responsibility (CSR) and Environmental, Social, and Governance (ESG) efforts. These collaborations have enabled us to bridge resource gaps, sustain long-term engagement, and co-create innovative solutions to meet evolving community needs.

Among these initiatives, a standout collaboration was with Paradox Singapore, which responded to the aspirations of youth by starting a baking programme. Youth participants learned hands-on techniques from hotel pastry chefs, gaining skills to boost their employability. Another key effort was a Community Pop-up Market co-organised with DBS Foundation across our four VC regions, benefiting over 5,000 households by enabling them to select up to \$100 worth of daily essentials, thereby enhancing dignity and choice in community support.

Highlights



A senior volunteer from Fei Yue collaborated with CapitaLand Hope Foundation to co-create and provide insights for the **CHF #LoveOurSeniors carnival** in October 2024. This initiative aimed to promote social inclusion, encourage interaction among seniors, and address issues of social isolation and loneliness.



The SG Cares VCs was awarded the **Collaborative Connection Award 2025** by St Luke's ElderCare and SG Cares VC @ Chua Chu Kang was awarded Friends of SASCO 2024 by SASCO Senior Citizens' Home.

The Year Ahead

Expanding Community Outreach

Building on the momentum from our extensive CSR collaborations and increased donations, we plan to deepen our engagement with vulnerable groups through new programmes and partnerships. Special focus will be given to enhancing support for seniors and families in rental housing, with targeted outreach events and resource distribution drives.

Enhancing Digital Engagement

We will leverage our growing social media platforms on Facebook, Instagram, and LinkedIn to boost community awareness and participation. Upcoming campaigns will include a series that highlight beneficiary journeys and volunteer experiences, fostering greater connection and transparency.

Innovating Programmes and Services

Our Early Intervention Programme and Active Ageing Centres will roll out enhanced activity curriculums, incorporating new creative and therapeutic elements informed by beneficiary feedback. We aim to offer more inclusive, accessible, and empowering experiences tailored to evolving community needs.

Sustaining Financial Growth and Fundraising

We will continue to diversify fundraising efforts, building on six fundraising campaigns a year to attract broader corporate and individual support, ensuring sustainable funding for critical services.

Together, these plans embody Fei Yue's commitment to nurturing hope, resilience, and dignity in every life we touch, as we move confidently into the next chapter of service and impact.



Disclosure Report

Fei Yue Family Service Centre (FYFSC) was registered under the Registrar of Society on 16 July 1994 and has been registered as a charity under the Charities Act since 4 November 1995. The agency has been accorded IPC (Institution of a Public Character) status and is a full member of National Council of Social Service.

Charity Status

IPC Registration No.	: 000276
Charity Registration No.	: 01030
ROS Registration No.	: 174/1993WEL
UEN	: S94SS0031G
Registered Address	: Blk 185 Bukit Batok West Ave 6 #01-187 Singapore 650185
Governing Instrument	: Constitution (The Constitution of the charity has been amended with approval from COC and ROS in March 2025)
Banker	: OCBC, Standard Chartered
Auditor	: RSM SG Assurance LLP

Board of Management

The key role of the Board of Management is to provide strategic direction and oversight of FYFSC'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 to assist in the discharge of its 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 10 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 to review the current structure, size, and composition of the board, to identify potential candidates, and nominate them to serve on the relevant sub-committees or the main Board. The committee also conducts evaluations to assess the board's effectiveness, recommends appropriate actions to address any shortcomings, and suggests suitable training programmes to equip both the existing and new Board members.

Disclosure Report

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

	Name	Current Board Appointment	Past Board Appointment	Occupation & past experience with charities / corporate	Board Meeting Attendance
1	Dr Thang Leng Leng	President 6 Sep 2022 Stepped down on 27 Aug 2024	President 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	2/3
2	Mrs Seah Kheng Yeow	President 27 Aug 2024	Vice President since 28 Mar 2008	· Freelance Consultant · Adult educator with SSI · Former Master Practice Leader · Held leadership positions in Fei Yue Family Service Centre & PAVE · More than 25 years of experience in providing counselling services and clinical supervision	4/5
3	Mr Yek Nai Hui Roger	Treasurer 27 Aug 2024	· Treasurer, 6 Sep 2022 · Secretary, 29 Sep 2020 · Treasurer, 21 Aug 2018	· Director of Lawrence Chua Practice LLC · Extensive experience in Criminal Litigation and specialises in Civil Litigation · Director of Pacific Sun Holdings Pte. Ltd · Director of Sinmill Singapore Pte. Ltd	3/5
4	Mr Lee See Kwang	Secretary 27 Aug 2024	· Secretary, 6 Sep 2022 · Treasurer, 29 Sep 20 · Secretary, 21 Aug 2018	· Optometrist of Mr Eyewear · Actively involved in providing community eye care services, such as providing free eye test and spectacles for underprivileged families.	3/5

	Name	Current Board Appointment	Past Board Appointment	Occupation & past experience with charities / corporate	Board Meeting Attendance
5	Mr John Ang	Committee Member 6 Sep 2022 Stepped down on 27 Aug 2024	Committee Member 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	3/3
6	Mr Chong Shaw Cheng David	Vice President 27 Aug 2024	Committee Member since 26 Jul 2016	· 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	4/5
7	Mr Pan Chuan-Chih George	Committee Member 27 Aug 2024	Committee Member since 24 Aug 2017	· Managing Director of 3GP Solutions Pte Ltd · Independent Director for listed company 2016 to 2020 · Held senior positions and directorships in multinational organisations for more than 20 years	3/5

Disclosure Report

	Name	Current Board Appointment	Past Board Appointment	Occupation & past experience with charities / corporate	Board Meeting Attendance
8	Mr Lee Chin Seng	Committee Member 27 Aug 2024	Committee Member since 21 Aug 2018	· Board Mentor of Criticaleye, UK. · Director of Compass@ Campus Limited · Former Regional VP (People and Organization) of Royal Canin · Affiliated Faculty of SMU Academy · Senior Accredited Board Director of The Singapore Institute of Directors · More than 30 years of experience in Human Resource Management in Multinational organisations	3/5
9	Mr Tan Hoon Chiang	Committee Member 27 Aug 2024	Committee Member since 21 Aug 2018	· 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 Center and centers in other regional area	5/5

	Name	Current Board Appointment	Past Board Appointment	Occupation & past experience with charities / corporate	Board Meeting Attendance
10	Ms Ang Lee Lee	Committee Member 27 Aug 2024	Committee Member since 21 Aug 2018	· Managing Director of ACC-Link Mgmt Consultant PL · Chartered Accountant and Accredited Tax Advisor · More than 29 years of experience in a mix of Entrepreneurship, Business Development, Strategic Alliances, Business Operations, Staff Training & Development, Finance, Taxation and HR functions	2/5
11	Dr Ang Shih Ling	Committee Member 27 Aug 2024	Committee Member since 29 Sep 2020	· Principal Resident Physician of Tan Tock Seng Hospital	5/5
12	Rev Tan Yan Ming	Committee Member 27 Aug 2024	Newly elected on 27 Aug 2024	· Senior Pastor, God's Kingdom Bread Of Life Church · Speaker and mentor for couples in Marriage Preparation and Enrichment programmes at Fei Yue, with many years of dedicated service	2/2

Sub-Committee Members

HR Committee			The HR Committee is responsible to guide the human resource development strategy to ensure the organisation has the right structure and capabilities to fulfill the Mission of Fei Yue.
1	Dr Thang Leng Leng	Chairman	
2	Mrs Seah Kheng Yeow	Member	
3	Mr Pan Chuan-Chih George	Member	
4	Mr Lee Chin Seng	Member	
5	Mr Chong Shaw Cheng David	Member	
6	Ms Dorothy Yiu	Member	
7	Mr Arthur Ling Koon Hwai	Member	
8	Mr Leng Chin Fai	Member	
9	Ms Lim Lay Muay Lynn	Member	

Disclosure Report

Finance Committee			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.
1	Mr Yek Nai Hui Roger	Chairman	
2	Mr Lee See Kwang	Member	
3	Ms Ang Lee Lee	Member	
4	Mr Ng Beow Hock	Member	
5	Mr Poh Boon Nee Bernie	Member	
6	Mr Ling Koon Hwai Arthur	Member	
7	Mr Leng Chin Fai	Member	
Investment Committee			The Investment Committee is responsible to direct and monitor the investment of the assets of the charity for the sole interest of the beneficiaries.
1	Ms Lie Chin Chin	Chairman	
2	Mr Chong Shaw Cheng David	Member	
3	Mr Anthony Tse	Member	
4	Mr Ling Koon Hwai Arthur	Member	
5	Mr Leng Chin Fai	Member	
6	Ms Aw Lay Hoon	Member	
Programme Committee			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 oversee the development of the new programmes to ensure that they are in line with the vision, mission and objectives of the organisation.
1	Dr Lee Earn Yung Alexander	Chairman	
2	Dr Thang Leng Leng	Member	
3	Mr Lee See Kwang	Member	
4	Mr Poh Boon Nee Bernie	Member	
5	Mrs Seah Kheng Yeow	Member	
6	Dr Ang Shih Ling	Member	
7	Dr Lew Yii Jen	Member	
8	Mr Ling Koon Hwai Arthur	Member	
9	Mr Leng Chin Fai	Member	
10	Ms Tan Dunlin Joyz	Member	
11	Ms Lin Liping Iris	Member	
12	Ms Wong Yingli	Member	
13	Ms Lee Siang Ju	Member	
Audit Committee			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.
1	Mr Cheong Jun Ming Mervyn	Chairman	
2	Ms Lie Chin Chin	Member	
3	Mr Pan Chuan-Chih George	Member	
4	Mr Lee Chin Seng	Member	
5	Mr Anthony Tse	Member	

Fundraising Committee

1	Mr Poh Boon Nee Bernie	Chairman	The Fund-raising 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 fund-raising efforts are cost-effective.
2	Mr Pan Chuan-Chih George	Member	
3	Ms Lie Chin Chin	Member	
4	Mr Lee See Kwang	Member	
5	Mr Anthony Tse	Member	

Nomination Committee

1	Mr Chong Shaw Cheng David	Chairman	The Nomination Committee is responsible to take the lead in succession planning and ensuring the Board has an appropriate balance of independent Board members and the needed diversity, expertise and connections to 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	Ex Officio	
6	Mr Leng Chin Fai	Ex Officio	

Senior Management Team

	Name	Appointment	Appointment
1	Mr Ling Koon Hwai Arthur	Chief Executive	1 Jul 2021 Appointed as SM on 1 Jul 2013
2	Mr Leng Chin Fai	Senior Consultant / Co-Founder	Appointed on 1 Jul 2003
3	Ms Lim Lay Muay Lynn	Director	Appointed on 1 Jul 2003
4	Ms Aw Lay Hoon	Director	Appointed on 1 Jul 2007
5	Ms Lin Liping Iris	Director	Appointed on 1 Jul 2014
6	Ms Tan Dunlin Joyz	Director	Appointed on 1 Jul 2018
7	Ms Wong Yingli	Senior Deputy Director	Appointed on 1 Jul 2021
8	Ms Yeo Hsuyin Marie	Senior Deputy Director	Appointed on 1 Jul 2024

Disclosure of Affiliation

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

	Name	Appointment At FYFSC
1	Mr Chong Shaw Cheng David	Management Committee Member
2	Mr Tan Hoon Chiang	Management Committee Member
3	Mr Pan Chuan Chih George	Vice President
4	Rev Tan Yan Ming	Management Committee Member

Disclosure Report



Staff strength
as at 31 Mar 2025:

215

Disclosure of Remuneration of three highest paid staff

Annual remuneration of three highest paid fall 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 serve in 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
Less than \$100,000	1
\$100,000 to \$200,000	0

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

Policies

1. Conflict of Interest

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

2. Reserve Policy

Fei Yue 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.

3. Whistleblowing Policy

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

Governance Evaluation Checklist for the Financial Year Ended 31 March 2025

Fei Yue Family Service Centre is in full compliance with the Charity Code of Governance, under the advanced tier.

S/No.	Code guideline	Code ID	Response
BOARD GOVERNANCE			
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied
	Are there governing board members holding staff* appointments?		No
2	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied
3	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied
4	The Board conducts self-evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied
	Is there any governing board member who has served for more than 10 consecutive years?		Yes
5	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years.	1.1.13	Complied
6	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied
CONFLICT OF INTEREST			
7	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied
8	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied
STRATEGIC PLANNING			
9	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied
10	There is a documented plan to develop the capacity and capability of the charity and the Board monitors the progress of the plan.	3.2.4	Complied

Disclosure Report

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 his own remuneration.	2.2	Complied
25	The charity discloses in its annual report — (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied
26	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family* belonging to the Executive Head* or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that there is no paid staff, being a close member of the family* belonging to the Executive Head* or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied
PUBLIC IMAGE			
27	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied

¹ Staff: Paid or unpaid individuals who is involved in the day-to-day operations of the charity, e.g. an Executive Director or Administrative personnel.

² Volunteer: A person who willingly serves the charity without expectation of any remuneration.

³ A close member of the family: A family member belonging to the Executive Head or a governing board member of a charity-

a) Who may be expected to influence the Executive Head's or governing board member's (as the case may be) dealings with the charity; or

b) Who may be influenced by the Executive Head or governing board member (as the case may be) in the family member's dealings with the charity.

A close member of the family may include the following:

a) the child or spouse of the Executive Head or governing board members;

b) the stepchild of the Executive Head or governing board members;

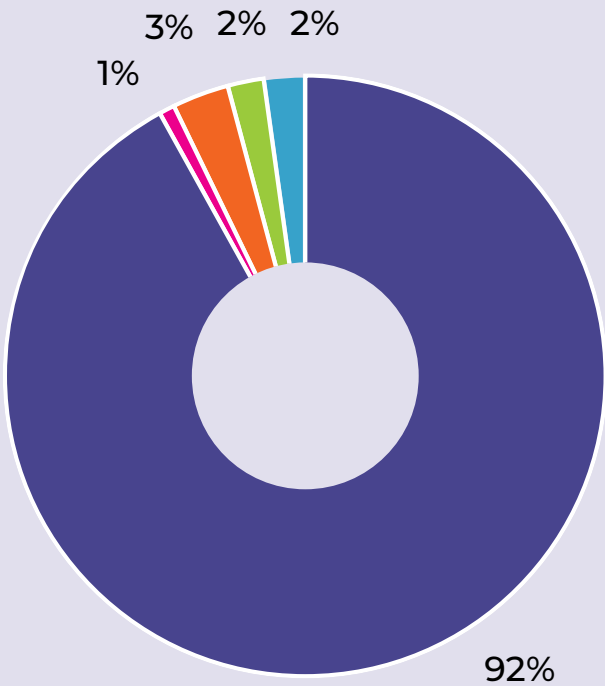
c) the dependant of the Executive Head or governing board members;

d) the dependent of the Executive Head's or governing board member's spouse.

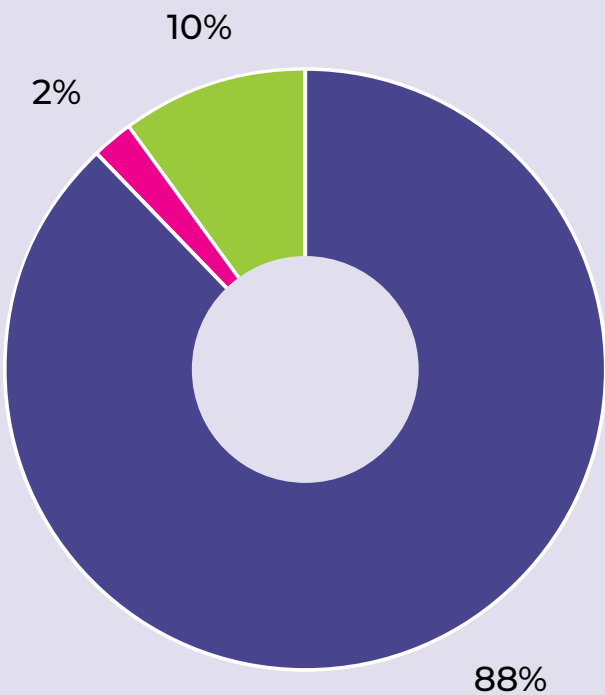
⁴ Executive Head: The most senior staff member in charge of the charity's staff

Summary of Financial Performance

Income & Expenditure

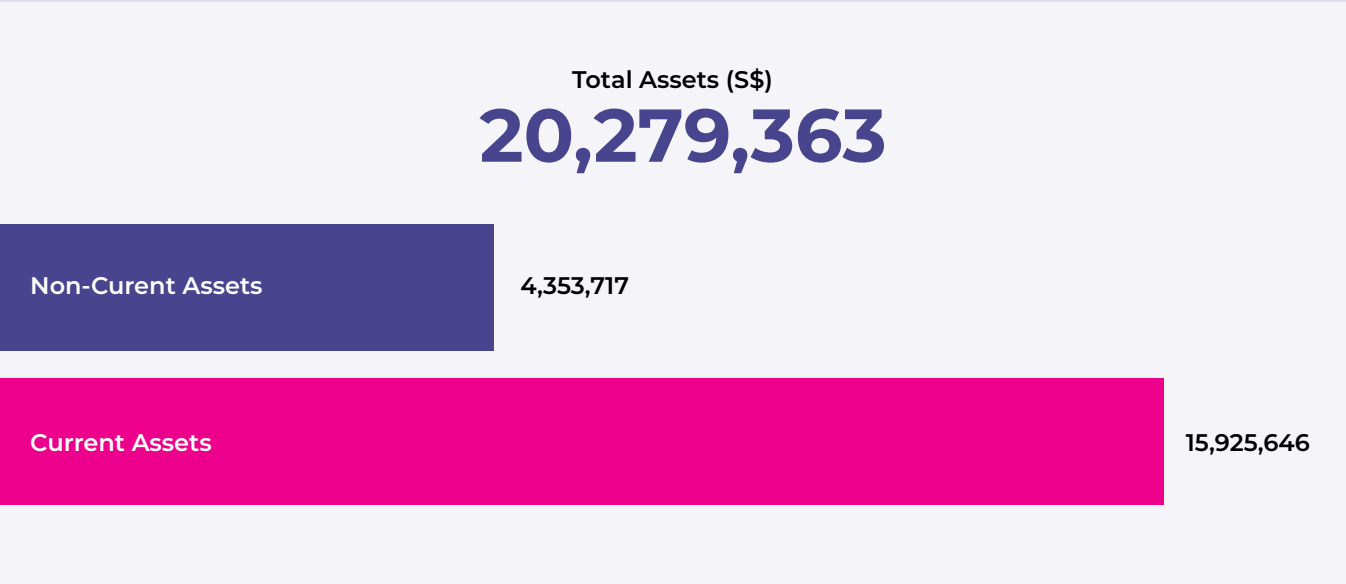


Total Income (S\$)	Per FS
Funding from Government	21,422,491
Donations	220,632
Programme Income	721,301
Other Grants	469,906
Other Income	429,522
	23,263,852

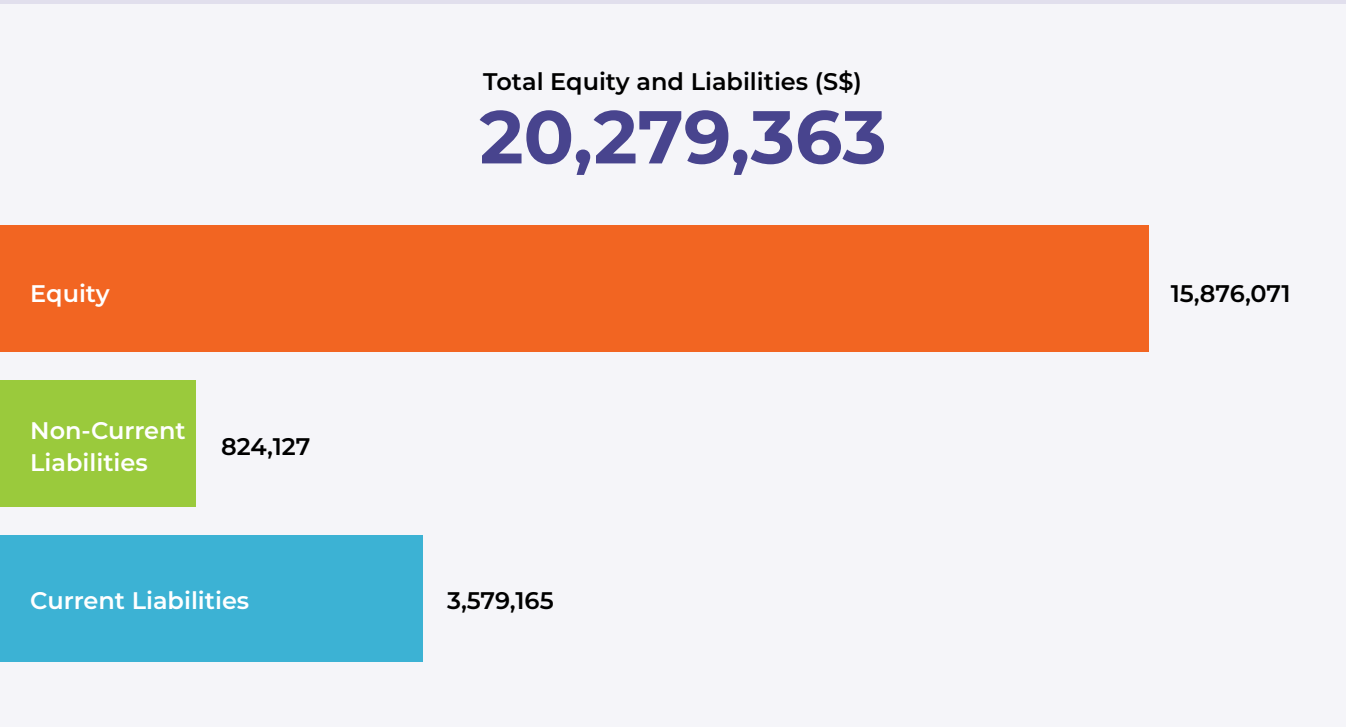


Total Expenditure (S\$)	Per FS
Manpower Related Expenditure	19,220,123
Depreciation	481,864
Other Operating Expenditure	2,145,337
	21,847,324

Balance Sheet



Funds and Liabilities



Locations

North

Family Service Centre (Champions Way)

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

West

Fei Yue Family Service Centre (Bukit Batok@185)

Blk 185 Bukit Batok West Ave 6
#01-187
Singapore 650185
Tel: 6569 0381

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

Blk 450B Bukit Batok West Avenue 6 #01-611
Singapore 652450
Tel: 6569 0381

Fei Yue Family Service Centre (Choa Chu Kang)

Blk 280 Choa Chu Kang Ave 3
#01-360, #01-362
Singapore 680280
Tel: 6762 5215 / 6771 9520

Fei Yue Family Service Centre (Yew Tee)

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

Fei Yue Family Service Centre (Taman Jurong)

301A Corporation Drive
Singapore 619773
Tel: 6267 2900

Fei Yue Active Ageing Centre (Bukit Batok@183)

Blk 183 Bukit Batok West Ave 8
#01-101
Singapore 650183
Tel: 6561 4404

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

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

HEART@Fei Yue (Chua Chu Kang)

Blk 422 Choa Chu Kang Ave 4
#01-232 - 234
Singapore 680422
Tel: 6513 8719

ePREP and PE MEP for Mainstream Marriages (KidSTART & FFLC)

Blk 421 Choa Chu Kang Ave 4
#01-218
Singapore 680421

Central

Fei Yue Active Ageing Centre (Holland Close)

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

Fei Yue Active Ageing Centre (Commonwealth)

Blk 107 Commonwealth Crescent
#01-230
Singapore 140107
Tel: 6471 2022

HEART@Fei Yue / Child Protection Specialist Centre

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



