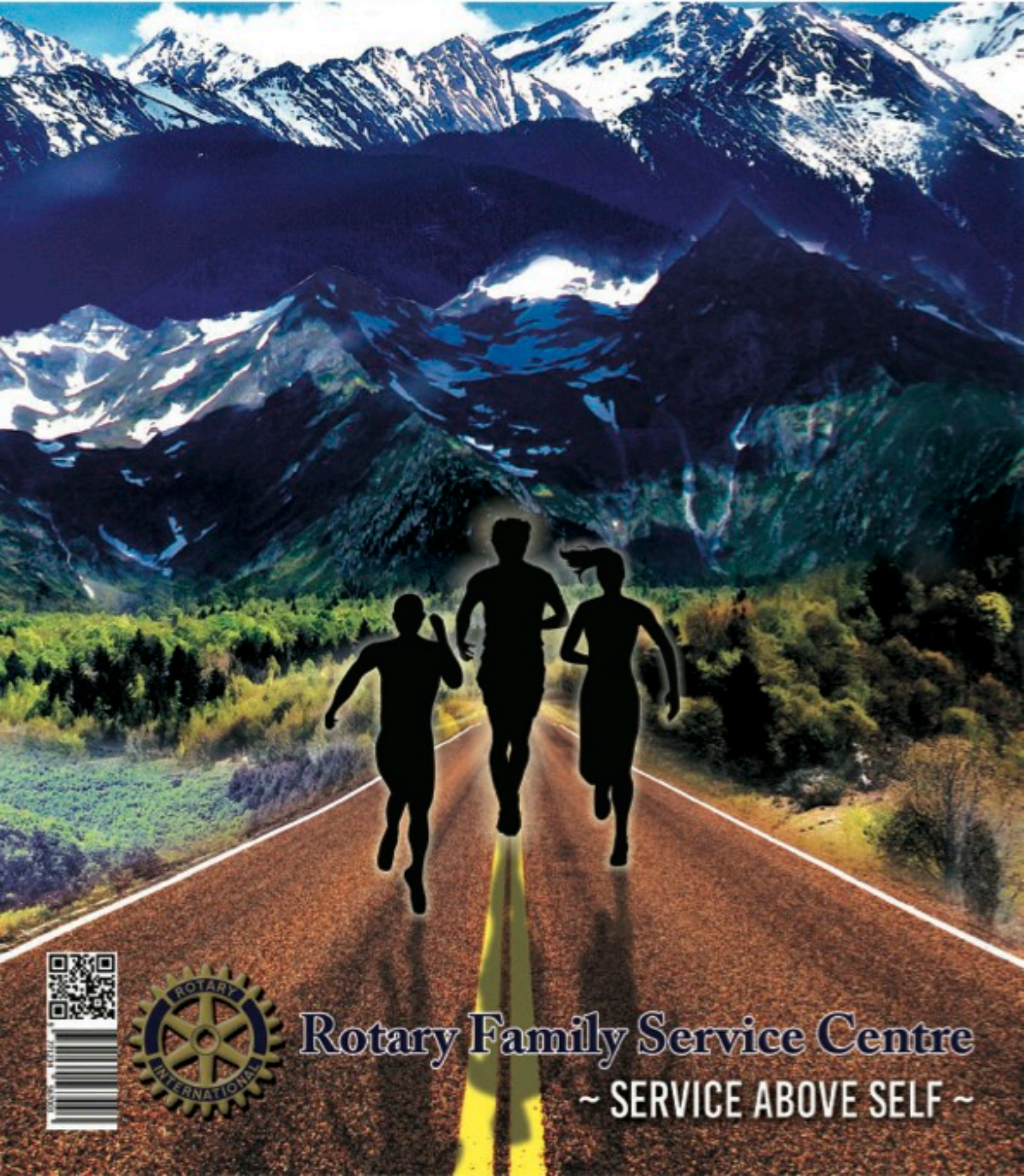


ANNUAL REPORT FY 2014/2015

# MAKING STRIDES



**Rotary Family Service Centre**  
~ SERVICE ABOVE SELF ~





## *Financial Year*

Unless otherwise specified, this report is applicable for the financial year ending 30 June 2015 so as to align with the financial year period adopted by Rotary International and the Foundation of Rotary Clubs (Singapore) Ltd.

The Independent Auditor's Report for Rotary FSC will be made available in a consolidated report under the Foundation of Rotary Clubs (Singapore) Ltd. Details can be found at Rotary FSC's website at [www.rotaryfsc.org](http://www.rotaryfsc.org).

## *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](http://www.rotaryfsc.org).



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# About Us

Rotary Family Service Centre (Rotary FSC) is a division of the Foundation of Rotary Clubs (Singapore) Ltd and the FSC has been 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 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 DIRECTION

The Management Committee and the Staff Team of Rotary Family Service Centre 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.



## Chairman's Message

The year in review continues to present challenges for Rotary Family Service Centre (FSC). Nevertheless, it had been an exciting year for the FSC as it faced these challenges with steadfast perseverance displayed by its staff and volunteers.

The FSC undertook a transition in case management processes as part of the sector moved towards adopting the Code of Social Work Practice in financial year (FY) 2014/2015. As our Centre endeavoured to strengthen its standards, it also focused on equipping its staff to be more competent and confident through external and in-house trainings.

I am pleased to note that on top of these challenges, our FSC continues to see an increase in the overall number of cases attended to in FY 2014/2015 compared to the previous period. It had also remained committed in its efforts to reach out and network with new community partners and stakeholders while maintaining relationships with existing ones. In response to the ageing population, the Centre piloted an Art Therapy Support Group for Elderly in collaboration with SAGE Counselling Centre. It also started a series of parenting workshops to cater to clients with parenting and management of child behavioural issues as well as budgeting workshops for those coping with financial hardships. One thing for sure, our FSC would continue to come up with innovative ways to enhance its programmes to better cater to the diverse needs of the community it serves.

I would like to commend our Management Committee, staff and volunteers for their passion in delivering the best possible service to the community and for staying focused on their commitment towards providing appropriate and timely support to those in need. I am also grateful for the avid support and resources provided by the Foundation of Rotary Clubs (Singapore) Ltd and its Board of Directors in helping to see through the work of our FSC.

I hope that through these collaborated and concerted efforts, our Centre would continue to strive and make bigger strides for years to come.

**Henry Tan Kok Hiang** JP, PBM

Chairman

Rotary Family Service Centre Management Committee







# Management Committee

Our Management Committee consists of volunteers who are professionals from various fields of specialization, such as Human Resource, Finance, Legal, Psychology and Medical.

The Management Committee is further divided into four Sub-Committees, to look into key areas of development for the FSC such as Strategic Planning, Finance, Human Resource and Legal.



**Dr Wu Dar-Ching**

CHAIRMAN  
FOUNDATION OF ROTARY  
CLUBS (S) LTD



**Mr Henry Tan Kok Hiang**

JP, FBM  
CHAIRMAN  
ROTARY FAMILY  
SERVICE  
CENTRE



**Dr Philbert Chin Soon  
Siang**

PRINCIPAL ADVISOR



**Mr Yeo Chuen Eng**

VICE-CHAIRMAN



**Mr Henry Lim Kim Seow**

HONORARY SECRETARY



**Mr Li Guang Sheng**

HONORARY TREASURER



**Mr Low Hoon-Kee**

COMMITTEE MEMBER



**Mr Rustom M.  
Ghadiali**

COMMITTEE MEMBER



**Ms Lily Lim**

COMMITTEE MEMBER



**Dr Monica H. Walet**

COMMITTEE MEMBER



## *Executive Director's Review*

Our theme for this year's Annual Report is "Making Strides" and indeed we have experienced yet another productive year for Rotary Family Service Centre (FSC) in this financial year (FY) 2014/2015.

Our Centre's caseload rose from 657 in FY 2013/2014 to 701 in the year in review. Clients coping with presenting issues of financial and basic sustenance continued to form the bulk of cases managed by our FSC at almost 47% in the FY. The FSC also saw an upward trend in the number of cases presenting with marital and emotional concerns in the same review period compared to the previous year. There appeared to be an increasing need for therapeutic interventions to help client and their families address issues pertaining to interpersonal relationships. Often those who came with presenting issues of financial and basic sustenance had underlying marital and emotional issues. The cases that we have seen and will continue to see will present multi-faceted concerns and this trend will require our staff to be better skilled and more innovative programmes to complement the management of such cases.

In FY 2014/2015, we embarked on the third edition of our niche programme, SUPERMUM! – a support group programme for single mothers and piloted 3 new programmes – an Art Therapy Support Group programme for elderly in partnership with SAGE Counselling Centre, a series of parenting workshops and budgeting workshops. These programmes were developed following assessment of needs of our clients conducted in the previous FY. We are heartened to see many of our alumni of the SUPERMUM! programme returning to support and assist new participants in the third run of the programme.

We have also received numerous requests from community partners to collaborate on ad-hoc projects such as outings for families, children camps and holiday activities. In all, more than 100 children and families benefitted from such community partnerships. We have also seen a surge in the number of volunteers and partners coming forward to work hand in hand with our professional staff to assist and support the less privileged in our community, insomuch so that we have dedicated a segment in this year's report in appreciation of their efforts.

Although we faced challenges on several fronts such as aligning with sector wide practice transitions and pushing for staff competencies to meet the increase in job functions' requirements, we will continue to make strides and sustain ourselves in the long run through constant improvements of our operations as well as development of our systems and processes in achieving greater professional standards.

**Amran Jamil** RSW  
Executive Director  
Rotary Family Service Centre





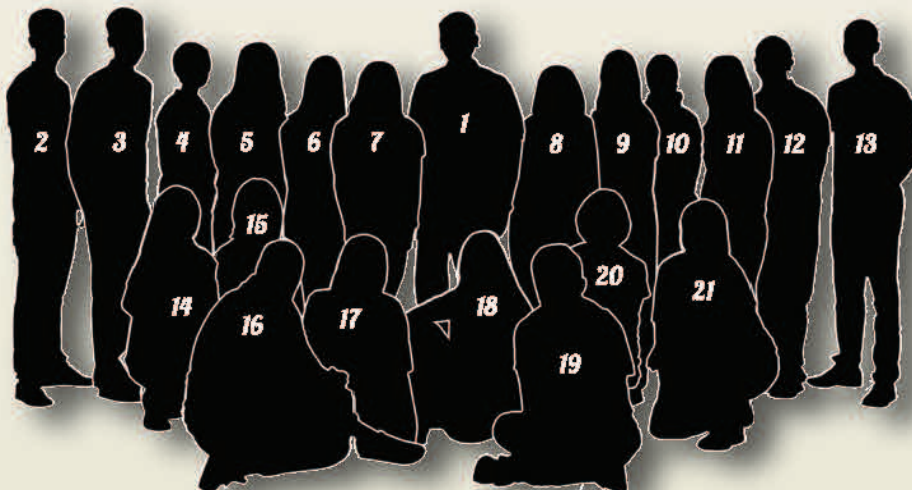
# Staff Members



- |   |  |
|---|--|
| <b>1. MR AMRAN JAMIL, EXECUTIVE DIRECTOR</b>                  | <b>12. MR BILLY LOH RONG SHUN, SOCIAL WORKER</b>                   |
| <b>2. MR PETER LI ZHAOJIE, ASSISTANT SENIOR SOCIAL WORKER</b> | <b>13. MR KWAN SIEW LEONG, SOCIAL WORKER</b>                       |
| <b>3. MR HOWARD TAN SAY HAOW, SOCIAL WORK ASSOCIATE</b>       | <b>14. MS NURSUHAILAH ABU SAMAT, SOCIAL WORKER</b>                 |
| <b>4. MS ALICE KOO NGAR SHAN, SENIOR SOCIAL WORKER</b>        | <b>15. MS STEPHANIE LAI YOKE FONG, PROGRAMME EXECUTIVE</b>         |
| <b>5. MS NURHAYATI OTHMAN, SOCIAL WORKER</b>                  | <b>16. MR HARRY LOW TECK KEONG, PRINCIPAL COUNSELLOR</b>           |
| <b>6. MS CELINE THOO EE FONG, CORPORATE SERVICE MANAGER</b>   | <b>17. MS NURULJANNAH KARIM, CORPORATE SERVICE ASSISTANT</b>       |
| <b>7. MS MADELINE KRISHNASAMY, COUNSELLOR</b>                 | <b>18. MS NUR HAMIZAH ABDUL RAHIM, SOCIAL WORK ASSOCIATE</b>       |
| <b>8. MS NUR ATIQA RASUL, CORPORATE SERVICE ASSOCIATE</b>     | <b>19. MR ERIC WONG ZHENG WEI, COUNSELLOR</b>                      |
| <b>9. MS ASIMAH BEEVI ABDUL, SOCIAL WORK ASSOCIATE</b>        | <b>20. MS CHEY SIOW WEI, SOCIAL WORKER</b>                         |
| <b>10. MS CYNTHIA PAULCHAMY, PROGRAMME COORDINATOR</b>        | <b>21. MS JUNE LEO CHING CHING, ASSISTANT SENIOR SOCIAL WORKER</b> |
| <b>11. MS LIM RE HAR, SENIOR SOCIAL WORKER</b>                |  |

Not in photo:

MS NURAZLIN RAZAK, SOCIAL WORK ASSOCIATE  
MR MOHAMMAD HAFIZ WAHID, SOCIAL WORK ASSOCIATE





# Services

## CASEWORK AND COUNSELLING

We focus on assisting the individuals and their families to develop insight and be empowered to manage challenges. We work with different groups of clients including families, children, youth and elderly.

### TYPE OF ISSUES HANDLED



## INFORMATION AND REFERRAL

We provide assistance and support by assessing the different needs of individuals and their families as well as link them with relevant community resources.

## COMMUNITY SUPPORT PROGRAMMES

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

## OUTREACH AND NETWORKING

We conduct outreach to residents and partners so as to:

Reach out to families in need of support; and

Collaborate with community partners, to bring about support for individuals and families.

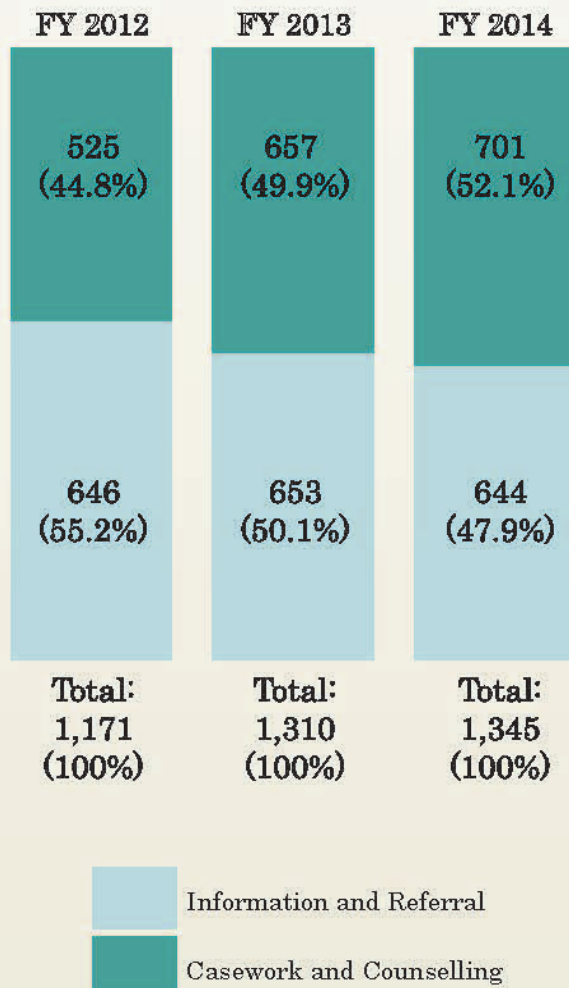


# Casework and Counselling

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 presented is a reflection of cases managed by the FSC for the period of 1 April 2014 to 31 March 2015 (Financial Year 2014).

## SUMMARY OF CLIENTELE

Rotary FSC has served a total of 701 individuals and families in addition to 644 enquiries attended to in financial year (FY) 2014. Overall, the FSC saw an increase in the total number of cases attended to across the 3 FYs.



## SOURCES OF REFERRALS

In FY 2014, the main source of referral was clients' self-referrals which formed almost half of the sources of referrals combined for the year. This was then followed by referrals from Community Development Councils, other Family Service Centres and Voluntary Welfare Organizations.

Sources of Referral	No. of Cases	%
Self Referral	320	45.6%
Community Development Council	95	13.6%
Family Service Centre	35	5.0%
Voluntary Welfare Organization	31	4.4%
Others	31	4.4%
Family / Relatives	26	3.7%
School	24	3.4%
Police	19	2.7%
Ministry of Social and Family Development	19	2.7%
Member of Parliament	17	2.4%
Hospitals	21	3.0%
Data Not Available	12	1.7%
Friend / Neighbour	11	1.6%
Polyclinic	8	1.1%
National Council of Social Service	7	1.0%
Grassroot Organization	6	0.9%
Housing and Development Board / Town Council / Power Supply	6	0.9%
Court / Juvenile Court	5	0.7%
ComCare Call	3	0.4%
Ministry of Education	1	0.1%
Self-help Group	1	0.1%
Psychiatric Clinic	1	0.1%
General Practitioner	1	0.1%
Ministry of Health	1	0.1%
<b>Total</b>	<b>701</b>	<b>100%</b>



## PRESENTING ISSUES

The top three presenting issues were:

1. Financial (46.9%)
2. Marital (9.1%)
3. Emotional (8.4%)

## GENDER DISTRIBUTION

In FY 2014, clients who sought casework and counselling services at Rotary FSC remained predominantly female at 71.2%.

## ETHNIC DISTRIBUTION

Of the 701 clients who had been served by Rotary FSC, a large percentage was Chinese (45.5%), followed by Malay (36.8%), Indian (14.4%) and Eurasian/Other Ethnicities (3.3%) respectively.

## INCOME DISTRIBUTION

The income distribution of the households ranged from no income to above \$3,000 per month. More than half the clients served had household income below \$1,500.

## HOUSING DISTRIBUTION

More than half the clients served in Rotary FSC stayed in HDB 3- and 2-room flats with a significant representation from residents of HDB 4-room flats.

Household Income Bracket	No. of Cases	%
NIL Income	99	14.1%
Below \$500	61	8.7%
\$500 - \$999	128	18.3%
\$1,000 - \$1,499	110	15.7%
\$1,500 - \$1,999	65	9.3%
\$2,000 - \$2,499	47	6.7%
\$2,500 - \$2,999	26	3.7%
\$3,000 and Above	90	12.8%
Data Not Available	75	10.7%
<b>Total</b>	<b>701</b>	<b>100%</b>

	No. of Cases	%
HDB 3 room	272	38.8%
HDB 2 room	114	16.3%
HDB 4 room	103	14.7%
HDB 1 room	57	8.1%
Data Not Available	47	6.7%
HDB 5 room	29	4.1%
Others (e.g. Lodging with Family, Relatives or Friends)	28	4.0%
Condominium / Private Apartment / Shophouse	16	2.2%
Homeless	12	1.7%
Interim Rental Housing	9	1.3%
Landed Property	7	1.0%
Transitional Shelter	5	0.7%
HDB Executive Apartment	2	0.3%
<b>Total</b>	<b>701</b>	<b>100%</b>



# Community Support Programmes

## SERIES OF PARENTING WORKSHOPS

Rotary FSC organized a series of four parenting workshops for our beneficiaries from June 2014 to October 2014. The workshops aimed to share parenting knowledge and tips with parents and to provide a fun and interactive platform for parents to bond and share the successes and common challenges of being parents. Concurrent activities for children were also conducted with the help of our volunteers.



## CHILDREN'S HOLIDAY CAMP CUM SENTOSA GIVES 2014 OUTING

As part of our outreach efforts to our School Pocket Money Fund (SPMF) beneficiaries, Rotary FSC conducted a children's holiday camp on 9 and 10 September 2014 with the main objective of sharing anti-drug messages. The participants also expressed anti-drugs messages via art which were subsequently made into posters in conjunction with the Central Narcotics Bureau's Anti-Drug Poster-Making Competition 2014. In wrapping up the camp, the participants were then brought to Sentosa for a fun-filled day courtesy of Sentosa Gives 2014 programme.





## DO-IT SENSE: LET YOUR MONEY MAKE SENSE!

Rotary FSC kicked off our first budgeting workshop, Do-It \$ense on 16 December 2014 following observations over the rise in the number of financial cases in the past couple of years. The psycho-educational workshop aimed at helping participants learn to better manage their financial situations through understanding the root cause of their problems as well as gain tips on saving money through sharing of resources.

A second run of the workshop was conducted on 17 March 2015 while a third session was held on 4 June 2015 in conjunction with the Hari Raya celebrations. In collaboration with Darussalam Mosque, the latest run was directed at educating participants on savvy spending as they welcome the festive occasion.



## SUPERMUM! RUN 3

The third edition of SuperMUM! – a support group programme for single mothers commenced from 10 January 2015 to 11 April 2015. This run sought to capitalize the alumni's experiences in group settings and sharing of their personal experiences in supporting to new members. The support group targeted at specific areas like coping with loss and grief (of the marital breakdown), life after divorce, parenting, information on formal resources and building up informal social networks.

## ART THERAPY SUPPORT GROUP FOR ELDERLY

An Art Therapy Support Group for Elderly was piloted in partnership with SAGE Counselling Centre for our clients aged 48 years and above. A total of six sessions were conducted from 19 March 2015 to 23 April 2015. The support group created a positive platform for our clients to enhance their social interactions with one another. Through art, they learnt to build strong bonds and trust as they shared their issues and received emotional support from one another.





# Outreach and Networking

## FOCUS GROUP DISCUSSION

A focus group discussion (FGD) was held on 25 July 2014 for Rotary FSC caseworkers with the objectives of gathering feedback on the service gaps and suggestions in developing supportive programmes to address the needs of community that we serve. Inputs were collated for future planning of outreach and networking efforts.

## AT A GLANCE

Rotary FSC reached out to 23 agencies for the period of 1 April 2014 to 31 March 2015. Below is a list of agencies that the FSC networked with over the past year:

Emmaus Training Centre	WE CARE Community Services Ltd
Clementi Grassroots	Singapore Prison Service
Bukit Timah Grassroots	Darussalam Mosque
AWARE	TRANS Family Service Centre (Bukit Timah)
Chinese Development Assistance Council	Health Promotion Board (HPB)
4th Western Region Networking – Agency for Integrated Care	WINGS
PCF SparkleTots @ Blk 420 Clementi	Crystal Tabernacle Church
South West Community Development Council	West Coast Grassroots
Yayasan Mendaki	SAGE Counselling Centre
Social Service Offices @ Clementi / Queenstown / Jurong East	





## DIALOGUE SESSION WITH DIRECTOR OF SOCIAL WELFARE

Rotary FSC hosted a visit by Ms Ang Bee Lian, Director of Social Welfare and her team from Ministry of Social and Family Development on 19 September 2014. Ms Ang engaged FSC staff in a dialogue on the National Social Work Competency Framework and other social work practice issues.



## HONG KONG SOCIAL WORKERS ASSOCIATION STUDY TOUR TO SINGAPORE

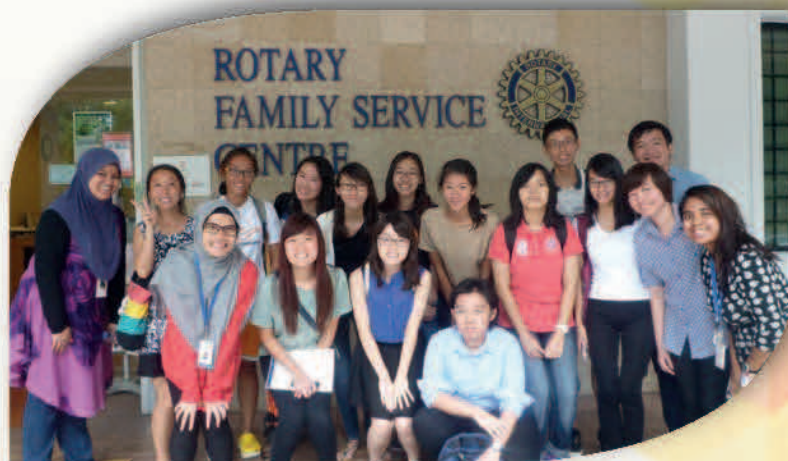
Rotary FSC hosted a group of social workers from the Hong Kong Social Workers Association on 9 December 2014. They learned more about the community through a community walk with our staff. They were brought to a rental block, the neighbourhood shops and the resident's corner.



# Training and Development

## AGENCY VISITS BY SOCIAL WORK STUDENTS FROM NATIONAL UNIVERSITY OF SINGAPORE

As part of efforts in supporting social work undergraduates in understanding the role of family service centres in the social service sector, Rotary FSC hosted a group of 26 students and a visiting fellow from the National University of Singapore on 22 and 24 September 2014. Besides sharing on FSC's services and programmes as well as dialogues between the students and staff, they were also given case studies to work on so as to gain a better appreciation of the work rendered by the FSC to the community.



## ROTARY FSC: AN INCUBATOR FOR FUTURE HELPING PROFESSIONALS

In the past year, Rotary FSC provided practicum placement opportunities to students pursuing their qualifications in social work. During their attachments, the students were exposed to the spectrum of social work practice in a family service centre setting. The following students undertook their ten-week practicum with the FSC during the year ending 30 June 2015:

- Amanda Poon Xin Ee, Diploma In Social Sciences (Social Work), Nanyang Polytechnic
- Nur Nadhirah Abu Khalid, Bachelor of Arts (major in Social Work), National University of Singapore
- Chiang Wei Zhi, Bachelor of Arts (major in Social Work), National University of Singapore
- Hanum Ahmad, Graduate Diploma In Social Work, SIM University
- Ong Yun Jing, Graduate Diploma In Social Work, National University of Singapore

*"Everyone has always generously shared their experiences and knowledge with me, which made my internship in Rotary FSC an amazing eye opener to the sector. I'm looking forward to the journey ahead and it is a privilege for me to embark on it here."*

~Chiang Wei Zhi ~

*"My internship with Rotary FSC is a study on camaraderie where friendships blossomed; where being oneself is acceptable, where openness is the norm. It is a study about leadership, about being secure with oneself to exchange banter with staff freely yet still be respected and followed."*

~Hanum Ahmad ~



## CSWP REFLECTION BY SOCIAL WORKER MS NURHAYATI OTHMAN

I went for the Code of Social Work Practice (CSWP) On-Boarding training in May 2015. It was great to learn that efforts are being put in place for FSC workers to enhance the quality of our work to our clients. The training was a good refresher course for me. Going through the theories enlightened me once more. The thinking templates guide us in our assessment and intervention plans and the whole process gives us the structure in presenting our information more succinctly. I welcome CSWP and look forward to embrace the challenges ahead as our FSC transits into the CSWP mode. I believe the changes are for the good of our profession as well as for the clients receiving our services.

## INTERNATIONAL FAMILY THERAPY ASSOCIATION (IFTA) 2015 WORLD FAMILY THERAPY CONGRESS

Senior Social Worker Ms Alice Koo Ngar Shan, Assistant Senior Social Worker Ms June Leo Ching Ching and Social Worker Ms Chey Siow Wei attended the IFTA 2015 World Family Therapy Congress in Kuala Lumpur, Malaysia from 11 to 14 March 2015.



*"Being with my 2 colleagues at the KL Family Therapy Conference was a memorable moment for me. Not only did we grow in terms of professional knowledge from the comprehensive and well-organized programmes, we also learned about each other at a more personal level. Both of which have benefitted me as I work with my clients as well as with my colleagues. I thoroughly enjoyed the experience and am grateful to Rotary FSC for this overseas learning opportunity."*

*~ June Leo Ching Ching ~*

## WEEKLY CASE CONFERENCE SESSIONS

For the past year, we have held regular case conferences on Fridays. Every caseworker took turn to present their cases. Through the discussions and insightful sharing, the presenter formulated the best solution for his or her case. Case conference provided caseworkers the platform to tap on group wisdom, knowledge, and skills to better help their clients. Besides for the benefit of our clients, caseworkers also get support from their peers to overcome the challenges that they faced. On the other hand, case conference is also the time for sharing of professional learning, discovery and inspiration.





## TRAININGS TO EXTERNAL AGENCIES

Rotary FSC has been invited to conduct trainings externally. Below is a summary of the trainings conducted over the past year:

Training	Date	Venue
Applied Suicide Intervention Skills Training (ASIST)	13 & 14 August 2014	Social Service Institute
Certificate of Social Service Supervision	4, 11, 18, 25 September & 2 October 2014	Family Resource and Training Centre
Introduction to Case Management for SG Enable	14 & 16 October 2014	Social Service Institute
Mentoring Skills for Students	9 May 2015	National University of Singapore





# Research

## COMPARISON OF CLIENT PROFILE IN FY 2012 – FY 2014

### BACKGROUND

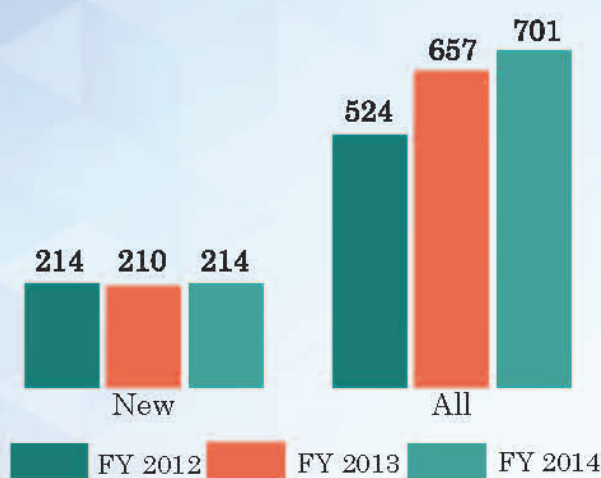
For the past three years, Rotary FSC has been processing client profile data available from the electronic Case Management System (eCMS). This year, we decided to compare the client profile data from FY 2012 to FY 2014, i.e. from 1 April 2012 to 31 March 2015. We hope to capture emerging trends and to formulate strategies in training and service provision in the future.

In this study, we look at both client profile of ALL cases and NEW cases. 'ALL cases' means all the cases that were being processed in that year, while 'NEW cases' were cases that opened in that year.

Information from ALL cases will be helpful for planning current manpower, while information from NEW cases will be more helpful in capturing trends and future training needs.

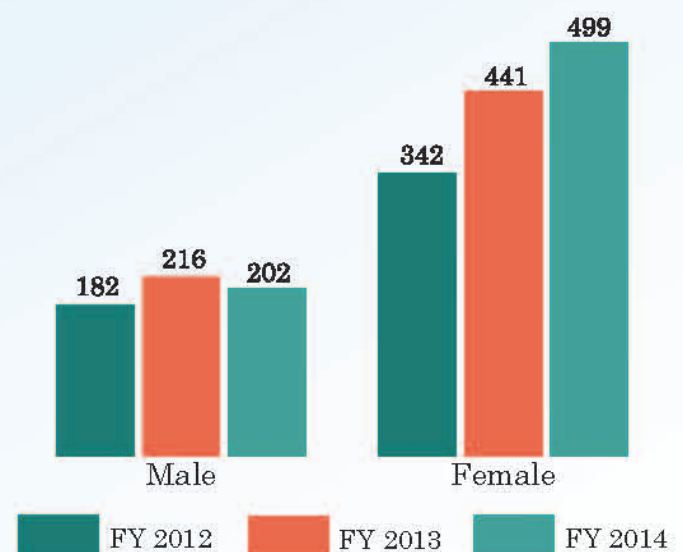
### NUMBER OF CASES

From FY 2012 to FY 2014, the number of new cases per year has remained stable at about 210 cases, but the number of total cases has increased. This shows that cases stay with our centre for longer. The increase in total number of cases from FY 2012 to FY 2013 is much bigger than that of FY 2013 to FY 2014, which can be attributed to our conscious effort to improve efficiency in case closure procedures in FY 2014.



### GENDER DISTRIBUTION

There is a mild, steady increase in the number of female clients in our cases, from 65.3% to 71.2%. One possible explanation is that our female clients stay with the centre for longer than male clients.





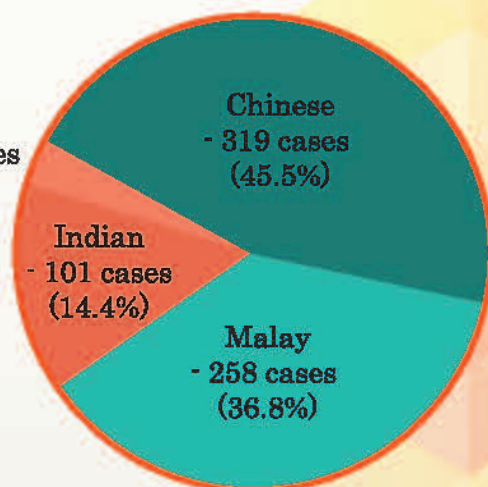
## AGE DISTRIBUTION

Age distribution has been quite stable over the past three years, with the mean age of 44.5 for all cases, and 42 for new cases.

## ETHNIC DISTRIBUTION

While there is an increase in absolute number, there is a slight decline in the percentage of Chinese clients in all our cases, from 48.3% in FY 2012 to 45.6% in FY 2014. On the other hand, the percentage of Malay clients saw a mild increase, from 35.5% in FY 2012 to 36.8% in FY 2014.

Eurasian /  
Other Ethnicities  
- 23 cases  
(3.3%)



## MARITAL STATUS AND FAMILY TYPES

When we compare the distribution of marital status of our clients in ALL cases from FY 2012 to FY 2014, the gradual decline in the number of clients being married or widowed, and the gradual increase in the number of single clients, unwed parents and remarried clients were observed.

The most obvious trend for all NEW cases is the increase in divorced clients, from 13.6% in FY 2012 to 17.5% in FY 2014. Percentage of unwed parents also rises from 1.4% in FY 2012 to 3.3% in FY 2013 and FY 2014.

	FY 2012		FY 2013		FY 2014	
	ALL (%)	NEW (%)	ALL (%)	NEW (%)	ALL (%)	NEW (%)
Married	276 (52.7%)	114 (53.3%)	341 (51.9%)	99 (47.1%)	352 (50.4%)	105 (49.5%)
Divorced	96 (18.3%)	29 (13.6%)	118 (18.0%)	33 (15.7%)	126 (18.0%)	37 (17.5%)
Separated	24 (4.6%)	6 (2.8%)	32 (4.9%)	12 (5.7%)	32 (4.6%)	3 (1.4%)
Single	77 (14.7%)	47 (22.0%)	103 (15.7%)	43 (20.5%)	117 (16.7%)	47 (22.2%)
Unwed Parent	8 (1.5%)	3 (1.4%)	13 (2.0%)	7 (3.3%)	19 (2.7%)	7 (3.3%)
Widowed	31 (5.9%)	7 (3.3%)	33 (5.0%)	9 (4.3%)	31 (4.4%)	6 (2.8%)
Re-married	9 (1.7%)	7 (3.3%)	14 (2.1%)	6 (2.9%)	18 (2.6%)	5 (2.4%)
Cohabited	1 (0.2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (0.5%)
Others / Data Not Available	2 (0.4%)	1 (0.5%)	3 (0.4%)	1 (0.5%)	3 (0.4%)	1 (0.5%)
<b>Total</b>	<b>524 (100%)</b>	<b>214 (100%)</b>	<b>657 (100%)</b>	<b>210 (100%)</b>	<b>657 (100%)</b>	<b>212 (100%)</b>

Data on 'Family Types' does not show a very clear trend. One observation worth mentioning is the stable number of single-parent families seeking help over the three years, at about 30 new cases each year. Although the percentage of single-parent families in all cases has declined, the absolute number has been on the rise. The percentage of reconstituted families in ALL cases has also increased from 2.3% to 4.2% over the three years.



## INCOME DISTRIBUTION

Our study shows that over half of the families we are serving have household income below \$1,500 a month. However, the percentage of such families is on a gradual decline. This is no surprise, given the effort of the government to raise the salary of certain types of low-income jobs such as cleaners. However, note that the number of families having no income is also on the rise. In our experience, this usually consists of families where the main breadwinner is unable to work due to various reasons, such as medical conditions or having to take care of another family member full-time. Single, homeless clients will also fall into this category, as it is difficult for a homeless person to find jobs.

Income / N (%)	FY 2012		FY 2013		FY 2014	
	ALL (%)	NEW (%)	ALL (%)	NEW (%)	ALL (%)	NEW (%)
NIL	56 (10.7%)	29 (13.6%)	75 (11.4%)	27 (12.9%)	99 (14.1%)	42 (19.6%)
Below \$500	52 (9.9%)	22 (10.3%)	65 (9.9%)	21 (10.0%)	61 (8.7%)	14 (6.5%)
\$500 - \$999	112 (21.4%)	30 (14.0%)	140 (21.3%)	39 (18.6%)	128 (18.3%)	18 (8.4%)
\$1,000 - \$1,499	107 (20.4%)	38 (17.8%)	128 (19.5%)	27 (12.9%)	110 (15.7%)	17 (7.9%)
Income < \$1.5k	62.4%	55.7%	62.1%	54.4%	56.8%	42.9%
\$1,500 - \$1,999	53 (10.1%)	17 (7.9%)	62 (9.5%)	19 (9.0%)	65 (9.3%)	20 (9.3%)
\$2,000 - \$2,499	32 (6.1%)	16 (7.5%)	45 (6.8%)	18 (8.6%)	47 (6.7%)	10 (4.7%)
\$2,500 - \$2,999	24 (4.6%)	13 (6.1%)	28 (4.3%)	10 (4.8%)	26 (3.7%)	5 (2.3%)
\$3,000 and Above	73 (13.9%)	39 (18.2%)	79 (12.0%)	26 (12.4%)	90 (12.8%)	40 (18.7%)
Data Not Available	15 (2.9%)	10 (4.7%)	35 (5.3%)	23 (11.0%)	75 (10.7%)	48 (22.4%)
Total	524 (100%)	214 (100%)	657 (100%)	210 (100%)	701 (100%)	214 (100%)

## HOUSING TYPE

We observe a decrease in the number of clients staying in 3-room flats, but a mild increase in the number of families in 2-room flats. It could be due to the launch of Casa Clementi, with two new rental blocks and more small flats available.

We are concern about clients staying in 'unstable housing arrangements', including staying in a park, at void decks, at friends' or relatives' homes, at shelters or interim rental housing units. If we combine the numbers of the categories of 'Homeless', 'Transitional Shelter', 'Interim Rental Housing' and 'Others', we saw an increase of the percentage in all cases from FY 2012 to FY 2013 (from 6.1% to 8.2%), but a dip to 6.7% in FY 2014. One of the reasons could be our opting out from the Interim Rental Housing programme in FY 2013, resulting in a decline of the number of clients staying at the interim rental housing attended to by our FSC in FY 2014.



## PRESENTING ISSUES

Presenting issue is the primary concern that client presents with when he or she seeks help from Rotary FSC. Comparing our statistics from FY 2012 to FY 2014, the most obvious change is the sharp increase in emotional issues, from 2.5% in FY 2012 to 8.4% in FY 2014. The percentage of emotional issues in new cases is up to 15.9% in FY 2014. Another trend is the increase in family violence cases, from 2.2% in FY 2012 to 3.1% in FY 2014. Other presenting issues that show a slight increase include caregiving issues, child behavior, childcare, elderly issues, mental health issues and relationship issues. Cases presenting with marital issues do not show a clear trend, but they form the second largest presenting issues, with over 50 cases in a year. Financial issues show a decline from 52.9% to 46.8% in all cases over the three-year period.

These changes may indicate an increase in public awareness on where to seek help, thus they tend to seek help at the Social Service Offices for financial issues instead of going to the FSC. It also shows willingness of residents to seek help on relationship-related issues. The increase in family violence cases can be due to a close working relationship between the police and the FSC.

The changes are significant in planning for staff development. If such trends continue, there will be an increased need for caseworkers who are skilled in psychotherapy, marital work, elderly work and working with the victims, perpetrators and children in cases involving family violence and abuse.

Presenting Problem	FY 2012		FY 2013		FY 2014	
	ALL (%)	NEW (%)	ALL (%)	NEW (%)	ALL (%)	NEW (%)
Basic Sustenance	0 (0%)	0 (0%)	2 (0.3%)	2 (1.0%)	3 (0.4%)	1 (0.5%)
Caregiving Issues	2 (0.4%)	2 (0.9%)	5 (0.8%)	4 (1.9%)	9 (1.3%)	4 (1.9%)
Child Abuse	1 (0.2%)	1 (0.5%)	5 (0.8%)	4 (1.9%)	4 (0.6%)	0 (0%)
Child Behavior	8 (1.5%)	2 (0.9%)	9 (1.4%)	4 (1.9%)	11 (1.6%)	5 (2.3%)
Child Issues	8 (1.5%)	3 (1.4%)	10 (1.5%)	5 (2.4%)	9 (1.3%)	2 (0.9%)
Childcare	6 (1.1%)	5 (2.3%)	10 (1.5%)	5 (2.4%)	21 (3.0%)	11 (5.1%)
Elderly Issues	7 (1.3%)	1 (0.5%)	10 (1.5%)	5 (2.4%)	13 (1.9%)	5 (2.3%)
Emotional Issues	13 (2.5%)	11 (5.1%)	35 (5.3%)	21 (10.0%)	59 (8.4%)	34 (15.9%)
Employment	6 (1.1%)	4 (1.9%)	5 (0.8%)	1 (0.5%)	2 (0.3%)	1 (0.5%)
Extra-Marital Affairs	2 (0.4%)	2 (0.9%)	2 (0.3%)	0 (0%)	3 (0.4%)	1 (0.5%)
Family Conflict	5 (1.0%)	3 (1.4%)	4 (0.6%)	1 (0.5%)	7 (1.0%)	4 (1.9%)
Family Issues	39 (7.4%)	19 (8.9%)	39 (5.9%)	9 (4.3%)	32 (4.6%)	7 (3.3%)
Family Violence	12 (2.4%)	6 (2.9%)	24 (3.8%)	15 (7.1%)	26 (3.7%)	7 (3.3%)
Financial Issues	277 (52.9%)	81 (37.9%)	347 (52.8%)	96 (45.7%)	328 (46.8%)	59 (27.6%)
Health Issues	2 (0.4%)	1 (0.5%)	2 (0.3%)	0 (0%)	2 (0.3%)	1 (0.5%)
Housing/Shelter	30 (5.7%)	22 (10.3%)	45 (6.8%)	17 (8.1%)	47 (6.7%)	20 (9.3%)
Interpersonal Issues	15 (2.9%)	6 (2.8%)	12 (1.8%)	1 (0.5%)	11 (1.6%)	4 (1.9%)
Legal Issues	1 (0.2%)	0 (0.0%)	2 (0.3%)	1 (0.5%)	2 (0.3%)	0 (0%)
Marital Issues	52 (9.9%)	31 (14.5%)	50 (7.6%)	10 (4.8%)	64 (9.1%)	32 (15.0%)
Mental Health Issues	9 (1.7%)	2 (0.9%)	14 (2.1%)	7 (3.3%)	16 (2.3%)	3 (1.4%)
Others	1 (0.2%)	0 (0.0%)	1 (0.2%)	1 (0.5%)	3 (0.4%)	2 (0.9%)
Parenting/Child Management	9 (1.7%)	3 (1.4%)	10 (1.5%)	1 (0.5%)	10 (1.4%)	2 (0.9%)
Partner Violence	1 (0.2%)	0 (0%)	1 (0.2%)	0 (0%)	0 (0%)	0 (0%)
Relationship Issues	4 (0.8%)	3 (1.4%)	5 (0.8%)	2 (1.0%)	9 (1.3%)	4 (1.9%)
School Issues	1 (0.2%)	1 (0.5%)	1 (0.2%)	0 (0%)	1 (0.1%)	1 (0.5%)
Sexuality Issues	1 (0.2%)	0 (0%)	1 (0.2%)	0 (0%)	1 (0.1%)	0 (0%)
Youth Issues	13 (2.5%)	6 (2.8%)	11 (1.7%)	2 (1.0%)	12 (1.7%)	4 (1.9%)
<b>Total</b>	<b>525 (100%)</b>	<b>214 (100%)</b>	<b>657 (100%)</b>	<b>210 (100%)</b>	<b>701 (100%)</b>	<b>214 (100%)</b>



## UNDERLYING ISSUES

Underlying issues are issues that are assessed by the caseworkers. They are only reported in numbers, as the items are not mutually exclusive, that is, workers are allowed to tick as many issues as they can identify. Issues that show up after assessment include caregiving, child behaviour, employment, family issues, family violence, extra-marital affairs, health, marital, mental health issues, parenting, relationship issues, school and youth issues.

Our clientele is mainly low-income families, and it is typical of low-income families to be facing multiple stressors that are only shared after caseworker has built good rapport with the family. It again points to the need to strengthen our team's capability to work on marital, emotional and parenting issues, as well as the ability to work with children and youth.

Quite a number of cases were assessed to have concerns over employment, housing and health-related matters. These issues require knowledge on resources, policies and ability to advocate for the clients. These are future training needs for our caseworkers that we have to look into.

Issues	FY 2012		FY 2013		FY 2014	
	ALL	NEW	ALL	NEW	ALL	NEW
Behavioural	9	6	11	3	14	5
Caregiving	9	5	20	13	30	13
Child Abuse (Neglect)	1	1	3	2	3	0
Child Abuse (Physical)	5	2	11	6	10	1
Child Abuse (Psychological)	1	1	3	2	3	0
Child Behaviour	14	5	20	10	21	4
Childcare	8	7	21	13	31	12
Economic Downturn	5	5	5	0	3	1
Elder Abuse (Financial)	0	0	0	0	1	1
Elder Abuse (Neglect)	1	1	1	1	2	0
Elder Abuse (Physical)	0	0	0	0	0	0
Elder Abuse (Psychological)	0	0	0	0	0	0
Elderly Issues	17	10	24	10	24	7
Emotional	13	13	58	44	112	64
Employment	45	28	79	38	105	43
Extra Marital Affairs	1	1	3	2	8	5
Family Conflict	4	4	13	9	21	9
Family Issues	66	44	90	28	108	44
Family Violence	13	10	20	9	27	11
Financial	228	75	266	60	264	59
Sexuality Issues	0	0	0	0	0	0
Health	55	37	89	41	101	31
Housing	44	33	71	30	67	16
Immigration	1	1	7	6	8	1
Juvenile Delinquency	0	0	0	0	0	0
Learning Disability	2	2	2	0	3	1
Marital Issues	55	35	70	26	95	44
Mental Health Issues	24	16	45	25	48	11
Non-substance Addiction	2	2	2	0	1	0
Parenting	15	7	26	13	32	12
Pre-marital Pregnancy	1	1	2	1	4	2
Relationship	26	15	34	15	53	27
Retrenchment	0	0	0	0	1	1
School Issues	4	2	13	9	12	3
Sexual Issues	1	0	2	1	2	0
Spousal Abuse (Physical)	5	4	13	8	11	0
Spousal Abuse (Psychological)	1	0	3	2	1	0
Alcohol Abuse	1	1	1	0	3	3
Drug Abuse	1	1	2	1	2	1
Substance Abuse - Others	0	0	0	0	0	0
Teen Issues	5	3	12	7	13	4
Others	3	1	5	3	8	3
<b>Total</b>	<b>407/524</b>	<b>187/215</b>	<b>542/657</b>	<b>188/210</b>	<b>585/701</b>	<b>184/214</b>



## SUMMARY

Our study shows that our clients' needs are diverse and complex. About half of our clients have financial issues, which come with other stressors in housing, health, employment, parenting and emotional coping. It indicates a need to strengthen our current team's ability in providing psychotherapy and working with families, children, youth, couples and the elderly.

There seems to be a trend of more diverse family types such as single-parent households and reconstituted families, and wider range of income groups as well. However, the time frame of this study is not long enough to indicate longer-term trends. We will keep comparing our client profile of each FY to inform our strategic planning.

## LIMITATIONS

This study is limited by a few factors:

- 1) **Lack of clarity in items:** The data used in this study is extracted from eCMS. The accuracy of the data depends on caseworkers' understanding of the items involved, which are sometimes ambivalent and repetitive.
- 2) **Missing data:** The data of FY 2014 is affected by technical flaws in eCMS, resulting in missing data of essential fields. Missing data also exists in non-compulsory fields such as underlying issues.
- 3) **Timeliness of data:** Updating eCMS data is not compulsory in most fields. Thus it is possible that the data we extracted from eCMS only reflect the status of the family at the point of intake.



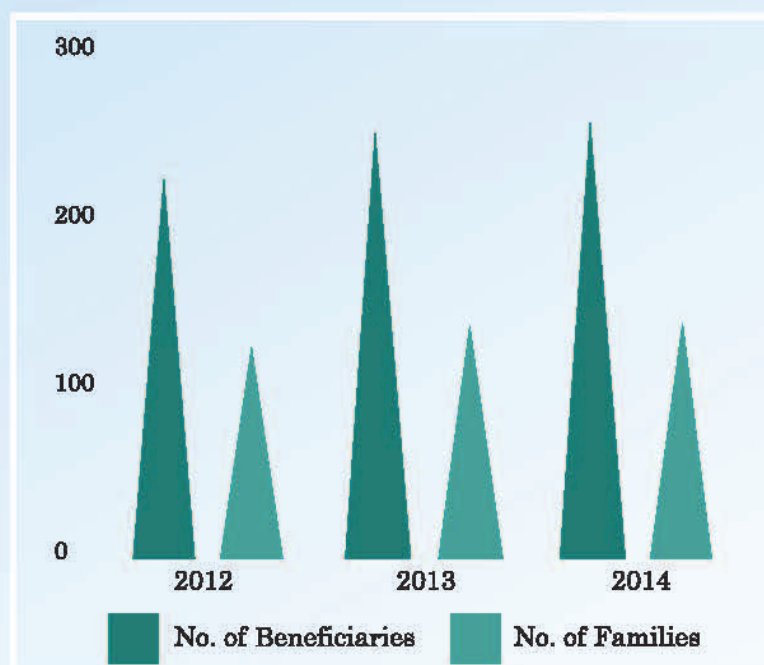
## SCHOOL POCKET MONEY FUND

### CLIENT PROFILE ANALYSIS FROM 2012 TO 2014

School Pocket Money Fund (SPMF) is a national-wide project initiated by the Straits Times to assist students from low-income families in their educational expenses. It is the most common form of financial support that our clients receive. This year we compared the profile of beneficiaries of SPMF from calendar year 2012 to 2014. As SPMF operates based on the school timetable, the time frame of this comparison is therefore, calendar year instead of financial year.

#### NUMBER OF BENEFICIARIES

The number of beneficiaries of SPMF in our centre has risen mildly over the three years, from 221 students in 2012 to 278 students in 2014. The number of families increases from 2012 to 2013, but remains the same in 2014:



The increases reflect changes in SPMF policies. In 2013, more families benefited under the 'Exceptional Cases With Complex Family Needs' category as the approval procedures were simplified. Furthermore in 2014, the Post-Secondary Scheme has matured, resulting in more students in a family benefited from the scheme.

#### EDUCATIONAL LEVEL OF BENEFICIARIES

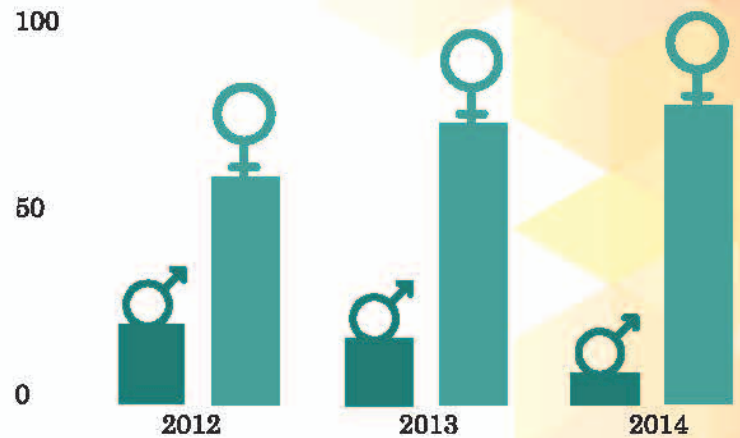
The educational levels of beneficiaries seem to be equally distributed each year, with an increase in the number of primary and post-secondary beneficiaries.

Level / Year	2012	2013	2014
Primary	126 (57%)	134 (52%)	143 (51.5%)
Secondary	95 (43%)	109 (42%)	109 (39.5%)
Post-Secondary	NIL	15 (6%)	26 (9.4%)



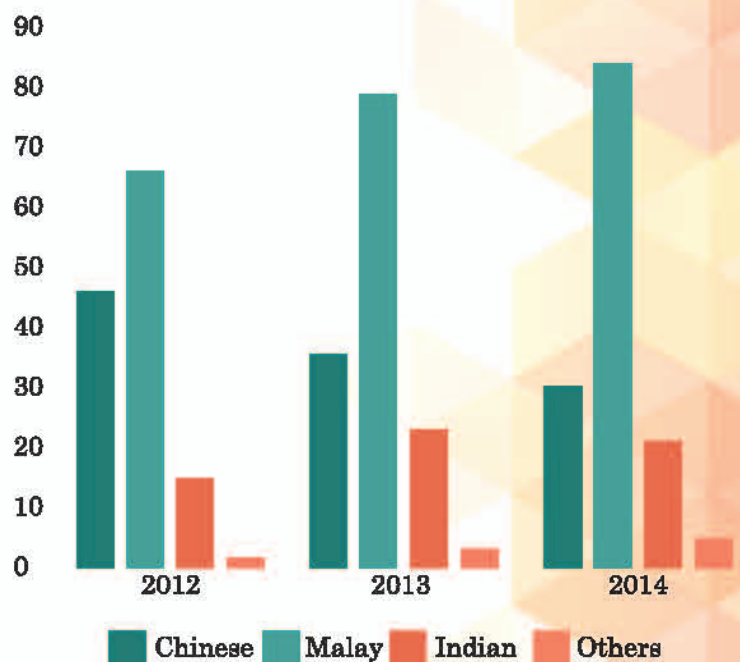
### GENDER OF APPLICANTS

Applicant refers to the parent or the guardian of the beneficiary. In the past three years, the number of females applying for SPMF for their children has increased. Similar increased in the number of female clients is observed in the overall client profile of FY 2012 to FY 2014.



### ETHNICITY OF APPLICANTS

Over half of SPMF applicants are Malays, followed by Chinese and Indians. Over the past three years, there is an increase in Malay and Indian applicants, but a decrease in Chinese applicants. The increase in Malay clients is especially noticeable.



### FAMILY TYPE AND MARITAL STATUS OF APPLICANTS

There is no obvious trend when comparing family types and marital status of applicants across the three years. The two biggest groups of family types in our SPMF client profiles are nuclear families and single-parent households.

Family Type / Year	2012	2013	2014
Nuclear	64 (50%)	78 (55.3%)	67 (50.0%)
Extended	17 (13.3%)	17 (12.1%)	17 (12.7%)
Reconstituted	1 (0.8%)	8 (5.7%)	6 (4.5%)
Single	2 (1.5%)	2 (1.4%)	3 (2.2%)
Single-parent	44 (34.4%)	36 (25.5%)	40 (29.9%)
Others	0 (0%)	0 (0%)	1 (0.7%)
Missing Data	0	0	7



## MARITAL STATUS OF APPLICANTS

Marital Status of Applicants / Year	2012	2013	2014
Married	74 (57.8%)	94 (66.7%)	82 (58.2%)
Divorced	30 (23.4%)	25 (17.7%)	32 (22.7%)
Separated	8 (6.2%)	10 (7.1%)	10 (7.1%)
Unwed Parent	2 (1.6%)	2 (1.4%)	4 (2.8%)
Widowed	10 (7.8%)	3 (2.1%)	7 (5.0%)
Single	2 (1.6%)	4 (2.8%)	3 (2.1%)
Re-married	2 (1.6%)	3 (2.1%)	2 (1.4%)

## HOUSEHOLD INCOME

Comparing the household income of the families on SPMF, we found that over 70% of them have less than \$1,500 of household monthly income. It is not surprising as the eligibility of SPMF includes a monthly gross per capita income of less than \$560. There seem to be a slight increase in the income level of SPMF beneficiaries, a trend also shown in the overall client profile of FY 2012 to FY 2014. However, the number of households having no income has also increased.

Household Income Level / Year	2012	2013	2014
NIL	7 (5.5%)	12 (8.5%)	15 (10.6%)
Below \$500	9 (7.0%)	13 (9.2%)	12 (8.5%)
\$500 - \$999	45 (35.2%)	39 (27.6%)	39 (27.7%)
\$1,000 - \$1,499	35 (27.3%)	39 (27.6%)	34 (24.1%)
<b>Income below \$1,500</b>	<b>96 (75%)</b>	<b>103 (73%)</b>	<b>100 (70.9%)</b>
\$1,500 - \$1,999	22 (17.2%)	20 (14.2%)	20 (14.2%)
\$2,000 - \$2,499	9 (7.0%)	11 (7.8%)	6 (4.3%)
\$2,500 - \$2,999	0	3 (2.1%)	3 (2.1%)
\$3,000 and Above	0	1 (0.7%)	1 (0.7%)
Data Not Available	1 (0.8%)	3 (2.1%)	11 (7.8%)

## DISCUSSION

Generally speaking, our centre saw more children benefiting from SPMF over the past three years. SPMF policies have been constantly reshaped to better reflect the needs of our low-income clients, such as the 'Exceptional Cases with Complex Family Needs' category as well as the 'Post-Secondary' category introduced in 2013. The scheme is also the most well-known and least stigmatizing form of financial support for clients.

Our SPMF-receiving families share similar profiles as our low-income clients in terms of income level, racial composition and family situation.

Over half of our beneficiaries are in the 'Primary' category. In our frontline experience, needy families often exhausted their children's SPMF before they enter secondary school. There are two implications: firstly, programmes targeting SPMF beneficiaries should target at mainly primary students; and secondly, there is a need to explore alternative financial support for families when their children enter secondary school without any financial support that is similar to SPMF.

In 2015, the administration of SPMF is tightened, where a ceiling is set for exceptional cases and post-secondary applications. We, thus, foresee the number of beneficiaries to decline or level off.



# Achievements and Key Highlights

## FAMILY OUTING 2014

In collaboration with the National Institute of Education (NIE), 9 families comprising 27 children and 14 adults were treated to an excursion to the Singapore Zoo on 22 November 2014. This project was part of the NIE students' Service Learning Project which aimed to engage less privileged families.



## KIDS' WORLD 2014

Twenty children participated in the Kids' World 2014 at Nanyang Technological University from 16 to 18 December 2014. Organized by the University's Welfare Services Club (Volunteer Management), the camp aimed to engage children in interesting activities as well as to provide new experiences for them through fun and active learning. On the second day of the camp, the children were brought for an excursion to the River Safari Singapore.

## RESORTS WORLD SENTOSA-S.E.A. AQUARIUM OUTING

On 20 March 2015, 14 children of Rotary FSC's School Pocket Money Fund (SPMF) beneficiaries participated in an outing to the S.E.A. Aquarium at Resorts World Sentosa. The outing was sponsored by Maybank Singapore in partnership with The Straits Times School Pocket Money Fund.





## BOWLING OUTING BY SCHENKER SINGAPORE

Schenker Singapore (Pte) Ltd invited 10 children from Rotary FSC to their company's bowling event held at SAFRA Mount Faber on 6 June 2015. For many of the children, it was the first time they learned to bowl. Schenker Singapore (Pte) Ltd collected \$735 from its staff and donated it to the centre in support of its programmes for low-income families.



## CAMP DISCOVERY!

Rotary FSC and volunteers from Anglo-Chinese School (Independent) organized a children camp during the school holidays on 11 June 2015 for its beneficiaries aged 8 to 12 years. The camp aimed to allow children to participate in fun and interactive activities geared towards teaching them about Science and Mathematics as well as activities that fostered qualities of teamwork and cooperation. A birthday celebration was also held for children born in June.

## CHANNEL 8 GOOD MORNING, SINGAPORE!

Rotary FSC's Principal Counsellor Mr Harry Low Teck Keong has been invited as an expert speaker in Good Morning, Singapore! – a live talk show programme televised on Channel 8. Starting from 2 July 2014 and as part of a 9-episode programme until 27 August 2014, Mr Harry Low was featured on the live show, sharing on various topics ranging from youth issues to families and parenting.





## LOVE BEYOND 2015

Rotary FSC collaborated with Destiny Impact - the Youth Ministry from Westside Anglican Church where 4 families benefited from its Love Beyond 2015 programme. Through this meaningful project, the Church engaged their youth volunteers to clean and paint the homes of needy families during the June 2015 school holidays. The families were appreciative for the assistance rendered as the volunteers went the extra mile other than the providing the cleaning and painting services. They helped to change light bulbs, sponsored new floor mats to one of the families whose floor mats were spoiled, and celebrated one of the children's birthday.

*"It was quite a shock knowing that there will be someone who is willing to paint our home. Our house was dull and we never had this opportunity before. They painted our home so nice that our house is now bright instead of dull like before. My family and I would like to thank the people who painted our home. From the bottom of our heart, we appreciate it a lot. Thank you for helping and willing to clean and paint our home."*

*~Joyce, name has been changed to protect child's confidentiality~*

Rotary FSC sincerely thank Westside Anglican Church for the assistance rendered to make a difference in the lives of the community that we serve.

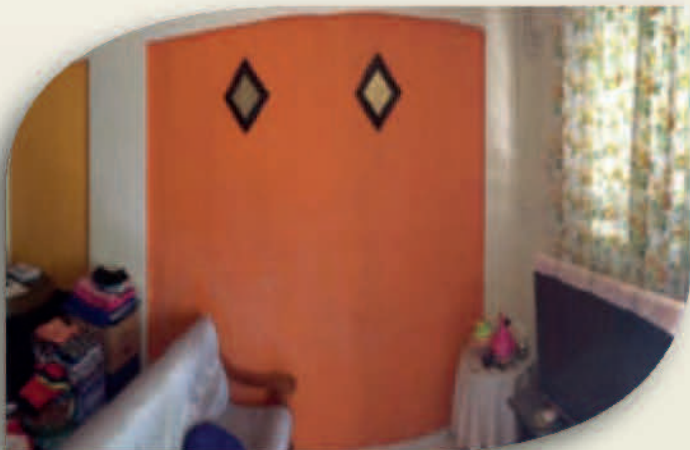
**BEFORE**



**AFTER**



**BEFORE**



**AFTER**





## RENOVAID SEASON 5

Rotary FSC's client, Mdm T (name has been changed to protect client's confidentiality), 53 years old, had been selected in May 2014 to participate in the RenovAID Season 5 programme. The renovations were completed in June 2014 and the programme segment which featured Mdm T was eventually televised on MediaCorp's Channel 5 on 1 and 8 September 2014.

Rotary FSC was thrilled that Mdm T, who has a 13-year old son, was given the chance for her flat to undergo renovations with the hope to help her and her family rebuild and rejuvenate their lives. Mdm T had been facing financial difficulties for some years especially after her husband was incarcerated for drug offences. She was the family's sole breadwinner and having to care for her school-going son. Through the programme, Mdm T's sparsely furnished flat was given a complete transformation and it was great to see that her family's quality of life has been greatly improved.

*"The renovation has made me, my son and husband very happy because we have stayed here for 3 years. My house is totally different now. Last time, you can see cables hanging here and there; painting half-done; kitchen and toilet leaking. When we turn on the water tap, you can hear a very loud sound. After the renovations, everything looks fine and 100% changed. My sister said that it is like moving to a new house. They (the programme producers and sponsors) bought us new furniture, TV, laptop for my son, refrigerator, rice cooker, kettle, dining table, coffee table and beds, and also celebrated my son's birthday. I am feeling very thankful."*

*~Mdm T, name has been changed to protect client's confidentiality ~*









## SOCIAL WORKER MR BILLY LOH RONG SHUN WAS FEATURED IN THE NATIONAL COUNCIL OF SOCIAL SERVICE WEBSITE AS PART OF THE NATION-WIDE CAMPAIGN TO ATTRACT INTEREST IN PURSUING A CAREER IN SOCIAL SERVICE


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***'It's my privilege to journey with my clients and help them through hard times.'***

– Billy Loh, Social Worker, Rotary Family Service Centre

"Give a man a fish and you feed him for a day; teach a man to fish and you feed him for a lifetime." This is Mr Billy Loh's mandate and one he uses to encourage his clients to gain self-reliance.

32-year-old Billy is a social worker at Rotary Family Service Centre (FSC). On a typical work day, Billy meets with clients and families on their difficult situations. His clients grapple with a myriad of issues, such as poverty, domestic violence, crime, drug abuse, divorce and problem gambling. Billy helps them evaluate their life options and develop a plan of action, working with community partners to seek necessary resources to empower his clients.

Billy has always enjoyed helping people since young but he knows that just having a good heart is not enough in his profession. "Yes, compassion and kindness are important traits. But on top of that, you also need to be academically and professionally trained as well," said Billy.

While Billy already has a Bachelor degree in Counselling and a Graduate Diploma in Social Work (the minimum education qualification for [Social Worker](#) is a Bachelor degree in Social Work), he strongly believes in continuous learning to step up his game and is all set to be enrolled into the Master programme in Social Work at UniSIM with the support of Rotary FSC.

"I believe that in the social service sector, especially when you are working closely and directly with clients, it is important to keep learning, be it through my supervisor, colleagues or regularly attending professional courses," emphasised Billy.



Last updated/reviewed on 20 May 2015

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## EXECUTIVE DIRECTOR MR AMRAN JAMIL WAS FEATURED IN A THANK YOU TO SOCIAL WORKERS ADVERT IN COMMEMORATING INTERNATIONAL SOCIAL WORKERS' DAY ON 17 MARCH 2015

**This is no ordinary tribute.**  
Because Singapore's social workers are certainly extraordinary.

They don't just resolve differences; they make a difference in people's lives.  
They don't just feed the hungry; they feed the soul.  
They don't just fix broken homes; they heal broken hearts.  
They don't just help people; they help people help themselves.

We can never thank you enough. Because you are always giving more.  
You listen with patience. You serve the community with selfless dedication.  
You strive with passion.

**Thank you.**

**Alvin Chua**  
Chairman  
Singapore Association of Social Workers

**Yang Chay Ming**  
General Manager and Executive Director, Health & Social Services  
Singapore General Hospital

**Amran bin Jamil**  
Executive Director  
Department of Social Work  
Singapore General Hospital

**Cherrie Siew**  
Executive Director  
Medical Social Work Department  
Singapore General Hospital

**Ang Bee Ean**  
Executive Director  
Department of Social Work  
Singapore General Hospital

**Supriya Elizabeth Mariani**  
Head of Centre, Behavioural & Forensic  
Institute of Mental Health

**Julia Lee**  
Director, Department of Social Work  
South Community Services

Social workers are made of more than just words. They are people who care, guiding their clients towards a better quality of life. There are currently 1,000 Registered Social Workers (RSW) and 100 Registered Social Workers' Professionals (RSWP) in Singapore.

**NCSS** National Council of Social Service  
**SSI** Singapore Social Service Institute  
**MSF** Ministry of Social and Family Development

## STAFF WELFARE INITIATIVES

The Staff Welfare Committee was inceptioned in July 2014 to take the lead in organizing team-building and bonding activities for FSC staff. The team has so far planned and organized numerous team-building outings, staff retreats, bi-monthly staff birthdays and festival celebrations.





# Our Volunteers, Our Lifeline

## OUR LIFELINE

Rotary FSC is grateful to our volunteers for their contributions to the centre. Their presence has made a vast difference to the activities and programmes that we conduct for our beneficiaries. We are glad they choose us in volunteering their valuable time and efforts.

Mr Adrie Pang Jun Wen  
Mr Andrew Pflug  
Ms Angie Cho Yuen Ping  
Mr Arthur Loo Wee Yeong  
Ms Celine Heng Shih Ling  
Mr Cher Wei Jie  
Ms Clover Chin Nyuk Ying  
Mr David Preshant Thamboo  
Ms Goh Si Ying  
Ms Han Huiying

Ms Janice Kok  
Mr Joshua Eng Jun Bin  
Ms Kalie Chia Yimin  
Ms Karine Nai Sak Khoon  
Mr Lee Xun  
Ms Low Wei Gee  
Mr Neil Gupta  
Mr Ng Kai Soon  
Ms Niti Roy  
Mr Norman Yeo Si Wei

Ms Nur Syazwana Sasman  
Ms Ong Xin Min  
Ms Puvenesvarri  
Jayachandran  
Mr Sim Ser Ngarn  
Ms Steffi Tan Xin Min  
Mr Wong Pei Xiang  
Mr Xing Tingkai  
Ms Zhou Quan

*"Through volunteering at Rotary FSC, I learnt to interact with children from all ages. I gained exposure to what volunteering is all about."*

*~ Ms Puvenesvarri Jayachandran, volunteered for SuperMUM! ~*

*"I took care of the children while their parents were having their workshops. I liked to play with them so it was a good experience for me."*

*~ Mr Lee Xun, volunteered for Parenting Workshops~*

*"I was really glad to be able to share my hobbies as I engaged with the children. I was happy to see the joy in these children when they accomplished the artworks. I would like to highlight the good work of RFSC in preparing, organizing and managing the volunteers for the event activities."*

*~ Mr Arthur Loo Wee Yeong, volunteered for Parenting Workshop~*



*"I enjoyed the company of the children who attended the sessions. The liaison officers, Eric and Billy, had also been very supportive in providing me the appropriate information and logistics I needed for each workshop. Overall, I like the vision of the organization and the kind of programmes that have been implemented to help the underprivileged families in Singapore."*

*~ Ms Han Huiying, volunteered for Do-It \$ense~*

*"I started volunteering with Rotary FSC since January 2015, once a month, with a family of 6. The children were lovable and I enjoyed doing craft work with them. Through my interactions with them, I learnt that family warmth and love are not measured by the amount of wealth each has. I vividly remembered a birthday celebration with the family. While it was a very simple cake with only a candle, I was very touched when I saw that each child actually took a spoonful of the cake and started feeding their mother first. Thereafter, they started feeding each sibling before eating on their own. It was indeed a remarkable scene."*

*~ Ms Karine Nai Sok Khoon, a family befriender~*

*"There were a few activities that we helped out with such as the SuperMUM! programme, the Boys' Brigade food ration packing and Camp Discovery! We helped to facilitate an outing at a park for the SuperMUM! programme. The experience was enjoyable as the participants were very inclusive. It was heartwarming to see the mothers and their children interacting with each other and even learning more about one another."*

*~Mr Joshua Eng Jun Bin, Mr Neil Gupta, Mr Adric Pang Jun Wen, and Mr David Preshant Thamboo, volunteered for SuperMUM! and Camp Discovery!~*

With our volunteers' support, it gave success to the activities and programmes that we planned. Our team learns and grows with every experience that we had in running the activities and programmes together with our volunteers. We thank you Volunteers. You are Our Lifeline!



# Acknowledgements

## APPRECIATION TO FUNDERS, SPONSORS AND DONORS

Rotary FSC would like to extend its heartfelt thanks and gratitude to the following organizations and persons for their kind funding, sponsorships and donations:

- \* BBDO
- \* Bring Love to Every Small Soul (BLESS)
- \* Boys Brigade Share-A-Gift 2014
- \* Care Corner Singapore
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- \* Damon and Diorne Pte Ltd
- \* Foundation of Rotary Clubs (Singapore) Ltd
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- \* IMAGINE+ PTE LTD
- \* Immigration and Checkpoints Authority
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- \* Ms Diane Lim
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- \* Mr Lewis Chua
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- \* Ms Peggy Tan
- \* Ms Tan Tian Mei
- \* Ms Tay Peck Hong
- \* Ms Vanessa de Jager
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- Importantly, all Rotary FSC Staff for continuing to believe in each other and to support one another in our journey as we undertake new challenges as a team.





# *Notes*