



A Shining Beacon In The Community

ANNUAL REPORT FY 2016/2017

20th Anniversary Edition

Rotary
Family Service Centre
Service Above Self





FINANCIAL YEAR

Unless otherwise specified, this report is applicable for the financial year ending 30 June 2017 so as to align with the financial year period adopted by Rotary International and the Foundation of Rotary Clubs (Singapore) Ltd.

DISCLAIMER

The report is accurate at the point of printing. Should there be further updates to the report thereafter, this will be revised in the online version at www.rotaryfsc.org.

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Rotary Family Service Centre (Rotary FSC) is a division of the Foundation of Rotary Clubs (Singapore) Ltd having established since 1997. The Foundation of Rotary Clubs (Singapore) Ltd is part of Rotary International which is the world's first service club organization.

➤ OUR MOTTO

Service above Self

➤ OUR MISSION AND VISION

Impacting every family and individual in need through our ideal of service above self

➤ OUR SHARED BELIEFS

Teamwork - Supporting one another as a team in achieving our Centre's objectives

Respect - Upholding the dignity, rights and worth of every individual; our clients, partners and colleagues

Integrity - Adhering to the Code of Conduct and the highest standards of ethical practice

Professionalism - Maintaining the highest professional standards and having positive regards for others and self

Client-Centredness - Placing clients' interest as the core and priority in all matters

Compassion - Understanding and love for self and others

➤ OUR OBJECTIVES

To strengthen the potential of individuals, families and groups with different concerns

To provide family-oriented programmes which are responsive to the changing needs of the community

To collaborate with community organizations to improve social services for persons and their families who are in need

➤ OUR STRATEGIC DIRECTIONS

The Management Committee and the Staff Team of Rotary FSC are committed to drive towards:

- Our Mission and Objectives and be Recognized as an Integral Social Service Resource in Singapore
- A Strong Family Service Centre in Supporting Individuals and Families who are facing various Challenges
- Meeting Needs of Clients through Evidence-Based Practice and Research and Growth towards Specialization
- Growing Staff Capability through Training Programmes and Structured Supervision
- Enhancing Collaboration with Key Stakeholders in Supporting the Needs of our Clients

THIS YEAR, ROTARY FSC CELEBRATES 20 YEARS OF SERVING THE COMMUNITY

We held a meaningful and fun-filled Family Day on 6 May 2017 to mark this milestone. It was at this event that we launched our SuperSTUDENTS! programme to help children in low-income families with their school-related expenses.



The theme of our annual report, "A Shining Beacon in the Community", reflects how Rotary FSC aims to light up the community. We hope to constantly come up with programmes and services to touch and transform lives.

It is important that we help our clients grapple with their multiple needs and the multi-faceted problems which afflict them. They often struggle with emotional, marital or interpersonal issues that require in-depth interventions. That is why staff at Rotary FSC are trained to assist and hopefully find solutions to their woes.

It is in such a context that our Management Committee (MC) has been called upon to train, equip, motivate and empower our professional staff to serve. Committed to enhance staff competency and capability, we have allocated more resources toward research and training in Financial Year of 2016/2017.

Today, Rotary FSC is part of a robust network of organizations in the neighbourhood. We have been building and deepening our community relations and now look forward to different projects and collaboration with nearby Social Service Organizations and Community Agencies.

Besides working hand-in-hand with our partner organizations, Rotary FSC is deeply connected to Rotary Clubs throughout Singapore. We have initiated "needs-based" projects for their members to jointly serve the

community with us, and are encouraged by the recent participation of several Clubs in providing bursaries and financial assistance to our clients. In the future, Rotary FSC hopes to roll out volunteer opportunities for them to provide services such as tuition and legal counselling at the Centre.

It is my privilege to serve alongside dedicated staff and MC members. As I begin my first term as its Chairman, I would like to thank former Chairman, Mr Henry Tan Kok Hiang, for leading Rotary FSC with zeal, vision, and diligence throughout his two terms in office which saw the organization grow to its current size and reach.

The year ahead will be promising for everyone - our staff, clients, volunteers, partner organizations, and residents nearby. We are renovating Rotary FSC to create an exciting space that allows people to interact, collaborate, draw closer, and bond.

In all our endeavours, we wish to thank the Ministry of Social and Family Development, National Council of Social Service, Singapore Totalisator Board, Foundation of Rotary Clubs (Singapore) Ltd, the various Rotary Clubs, community partners, and volunteers for their continued trust and support.

Yeo Chuen Eng

Chairman

Rotary Family Service Centre Management Committee

OUR ADVISORS AND MANAGEMENT COMMITTEE



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The Rotary FSC Management Committee (MC) consists of volunteers who are professionals from various fields, such as Human Resource, Finance, Business, Legal, Psychology, Medical and others.

The MC is further divided into four Sub-Committees, to consider key areas of development for the FSC, namely Strategic Planning, Finance, Human Resource and Services.

MANAGEMENT COMMITTEE:

1. **Mr Yeo Chuen Eng**
Chairman
2. **Mr Li Guang Sheng**
Vice-Chairman
3. **Ms Lily Lim**
Honorary Secretary
4. **Ms See Mee Lee**
Honorary Treasurer

5. **Mr Henry Lim Kim Seow**
Member
6. **Mr Henry Tan Kok Hiang JP, PBM**
Member
7. **Mr Khushroo Dastur**
Member
8. **Mr Low Hoon-Kee**
Member
9. **Dr Monica H. Walet**
Member

ADVISORS:

10. **Dr Wu Dar-Ching**
Chairman, Foundation of Rotary Clubs (S) Ltd
Advisor, Rotary FSC MC
11. **Dr Philbert Chin Soon Siang**
Principal Advisor, Rotary FSC MC



Rotary FSC first opened its doors 20 years ago to the community. We celebrate an important milestone this year with deep appreciation of how far we have come.

We experienced many transitions and faced numerous challenges through the years, but remained strong and resilient. In fact, we have grown tremendously to be a reflective, responsive, and research-oriented organization. It is evident in all aspects of our work.

In the Financial Year of 2016/2017 (FY16/17), our staff journeyed alongside 1,175 clients. 46.5% of them received Case Work services. With Social Service Offices managing cases that require mainly financial help, our staff are now focused on working with clients who have multiple needs and grapple with problems that are multi-faceted.

As our clients often present emotional, marital and interpersonal issues that require in-depth and therapeutic interventions, our Management Committee places a high priority on enhancing staff competency and capability. This is to empower our staff to work more effectively with their clients. Staff are also encouraged to carry out research to help broaden their portfolio, and offer them opportunities to participate in international conferences.

More funds and resources have been allocated to research in FY16/17. We are nurturing a culture in which work processes are constantly reviewed. Staff are encouraged to ask questions such as: "How can we do things better?" This hones our critical thinking skills, keeping us fervent and proactive in our endeavours.

At Rotary FSC, new group work programmes are started in response to identified needs and service gaps. We are deliberate in keeping our groups small so that they remain person-centred. We are heartened by the success of our 'Super!' series group work programmes that reward, support, and encourage children and families to be self-reliant and resilient. This year, we launched SuperSTUDENTS! - a ground-up initiative to provide financial support to primary and secondary school children for their school-related needs. In 2018, we will be introducing another group - SuperMIND! - for the practice of mindfulness.

Besides the Super! series, we have another suite of programmes bearing the 'HEROES!' name. DiscoverHEROES! puts together excursions, camps and outdoor activities for children during the school holidays. We are in the midst of developing an interactive board game - FundHEROES! - that teaches families to be more financially savvy, and we are excited to roll it out in the year ahead.

We look forward to doing more for the community in the future through collaboration and partnerships. If families are to thrive where they live, we must leverage on the strengths of various organizations near them. We can take the lead in some initiatives, and support our community partners in others.

I am thankful for a dynamic team that is steadfast in its mission. Though small in size, our team is nimble, flexible and responsive. Never contented with the status quo, we push boundaries. Not afraid to fail, we are geared to try out new ideas.

May we forge ahead with determination as one, celebrating our 20th anniversary and the dawn of a new decade of service. An organization that shines as a beacon of light, inspires change and transformation, and radiates hope to the community.

Amran Jamil RSW
Executive Director
Rotary Family Service Centre



OUR STAFF
MEMBERS

From Left to Right

First row (Seated):

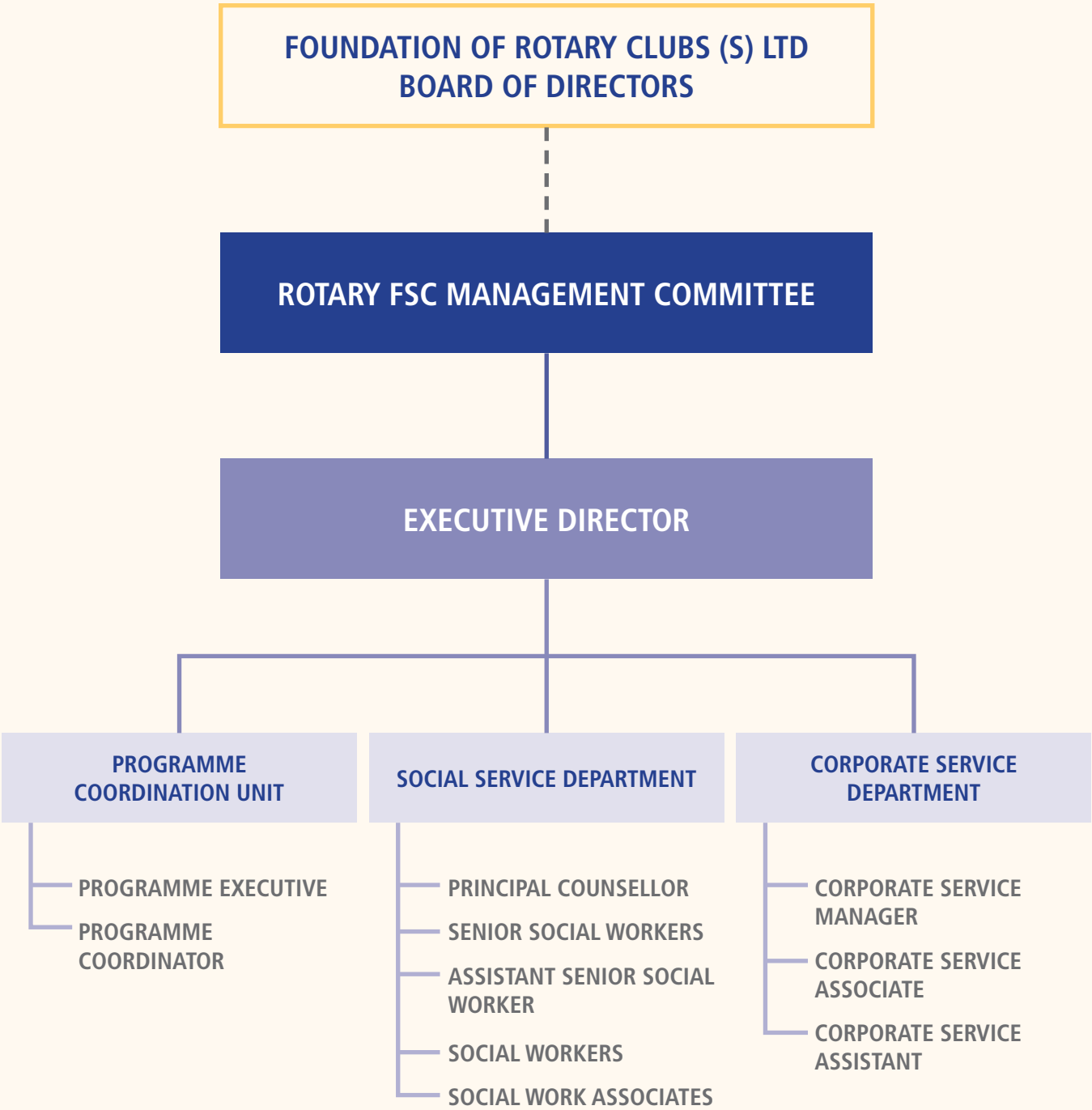
Ms NurulJannah Karim (Corporate Service Assistant), Ms Nur Hamizah Abdul Rahim (Social Work Associate), Ms Alice Koo Ngar Shan (Senior Social Worker), Mr Amran Jamil (Executive Director), Ms Lim Re Har (Senior Social Worker), Ms Stephanie Lai Yoke Fong (Programme Executive), Ms Chey Siow Wei (Social Worker), and Mr Billy Loh Rong Shun (Social Worker)

Second row (Standing):

Mr Howard Tan Say Haow (Social Work Associate), Mr Pierce Tay Boon Heong (Social Work Associate), Ms Cynthia Paulchamy (Programme Coordinator), Mr Harry Low Teck Keong (Principal Counsellor), Ms Celine Thoo Ee Fong (Corporate Service Manager), Ms June Leo Ching Ching (Assistant Senior Social Worker), Mr Peter Li Zhaojie (Senior Social Worker), Ms Nursuhailah Abu Samat (Social Worker), and Ms Madeline Krishnasamy (Social Worker)

Not in Photo:

Mr Kwan Siew Leong (Social Worker), Ms Asimah Beevi Abdul (Social Work Associate), Ms Nur Atiqah Rasul (Corporate Service Associate)



CASE WORK

At Rotary FSC, we provide support and assistance to individuals and their families by helping them develop insight on issues they struggle with and empowering them to cope better with life challenges; as well as assessing their different needs and linking them to relevant community resources. We work with a wide range of clients, including children, youth, and the elderly.

Case Work services provided by Social Workers and Counsellors; enable clients to gain a deeper understanding of their personal, social or emotional issues, and to work towards resolving them.

Types of Issues Presented in Case Work

- Marital
- Parenting / Child Management
- Financial
- Family Violence / Abuse
- Interpersonal Relationships
- Others, for example elderly-related concerns, caregiving and addictions

Information and Referral services are provided to clients who do not require Case Work services, but need community resources. They are linked to organizations with services that are relevant to them and their families.

GROUP WORK

Our programmes are targeted at children, youth and parents as well as other specific groups. These programmes, conducted through talks, workshops and group work sessions, cater to the well-being of the individuals and families.

COMMUNITY WORK

We conduct outreach to residents and partners to:

- Increase awareness of our programmes and services among individuals and families in need of support; and
- Collaborate with community partners, to bring about adequate support for individuals and families.

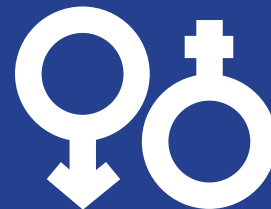
CASE WORK

Rotary FSC adopts the reporting standards, as required by the Ministry of Social and Family Development (MSF) and the National Council of Social Service (NCSS). The following data reflects cases managed by the FSC for the period of 1 April 2016 to 31 March 2017.



Summary of Clientele

Rotary FSC attended to
546 clients
 requiring Case Work services and
629 clients
 who needed Information and
 Referral services for the year
 ending 31 March 2017.



Gender Distribution

68.7%
 of the **546** clients
 who sought Case Work services
 at Rotary FSC were female.



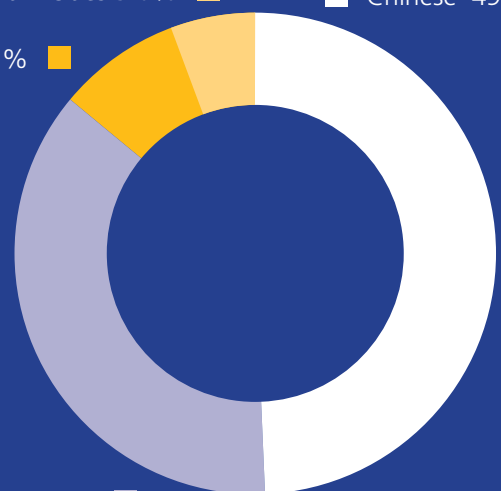
Ethnic Distribution

Of the **546** Case Work clients,
**Chinese formed
 the largest proportion,**
 followed by Malays, Indians and
 Eurasians / Other Ethnicities, respectively.

Eurasians / Other Ethnicities 3.8% ■ Chinese 49.3%

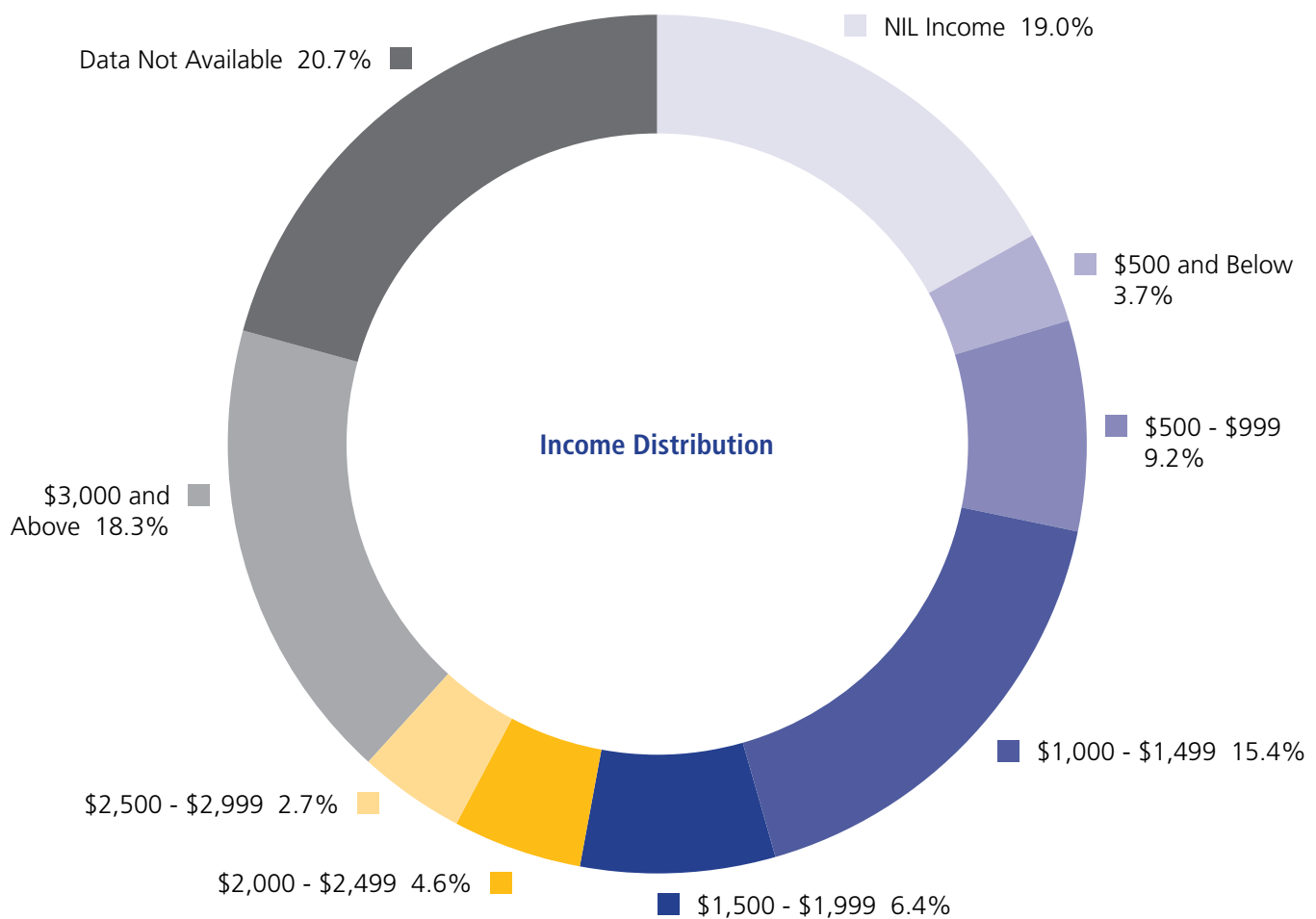
Indians 15.2% ■

Malays 31.7% ■



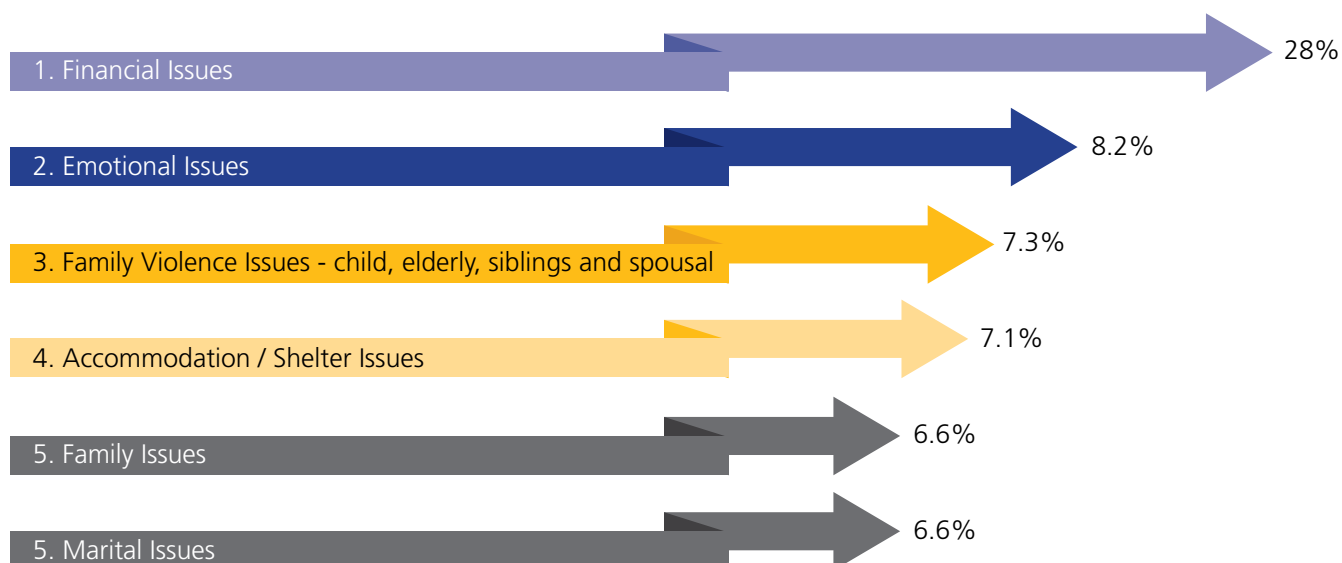
Income Distribution

The monthly income distribution of the households ranged from no income to above \$3,000. The majority of clients who sought Case Work services reported a monthly household income of below \$1,500.



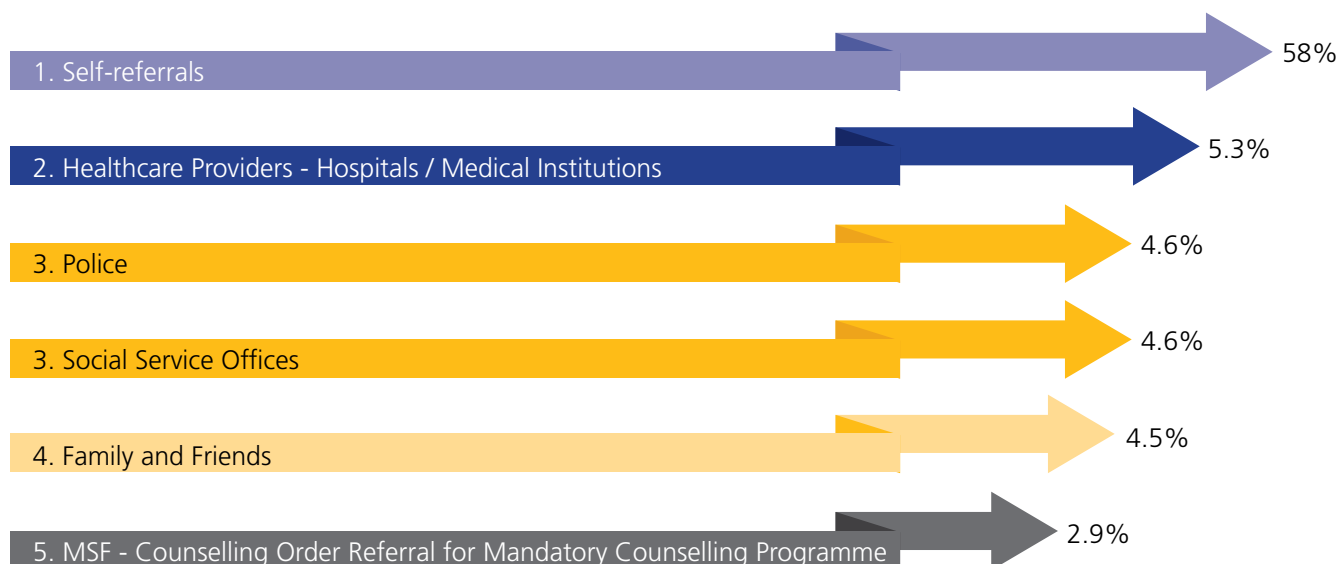
Presenting Issues

The top five presenting issues seen by the FSC in the year ending 31 March 2017 were:



Sources of Referrals

The top five sources of referrals received by the FSC in the year ending 31 March 2017 were:




Ensuring High Standards of Ethical Practice

In the helping process, caseworkers often face ethical practice dilemmas as they see multiple dimensions of their clients' issues. Recognizing this challenge, Rotary FSC set up an Ethics Staff Working Committee in June 2016 as an official platform for its caseworkers to seek clarity on the dilemmas.

Being able to discuss cases with the committee, frees caseworkers from having to make decisions on their own. Rather, the committee makes decisions together with the caseworkers, and the decisions have to be approved by the Executive Director. This process preserves the well-being of the Centre's caseworkers and clients. The committee has established a well-tested structure to ensure high standards of clinical practice.

Using the Centre's Ethics Form helps caseworkers and the Ethics Staff Working Committee to organize and structure their discussion on ethical practice dilemmas in the cases presented.



Reference Number : _____

Client's Name : _____

ID Number : _____

PROCESSING TEMPLATE FOR ETHICAL and/ PRACTICE ISSUE

- What are the ethical and/ practice issues that prompted you to activate the Ethics Committee?
(Examples: Breach of confidentiality; crossing boundary; criminal offence; etc. Write down what you think it is.)
- What do you hope to get by presenting the issue to the Ethics Committee?
(Examples: To seek formal instruction; to clarify; etc.)
- Background information relevant to the issue
(You may use description, timeline, genogram, etc.)
- What are the ethical, legal, and other guidelines relevant to the issue?
(Examples: Religious practice; cultural habits; social norms; etc.)
- How does the issue affect you personally and professionally?
(Examples: Feeling traumatized; losing self-confidence; etc.)
- Is the issue still the same as you initially thought? If not, what is it?
(This is to confirm what is the issue to be discussed further)
- What are the possible actions to take for the issue and your rationale? What is the impact of each action? (List down at least two possible actions)

	Action and Rationale	Potential Impact	
		Positive	Negative
E.g.	Report to police as client's husband has committed a crime	<ul style="list-style-type: none"> Cut off drugs exposure to children. Client could break away from drug addict husband. 	<ul style="list-style-type: none"> Social stigma. Parents-in-law would blame client. Children will miss father.
1.			
2.			
3.			

- What is the final recommended action?
(This part needs to be clear and concrete to be carried out effectively)

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Conversion to Code of Social Work Practice (CSWP) Format

The Centre's Clinical Practice Staff Working Committee facilitated weekly Social Service Net (SSNet) Café sessions from July to September 2016 for its caseworkers to focus on and support one other in the conversion of cases to the CSWP format. The committee also conducted tutorials to guide the caseworkers on the Bio-Psycho-Social-Spiritual (BPSS) Assessment Model and the Family and Adult Support Tool (FAST). With strong support from the management, supervisors and caseworkers, Rotary FSC

successfully achieved a 100% case conversion rate by October 2016, within the timeline given by MSF.

In addition, the committee embarked on reviewing standard operating procedures (SOPs) for various clinical practices to enhance and integrate Rotary FSC's internal processes with that of the CSWP format and SSNet. Furthermore, the committee reviewed the workflow for the application of the Straits Times School Pocket Money Fund (SPMF) and FSC ComCare Fund (FCF), as well as Case Transfers and Case Closures.

GROUP WORK

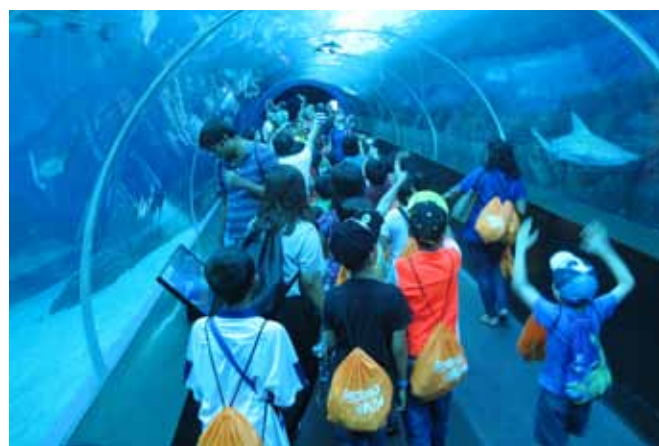


DiscoverHEROES! - Embark on a Drug-Free Journey

Organized during the school holidays, DiscoverHEROES! features engaging workshops and programmes for children to unearth their strengths and unleash their potentials. On 6 and 7 September 2016, 30 primary school children participated in Rotary FSC's third run of its Embark on a Drug-Free Journey day camp, to learn about the harmful effects of drug abuse. Using educational materials from the Central Narcotics Bureau's Singapore Anti-Drug Ambassador Activity 2016 booklets, the children participated in activities that empower them to take a drug-free route in life as well as inspire their family and friends to stay away from drugs. On the second day of the camp, the children visited various attractions on Sentosa, including the S.E.A. Aquarium™, as part of the Sentosa Development Corporation's annual corporate social responsibility initiative.



Children proudly displaying their certificate of participation



Enjoying their visit to the S.E.A. Aquarium™



Discovering how bread is made at Gardenia Bakery

DiscoverHEROES! - Food and You Workshop

On 19 December 2016, Rotary FSC conducted DiscoverHEROES! - Food and You, a pilot programme for 22 primary school children. They attended a workshop on nutrition, eating healthily, and preventing food wastage. They also toured Gardenia Bakery at the end of the workshop.



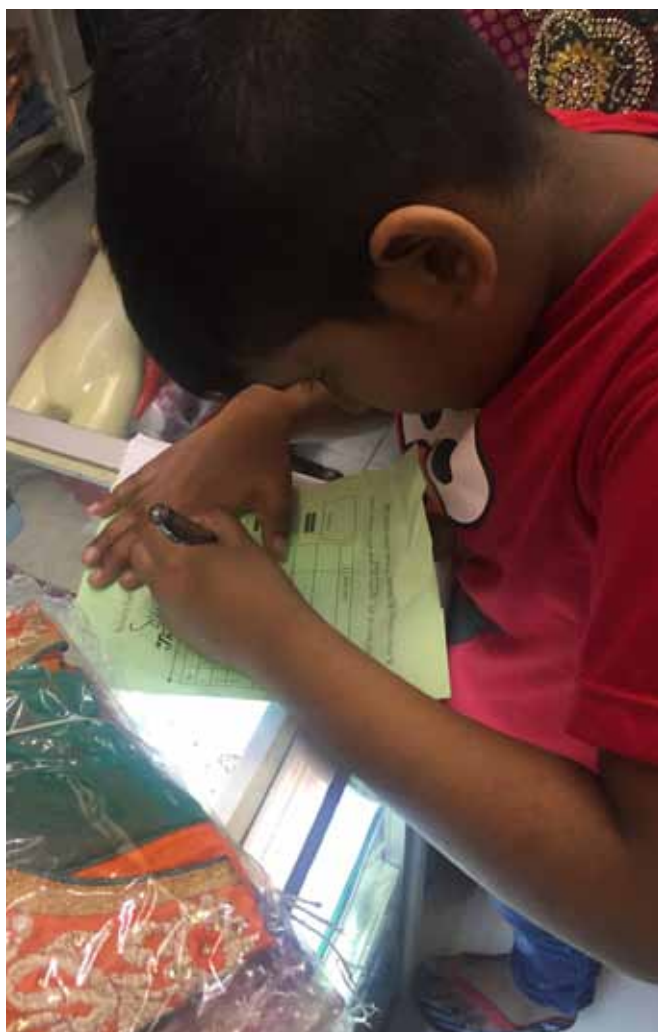
SuperFESTIVE! Chinese New Year 2017
edition - Families bonding at Big Box



SuperFESTIVE!

SuperFESTIVE! is an initiative by Rotary FSC to raise funds and spread festive cheer to children, aged 5 to 13, from low-income families with disadvantaged backgrounds. Beneficiaries receive a set of new clothes for the festive occasion they celebrate, and other items such as shoes, cookies and decorations.

As part of the programme, the children learn how to budget and set priorities through various fun activities with their families. The interactive programme allows



SuperFESTIVE! Deepavali 2016 edition -
A child learning budgeting skills

parents and caregivers to take a step back from their daily routine to create an environment that empowers independence in children. Through practising what they learn, the children and their caregivers also get to forge closer bonds with one another.

More than 70 children and their families benefited from three editions of SuperFESTIVE! this year - Deepavali 2016, Chinese New Year 2017, and Hari Raya Aidilfitri 2017. The FSC is continuously raising funds for SuperFESTIVE! so that children will not feel left out when celebrating festive seasons.

SuperMUMS!



Going strong, SuperMUMS! returned for its fifth run from 11 March to 20 May 2017. Rotary FSC's support group for single mothers, SuperMUMS! has encouraged and empowered many women since it began in 2013. As dreams instill hope in us all, 11 mothers participated in this year's seven group work sessions which groomed them to be 'Dreams Architects', ready to rebuild their dreams for tomorrow. This was achieved through therapeutic and psycho-educational activities that inspired the participants to overcome their challenges and fostered stronger informal support among them.

The activities were informed by the results of a needs assessment on single parents conducted in 2016. They addressed the top four challenges faced by single-parent families: financial, emotional and parenting issues, as well as the lack of formal and informal support. Two new financial-related activities were introduced to help them explore income-generating opportunities and strengthen their financial literacy. To celebrate the completion of the group work sessions, the mothers went to KidZania Singapore with their children, as a mother's dreams naturally involve her young ones.



SuperMUMS! and their children at KidZania Singapore, with Senior Social Worker Mr Peter Li Zhaojie (fourth from left) and Assistant Senior Social Worker Ms June Leo Ching Ching (first from right)

OUR SERVICES (AN OVERVIEW)



SuperME! - My Inner Iceberg

Participants engaging actively in the discussion



My Inner Iceberg is a group that was formed as part of Rotary FSC's SuperME! series of therapeutic programmes. The goal of the group was to foster growth and self-awareness in clients through the use of Virginia Satir's Iceberg Model. 10 clients participated in the eight sessions conducted by Senior Social Worker Ms Lim Re Har and Social Worker Ms Chey Siow Wei, from 20 April to 13 July 2017. The facilitators introduced the Iceberg Model to help the participants gain insight on challenges they faced. They also went through experiential activities such as family sculpting, the practice of mindfulness, and the analysis of the inner experience of individuals. Apart from the learnings, the participants established a sense of camaraderie, provided positive feedback about the programme, and expressed interest to participate in similar programmes in future.



Expressing their thoughts through art

COMMUNITY WORK

Rotary FSC networked with 26 agencies over the past year between 1 April 2016 and 31 March 2017:

Name of Agency	Name of Agency
Clementi Residents' Committee Zone 2	Jamiyah Singapore
Social Service Offices@Queenstown/Clementi/Jurong East	Singapore Anti-Narcotics Association (SANA)
South West Community Development Council	The YMCA of Singapore
Assessment & Shared Care Team (ASCAT), National University Hospital	Lions Befrienders
Clementi Community Centre	Catholic Junior College
Daughters of Tomorrow	SAGE Counselling Centre
Eden Centre for Adults	Bukit Timah Grassroots Members
Agora Recruitment Agency	SPD
Children's Wishing Well, Student Advisory Centre	Rotary Club of Tanglin
National Addictions Management Service (NAMS)	Rotary Club of Changi
West Coast Citizens' Consultative Committee	Rotary Club of Suntec City
Pioneer Generation Office	Rotary Club of Singapore
	Rotary Club of Marina City
	Rotary Club of Pandan Valley

Agency Visit by Youth Community and School Counselling Service, Caritas, Macau

Rotary FSC hosted a group of counsellors from the Youth Community and School Counselling Service of Caritas,

Macau, China, on 5 August 2016. This exchange provided a good platform for both agencies to understand and appreciate their experiences in delivering social services to their respective communities.

Counsellors from Youth Community and School Counselling Service of Caritas, Macau, China



OUR SERVICES (AN OVERVIEW)

Agency Visits by National University of Singapore (NUS) Students

The FSC hosted undergraduates from NUS' Department of Social Work on 19 September 2016 and 23 February 2017. Roles of Social Workers in the FSC as well as current social issues and challenges in the social service sector were among the topics discussed during the visits.



NUS Social Work students visiting
Rotary FSC in 2016

Outreach to Rotary Clubs

Rotary FSC reached out to six Rotary Clubs between January and April 2017. The networking sessions with Rotary Club of Tanglin, Rotary Club of Changi, Rotary Club of Suntec City, Rotary Club of Singapore, Rotary Club of Marina City and Rotary Club of Pandan Valley were aimed at canvassing funds for SuperSTUDENTS! - the Centre's latest initiative. Through these efforts, \$12,675.35 were collected for the SuperSTUDENTS! pilot. The sessions also provided opportunities to strengthen the camaraderie in the Rotary family, and encouraged members to contribute to the community through the Centre's programmes and activities.



Networking at Rotary Club of Suntec City



Networking at
Rotary Club of
Tanglin



Networking at Rotary
Club of Marina City



Anglo-Chinese Junior College (ACJC) Volunteers' Fair

On 28 February 2017, Social Worker Mr Billy Loh Rong Shun participated in ACJC's Volunteers' Fair to share with the students about Rotary FSC's services and volunteering opportunities.

Financial Prudency Talk for West Coast Residents

Rotary FSC was invited by West Coast Citizens' Consultative Committee to give a financial prudency talk in conjunction with their distribution of festive vouchers to Malay/

Muslim residents on 13 May 2017. Programme Executive Ms Stephanie Lai Yoke Fong shared tips on financial management to over 50 participants. A booth was also set up to introduce the Centre's services and programmes to the residents.



Sharing tips on financial management



Introducing Rotary FSC to the residents

OUR SERVICES (AN OVERVIEW)



Rotary FSC staff with SAIS Interact Club students and teachers

Presentation at Stamford American International School (SAIS)

SAIS invited Rotary FSC to present on its services and volunteering opportunities to its Interact Club members on 18 May 2017. The students expressed interest in performing community work with the FSC. At the end of the presentation, they pledged to donate \$1,000 to the FSC in support of its programmes.

Chinese Women's Association (CWA) Social Service Leaders Exchange Programme

Rotary FSC was one of the agencies in Singapore to host four Social Workers from Cambodia, China, Nepal and Philippines, under the CWA Social Service Leaders Exchange Programme (SSLEP), from 14 to 16 June 2017. Each Social

Worker was attached to a Senior Social Worker from the Centre to observe and understand the roles of FSC Social Workers in serving and addressing the needs of individuals and families requiring support in the community. The attachment also presented an opportunity for Rotary FSC staff to learn about the Social Work practice in other countries, and the challenges that their counterparts face in advocating for resources for their communities.



Social Workers on CWA SSLEP 2017 at Rotary FSC: (in back row) Ms Sheryl Mayol from the Philippines (third from left), Mr Dim Sophearin from Cambodia (fourth from left), and Ms Fan Jing Yi from China (sixth from left)

Not in picture: Ms Pushpa from Nepal

AN INCUBATOR FOR FUTURE HELPING PROFESSIONALS

Rotary FSC provides field placement opportunities to social work students from NUS, Singapore University of Social Sciences (SUSS) and Nanyang Polytechnic to fulfill their field placement requirement. These placements play an important role in training them to be Social Workers and Social Work Associates when they graduate.



"It was an interesting journey, as I had first-hand experience and exposure to Case Work, Counselling and Community Work. On top of that, I appreciated the supervision and mentoring given throughout the placement. It helped me gain insight on being a Social Worker."

**Ms Nur Dina Amalina Sahfuddin,
Bachelor of Social Work, SUSS**

"My 10 weeks at Rotary FSC were the most fulfilling part of my holidays. The exposure I gained here far exceeded my expectations and I really enjoyed my time. I met caring and supportive colleagues who guided me along the way, including caseworkers who showed me what is professionalism and dedication towards serving the clients. The experience was indeed rewarding and an eye-opener."

**Ms Seah Heng Yong,
Bachelor of Arts (major in Social Work), NUS**



"My time at Rotary FSC gave me a clearer understanding of how a community-based agency operates. This placement allowed me to apply what I learnt in school into practice, and helped me identify my strengths and weaknesses as a future Social Worker. I am immensely grateful for the strong support and multiple opportunities that my colleagues gave me during my time at the Centre."

**Mr Jeric Yim Jun Kang,
Bachelor of Arts (major in Social Work), NUS**

"Rotary FSC provided me with a great opportunity to understand the challenges of a Social Worker, the variety of clients, and the importance of working as a team. I was also able to apply theories and concepts when conducting assessments and planning interventions. I received a lot of support and guidance. At the same time, I was given the freedom to articulate my intervention plans, based on my assessment. I felt very included in the team as I was able to share my opinions openly without feeling insecure. All in all, Rotary FSC is an enriching and wonderful place to learn new skills and knowledge, as well as to work in."

**Ms Aarathanna Maria Mohan,
Bachelor of Social Work, SUSS**



OUR ACHIEVEMENTS AND KEY HIGHLIGHTS

LEADERSHIP ROLE IN THE CLEMENTI FAMILY VIOLENCE WORK GROUP (FVWG)

Rotary FSC was invited by MSF's Adult Protective Service to chair the Clementi FVWG for a two-year term starting May 2016. Senior Social Worker Ms Lim Re Har took up the Chairmanship of the work group, with Senior Social Worker Mr Peter Li Zhaojie supporting her in the role. The Clementi FVWG comprises personnel from MSF, the Singapore Police Force, hospitals, FSCs and other Social Service Organizations. It convenes on a bi-monthly basis, with different agencies taking turns to host the meetings.

The work group spearheads and plans joint regional activities to raise awareness of family violence and enhance service delivery. Feedback gathered from the workgroup has been consolidated and brought to a higher platform to address gaps in the system. Public education, case discussions and training sessions have also been conducted to raise awareness of family violence, review best practices and service gaps, as well as facilitate capability building amongst professionals.

COUNSELLING CONTRACT WITH MINISTRY OF EDUCATION (MOE) AND NUS

In July 2016, Rotary FSC signed a one-year contract with MOE to provide counselling to students from China, aged 17 to 19, who are on a scholarship programme at NUS. The students can receive counselling at Rotary FSC if they need it. Aside from helping the students adapt to Singapore's academic standards, counselling enables them to better adapt to the local culture and community.

NUS SCHOLARS' ORIENTATION SESSION AND MENTORS WORKSHOP

Rotary FSC was invited by NUS to conduct an orientation session for its 20th batch of scholars from China on 23 July 2016 and a mentoring workshop to train its student mentors on 13 May 2017. The orientation session provided students with information on living in Singapore and where to seek help, while the mentoring workshop equipped the mentors with skills to effectively care for students they are entrusted with.

Mr Billy Loh
Social Worker
Rotary Family Service Centre

Dear Billy

I would like to thank you for delivering a talk on students' mental health condition at the SM2 Batch 21st Mentor Workshop on 13th May 2017. Through the talk delivered by you, the new batch of mentors were able to identify the problems that their mentees may encounter in the future and the way to handle those problems. They learned about effective listening skills, differences between Singapore culture and the culture in China, and some common issues that the youth may face in their daily life.

During our session together, we were surprised by your interesting ice-breaker game and knew that our mentees are like the bottle that we have to think about some smooth method to deal with their overwhelming problems. We also learned the effective listening skills. We understood that listening is not just simple hearing - it involves many skills. For example, we should care about our posture and eye contact. You also explained several case studies to make us familiar with effective listening skills. Furthermore, you clarified the signs and symptoms of several mental health issues. It was quite meaningful and helpful for new mentors to know more about the signs as they would have the ability to identify such symptoms and help their mentees to get out of the disease. We also explored the difference between Singapore culture and the culture in China. For example, the language barrier between China and Singapore is huge as Chinese speaks Chinese and Singaporeans mainly speak English. At last, we discussed some common youth issues about pressure. We got to know that we are all under some kinds of pressure. The pressure can come from peers, family or academic performance. The way we solve them is critical as it may influence our life if we do not treat it with sincerity and honesty.

The informative talk that you delivered to us is informative and useful. Dr Emelyn Tan (SM2 Orientation in charge) and her team will invite you to deliver the mental wellness and adjustment talk (in Mandarin version for this round) to the newly arrived SM2 scholars in July-August 2017.

Thank you and best regards,

Tay Seng Chuan
Warden, Prince George's Park Residence

cc. Prof Bernard Tan (Vice Provost (Undergraduate Education), PVO)
Mr Amran Jamil, Executive Director, Rotary Family Service Centre
Mr Low Teck Keong, Principal Counsellor, Rotary Family Service Centre



Social Worker Mr Billy Loh Rong Shun
with NUS Scholars

Letter from NUS

NAMS @ Rotary Family Service Centre



COLLABORATION WITH NATIONAL ADDICTIONS MANAGEMENT SERVICE (NAMS)

NAMS was set up in the Institute of Mental Health (IMH) in 2008 with the support of the Ministry of Health to provide treatment for people with addictions. Starting from 18 October 2016, NAMS stationed a counsellor in Rotary FSC from 2pm to 6pm on every Tuesday to offer addiction consultation and screening services to heartlanders in the western region of Singapore. Since its commencement, NAMS@Rotary FSC has seen approximately 20 clients, with some of them attending counselling sessions with their family members. Problem gambling makes up the majority of the cases and most of the clients have been referred by the Addictions Helpline, NAMS clinic, and other community agencies.

NAMS@Rotary FSC provides counselling and psycho-education to help the clients, and ensures there is continuum of care and support through referrals to other community agencies. For example, clients referred to the NAMS Gambling Addiction Management through Education (GAME) Support Group in IMH, found it beneficial as it was a safe space for them to share their worries and grievances. Providing clients with a listening ear helps encourage them to be more receptive to seeking help. Community partnerships and collaborations such as this, help to bring much needed mental health services one step closer to heartlanders. It also creates greater awareness of avenues for help. Rotary FSC and NAMS look forward to many years of meaningful and fruitful partnership.

Starting from 18th October 2016, a NAMS counsellor will be stationed at Rotary FSC every Tuesday afternoon from 2pm to 6pm to offer addiction consultation and screening services*.

If you live in or near to the West and are keen to know more about addiction issues for yourself or someone you know, contact our Helpline today! Our counsellor will be available to speak to you at Rotary FSC in Clementi.



Rotary Family Service Centre

Blk 346 Clementi Avenue 5, #01-32, Singapore 120346



Call 6-RECOVER (6732 6837) to make an appointment



Every Tuesday, 2pm to 6pm. Meetings by appointment only!



No charges to speak to our counsellor

*For more comprehensive services, clients are encouraged to visit the NAMS Clinic at IMH or NAMS satellite clinic at Queenstown or Geylang.

**NATIONAL
ADDICTIONS
MANAGEMENT SERVICE**

OUR ACHIEVEMENTS AND KEY HIGHLIGHTS

NAN HUA PRIMARY SCHOOL (NHPS) - VALUES-IN-ACTION (VIA) PROGRAMME

A group of Primary 6 students from NHPS spent an afternoon with Rotary FSC's beneficiaries on 2 November 2016, engaging them in games and performances. Organized as part of the school's VIA programme, the students did all the planning, preparation, and execution of the activities with guidance from their teacher.



NHPS students performing a magic show for FSC's beneficiaries



Children selecting toys

TOY BUFFET 2016 BY FOOD FROM THE HEART (FFTH)

An initiative by FFTH, Toy Buffet is an annual carnival filled with fun, games, food treats, and a wide selection of toys. With the aim of delivering a message of hope, Toy Buffet ensures that every child experiences the joy of receiving toys. 14 children from Rotary FSC, aged 7 to 15, benefited from this community initiative held at Maris Stella Primary School on 11 November 2016.

KIDS' WORLD 2016 BY NANYANG TECHNOLOGICAL UNIVERSITY (NTU) WELFARE SERVICES CLUB

17 children from Rotary FSC participated in the day camp programme from 12 to 14 December 2016. The children engaged in various games and activities that raised awareness on saving the environment, the impact of climate change, and the importance of sustainable living habits. The children enjoyed the camp held at NTU campus which also comprised an excursion to Kranji Farm.



Learning sustainable living habits from young

STARS OF CHRISTMAS LUNCHEON BY OUE LIMITED

19 Rotary FSC beneficiaries and their families were treated to games and musical performances at a Christmas luncheon organized by OUE Limited as part of its corporate social responsibility initiative on 14 December 2016 at Mandarin Orchard Singapore. The afternoon ended on a merry note with a visit from Santa Claus who gave out presents to the children.



Families enjoying games and performances at the luncheon

COLLABORATION WITH SCHOOL OF CONCEPTS (SOC)

Rotary FSC collaborated with SOC to provide phonics lessons to pre-school children of the Centre's beneficiaries. The children enjoyed the classes conducted twice weekly from January to May 2017 at the FSC, and the parents were happy to see their children's literacy skills improve.



Children having fun at their phonics lesson

EMPLOYMENT FAIR BY AGORA RECRUITMENT AGENCY (ARA)

Rotary FSC co-organized an employment fair with ARA to offer a value-added service to the Centre's clients. 15 clients, who were seeking employment, participated in the event held on 5 April 2017 at Rotary FSC. To enhance the participants' skills in attending job interviews, ARA conducted a workshop on interview etiquette and dress code. All participants were given private consultations on their job preferences and expectations. They also filled in application forms and provided their resumes for job opportunities through the agency.



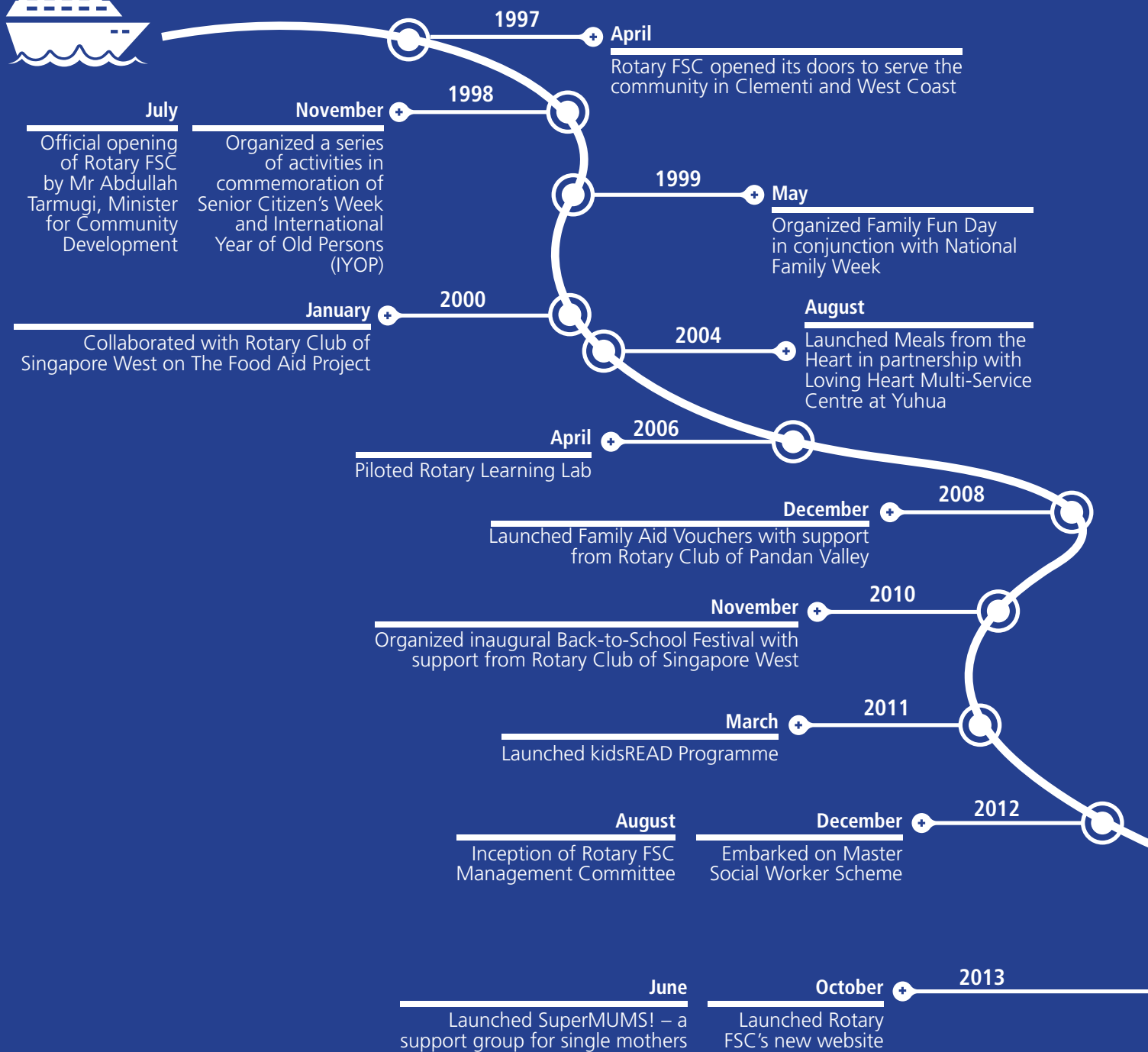
Participants getting tips on interview etiquette

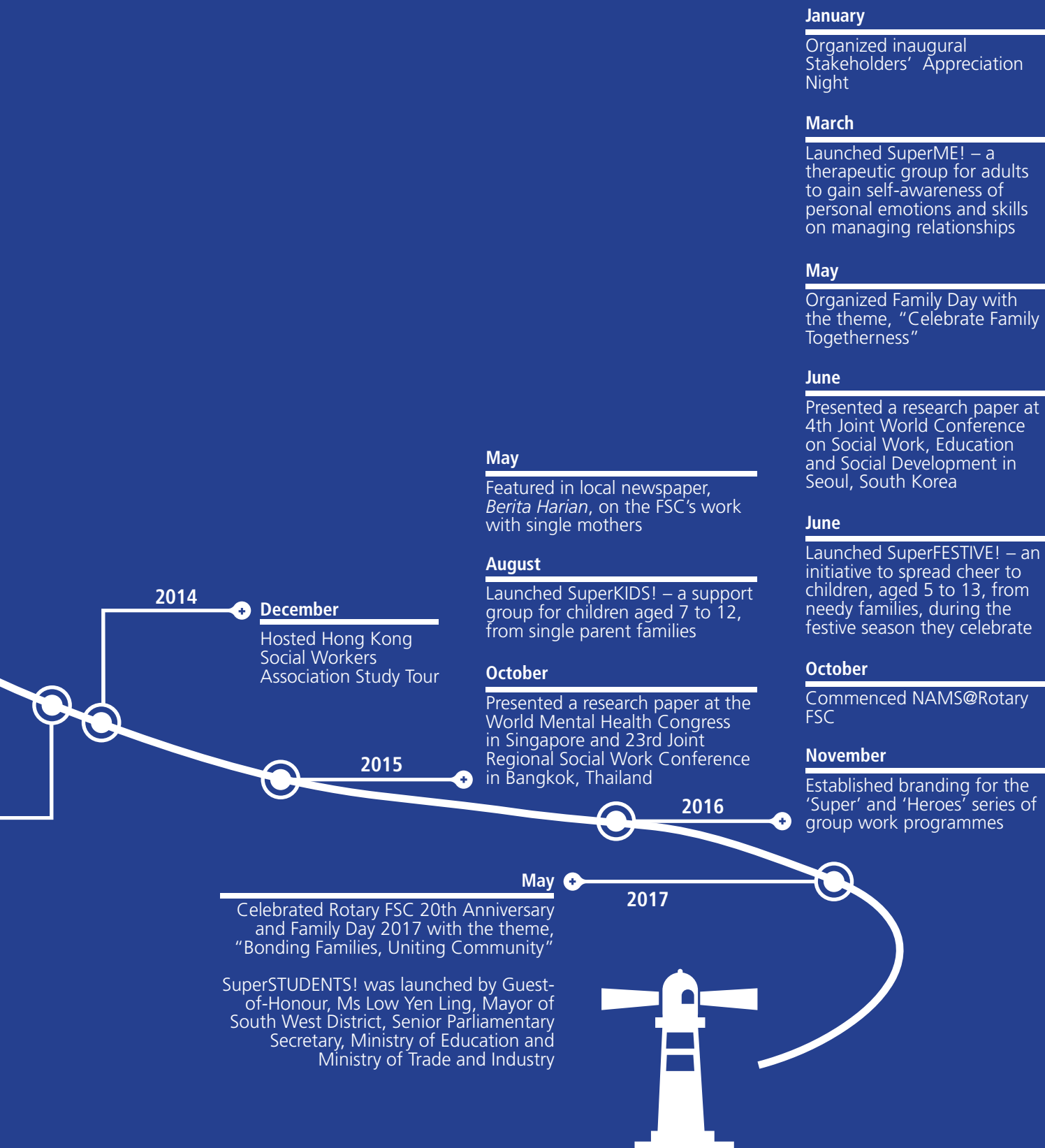
CAMP STEAM @ SOUTH WEST

Seven Rotary FSC beneficiaries, aged 10 to 12, attended Camp STEAM (Science, Technology, Engineering, Art and Maths) at the Singapore Science Centre (SSC) from 29 May to 2 June 2017. Organized by the SSC and South West Community Development Council, Camp STEAM brings together a community of young people and mentors to work on a project and exhibit their work at a showcase event.

The beneficiaries developed soft skills in project design, teamwork and leadership. They were also given opportunities to explore their creativity through various activities. After the camp, many of them aspired to be Camp STEAM Ambassadors so that they can mentor the next batch of campers.

OUR MILESTONES





**ROTARY FSC 20TH ANNIVERSARY
AND FAMILY DAY 2017**

Rotary FSC celebrated its 20th Anniversary and Family Day 2017 on 6 May with fun-filled activities for the whole family at West Coast Park.

Ms Low Yen Ling, Mayor of South West District and Senior Parliamentary Secretary for MOE and the Ministry of Trade and Industry, was the Guest-of-Honour for the event.

As part of the celebrations, Ms Low launched Rotary FSC's latest initiative - SuperSTUDENTS!

The initiative provides financial support to primary and secondary school children from low-income families and comprises bursaries for resilient children who perform well in their studies whilst coping with difficult circumstances at home. Presenting bursaries to 28 deserving students, Ms Low said that such efforts can only take place with support from sponsors, volunteers, and community partners. "We need the community to collaborate resources and capabilities to empower and build resilience in underprivileged children and families. The efforts of Rotary FSC alone is not enough. Just as 'it takes a village to raise a child', we need everyone to play a role in weaving a strong net of support for those at risk."

At the event, Ms Low also presented tokens of appreciation to Rotary FSC's donors, event sponsors, community partners, and volunteers.

“ I am confident Rotary FSC will continue to be a shining beacon for many years to come - guiding, caring and bringing hope to many families in the community. ”

Ms Low Yen Ling, Mayor of South West District and Guest-of-Honour at Rotary FSC 20th Anniversary and Family Day 2017

The launch of SuperSTUDENTS! was featured in local Malay newspaper, Berita Harian, on 8 May 2017.

Headline: New Initiative Acknowledges 'Super Students'



Title of Article:
SuperSTUDENT's
'Super' Determination



Launch of SuperSTUDENTS! by Mayor of South West District Ms Low Yen Ling (second from right), with Rotary FSC Management Committee Chairman Mr Yeo Chuen Eng (left) and Rotary FSC Executive Director Mr Amran Jamil (right)

SuperSTUDENTS!



SuperSTUDENTS! is an initiative that provides financial support to primary and secondary school children from low-income families. Launched at Rotary FSC 20th Anniversary and Family Day 2017, it comprises Bursary Awards, an Education Assistance Fund, and Back-to-School Bundles.

First, Bursary Awards recognize resilient children who despite experiencing challenges at home, have managed to do well in school. Second, the Education Assistance Fund aims to help beneficiaries beyond school-related expenses covered by the Straits Times SPMF. Third, the Back-to-School Bundles equip children from low-income families with schoolbags, stationeries and shoes as they prepare for a new academic year.

SuperSTUDENTS! received funding from SAIS, Rotary Club of Changi, Rotary Club of Singapore West, Rotary Club of Tanglin, and a donation from the other Singapore Rotary Clubs through surpluses from the World Understanding and Peace Day Dinner that they organized.

COMMUNITY HOME HELP NEEDS SURVEY

Summary of Results

Background

Rotary FSC has been supporting low-income families in Clementi and West Coast for years. However, we consistently find a lack of flexible jobs within the community to allow them to juggle competing family needs such as childcare or eldercare. The goal of this survey was to find out if there was a need for home help services in the community so that it could inform the planning of Rotary FSC services.

Research Method

Two rounds of door-to-door surveys were conducted. The first round was led by Rotary FSC staff and volunteers in November 2016; while the second was conducted in collaboration with Yale-NUS College students in February 2017. The surveys were administered to residents of blocks of flats around Clementi Avenue 4 and 5. Any adult over the age of 18, who was at home at the time of the survey, was interviewed.

All respondents were asked to indicate whether they needed home help services listed in the questionnaire, and whether they were interested in engaging FSC clients as service providers. In all, 448 people completed the questionnaires.

Summary of Findings

Among the respondents, 37.7% indicated a need for at least one of the home help services listed. Cleaning, plumbing, electrical work and babysitting were found to be the top four home help services needed by majority of the respondents. Most of them already engaged formal service providers to meet their needs; however one-fifth of all respondents showed interest in engaging services from FSC clients. Many of them were willing to pay a fair market rate in exchange for the services.

While conducting the survey, Rotary FSC also identified a few highly resourceful individuals in the community who were willing to share their expertise to support the Centre's work with disadvantaged families.

Follow Up

The findings of this Community Home Help Needs Survey will be shared with interested residents and Rotary FSC clients, and taken into consideration when planning Rotary FSC services in future.

The full report of this survey can be found at www.rotaryfsc.org.



Picking up litter along Kallang River

Rotary FSC is committed to contributing back to the community.

CORPORATE SOCIAL RESPONSIBILITY EVENT WITH WATERWAYS WATCH SOCIETY (WWS)

For its first corporate social responsibility initiative, the Centre partnered WWS on 30 September 2016 to keep the Kallang River clean by going on foot patrol to remove litter along the riverbanks and footpaths. Apart from raising awareness on the importance of a clean and sustainable environment, the activity gave Rotary FSC staff an opportunity to bond.

OUR STAFF DEVELOPMENT INITIATIVES



Bonding over an outing to Bukit Bendera in Penang

To foster teamwork, promote staff bonding, and strengthen the team's communication skills, Rotary FSC held its Corporate Team Building Exercise in Penang, Malaysia, from 20 to 22 October 2016.

CORPORATE TEAM BUILDING EXERCISE IN PENANG, MALAYSIA

Besides engaging in fun activities focused on enhancing the ability to work together, staff participated in a workshop on improving team communication.

As part of the team building exercise, the Centre's Clinical Practice Staff Working Committee facilitated a session to help the staff become more aware of how one's communication methods and coping stances may impact his or her relationship with others.



Raising awareness of one's coping stances through a skit





Rotary FSC's company dinner at Kintamani Indonesian Restaurant on 7 April 2017

BOOSTING MORALE THROUGH STAFF BONDING ACTIVITIES

In the effort to retain talent in the organization, Rotary FSC works continuously to cultivate and boost staff morale. The Staff Engagement Staff Working Committee organizes regular events such as outings and birthday celebrations to foster closer bonds among staff and enhance their ability to work well as a team.



Staff celebrating birthdays together every two months

"I had the opportunity to be in Findhorn, Scotland, from 21 to 27 January 2017, for a seven-day residential programme on the Seven-Eyed Model of Supervision. This supervision model is a framework that focuses on seven aspects of the therapeutic processes between the supervisee, client, supervisor, and the context."

.....

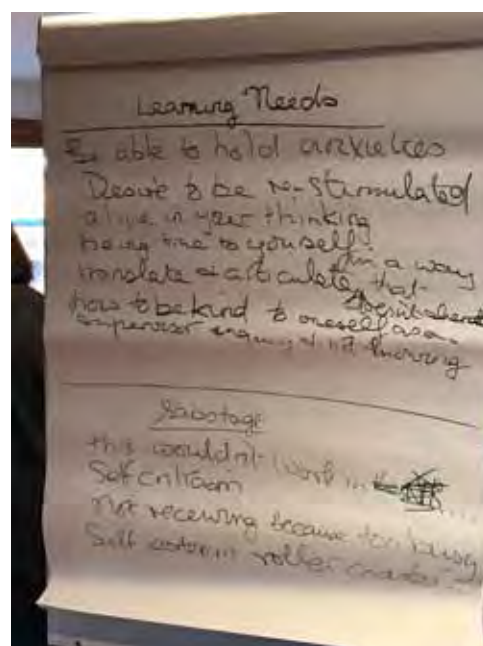
OVERSEAS TRAINING: SEVEN-EYED MODEL OF SUPERVISION

"In other words, there are seven modes (or eyes) through which supervisors can process work-related issues that their supervisees bring to them. The training was conducted by Ms Joan Wilmot, one of the founders of the model. With only seven participants, there was ample time to process, role-play, and discuss each of the seven modes. The group's small size and setting made it conducive for learning and reflection. The activities have shaped the way I view supervision and support my supervisees in processing the issues they bring to supervision, which in turn enhances their learning and their work with the clients."

Senior Social Worker Mr Peter Li Zhaojie's Reflections



Senior Social Worker Mr Peter Li Zhaojie (right) at the programme conducted by Ms Joan Wilmot (front row, second from left)



TRAINING ON FAMILY-BASED PRACTICE

The Rotary FSC team was excited and honoured to receive training on Family-Based Practice by Professor Joyce Ma and Mrs Monica Yau from Chinese University of Hong Kong (CUHK), from 26 to 28 April 2017.

A Social Worker by training, Professor Ma is a renowned Family Therapist, Clinical Supervisor and Practitioner-Researcher. Besides her teaching and research work at CUHK, Professor Ma is the Director of Family and Group Practice Research Centre under the Department of Social Work in CUHK, and the founder of Shengang Family Treatment Centre in Shenzhen, China. She also holds clinical positions in various international organizations in Family Therapy. Mrs Yau is a Professional Consultant for the Department of Social Work in CUHK. She is a trained Gestalt Therapist and an experienced manager of social welfare organizations. Together, Professor Ma and Mrs Yau are a formidable team with years of experience training social service practitioners in family-based work.



The training was inspiring, practical, and intellectually demanding at the same time. Professor Ma gave an excellent introduction to the theoretical basis of Family Work. This was followed by a 'live' session, supervision with recorded sessions, role plays, and a special workshop with the Centre's supervisors. Rotary FSC also invited Social Service Office@Clementi to participate in this training.

Feedback from the participants was very positive. Rotary FSC staff found the training immensely relevant to practice. They showed an increased interest to practise in a more systemic manner, with higher intention to see the whole family in their sessions. With such an encouraging response, Rotary FSC is planning for a long-term collaboration with Professor Ma's team.



(Front row) Professor Joyce Ma (fifth from left) and Mrs Monica Yau (fourth from left) from CUHK, with Rotary FSC staff

Rotary FSC is grateful for dedicated volunteers who spend their valuable time and effort in helping to conduct activities and programmes for the Centre's beneficiaries. They include:

Mdm Kok Tse Fong
Mdm Quek Molly
Mdm Supiati Binte Selamat
Mr David Preshant Thamboo
Mr Eng Jun Bin, Joshua
Mr Lim Beng Keong, Dexter
Mr Loo Wee Yeong, Arthur
Mr Mohammad Al-Haris
Mr Neil Gupta
Mr Sim Ser Ngarn
Ms Chan Ler Sin
Ms Huang Xindi
Ms Paulyn Leong Pui Ling
Ms Seonhee Choi
Ms Siti Sarah Binte Sururi
Ms Yim Si Tyng, Celeste



Ms Chan Ler Sin (third from left) receiving a token of appreciation from Ms Low Yen Ling, Mayor of South West District, at Rotary FSC's Family Day 2017

REFLECTIONS FROM VOLUNTEERS

"I learnt about Rotary FSC through my primary school as it is located in the Clementi area. I chose to volunteer here because I'm interested to find out more about the family sector. I volunteered for five months, helping to pack food rations and working with the Rotary FSC staff to design and develop a financial literacy board game.

It was fulfilling and enriching for me to volunteer as I gained knowledge in the work that Rotary FSC does to provide support to residents. It also allowed me to understand the lives of Rotary FSC's clients in greater depth."

Ms Chan Ler Sin



Mdm Quek Molly (second from left)



Ms Seonhee Choi (third from left)

"It was my daughter who told me about Rotary FSC. She encouraged me to go out and do some community work since I am retired. I helped to pack food rations and felt good because my time was well occupied. It was a worthwhile cause. I hope the recipients of the food rations were happy."

Mdm Quek Molly

"I met Social Workers, Mr Billy Loh and Ms Alice Koo, at a conference in Thailand, and found out about the programmes conducted at Rotary FSC. When I returned to Singapore, I registered as a volunteer. I like to volunteer with children, and helped out in SuperMUMS! which is a support group for single mothers. SuperMUMS! provides good group work and I enjoy being part of the programme."

Ms Seonhee Choi

ACKNOWLEDGEMENTS

TESTIMONIALS FROM CLIENTS AND SOCIAL WORKERS

"She Encourages Me to Fight On..."

"I've been meeting with Assistant Senior Social Worker, Ms June Leo, for almost two years and I really appreciate her. She has been with me all this while. Without her, I don't think I could have survived this long. Every day is a struggle for me. But, she encourages me a lot to fight on and go about my daily work. June has been looking into my medical consultations and bringing me to places that I'm unfamiliar with. She has given me her time unreservedly. This, I'll never forget. I wish all staff from Rotary FSC to take June as a role model. I hope she'll give me her very best for more years to come. Thank you, June!"

Ms Amanda*

"Amanda has been socially isolated for years. It's a privilege to be allowed into her life, to understand her struggles, and work together with her to overcome them. I admire Amanda's tenacity and resilience. I've learnt to be relentless and unyielding to rejections. The interactions with Amanda are nothing less than inspiring. It is also gratifying to see Amanda growing stronger through the years and receiving the services that she needs. The work is yet finished. With Amanda's fortitude, I have faith that we can achieve her goals together!"

Assistant Senior Social Worker Ms June Leo Ching Ching

"Every Individual's Strength is a Motivating Factor for Change..."

"I have been assisted by Rotary FSC for about three years. Rotary FSC really helps to ease our problem of childcare fees and how to manage the kids. My caseworker really did a great job and I truly appreciate it. She has helped me out a lot and my children enjoy all the activities organized by the FSC. Whenever I have a problem, I will think of talking to my caseworker, Ms Nur Hamizah."

Mdm Lee*

"Mdm Lee's journey has been arduous, but fruitful. I have watched her struggle, yet I also see in her a strong resilience in wanting to help her family. She faces her challenges head on and tries every means to do what she can for her family. The therapeutic relationship between Mdm Lee and I has allowed me to witness her grow as an individual, and experience personal development as a caseworker. It has taught me that every individual's strength is a motivating factor for change. I am proud of how far Mdm Lee has

come. I am also thankful that she gave me the opportunity to support her along the journey."

Social Work Associate Ms Nur Hamizah Abdul Rahim

"...He Has a Good Listening Ear..."

"I have been meeting Senior Social Worker, Mr Peter Li Zhaojie, for two years and it has been very fruitful. I am not the kind to confide in anybody. In fact, I don't even confide in my parents. I definitely will not confide in my kids. And, I do not confide much in my spouse because we have too much conflict. Before he came into the picture, I did not have anybody to talk to in depth. There was superficial sharing with my buddies and they had their own problems. Not everybody is willing to sit down and listen to you share issues. Sometimes by sharing, a person can analyze what is happening to himself, and probably make better decisions to move on. I can get guidance from him and know he won't impose his views. He might share his opinion, but he has a good listening ear, which is very important for me. Life has been quite stressful these couple of years, I hope to turn things around. That is why I will try to be here for every session that we schedule."

Mr Jonathan*

"I think that Jonathan's recovery comes from his commitment to seek help to resolve the issues he is facing in his personal and family environment. From his sharing, Jonathan has demonstrated the struggles that people typically face when they do not have a supportive environment to offer them a listening ear, as well as a safe and trusting space to work through their issues. The very fact that issues are personal could already make individuals feel ashamed or embarrassed to sound out for help. Contrary to being weak, a person requires courage to acknowledge that he needs to seek help and express his 'vulnerability' when meeting a professional at the FSC. While the Centre provides a safe and supportive environment for our clients to work on their issues, the resolution usually happens with their commitment and openness to the process of change. It has been a privilege for me to journey with Jonathan through the issues he is facing and to facilitate his growth during the process of change."

Senior Social Worker Mr Peter Li Zhaojie

*Names have been changed to protect the clients' identity

APPRECIATION TO FUNDERS, SPONSORS AND DONORS

Rotary FSC would like to extend its heartfelt thanks and gratitude to the following persons and organizations for their kind funding, sponsorships and donations for the year ending 30 June 2017.

We also want to extend our sincere appreciation to donors who requested anonymity. Great care was taken to make this report as accurate as possible. We apologize if anyone was mistakenly omitted or incorrectly listed.

- Agora Recruitment Agency
- Boys' Brigade Share-A-Gift 2016
- Breast Cancer Foundation
- Canon Singapore Pte Ltd
- Charisma D'Venue
- Clementi 2016 National Day Dinner Committee
- Clementi Community Centre
- Clementi Lunar New Year Dinner 2017 Working Committee
- Dell Global B.V. (Singapore Branch)
- Donaldson & Burkinshaw LLP
- Donors from the other Rotary Clubs through the World Understanding and Peace Day Dinner
- ExxonMobil Asia Pacific Pte Ltd
- Food from the Heart
- Foundation of Rotary Clubs (Singapore) Ltd
- Galaxy Insurance Consultants Pte Ltd
- Gardenia Foods (Singapore) Pte Ltd
- HDB GRAINS 2016
- Jamiyah Singapore
- JEM
- Khong Guan Biscuit Factory (Singapore) Pte Ltd
- LAUD Architects Pte Ltd
- Lee Foundation
- Mdm Constance Low
- Mdm Soh Xuan Yi
- Mechanical and Aerospace Engineering (MAE) Club of Nanyang Technological University (NTU)
- Ministry of Social and Family Development (MSF)
- Mr Ho Puck Chew
- Mr Lim Kok Boon and Ms Stephanie
- Mr Yeo Chuen Eng and Ms Chiam Kwee Mui
- Mrs Lee Siew Chin
- Ms Ang Woon Keow
- Ms Chiang Shiu Fang
- Ms Chong Cai Ying Carol
- Ms Grace Yeo
- Ms Hwan Yee Shan
- Ms Jaclyn Bong Hui Mi
- Ms Liang Ming Hui
- Ms Linda Tan-Gomes
- Ms Maria Platt
- Ms Metta Amanda
- Ms Queenie Chia
- Ms Shanon Lee
- Ms Tarvinder Kaur
- Ms Vivien Khong
- Nan Hua Primary School
- National Addictions Management Service (NAMS)
- National Council of Social Service (NCSS)
- OUE Limited
- Pu Zhao Chan Si Temple
- Rotary Club of Changi – Dr Gong Ing San
- Rotary Club of Changi – Mr Anthony Lim Seng Chye
- Rotary Club of Changi – Mr Ho Lik Khui
- Rotary Club of Changi – Mr Tan Eng Hoe
- Rotary Club of Garden City – Mr Chew Phak Heng
- Rotary Club of Raffles City
- Rotary Club of Singapore West – Heritage Socap Pte Ltd
- Rotary Club of Singapore West – Mr Andy Kelana
- Rotary Club of Singapore West – Mr Dilip Vasant Paddidri
- Rotary Club of Singapore West – Mr Goh Chye Lee
- Rotary Club of Singapore West – Mr Lee Kiam Seng
- Rotary Club of Singapore West – Mr Ong Chong Hien
- Rotary Club of Singapore West – Mr Tony Yik Nan
- Rotary Club of Singapore West – Mr Yong Chee Thiam
- Rotary Club of Tanglin
- Rotary Club of Tanglin – Dr Tan Hsien Liang Terence
- Rotary Club of Tanglin – Mr Assam Masood
- Rotary Club of Tanglin – Mr Junaid Marvi
- Rotary Club of Tanglin – Mr Khushroo Dastur
- Rotary Club of Tanglin – Mr Kor Swee Yong
- Rotary Club of Tanglin – Mr Lee Wan Wan
- Rotary Club of Tanglin – Mr Lim Poh Hock
- Rotary Club of Tanglin – Mr Ngan Kee Leong
- Rotary Club of Tanglin – Mr Odd Einar Avrbakken
- Rotary Club of Tanglin – Mr Ong Chin Leong
- Rotary Club of Tanglin – Mr Prem Xavier Raj
- Rotary Club of Tanglin – Mr Quek Tse Kwang
- Rotary Club of Tanglin – Mr Raja Kumar s/o Thamby Rajah
- Rotary Club of Tanglin – Mr T. Thirumoorthy
- Rotary Club of Tanglin – Mr Tong Kok Chiang
- School of Concepts Pte Ltd
- Sentosa Development Corporation
- SINDA Family Service Centre
- Singapore Science Centre
- Singapore Tamil Community (STC)
- Singapore Totalisator Board
- South West Community Development Council
- Stamford American International School (SAIS)
- The Straits Times School Pocket Money Fund
- Virtual HR Pte Ltd
- Volunteer Management, Welfare Services Club of Nanyang Technological University (NTU)
- WE CARE Community Services Ltd
- Your Petal Market

ACKNOWLEDGEMENTS

A WORD OF THANKS

We thank the following individuals, committees, and organizations for contributing to the production of this Annual Report:

- Rotary Family Service Centre Management Committee and Foundation of Rotary Clubs (Singapore) Ltd
- The Ethics Staff Working Committee, Outreach and Networking Staff Working Committee, and Staff Engagement Staff Working Committee for the articles
- The Clinical Practice Staff Working Committee, especially Senior Social Worker Ms Lim Re Har, for the articles
- The Outcome Management and Compliance Staff Working Committee, especially Social Worker Ms Chey Siow Wei, for collating the statistics for analysis, checking them for accuracy, and writing the articles
- The Research and Development Staff Working Committee, especially Senior Social Worker Ms Alice Koo Ngar Shan and Assistant Senior Social Worker Ms June Leo Ching Ching, for conducting research and reporting the research findings
- Staff members, clients, students, and volunteers for their article contributions
- The Editorial Team comprising Programme Executive Ms Stephanie Lai Yoke Fong and Programme Coordinator Ms Cynthia Paulchamy, for contributing articles, collating the information and materials, and coordinating the publication of this Annual Report
- Most importantly, all Rotary FSC Staff for supporting one another in the journey to make a difference in the lives of the people in the community we serve

ROTARY FAMILY SERVICE CENTRE

A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LIMITED

(Registered in Singapore under the Companies Act, Chapter 50 and Charities Act, Cap 37)
(Unique Entity No: 199300813R)

Statement by the Management Committee and Financial Statements

Reporting Year Ended 30 June 2017

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Business Advisors to Growing Businesses



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ROTARY FAMILY SERVICE CENTRE

Statement by the Management Committee

In the opinion of the Management Committee,

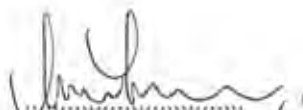
- (a) the accompanying financial statements of Rotary Family Service Centre (the "Centre") are drawn up so as to give a true and fair view of the financial position of the Centre as at 30 June 2017 and the financial activities, changes in funds and cash flow of the Centre for the reporting year then ended; and
- (b) at the date of this statement, there are reasonable grounds to believe that the Centre will be able to pay its debts as and when they fall due.

The Management Committee approved and authorised these financial statements for issue.

On Behalf of the Management Committee



Yeo Chuen Eng
Chairman



See Mee Lee
Honorary Treasurer

26 September 2017

**Independent Auditor's Report to the Management Committee of
ROTARY FAMILY SERVICE CENTRE**

RSM Chio Lim LLP

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Report on the audit of the financial statements

Opinion

We have audited the financial statements of Rotary Family Service Centre (the "Centre"), which comprise the statement of financial position as at 30 June 2017, and the statement of financial activities, statement of changes in funds and statement of cash flows for the reporting year then ended, and notes to the financial statement, including a summary of significant accounting policies.

Rotary Family Service Centre is a division of Foundation of Rotary Clubs (Singapore) Ltd (FRCS) and it is not a separately incorporated legal entity. The accompanying financial statements have been prepared from the records of Rotary Family Service Centre and reflect only transactions recorded therein.

In our opinion, the accompanying financial statements of the Centre are properly drawn up in accordance with the provisions of the Charities Act, Chapter 37, Financial Reporting Standards in Singapore (FRSs) and other relevant regulations (the Charities Act and Regulations) so as to give a true and fair view of the financial position of the Centre as at 30 June 2017 and of the financial activities, changes in funds and cash flows of the Centre for the reporting year ended on that date.

Basis for opinion

We conducted our audit in accordance with Singapore Standards on Auditing (SSAs). Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Centre in accordance with the Accounting and Corporate Regulatory Authority (ACRA) Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities (ACRA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

Management is responsible for the other information. The other information comprises the information included in the annual report but does not include the financial statements and our auditor's report thereon. The annual report is expected to be made available to us after the date of this auditor's report.

Our opinion on the financial statements does not cover the other information and we will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance and take appropriate actions in accordance with SSAs.

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Independent Auditor's Report to the Management Committee of ROTARY FAMILY SERVICE CENTRE

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Responsibilities of Management Committee for the financial statements

Management is responsible for the preparation of the financial statements that give a true and fair view in accordance with the provisions of the Charities Act and Regulations and FRSs, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair financial statements and to maintain accountability of assets.

In preparing the financial statements, management is responsible for assessing the Centre's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Centre or to cease operations, or has no realistic alternative but to do so.

Management Committee is responsible for overseeing the Centre's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- a) Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- b) Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Centre's internal control.
- c) Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

**Independent Auditor's Report to the Management Committee of
ROTARY FAMILY SERVICE CENTRE**

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Auditor's responsibilities for the audit of the financial statements (cont'd)

- d) Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Centre's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Centre to cease to continue as a going concern.
- e) Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**Independent Auditor's Report to the Management Committee of
ROTARY FAMILY SERVICE CENTRE**

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Report on other legal and regulatory requirements

In our opinion:

- (a) The accounting and other records required to be kept by the Centre have been properly kept in accordance with the provisions of the Companies Act and, the Charities Act and Regulations.

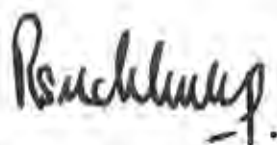
During the course of our audit, nothing has come to our attention that causes us to believe that during the year:

- (a) the Centre has not used the donation moneys in accordance with its objectives as required under Regulation 11 of the Charities (Institutions of a Public Character) Regulations; and
- (b) the Centre has not complied with the requirements of Regulation 15 of the Charities (Institutions of a Public Character) Regulations.

Other matters

The financial statements for the reporting year ended 30 June 2016 were audited by other independent auditor whose report dated 30 September 2016 expressed an unqualified opinion on those financial statements.

The engagement partner on the audit resulting in this independent auditor's report is Chan Sek Wai.



RSM Chio Lim LLP
Public Accountants and
Chartered Accountants
Singapore

26 September 2017

Engagement partner – effective from reporting year ended 30 June 2017

ROTARY FAMILY SERVICE CENTRE

Statement of Financial Activities For the Reporting Year Ended 30 June 2017

	Restricted	Restricted						
		Lee Foundation – Financial Assistance Fund \$	School Pocket Money Fund \$	FSC Comcare Fund \$	RFSC SuperStudents Fund \$	Community Chest Haze Fund \$	Sub Total \$	Total \$
Incoming Resources:								
Government grant	4	1,421,106	–	–	–	–	–	1,421,106
Other grants	5	547,258	–	–	11,675	–	25,595	572,853
Donations		8,429	–	–	2,000	–	47,786	56,215
Income from programmes		8,062	–	–	–	–	–	8,062
Other miscellaneous income	6	2,149	–	–	–	–	–	2,149
Total incoming resources		1,987,004	45,786	–	13,675	–	73,381	2,060,385
Resources Expended:								
Programme expenses		39,236	–	3,015	11,200	–	73,595	112,831
Depreciation	10	18,411	–	–	–	–	–	18,411
Operating lease expenses		15,864	–	–	–	–	–	15,864
Maintenance expenses		52,652	–	–	–	–	–	52,652
Employee benefits expenses	7	1,510,255	–	–	–	–	–	1,510,255
Professional fee		40,878	–	–	–	–	–	40,878
Administrative costs		30,444	–	–	–	–	–	30,444
Goods and Service Tax		8,791	–	–	–	–	–	8,791
Total resources expended		1,716,531	44,220	3,015	11,200	–	73,595	1,790,126
Net surplus (deficit)		270,473	1,566	(3,015)	2,475	–	(214)	270,259
Balance at 1 July 2016		1,954,575	5,501	8,218	–	872	22,551	1,977,126
Balance as at 30 June 2017		2,225,048	7,067	5,203	2,475	872	22,337	2,247,385

The accompanying notes form an integral part of these financial statements.

ROTARY FAMILY SERVICE CENTRE

Statement of Financial Activities For the Reporting Year Ended 30 June 2016

	Restricted	Restricted					
		Lee Foundation – Financial Assistance Fund \$	School Pocket Money Fund \$	FSC Comcare Fund \$	(Reclassified) Community Chest Haze Fund \$	Sub Total \$	Total \$
Incoming Resources:							
Government grant	4	1,476,450	-	10,240	-	10,240	1,486,690
Other grants	5	639,915	-	-	-	14,580	654,495
Donations		7,912	45,734	-	-	45,734	53,646
Income from programmes		6,306	-	-	-	-	6,306
Other miscellaneous income	6	9,356	-	-	-	-	9,356
Total incoming resources		2,139,939	45,734	10,240	-	70,554	2,210,493
Resources Expended:							
Programme expenses		28,225	63,070	5,307	128	84,075	112,300
Depreciation	10	22,340	-	-	-	-	22,340
Operating lease expenses		15,949	-	-	-	-	15,949
Maintenance expenses		46,852	-	-	-	-	46,852
Employee benefits expenses	7	1,755,665	-	-	-	-	1,755,665
Professional fee		10,113	-	-	-	-	10,113
Administrative costs		37,501	-	-	-	-	37,501
Goods and Service Tax		5,775	-	-	-	-	5,775
Total resources expended		1,922,420	63,070	5,307	128	84,075	2,006,495
Net surplus (deficit)		217,519	(17,336)	4,933	(128)	(13,521)	203,998
Balance at 1 July 2015		1,737,056	22,837	3,285	1,000	36,072	1,773,128
Balance as at 30 June 2016		1,954,575	5,501	8,218	872	22,551	1,977,126

The accompanying notes form an integral part of these financial statements.

ROTARY FAMILY SERVICE CENTRE

Statement of Financial Position As at 30 June 2017

	Notes	2017 \$	2016 \$
ASSETS			
<u>Non-current assets</u>			
Plant and equipment	10	32,757	51,168
Total non-current assets		<u>32,757</u>	<u>51,168</u>
<u>Current assets</u>			
Other receivables	11	131,828	100,166
Other assets	12	12,671	13,937
Cash and cash equivalents	13	2,259,474	2,029,809
Total current assets		<u>2,403,973</u>	<u>2,143,912</u>
Total assets		<u>2,436,730</u>	<u>2,195,080</u>
FUNDS AND LIABILITIES			
<u>Restricted funds</u>			
Accumulated funds for exclusive use of RFSC	14	<u>2,225,048</u>	<u>1,954,575</u>
<u>Other restricted funds</u>			
Lee Foundation – Financial Assistance Fund		6,720	7,960
School Pocket Money Fund		7,067	5,501
FSC Comcare Fund		5,203	8,218
RFSC Superstudents Fund		2,475	–
Community Chest Haze Fund		872	872
Total other restricted funds	15	<u>22,337</u>	<u>22,551</u>
Total funds		<u>2,247,385</u>	<u>1,977,126</u>
<u>Current liabilities</u>			
Other payables	17	<u>189,345</u>	<u>217,954</u>
Total liabilities		<u>189,345</u>	<u>217,954</u>
Total funds and liabilities		<u>2,436,730</u>	<u>2,195,080</u>

The accompanying notes form an integral part of these financial statements.

ROTARY FAMILY SERVICE CENTRE

Statement of Changes in Funds For the Reporting Year Ended 30 June 2017

	RESTRICTED	RESTRICTED						
		Lee Foundation – Financial Assistance Fund \$	School Pocket Money Fund \$	FSC Comcare Fund \$	RFSC SuperStudents Fund \$	(Reclassified) Community Chest Haze Fund \$	Sub Total \$	Total \$
Current year:								
Opening balance at 1 July 2016	Accumulated Fund \$	7,960	5,501	8,218	–	872	22,551	1,977,126
Net surplus (deficit)		(1,240)	1,566	(3,015)	2,475	–	(214)	270,259
Balance as at 30 June 2017		6,720	7,067	5,203	2,475	872	22,337	2,247,385
Prior year:								
Opening balance at 1 July 2015		8,950	22,837	3,285	–	1,000	36,072	1,773,128
Net surplus (deficit)		(990)	(17,336)	4,933	–	(128)	(13,521)	203,998
Balance as at 30 June 2016		7,960	5,501	8,218	–	872	22,551	1,977,126

The accompanying notes form an integral part of these financial statements.

Statement of Cash Flows
For the Reporting Year Ended 30 June 2017

	<u>2017</u> \$	<u>2016</u> \$
<u>Cash flows from operating activities</u>		
Net surplus for the reporting year	270,259	203,998
Adjustments for:		
Depreciation of plant and equipment	18,411	22,340
Interest income	(1,626)	(1,002)
Operating cash flow before changes in working capital	<u>287,044</u>	<u>225,336</u>
Other receivables	(31,662)	30,069
Other assets	1,266	7,741
Other payables	(28,609)	167,914
Cash restricted in use	1,214	12,521
Net cash flows from operating activities	<u>229,253</u>	<u>444,581</u>
<u>Cash flows from investing activities</u>		
Purchase of plant and equipment	–	(17,913)
Interest received	1,626	1,002
Net cash flows from/ (used in) investing activities	<u>1,626</u>	<u>(16,911)</u>
Net increase in cash and cash equivalents	230,879	427,670
Cash and cash equivalents, cash flow statement, beginning balance	<u>2,007,258</u>	<u>1,579,588</u>
Cash and cash equivalents, cash flow statement, ending balance (Note 13A)	<u>2,238,137</u>	<u>2,007,258</u>

The accompanying notes form an integral part of these financial statements.

ROTARY FAMILY SERVICE CENTRE

Notes to the Financial Statements 30 June 2017

1. General

The Rotary Family Service Centre (the "Centre") is a division of Foundation of Rotary Clubs (Singapore) Ltd ("FRCS"), a foundation incorporated as a company limited by guarantee. FRCS is also a charity registered under the Charities Act, Cap 37. It is an approved Institution of Public Character.

The Centre is not a separately incorporated legal entity. The accompanying financial statements have been prepared from the records of the Centre and reflect only transactions recorded therein.

The financial statements are presented in Singapore dollars.

The principal activities of the Centre consist of rendering welfare services and community care.

The financial statements of Centre for the reporting year ended 30 June 2017 are authorised for issuance by the Management Committee on the date of the statement by the Management Committee.

The registered office address is: 133 New Bridge Road #04-03, Chinatown Point, Singapore 059413. The Centre is situated in Singapore.

The administration office and principal place of operation of the Centre is located at 346 Clementi Avenue 5 #01-32, Singapore 120346.

Accounting convention

The financial statements have been prepared in accordance with the Financial Reporting Standards in Singapore ("FRS") and the related Interpretations to FRS ("INT FRS") as issued by the Singapore Accounting Standards Council and the Companies Act, Chapter 50. The financial statements are prepared on a going concern basis under the historical cost convention except where an FRS requires an alternative treatment (such as fair values) as disclosed where appropriate in these financial statements. The accounting policies in FRSs may not be applied when the effect of applying them is immaterial. The disclosures required by FRSs need not be provided if the information resulting from that disclosure is not material. Other comprehensive income comprises items of income and expense (including reclassification adjustments) that are not recognised in the income statement, as required or permitted by FRS. Reclassification adjustments are amounts reclassified to profit or loss in the income statement in the current period that were recognised in other comprehensive income in the current or previous periods.

1. General (cont'd)

Basis of preparation of the financial statements

The preparation of financial statements in conformity with generally accepted accounting principles requires the management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting year. Actual results could differ from those estimates. The estimates and assumptions are reviewed on an ongoing basis. Apart from those involving estimations, management has made judgements in the process of applying the Centre's accounting policies. The areas requiring management's most difficult, subjective or complex judgements, or areas where assumptions and estimates are significant to the financial statements, are disclosed at the end of this footnote, where applicable.

2. Significant accounting policies and other explanatory information

2A. Significant accounting policies

Income recognition

Income including donations, gifts and grants that provide core funding or are of general nature are recognised where there is (a) entitlement (b) certainty and (c) sufficient reliability of measurement. Such income is only deferred when: the donor specifies that the grant or donation must only be used in future accounting periods; or the donor has imposed conditions which must be met before the Centre has unconditional entitlement.

(a) Grants

Grants to cover a particular expenditure or programme are accounted for as incoming resources upon receipt of notification of the grant award, which normally coincides with the year when the related expenses, for which the grant is intended to cover, are incurred. A government grant is recognised at fair value when there is reasonable assurance that the conditions attaching to it will be complied with and that the grant will be received. Grants are recognised as income to match them with the related costs that they are intended to compensate.

(b) Donations

Income from donations are accounted for when received, except for committed donations that are recorded when the commitments are signed.

(c) Fund raising

Income from special fund-raising events is recognised when the event takes place.

(d) Interest income

Interest income is recognised on a time-proportion basis using the effective interest rate that takes into account the effective yield on the asset.

2. Significant accounting policies and other explanatory information (cont'd)

2A. Significant accounting policies (cont'd)

Employee benefits

Contributions to a defined contribution retirement benefit plan are recorded as an expense as they fall due. The entity's legal or constructive obligation is limited to the amount that it is obligated to contribute to an independently administered fund (such as the Central Provident Fund in Singapore, a government managed defined contribution retirement benefit plan). For employee leave entitlement the expected cost of short-term employee benefits in the form of compensated absences is recognised in the case of accumulating compensated absences, when the employees render service that increases their entitlement to future compensated absences; and in the case of non-accumulating compensated absences, when the absences occur. A liability for bonuses is recognised where the entity is contractually obliged or where there is constructive obligation based on past practice.

Income tax

As a charity, FRCS is exempt from tax on income and gains falling within section 13U(1) of the Income Tax Act to the extent that these are applied to its charitable objects. No tax charges have been imposed on FRCS and the Centre.

Foreign currency transactions

The functional currency is the Singapore dollar as it reflects the primary economic environment in which the Centre operates. Transactions in foreign currencies are recorded in the functional currency at the rates ruling at the dates of the transactions. At each end of the reporting year, recorded monetary balances and balances measured at fair value that are denominated in non-functional currencies are reported at the rates ruling at the end of the reporting year and fair value measurement dates respectively. All realised and unrealised exchange adjustment gains and losses are dealt with in statement of financial activities except when recognised in other comprehensive income and if applicable deferred in funds such as for qualifying cash flow hedges. The presentation is in the functional currency.

2. Significant accounting policies and other explanatory information (cont'd)

2A. Significant accounting policies (cont'd)

Plant and equipment

Depreciation is provided on a straight-line basis to allocate the gross carrying amounts of the assets less their residual values over their estimated useful lives of each part of an item of these assets. The annual rates of depreciation are as follows:

Renovations	-	10%
Plant and equipment	-	20% to 33%

An asset is depreciated when it is available for use until it is derecognised even if during that period the item is idle. Fully depreciated assets still in use are retained in the financial statements.

Plant and equipment are carried at cost on initial recognition and after initial recognition at cost less any accumulated depreciation and any accumulated impairment losses. The gain or loss arising from the derecognition of an item of plant and equipment is measured as the difference between the net disposal proceeds, if any, and the carrying amount of the item and is recognised in statement of financial activities. The residual value and the useful life of an asset is reviewed at least at each end of the reporting year and, if expectations differ significantly from previous estimates, the changes are accounted for as a change in an accounting estimate, and the depreciation charge for the current and future periods are adjusted.

Cost also includes acquisition cost, borrowing cost capitalised and any cost directly attributable to bringing the asset or component to the location and condition necessary for it to be capable of operating in the manner intended by management. Subsequent costs are recognised as an asset only when it is probable that future economic benefits associated with the item will flow to the entity and the cost of the item can be measured reliably. All other repairs and maintenance are charged to statement of financial activities when they are incurred.

Leases

Leases where the lessor effectively retains substantially all the risks and benefits of ownership of the leased assets are classified as operating leases. For operating leases, lease payments are recognised as an expense in statement of financial activities on a straight-line basis over the term of the relevant lease unless another systematic basis is representative of the time pattern of the user's benefit, even if the payments are not on that basis. Lease incentives received are recognised in statement of financial activities as an integral part of the total lease expense.

2. Significant accounting policies and other explanatory information (cont'd)

2A. Significant accounting policies (cont'd)

Impairment of non-financial assets

Irrespective of whether there is any indication of impairment, an annual impairment test is performed at the same time every year on an intangible asset with an indefinite useful life or an intangible asset not yet available for use. The carrying amount of other non-financial assets is reviewed at each end of the reporting year for indications of impairment and where an asset is impaired, it is written down through statement of financial activities to its estimated recoverable amount. The impairment loss is the excess of the carrying amount over the recoverable amount and is recognised in statement of financial activities. The recoverable amount of an asset or a cash-generating unit is the higher of its fair value less costs of disposal and its value in use. When the fair value less costs of disposal method is used, any available recent market transactions are taken into consideration. When the value in use method is adopted, in assessing the value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash flows (cash-generating units). At each end of the reporting year non-financial assets other than goodwill with impairment loss recognised in prior periods are assessed for possible reversal of the impairment. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been measured, net of depreciation or amortisation, if no impairment loss had been recognised.

Financial assets

Initial recognition, measurement and derecognition:

A financial asset is recognised on the statement of financial position when, and only when, the entity becomes a party to the contractual provisions of the instrument. The initial recognition of financial assets is at fair value normally represented by the transaction price. The transaction price for financial asset not classified at fair value through profit or loss includes the transaction costs that are directly attributable to the acquisition or issue of the financial asset. Transaction costs incurred on the acquisition or issue of financial assets classified at fair value through profit or loss are expensed immediately. The transactions are recorded at the trade date. When the settlement date accounting is applied, any change in the fair value of the asset to be received during the period between the trade date and the settlement date is recognised in net profit or loss for assets classified as trading.

Irrespective of the legal form of the transactions performed, financial assets are derecognised when they pass the "substance over form" based on the derecognition test prescribed by FRS 39 relating to the transfer of risks and rewards of ownership and the transfer of control. Financial assets and financial liabilities are offset and the net amount is reported in the statement of financial position if there is currently a legally enforceable right to offset the recognised amounts and there is an intention to settle on a net basis, to realise the assets and settle the liabilities simultaneously.

2. Significant accounting policies and other explanatory information (cont'd)

2A. Significant accounting policies (cont'd)

Financial assets (cont'd)

Subsequent measurement:

Subsequent measurement based on the classification of the financial assets in one of the following categories under FRS 39 is as follows:

1. Financial assets at fair value through profit or loss: As at end of the reporting year date there were no financial assets classified in this category.
2. Loans and receivables: Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. Assets that are for sale immediately or in the near term are not classified in this category. These assets are carried at amortised costs using the effective interest method (except that short-duration receivables with no stated interest rate are normally measured at original invoice amount unless the effect of imputing interest would be significant) minus any reduction (directly or through the use of an allowance account) for impairment or uncollectibility. Impairment charges are provided only when there is objective evidence that an impairment loss has been incurred as a result of one or more events that occurred after the initial recognition of the asset (a 'loss event') and that loss event (or events) has an impact on the estimated future cash flows of the financial asset or group of financial assets that can be reliably estimated. The methodology ensures that an impairment loss is not recognised on the initial recognition of an asset. Losses expected as a result of future events, no matter how likely, are not recognised. For impairment, the carrying amount of the asset is reduced through use of an allowance account. The amount of the loss is recognised in the statement of financial activities. An impairment loss is reversed if the reversal can be related objectively to an event occurring after the impairment loss was recognised. Typically the trade and other receivables are classified in this category.
3. Held-to-maturity financial assets: As at end of the reporting year date, there were no financial assets classified in this category.
4. Available-for-sale financial assets: As at end of the reporting year date, there were no financial assets classified in this category.

Cash and cash equivalents

Cash and cash equivalents include bank and cash balances, on demand deposits and any highly liquid debt instruments purchased with an original maturity of three months or less. For the statement of cash flows the item includes cash and cash equivalents less cash subject to restriction and bank overdrafts payable on demand that form an integral part of cash management.

2. Significant accounting policies and other explanatory information (cont'd)

2A. Significant accounting policies (cont'd)

Financial liabilities

Initial recognition, measurement and derecognition:

A financial liability is recognised on the statement of financial position when, and only when, the entity becomes a party to the contractual provisions of the instrument and it is derecognised when the obligation specified in the contract is discharged or cancelled or expires. The initial recognition of financial liability is at fair value normally represented by the transaction price. The transaction price for financial liability not classified at fair value through profit or loss includes the transaction costs that are directly attributable to the acquisition or issue of the financial liability. Transaction costs incurred on the acquisition or issue of financial liability classified at fair value through profit or loss are expensed immediately. The transactions are recorded at the trade date.

Subsequent measurement:

Subsequent measurement based on the classification of the financial liabilities in one of the following two categories under FRS 39 is as follows:

1. **Liabilities at fair value through profit or loss:** Liabilities are classified in this category when they are incurred principally for the purpose of selling or repurchasing in the near term (trading liabilities) or are derivatives (except for a derivative that is a designated and effective hedging instrument) or have been classified in this category because the conditions are met to use the "fair value option" and it is used. All changes in fair value relating to liabilities at fair value through profit or loss are charged to profit or loss as incurred.
2. **Other financial liabilities:** All liabilities, which have not been classified as in the previous category fall into this residual category. These liabilities are carried at amortised cost using the effective interest method.

Fair value measurement

When measuring fair value, management uses the assumptions that market participants would use when pricing the asset or liability under current market conditions, including assumptions about risk. It is a market-based measurement, not an entity-specific measurement. The entity's intention to hold an asset or to settle or otherwise fulfil a liability is not taken into account as relevant when measuring fair value. In making the fair value measurement, management determines the following: (a) the particular asset or liability being measured (these are identified and disclosed in the relevant notes below); (b) for a non-financial asset, the highest and best use of the asset and whether the asset is used in combination with other assets or on a stand-alone basis; (c) the market in which an orderly transaction would take place for the asset or liability; and (d) the appropriate valuation techniques to use when measuring fair value. The valuation techniques used maximise the use of relevant observable inputs and minimise unobservable inputs. These inputs are consistent with the inputs a market participant may use when pricing the asset or liability.

2. Significant accounting policies and other explanatory information (cont'd)

2A. Significant accounting policies (cont'd)

Fair value measurement (cont'd)

The fair value measurements categorise the inputs used to measure fair value by using a fair value hierarchy of three levels. These are recurring fair value measurements unless stated otherwise in the relevant notes to the financial statements. Level 1 inputs are quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at the measurement date. Level 2 inputs are inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly. Level 3 inputs are unobservable inputs for the asset or liability. The level is measured on the basis of the lowest level input that is significant to the fair value measurement in its entirety. Transfers between levels of the fair value hierarchy are deemed to have occurred at the beginning of the reporting year. If a financial instrument measured at fair value has a bid price and an ask price, the price within the bid-ask spread or mid-market pricing that is most representative of fair value in the circumstances is used to measure fair value regardless of where the input is categorised within the fair value hierarchy. If there is no market, or the markets available are not active, the fair value is established by using an acceptable valuation technique.

The carrying values of current financial instruments approximate their fair values due to the short-term maturity of these instruments and the disclosures of fair value are not made when the carrying amount of current financial instruments is a reasonable approximation of the fair value. The fair values of non-current financial instruments may not be disclosed separately unless there are significant differences at the end of the reporting year and in the event the fair values are disclosed in the relevant notes to the financial statements.

2B. Other explanatory information

Funds

Fund balances restricted by outside sources are so indicated and are distinguished from unrestricted funds allocated to specific purposes if any by action of the Management Committee. Externally restricted funds may only be utilised in accordance with the purposes established by the source of such funds or through the terms of an appeal and are in contrast with unrestricted funds over which the Management Committee retains full control to use in achieving any of its institutional purposes. An expense resulting from the operating activities of a fund that is directly attributable to the fund is charged to that fund. Common expense if any are allocated on a reasonable basis to the funds based on a method most suitable to that common expense.

Provisions

A liability or provision is recognised when there is a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation. A provision is made using best estimates of the amount required in settlement and where the effect of the time value of money is material, the amount recognised is the present value of the expenditures expected to be required to settle the obligation using a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in the provision due to passage of time is recognised as interest expense. Changes in estimates are reflected in statement of financial activities in the reporting year they occur.

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2. Significant accounting policies and other explanatory information (cont'd)

2C. Critical judgements, assumptions and estimation uncertainties

There were no critical judgements made in the process of applying the accounting policies that have the most significant effect on the amounts recognised in the financial statements. There were no key assumptions concerning the future, and other key sources of estimation uncertainty at the end of the reporting year, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting year.

3. Related party relationships and transactions

FRS 24 on related party disclosures requires the reporting entity to disclose: (a) transactions with its related parties; and (b) relationships between parents and subsidiaries irrespective of whether there have been transactions between those related parties. A party is related to a party if the party controls, or is controlled by, or can significantly influence or is significantly influenced by the other party.

A related party includes the committee members and key management of FRCS and the Centre. It also includes an entity or person that directly or indirectly controls, is controlled by, or is under common or joint control with these persons; members of the key management personnel or close members of the family of any individual referred to herein and others who have the ability to control, jointly control or significantly influence by or for which significant voting power in such entity resides with, directly or indirectly, any such individual.

All management committee members, chairman of sub-committees and staff members of the Centre are required to read and understand the conflict of interest policy in place and make full disclosure of interests, relationships and holding that could potentially result in conflict of interests. When a conflict of interest situation arises, the members or staff shall abstain from participating in the discussion, decision making and voting on the matter.

3A. Related party transactions:

There are transactions and arrangements between the reporting entity and related parties and the effects of these on the basis determined between the parties are reflected in these financial statements. The related party balances and financial guarantees if any are unsecured, without fixed repayment terms and interest or charge unless stated otherwise.

In addition to the transactions and balances disclosed elsewhere in the notes to the financial statements, this item includes the following:

Significant related party transactions:

	<u>Related party</u>	
	<u>2017</u>	<u>2016</u>
	\$	\$
Grants from FRCS	<u>18,948</u>	<u>19,776</u>

3. Related party relationships and transactions

3B. Other receivables from and other payables to related parties:

The trade transactions and the related receivables and payables balances arising from sales and purchases of goods and services are disclosed elsewhere in the notes to the financial statements.

The movements in other receivables from and other payables to related parties are as follows:

	<u>FRCS</u>	
	<u>2017</u>	<u>2016</u>
	\$	\$
<u>(Other payables) / Other receivables</u>		
Balance at beginning of the year	4,770	5,209
Amounts paid in and settlement of liabilities on behalf of the FRCS	19,948	19,776
Amounts paid out and settlement of liabilities on behalf of FRCS	(22,158)	(20,215)
Balance at end of the year – net credit	<u>2,560</u>	<u>4,770</u>
Presented in the statement of financial position as:		
Other receivables (Note 11)	6,233	4,770
Other payables (Note 17)	(3,673)	–
Balance at end of the year – net debit	<u>2,560</u>	<u>4,770</u>

3C. Key management compensation:

	<u>2017</u>	<u>2016</u>
Number of key management in compensation bands:		
\$100,000 to \$200,000	<u>1</u>	<u>1</u>

Key management personnel are the persons having authority and responsibility for planning, directing and controlling the activities of the Centre, directly or indirectly. The above amount for key management compensation is for the executive director of the Centre.

The members of the Management Committee are volunteers and receive no monetary remuneration for their contribution, except for reimbursement of out-of-pocket expenses, if any claimed.

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4. Government grant

The grant is from the Ministry of Social and Family Development.

5. Other grants

	<u>2017</u> \$	<u>2016</u> \$
Grants – NCSS: Community Chest	77,374	80,720
Grants – NCSS: Tote Board Social Service Fund	378,960	400,638
Grant from FRCS	18,948	19,776
Government grants	67,558	112,457
Other miscellaneous grants	30,013	40,904
	<u>572,853</u>	<u>654,495</u>

6. Other miscellaneous income

	<u>2017</u> \$	<u>2016</u> \$
Interest income	1,626	1,002
Other income	523	8,354
	<u>2,149</u>	<u>9,356</u>

7. Employee benefits expense

	<u>2017</u> \$	<u>2016</u> \$
Salaries and other short-term employee benefits	1,200,793	1,440,773
Contributions to defined contribution plan	220,283	206,001
Other benefits	89,179	108,891
Total employee benefits expense	<u>1,510,255</u>	<u>1,755,665</u>

8. Income tax

FRCS and the Centre are exempted from tax on income and gain falling within section 13U(1) of the Singapore Income Tax Act to the extent that these are applied to its charitable objects. Therefore, no provision for income tax has been made in the financial statements.

9. Items in the statement of financial activities

In addition to the charges and credits disclosed elsewhere in the notes to the financial statements, the statement of financial activities includes the following items:

	<u>2017</u> \$	<u>2016</u> \$
Audit fees to independent auditors	<u>7,000</u>	<u>3,160</u>

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10. Plant and equipment

	<u>Renovations</u>	<u>Plant and equipment</u>	<u>Total</u>
	\$	\$	\$
<u>Cost:</u>			
At 1 July 2015	341,566	191,578	533,144
Additions	–	17,913	17,913
At 30 June 2016	341,566	209,491	551,057
Disposals	(335,519)	(125,962)	(461,481)
At 30 June 2017	6,047	83,529	89,576
<u>Accumulated depreciation:</u>			
At 1 July 2015	336,768	140,781	477,549
Depreciation for the year	604	21,736	22,340
At 30 June 2016	337,372	162,517	499,889
Depreciation for the year	605	17,806	18,411
Disposals	(335,519)	(125,962)	(461,481)
At 30 June 2017	2,458	54,361	56,819
<u>Carrying Value:</u>			
At 1 July 2015	4,798	50,797	55,595
At 30 June 2016	4,194	46,974	51,168
At 30 June 2017	3,589	29,168	32,757

11. Other receivables

	<u>2017</u>	<u>2016</u>
	\$	\$
Government grant receivable	125,595	95,396
FRCS (Note 3)	6,233	4,770
	<u>131,828</u>	<u>100,166</u>

12. Other assets

	<u>2017</u>	<u>2016</u>
	\$	\$
Deposits to secure services	3,634	3,994
Prepayments	9,037	9,943
	<u>12,671</u>	<u>13,937</u>

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13. Cash and cash equivalents

	<u>2017</u>	<u>2016</u>
	\$	\$
Cash ring-fenced for exclusive use of RFSC	2,238,137	2,007,258
Cash under restricted funds (Note 15)	<u>21,337</u>	<u>22,551</u>
	<u>2,259,474</u>	<u>2,029,809</u>
Interest earning balances	<u>1,000,000</u>	<u>1,000,000</u>

The rate of interest for the cash on interest earning balances is 0.15% (2016: 0.15%) per annum.

13A. Cash and cash equivalents in the statement of cash flows:

	<u>2017</u>	<u>2016</u>
	\$	\$
Amount as shown above	2,259,474	2,029,809
Cash restricted in use	<u>(21,337)</u>	<u>(22,511)</u>
Cash and cash equivalents for statement of cash flows purposes at end of year	<u>2,238,137</u>	<u>2,007,258</u>

14. Accumulated funds

	<u>2017</u>	<u>2016</u>
	\$	\$
Accumulated funds for exclusive use of RFSC	<u>2,225,048</u>	<u>1,954,575</u>
Resources expended	1,716,531	1,922,420
Ratio of reserves to annual resources expended (times)	<u>1.30</u>	<u>1.02</u>

The accumulated funds aimed to provide financial stability and means for the development of Centre activities. The Centre intends to maintain the funds at a level sufficient for its operating needs. The management committee reviews the level of funds regularly for Centre's continuing obligations.

15. Restricted Funds

- (a) Lee Foundation – Financial Assistance Fund represents funds from Lee Foundation for the purpose of providing financial assistance to low-income individuals for a period of six months.
- (b) School Pocket Money Fund represents funds to assist students from low-income families with their educational expenses.
- (c) FSC Comcare Fund represents funds from the Ministry of Social and Family Development for the purpose of providing urgent financial assistance to the Centre's active clients. Assistance to clients is disbursed in the form of cash, vouchers or food rations.
- (d) RFSC SuperStudents Fund represents funds for primary and secondary school students bursary awards, education assistance fund and back to school fund.
- (e) Community Chest Haze Fund represents funds for the purpose of alleviating the haze situation by supporting programme operations and clients during the haze situation.

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16. Columnar presentation of statement of financial position

A majority of the assets and liabilities are attributable to the Accumulated fund. All the assets of the other funds are represented by cash, with the exception of RFSC SuperStudents fund, which are represented by receivables (\$1,000) and cash, which are not material. Accordingly the Centre did not adopt a columnar presentation of its assets, liabilities and funds in the Statement of Financial Position as it was not meaningful.

17. Other payables

	<u>2017</u> \$	<u>2016</u> \$
Other payables and accrued liabilities	185,672	217,954
FRCS (Note 3)	<u>3,673</u>	<u>-</u>
	<u>189,345</u>	<u>217,954</u>

18. Financial instruments: information on financial risks

18A. Categories of financial assets and liabilities

The following table categorises the carrying amount of financial assets and liabilities recorded at the end of the reporting year:

	<u>2017</u> \$	<u>2016</u> \$
<u>Financial assets:</u>		
Cash and cash equivalents	2,259,474	2,029,809
Loans and receivables	<u>131,828</u>	<u>100,166</u>
At end of the year	<u>2,391,302</u>	<u>2,129,975</u>
<u>Financial liabilities:</u>		
Other payables measured at amortised cost	<u>189,345</u>	<u>217,954</u>
At end of the year	<u>189,345</u>	<u>217,954</u>

Further quantitative disclosures are included throughout these financial statements.

18. Financial instruments: information on financial risks (cont'd)

18B. Financial risk management

The main purpose for holding or issuing financial instruments is to raise and manage the finances for the entity's operating, investing and financing activities. There are exposures to the financial risks on the financial instruments such as credit risk, liquidity risk and market risk comprising interest rate, currency risk and price risk exposures. Management has certain practices for the management of financial risks. However these are not documented in formal written documents. The following guidelines are followed: All financial risk management activities are carried out and monitored by senior management staff. All financial risk management activities are carried out following good market practices.

There have been no changes to the exposures to risk; the objectives, policies and processes for managing the risk and the methods used to measure the risk.

18C. Fair values of financial instruments

The analyses of financial instruments that are measured subsequent to initial recognition at fair value, grouped into Levels 1 to 3 are disclosed in the relevant notes to the financial statements. These include the significant financial instruments stated at amortised cost and at fair value in the statement of financial position. The carrying values of current financial instruments approximate their fair values due to the short-term maturity of these instruments and the disclosures of fair value are not made when the carrying amount of current financial instruments is a reasonable approximation of the fair value.

18D. Credit risk on financial assets

Financial assets that are potentially subject to concentrations of credit risk and failures by counterparties to discharge their obligations in full or in a timely manner consist principally of cash balances with banks, cash equivalents and receivables. The maximum exposure to credit risk is the fair value of the financial instruments at the end of the year. Credit risk on cash balances with banks and derivative financial instruments is limited because the counterparties are banks with acceptable credit ratings. For credit risk on receivables an ongoing credit evaluation is performed of the counter-parties' financial condition and a loss from impairment is recognised in the statement of financial activities. There is significant concentration of credit risk on receivables, as the exposure is spread over a small number of counter-parties and debtors. The Centre has policies in place to ensure that credit risk is mitigated.

Note 13 discloses the maturity of the cash and cash equivalent balances.

18E. Liquidity risk – financial liabilities maturity

There are no liabilities contracted to fall due after twelve months at the end of the reporting year.

The liquidity risk refers to the difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset. It is expected that all the liabilities will be paid at their contractual maturity. The average credit period taken to settle trade payables is about 30 days (2016: 30 days). The other payables are with short-term durations. The classification of the financial assets is shown in the statement of financial position as they may be available to meet liquidity needs and no further analysis is deemed necessary.

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18. Financial instruments: information on financial risks (cont'd)

18F. Interest rate risk

The interest rate risk exposure is mainly from changes in fixed interest rates and floating interest rates. The following table analyses the breakdown of the significant financial instruments by type of interest rate:

	<u>2017</u>	<u>2016</u>
	\$	\$
Financial assets:		
Fixed rates	<u>1,000,000</u>	<u>1,000,000</u>

Sensitivity analysis: The effect on pre-tax profit is not significant.

18G. Foreign currency risks

There is insignificant exposure to foreign currency risk as part of its normal business.

19. Changes and adoption of financial reporting standards

For the current reporting year new or revised Financial Reporting Standards in Singapore and the related Interpretations to FRS ("INT FRS") were issued by the Singapore Accounting Standards Council. Those applicable to the reporting entity are listed below. These applicable new or revised standards did not require any modification of the measurement methods or the presentation in the financial statements.

FRS No. Title

FRS 1 Amendments to FRS 1: Disclosure Initiative

20. New or amended standards in issue but not yet effective

For the future reporting years new or revised Financial Reporting Standards in Singapore and the related Interpretations to FRS ("INT FRS") were issued by the Singapore Accounting Standards Council and these will only be effective for future reporting years. Those applicable to the reporting entity for future reporting years are listed below. The transfer to the applicable new or revised standards from the effective dates is not expected to result in material adjustments to the financial position, results of operations, or cash flows for the following year.

<u>FRS No.</u>	<u>Title</u>	<u>Effective date for periods beginning on or after</u>
FRS 7	Amendments to FRS 7: Disclosure Initiative	1 Jan 2017
FRS 109	Financial Instruments	1 Jan 2018
FRS 115	Revenue from Contracts with Customers	1 Jan 2018
FRS 116	Leases	1 Jan 2019

21. Reclassifications and comparative figures

Disclosure Initiative (Amendments to FRS1) effective from 1 January 2016 requires that an entity shall not reduce the understandability of its financial statements by obscuring material information with immaterial information. The certain regrouping were made to the balances in the financial statements for reporting year 2017. These reclassifications have no significant impact to the financial performance or the financial position of Foundation. Therefore the opening balance of the earliest comparative period is not presented in the statement of financial position.

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OUR OPERATING HOURS

Monday and Wednesday 9.00am to 6.00pm
Tuesday and Thursday 9.00am to 9.00pm
Friday 9.00am to 5.30pm
Our Centre is closed on Saturdays, Sundays and Public Holidays.

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