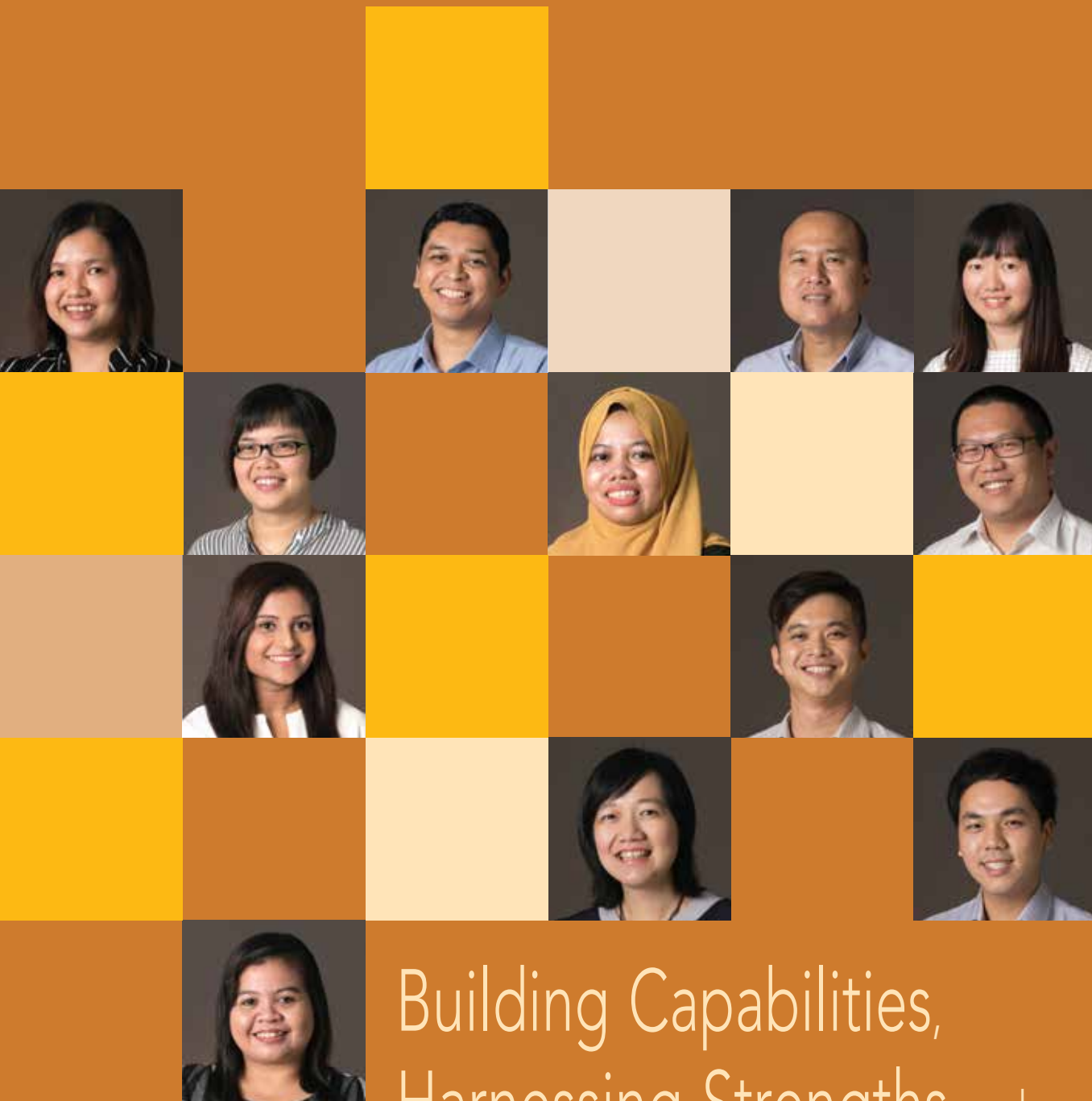




**Annual Report FY 2015/2016**



Building Capabilities,  
Harnessing Strengths and  
Realizing Potentials



## **FINANCIAL YEAR**

Unless otherwise specified, this report is applicable for the financial year ending 30 June 2016 so as to align with the financial year period adopted by Rotary International and 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, it would 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 SHARED BELIEFS

- Belief in Teamwork – Supporting one another as a team in achieving our Centre's objectives
- Belief in Respect – Upholding the dignity, rights and worth of every individual; our clients, partners and colleagues
- Belief in Professionalism and Competencies – Maintaining the highest professional standards and having positive regards for others and self
- Belief in Client-Centredness – Placing clients' interest as the core and priority in all matters
- Belief in Compassion – Being sensitive, thoughtful, and understanding about people's lives
- Belief in Integrity – Adhering to ethics and values regardless of pressure

## 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.

# Chairman's Message



I am pleased to witness the progress made by the Centre over these 4 years that I have the privilege of serving as Chairman of its Management Committee. The dedication and commitment demonstrated by its staff, volunteers and my committee members have made the Centre what it is today, a Centre that remains focused on delivering quality and effective services to individuals and families in need.

Our staff has remained steadfast in our endeavours to upkeep and enhance service standards despite the demands of the Code of Social Work Practice (CSWP). Though case work was the focus of CSWP, we managed to pilot several new programmes, from group work for children from single parent families (SuperKIDS!) and adults experiencing issues dealing with emotions (SuperME!)

to our inaugural family day event as well as an initiative to assist and support children from low-income families by providing them new set of clothes in celebration of the festive occasions (SuperFESTIVE!). While the Centre was kept busy with the CSWP, we found time to review our strategic goals for the next 3 years, undertake a couple of research projects and celebrate the close ties it has fostered over the years with its community partners.

The theme of this year's annual report, 'Building Capabilities, Harnessing Strengths and Realizing Potentials' underscored the Centre's focus on devoting its resources to equip its staff to be more competent and confident to undertake the challenges ahead. Staff development remains one of the Centre's key strategic thrusts and will continue to be so for years to come.

Having served for 2 terms, it is time for me to pass the leadership baton of the Management Committee to Mr Yeo Chuen Eng. He has served with me in the capacity of Vice Chairman for the past 4 years and I am confident that he and his capable team will bring new perspectives and expertise to steer our Centre into its next phase of growth.

**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, Business, Legal, Psychology, Medical and other related fields.

The Management Committee is further divided into four Sub-Committees, to consider 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, PBM*  
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



**Dr Monica H. Walet**  
Committee Member



**Ms Lily Lim**  
Committee Member

## Executive Director's Review

Rotary Family Service Centre experienced a dip in the total number of cases it managed in the year under review to 591, from 701 in the previous year. The decrease was mainly due to cases that required only financial assistance were referred to the Social Service Offices. On the flipside, this has allowed the Centre to focus its interventions on cases that were presenting with multiple and more complex issues such as those relating to emotional, marital and interpersonal. We continued to see an upward trend in the number of cases presenting with emotional issues from 8.4% of total number of cases managed by the Centre in the previous year to 11% this year. These types of cases often involve longer and more in-depth interventions. Meanwhile, our Centre has begun to fully embarked on the Code of Social Work Practice this year. We reviewed our clinical processes and forms to align with the Code and conducted in-house sessions to acclimatize our staff to the new procedures.



SuperMUMS! – a support group programme for single mothers continued into its fourth run this year while we also piloted a suite of new group work programmes: SuperKIDS! for children aged 7 to 12 years old from single parent households; SuperME! for individuals to discover themselves and better understand their emotions; and SuperFESTIVE!, an initiative to assist and support children from low-income families by providing new set of clothes in celebration of the festive occasions. The first SuperFESTIVE! kicked off with the Hari Raya edition that had benefited 39 children.

This year is an eventful one for our Centre as we held our first Stakeholders' Appreciation Night in January 2016 as part of efforts to deepen community ties with our partners. In May 2016, we held our inaugural family day. With Dr Tan Wu Meng, Adviser to the Jurong Grassroots Organizations as our Guest-of-Honour, the event saw more than 120 beneficiaries coming together to bond with their families. I am pleased to add that the SuperFESTIVE! and family day event received sponsorships from our community partners including our own Rotary Clubs of Bukit Timah and Singapore West.

The theme of 'Building Capabilities, Harnessing Strengths and Realizing Potentials' selected for this year's Annual Report demonstrated the Centre's fervent commitment towards enhancing our staff's professional development and value.

As we journey ahead of us, our management and staff team remain steadfast in looking at ways to do things better and constantly improving on our standards and quality of service to our community.

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



# Staff Members



Not in photo:

Ms Alice Koo Ngar Shan, *Senior Social Worker*

- 1 Ms NurulJannah Karim, *Corporate Service Assistant*
- 2 Ms Nursuhailah Abu Samat, *Social Worker*
- 3 Mr Pierce Tay Boon Heong, *Social Work Associate*
- 4 Ms Madeline Krishnasamy, *Counsellor*
- 5 Ms Stephanie Lai Yoke Fong, *Programme Executive*
- 6 Ms Cynthia Paulchamy, *Programme Coordinator*
- 7 Ms Nur Hamizah Abdul Rahim, *Social Work Associate*
- 8 Mr Eric Wong Zheng Wei, *Counsellor*
- 9 Ms Celine Thoo Ee Fong, *Corporate Service Manager*
- 10 Mr Billy Loh Rong Shun, *Social Worker*
- 11 Ms Nur Atiqah Rasul, *Corporate Service Associate*
- 12 Mr Amran Jamil, *Executive Director*
- 13 Mr Howard Tan Say Haow, *Social Work Associate*
- 14 Ms Asimah Beevi Abdul, *Social Work Associate*
- 15 Mr Peter Li Zhaojie, *Senior Social Worker*
- 16 Mr Mohammad Hafiz Wahid, *Social Work Associate*
- 17 Mr Harry Low Teck Keong, *Principal Counsellor*
- 18 Ms June Leo Ching Ching, *Assistant Senior Social Worker*
- 19 Ms Chey Siow Wei, *Social Worker*
- 20 Mr Kwan Siew Leong, *Social Worker*
- 21 Ms Lim Re Har, *Senior Social Worker*



# Services

## CASE WORK

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.

Main Types of Issues Handled

- Emotional
- Marital
- Parenting / Child Management
- Financial
- Family Violence / Abuse
- Interpersonal Relationship

## INFORMATION AND REFERRAL

We help 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 to:

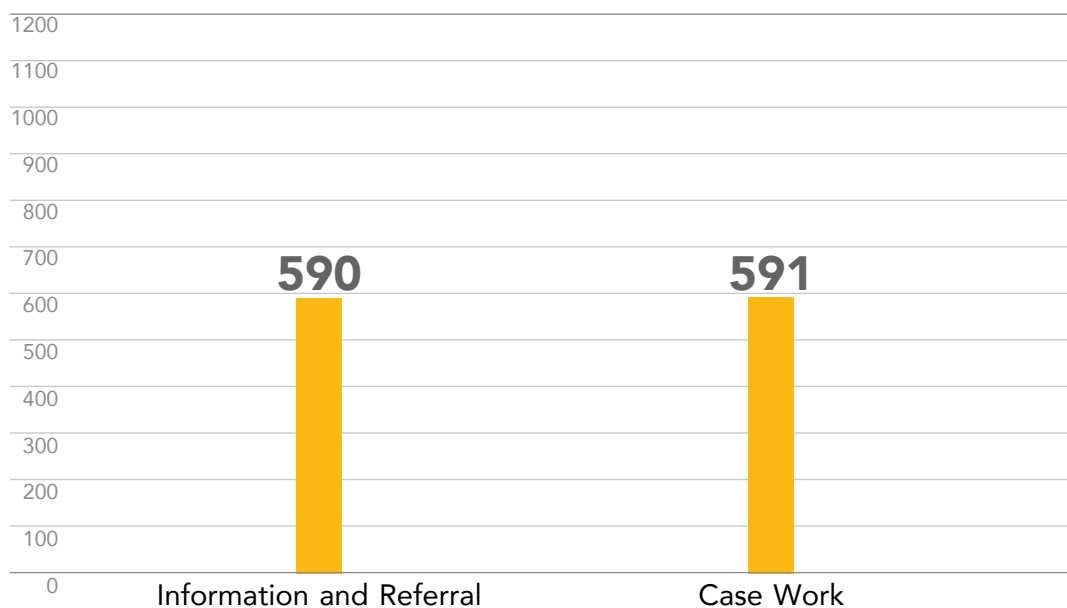
- Reach out to families in need of support; and
- Collaborate with community partners, to bring about support for individuals and families.

# 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 presented reflects cases managed by the FSC for the period of 1 April 2015 to 31 March 2016 (Financial Year 2015).

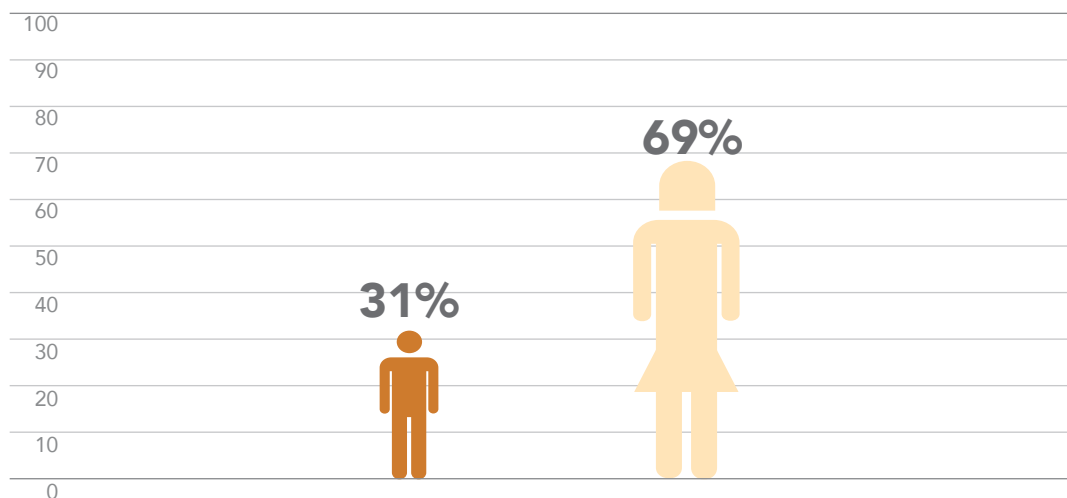
## Summary of Clientele

In Financial Year (FY) 2015, Rotary FSC attended to a total of 1,181 cases in the form of information and referral as well as case work.



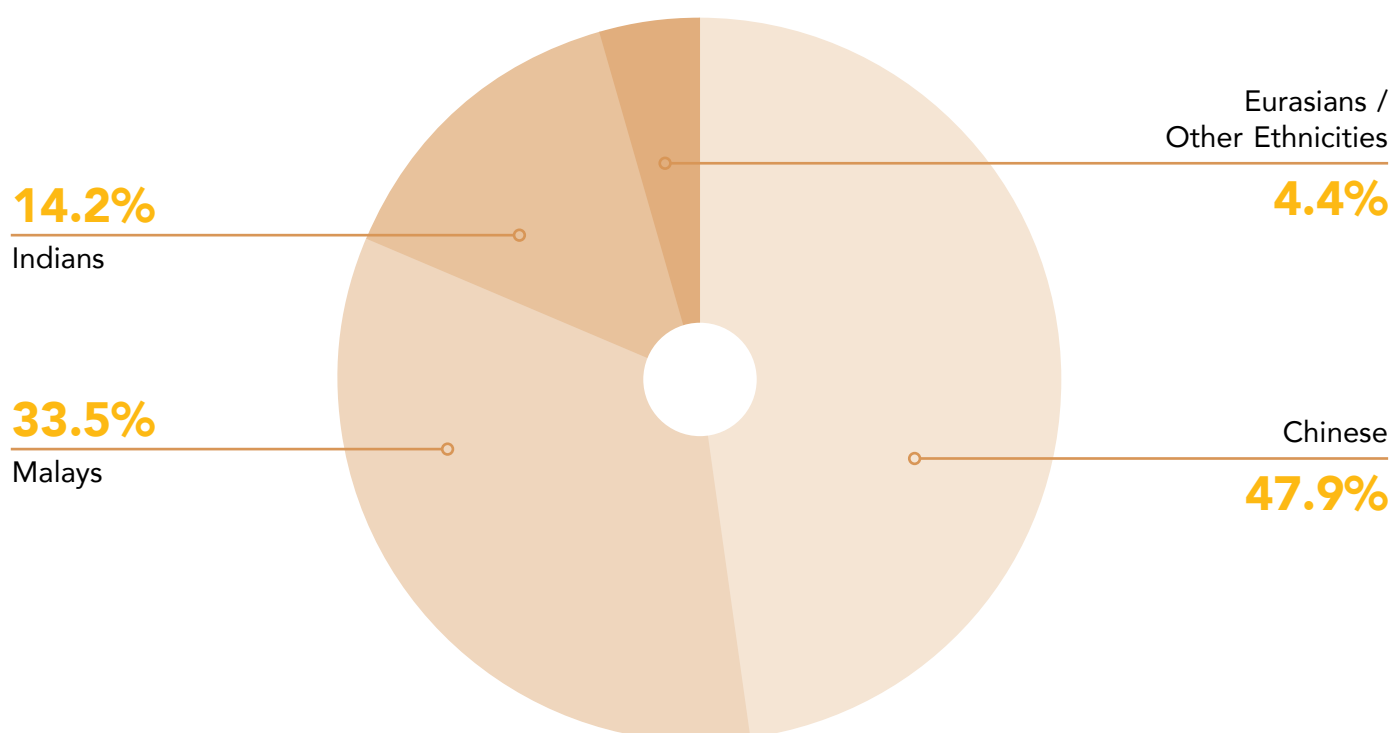
## Gender Distribution

In FY 2015, clients who sought case work services at Rotary FSC were predominantly female.



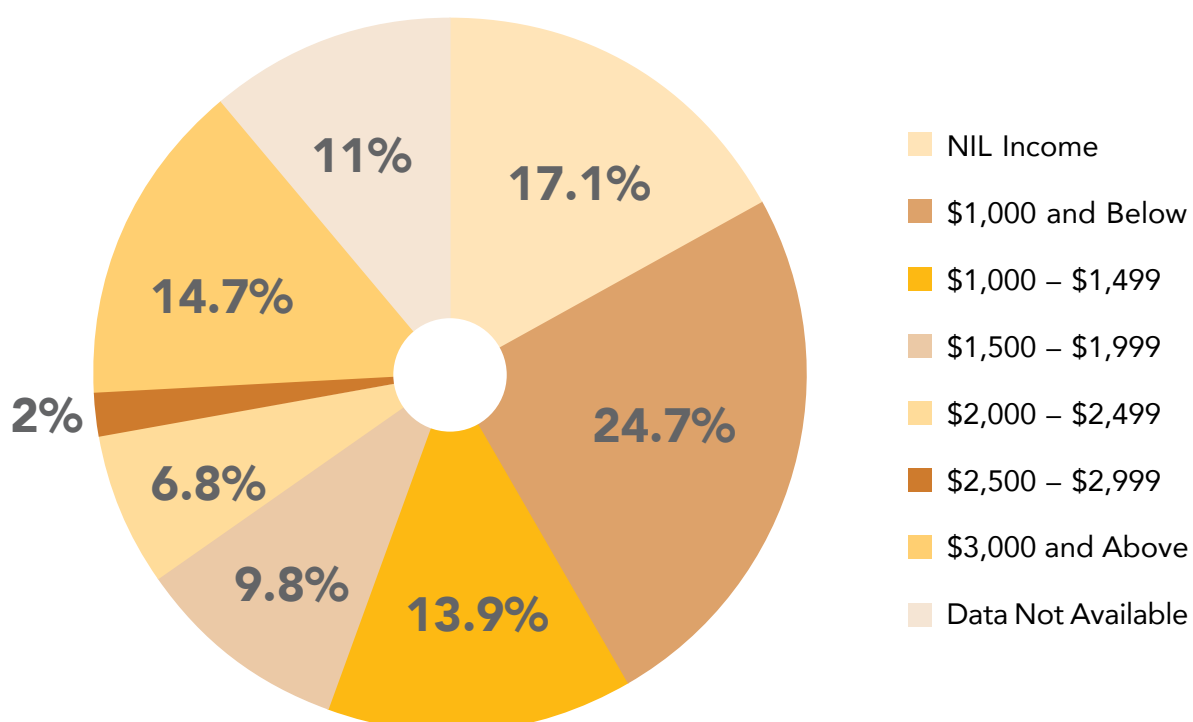
## Ethnic Distribution

Of the 591 cases, Chinese formed the largest proportion, followed by Malays, Indians and Eurasians / Other Ethnicities respectively.



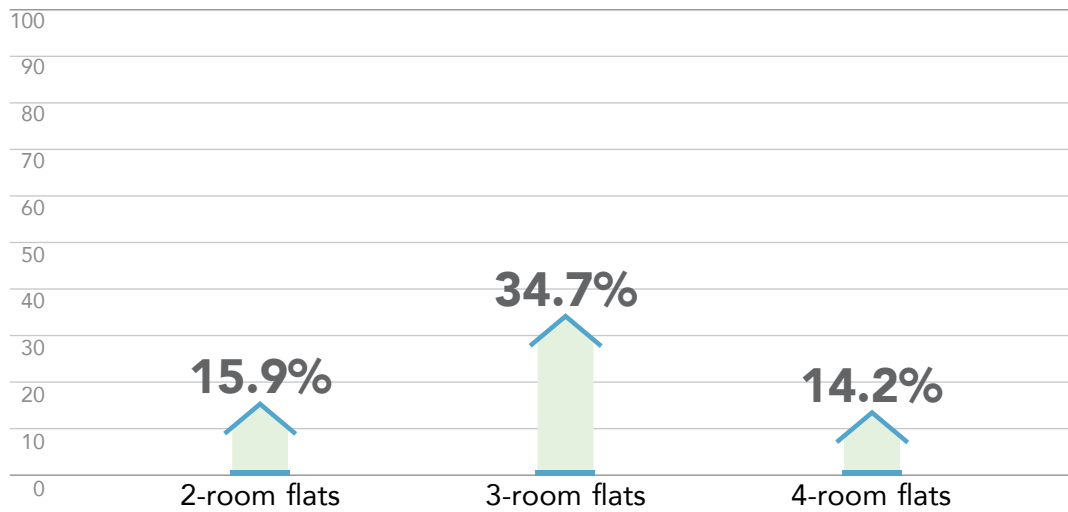
## Income Distribution

The monthly distribution of the households ranged from no income to above \$3,000. Majority of clients had household income below \$1,500.



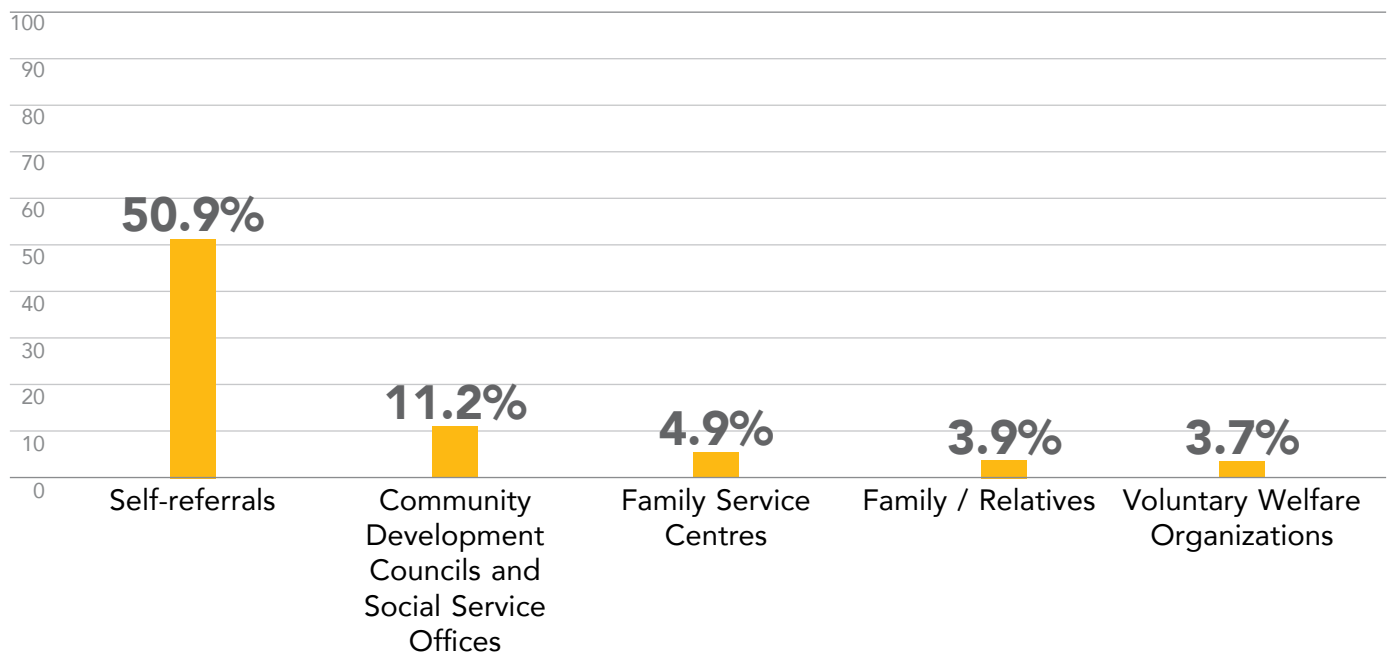
## Housing Type

More than half of the clients resided in HDB 3-room, 2-room flats, followed by 4-room flats.



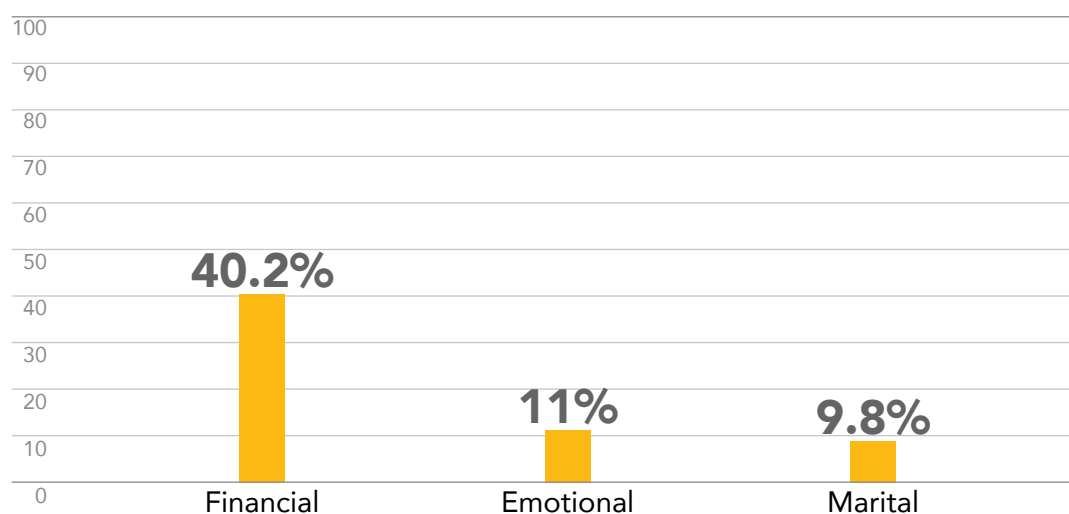
## Sources of Referral

In FY 2015, the top five sources of referrals were:



## Presenting Issues

The top three presenting issues seen by Rotary FSC in FY 2015 were:



## Alignment with Code of Social Work Practice

We have been preparing for the Code of Social Work Practice (CSWP), an MSF's initiative to streamline the roles and service standards of family service centres, as early as 2014. Apart from attending MSF's trainings, regular updates and in-house trainings were conducted to aid staff in familiarizing with the key concepts and processes. Measures were also taken to align our procedures with the CSWP such as reformatting forms and reviewing internal procedures.



# GROUP WORK

## Parents' Support Group

The Centre piloted a weekly Parents' Support Group sessions held over 9 weeks from 22 July 2015 to 12 November 2015. The sessions provided participants with timely parenting support and bonding with one another over challenges in parenting.



## SUPERKIDS!

SuperKIDS! was launched as a support group for children aged 7 to 12 years old from single-parent families. Through psycho-educational activities, the 6 sessions of group work supported children with understanding and awareness of various changes that happened within the family. Held between 15 August 2015 to 19 December 2015, each session focused on different themes such as roles of family, divorce, leadership and gratitude. Together with staff, children and their families, the group celebrated their graduation with a barbeque party.



### SuperMUMS! Run 4

SuperMUMS! Run 4 was conducted from 16 May 2015 to 16 April 2016 over 10 sessions. This run continued to build up the bonding and support among the alumni and new participants. The group discussed challenges of being a single mother such as re-building the family, coping emotionally, parenting as well as sharing information on formal and informal resources.



### SuperME! Series: I & Thou

The Centre piloted a weekly, 7-session therapeutic group work – SuperME! Series: I & Thou from 3 March to 14 April 2016. The programme aimed to enable participants to gain self-awareness, be more accepting of their emotions, gain insight into their relationships with other people as well as understand the impact of their families-of-origin on them. A combination of experiential activities utilizing arts, music, family sculpturing and mindfulness practices facilitated the participants' self-discovery process.





# COMMUNITY WORK

## At A Glance

Our centre reached out to 20 agencies between 1 April 2015 and 31 March 2016. Below is a list of agencies that we have networked with over the past year:

Agency for Integrated Care (AIC), National University Hospital

CASA Academic Enrichment Programme

Civil Service College

FSC-Grassroots Networking Session

Bukit Timah Grassroots

SAGE Counselling Centre

Transition Plus+ – An Interim Rental Housing Project by AMKFSC Community Services

Food from the Heart (FFTH)

Local Planning Team of Social Service Offices @ Queenstown/Clementi/Jurong East

Casa Clementi Residents' Committee

West Coast Citizens Consultative Committee

Bukit Timah Constituency Office

Institute of Mental Health (IMH)

Employment and Employability Institute (e2i)

South West Community Development Council

Movement for the Intellectually Disabled of Singapore (MINDS)



We Can! Singapore, AWARE

Bukit Timah Constituency Office

Children's Wishing Well, Student Advisory Centre

Youth GO!



## Stakeholders' Appreciation Night

We held an inaugural Stakeholders' Appreciation Night on 19 January 2016 to express gratitude to our community partners for providing support to our beneficiaries. We also took the opportunity to present several findings from research conducted by our staff and sharing of upcoming projects. One of the key highlights was the presentation of tokens of appreciation to our community partners. These tokens were crafted by our very own SuperMUMS! participants.



## Grassroots Adviser and Leaders' Visit to Rotary FSC

The Centre hosted Dr Tan Wu Meng, Grassroots Adviser and his grassroots leaders from Jurong Grassroots Organizations (Clementi) on 5 February 2016. Besides sharing of services and our referral process, a dialogue was also held to discuss community trends and needs of the residents.





## Clementi Wellness Carnival 2016

Rotary FSC participated in the Clementi Active Ageing Carnival on 19 June 2016 organized by Clementi Active Ageing Committee and Clementi Residents' Committee Zone 4. The Centre set up an outreach booth to promote FSC services and volunteering opportunities to the residents as well as partnering with MSF to spread awareness of violence against elderly and its prevention.





# ACHIEVEMENTS AND KEY HIGHLIGHTS

## Strategic Planning Retreat

We conducted a Strategic Planning Retreat with our Management Committee on 22 August 2015, the first since the committee's inception in 2012. The committee agreed on four broad goals that encompass strengthening its organizational culture, review and development of new services and programmes as well as ramping up staff capabilities and potentials.



## Rotary FSC: An Incubator for Future Helping Professionals

For the year ending 30 June 2016, Rotary FSC provided practicum placement opportunities to students pursuing their qualifications in social work. During their attachments, the students were exposed to a wide spectrum of social work practice in a family service setting. Below are the students' reflections:

"I had a very enjoyable and insightful experience for my internship at Rotary FSC. The supervision provided for me was very well-planned as it offered me opportunities to learn theories and also to apply them. I gained exposure to the work in the FSC and working alongside such a supportive team really made this a memorable experience."

~ **Siti Sarah Binte Sururi** ~  
Bachelor of Arts (major in Social Work), National University of Singapore

"My attachment at Rotary FSC was an eye-opening experience as it provided me ample opportunities to shadow case workers. I enjoyed my time here tremendously and this would not have been possible without the support and guidance of my friendly and approachable colleagues!"

~ **Edna Sim Ziqi** ~  
Bachelor of Social Work (Hons.), University of Edinburgh (NCSS Scholar)

"The 2.5 months I spent at Rotary FSC allowed me to learn so much about work in the social service sector, and gave me the opportunity to work alongside other professionals in the sector. I've never felt as well-supported in my learning and growth in any environment outside school, and the experience has been both humbling and eye-opening to me as an aspiring social worker."

~ **Jamie Boey Jing Yi** ~  
Bachelor of Arts (major in Social Work), National University of Singapore

### Agency Visit by NUS Students

On 19 February 2016, the Centre hosted a group of students from National University of Singapore (NUS). Current social issues and challenges were discussed with the students to give them insights into the roles of social workers in the family service setting.



### Catholic Junior College's Think Careers and Higher Education Fest 2016

Rotary FSC was invited by Singapore Association of Social Workers (SASW) to conduct a sharing for more than 100 graduating Catholic Junior College students on 18 May 2016. Social Worker Mr Billy Loh Rong Shun shared interesting perspectives about his work and the satisfaction he gained working with the community.





## NUS' Scholars' Orientation Session and Mentors Workshop

NUS invited Rotary FSC to conduct an orientation session for its scholars from China and a workshop for mentors on 3 August 2015 and 14 May 2016 respectively. Students were taught how they can increase individual resiliency by adopting some coping strategies and having a better understanding of the Singapore society and culture. In addition, practical mentoring and befriending tips were shared with the mentors. They were also coached to look out for signs of distress in their mentees.



## World Mental Health Congress 2015 and 23rd Joint Regional Social Work Conference 2015

Rotary FSC conducted an exploratory research on the experiences of Malay-Muslim female divorcees in navigating Singapore's housing policies. A ground sensing through the involvement of the SuperMUMS! participants showed that housing had been one of the biggest issues faced by them. The research was presented at two different conferences; the World Mental Health Congress in Singapore from 1 to 3 October 2015 and the 23rd Joint Regional Social Work Conference in Bangkok, Thailand from 20 to 24 October 2015.





## 4th Joint World Conference on Social Work, Education and Social Development 2016

Another research was conducted based on the previous study to understand the role of social workers in helping single-mothers on housing issues and the advocacy skillsets required by the workers. Rotary FSC invited social workers from Tanjong Pagar FSC for a focus group discussion to gain insights into the preferred advocacy practices and the role of social workers in alleviating the housing challenges faced by single-mothers. The findings were presented at the 4th Joint World Conference on Social Work, Education and Social Development in Seoul, South Korea from 27 to 30 June 2016.



## Hello Singapore

Principal Counsellor Mr Harry Low Teck Keong was invited as a guest in Hello Singapore, a live programme televised on Channel 8 on 27 November 2015. He provided advice to students on dealing with the stress of examinations and transitioning into secondary school as well as tips for parents to help their children cope with these stressors.





## Outing to Electricity Efficiency Centre

Our children participated in the Energy Experience and Enhancing Your Interpersonal Skills workshop organized by Singapore Power on 10 December 2015. They visited the Electricity Efficiency Centre and engaged in games to improve their communication skills.



## Pizza Making Workshop

On 18 March 2016, our children participated in a pizza making workshop at Pizza Hut (Westgate outlet) organized by Ministry of Health as part of its corporate service responsibility initiative.





## Children's Camp

Our beneficiaries participated in a children's camp organized by West Coast Youth Executive Committee and Nan Hua Primary School on 1 June 2016.



## Family Day 2016

Rotary FSC held its inaugural Family Day on 28 May 2016 at Singapore Discovery Centre. With the theme 'Celebrate Family Togetherness', the event attended by more than 35 families, aimed to provide a platform for beneficiaries and their family members to bond through meaningful and interactive activities. The event was graced by Dr Tan Wu Meng, Grassroots Adviser to Jurong Grassroots Organizations (Clementi). One of the key highlights was a dance performance by our SuperMUMS! and SuperKIDS! participants. We also took the opportunity during the event to appreciate our volunteers who have been contributing their time and effort to help in different programmes to benefit the community.







### SuperFESTIVE! (Hari Raya Edition)

In line with Rotary FSC's mission of 'Impacting Every Family and Individual in Need', SuperFESTIVE! was developed to spread the festive spirit to children from low-income families. The Centre launched its first SuperFESTIVE! edition on 23 June 2016. Funds were raised through donations from the public and Rotary Clubs. The funds raised were used to purchase new set of festive clothes for 39 beneficiaries, aged 5 to 13 years old. Accompanied by staff and volunteers, the beneficiaries and their caregivers were brought to Tanjong Katong Complex in Geylang Serai. They also learned budgeting and to prioritize their needs. Through this event, the beneficiaries and their caregivers also had the chance to bond with one another.



# RESEARCH

## Client Profile Analysis Report for FY 2015 (1 April 2015 – 30 March 2016)

Rotary FSC conducted a study to identify emerging social trends in the community and foresee implications to our future service provision. Data for the period of FY 2012 to FY 2015 were compared. The comparison was made for 'ALL' and 'NEW' cases opened during these financial years. 'ALL' cases refer to the total cases processed in that financial year while 'NEW' cases are those opened in the same period.

The number of cases had been on the rise since FY 2012 to FY 2014 but dipped to 591 in FY 2015. This was significantly low when compared to the total number of cases in the past three financial years. With Social Service Office (SSO) in the community, FSC will only be involved when there are complex family issues requiring case work. As such, this had resulted in a drop of both the overall number of current and new cases.

Overall, the study observed that females remained as the FSC's primary clients. It was also observed that the number of clients aged 51 to 60 years old increased in FY 2015. There was also a noticeable increase in the number of cases whose monthly household income were more than \$3,000. This was an indication that there were more clients who sought non-financial related services. Comparing the changes in presenting problems over the past four financial years, the prominent change was the decline in the number of 'ALL' and 'NEW' cases seeking financial help, and the increase in the number of cases with emotional issues.

Details of the study can be found at [www.rotaryfsc.org](http://www.rotaryfsc.org).

## School Pocket Money Fund Client Profile Analysis from Calendar Year 2013 to 2015

School Pocket Money Fund (SPMF) is a nation-wide project initiated by the Straits Times to assist students from low-income families with their educational expenses. Rotary FSC conducted a study to compare the profile of SPMF beneficiaries in the FSC from 2013 to 2015. As SPMF operates based on the school year, the timeframe for this comparison is calendar year instead of financial year. Due to major changes in the SPMF disbursement policies, the study found that in 2015, the number of beneficiaries dropped by 29%, and the number of families benefited from this scheme dropped by 23%. The rolling out of CSWP and the renewed orientation of FSC work vis-à-vis the SSO means that caseworkers are unable to offer SPMF to families that do not require case work. Comparing the monthly household incomes of the families receiving SPMF, we found that over 70% of them earned less than \$1,500.

Details of the study can be found at [www.rotaryfsc.org](http://www.rotaryfsc.org).

## Single Parents Needs Assessment

An assessment to understand the needs of single-parent families was conducted between April and May 2016. Rotary FSC reached out to 44 clients, who consented to participate in a survey to understand their needs as single parents. The survey studied the demographics of single parents, their areas of concerns and the importance of these concerns in their situation, their hopes for their children, their expectations of Rotary FSC as a support agency as well as their interest to participate in future programmes. Most of the respondents are single mothers with school-age children and divorce was the main reason for their single-parenthood. From the study, our respondents expressed concerns over housing, financial and emotional issues. The study also showed that the respondents were equally concerned about their children's coping with the changes in the family. One-fifth of our respondents observed that their children had difficulties coping emotionally. They were also concerned about the impact that these changes would have on the children's school performance and conduct.

Details of the study can be found at [www.rotaryfsc.org](http://www.rotaryfsc.org).





# STAFF DEVELOPMENT

## Professional Development and Management Programme

Principal Counsellor Mr Harry Low Teck Keong was selected by NCSS for the Professional Development and Management Programme (PDMP) to pursue a 12-month Graduate Diploma in Clinical Supervision programme by Swinburne University of Technology as well as to attend an overseas conference on counselling practices in Montreal, Canada and a leadership programme at Social Service Institute. He has attended the conference organized jointly by the American Counselling Association and Canada Counselling and Psychotherapy Association from 31 March to 3 April 2016 and is currently in the midst of completing the graduate diploma and leadership courses by December 2016 and February 2017 respectively.

## Sabbatical Leave

Senior Social Worker Ms Lim Re Har undertook the Sabbatical Leave scheme sponsored by NCSS. The scheme has not only given her the opportunity to rejuvenate and recharge but also expanded her professional skills, knowledge and networks during the 10 weeks from April to July 2016. During her sabbatical, she participated in two training retreats and a conference in Oxford, United Kingdom and Vancouver, Canada respectively. The training retreats were the 7-day Mindfulness-Based Cognitive Therapy teacher training retreat conducted by the Oxford Mindfulness Centre and the 10-day training retreat on Satir Model that followed from a conference organized by the Satir Institute of the Pacific.





### Corporate Team Building Exercise in Pulau Tioman, Malaysia

The Centre held a 3-day, 2-night corporate team building exercise in Pulau Tioman, Malaysia from 26 to 28 August 2015. Besides enhancing team bonding and morale, the Centre's 3-year strategic plans were also presented.



### In-House Counselling Training for Social Work Associates

Rotary FSC conducted an in-house counselling training on 1 June and 13 July 2016 for its Social Work Associates and Social Work students from NUS and NCSS. The training was led by our Counsellor Mr Eric Wong Zheng Wei to equip participants with basic counselling skills and approaches.

# VOLUNTEERS

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 had conducted for our beneficiaries

Mr Chen Ke

Ms Choi Seonhee

Mr Eng Jun Bin, Joshua

Mdm Fathimunissa

Ms Huang Xindi

Mdm Leong Pui Ling, Paulyn

Mr Loo Wee Yeong, Arthur

Ms Michelle Baraba

Mr Mohammad Al-Haris

Mr Neil Gupta

Ms Nurazlin Razak

Mr Pang Jun Wen, Adric

Ms Puvanesvarri d/o Jayachandran

Mr Sheng Yu

Mr Shi Tianyuan

Mdm Supiati Selamat

Mr Voon Tzy Jien, Darren

## Making a Difference: Reflections from Our Volunteers



Mdm Supiati Selamat became a volunteer with Rotary FSC in May 2015 after she read about the Centre's single mothers' support group in Berita Harian. Being a homemaker, she wanted to give some of her time to help the disadvantaged. She found it meaningful to volunteer as a befriender in the SuperFESTIVE! (Hari Raya edition).

Ms Huang Xindi joined Rotary FSC as a volunteer in September 2015. She especially enjoyed working with children.



Mr Mohammad Al-Haris and Mdm Fathimunissa are both expatriates from India. As they had experience volunteering in orphanages, seniors' homes and administering of polio drops for babies in India, they also wanted to contribute to the community in Singapore. They have been volunteers with the FSC since March 2016.

They have been volunteers with the FSC since March 2016.





# ACKNOWLEDGEMENTS

## Words of Appreciation from Our Client

Dearest Siow Wei,

I would like to thank you for guiding me and my children all these years. Thank you for assisting me in applying for higher childcare subsidies, thus allowing me time and peace of mind to upgrade myself and go to work. Words alone are not enough to express my gratitude to you, the whole Rotary FSC team and all the sponsors.

Thank you  
For all that you've done  
Thank you  
For being there for me when I needed you  
Thank you  
For never giving up on me  
Thank you  
For making me smile when I'm upset and most of all  
Thank you  
For being the best person ever!!

## Social Worker Ms Chey Siow Wei's Reflection

Thank you  
For allowing us to journey with you  
Thank you  
For trusting us enough to share your story  
Thank you  
For introducing your family and your children to us  
Thank you  
For giving yourself a chance  
Thank you  
For never giving up on yourself  
Thank you  
For being and loving yourself

## A Client's Appreciation

Ever since I met Re Har, I felt my burden has gone away. Re Har listened patiently to me. She did not feel I was a burden to her. She enjoyed listening and she helped me with a very sincere heart. She also never failed to make me laugh. After talking to Re Har, I felt much better and more relaxed. She was always there for me. I love her very much.

## Senior Social Worker Ms Lim Re Har's Reflection

It was challenging journeying with Mdm Sue\* due to the complexity of the issues faced by her and her family. There were testing moments when she seemed to be having certain expectation towards her caseworker and got frustrated when her expectation was not met. I find that compassion, empathy and patience are key in serving clients and families with complex needs such as Mdm Sue\*. A good relationship and trust between client and caseworker also serves as an important foundation to facilitate positive changes. Support from the Centre, supervisors and peers are also crucial in managing complex cases so that the caseworker can continue to persevere and do her best in serving the clients. Constantly updating and learning new skills and knowledge, seeking supervision and support when needed, as well as having the right attitudes and mindsets are important factors for success in this field of work.

## A Client's Struggle

I am a university student, an immigrant to Singapore. For two years, I found myself in an unusual situation because I was serving National Service alone without my family or a place I could call my own. I ended up living in the army camp for a whole year, and I was miserable because of the lack of freedom and comfort. I could not wait for it to end.

I thought things would get better in university, but it did not. I found myself thrown into a highly competitive environment with many deadlines, and my whole being was resisting and shunning away from these stresses. I started to skip lessons, not doing assignments, and eventually descending into a state where I would skip meals and refuse to go out for days.

I found out about Rotary FSC and decided to seek help. I am grateful that the service was provided free for me. It was fortunate for me to have met Madeline, who was not only friendly, patient and understanding, but very professional as well. She helped me to look at my situation in a new light, and guided me in discovering myself.

Now, I am already back to my normal self and I could confidently say that I am better equipped to deal with stress and my own internal conflicts, with the tips and insights gained from my counselling sessions with Madeline.

I would also like to thank the staff at Rotary FSC, all of whom were warm and patient. I would like to recommend counselling to anyone struggling to resolve important issues in their lives. Contrary to the misconception that counselling is only for 'abnormal' people, I now believe that a lot of people would be doing better in their lives if they seek counselling.

## Counsellor Ms Madeline Krishnasamy's Reflection

I am glad I could build a therapeutic rapport with Mr Lim\*, to trust me in aiding him in his journey to recovery. A therapeutic relationship that is built on trust between client and caseworker is vital in achieving positive changes for the client. Having seen him for a few sessions, I was amazed at his growth and self-determination, which had increased tremendously. He first came in with low motivation and a general lack of interest in life. Despite his difficulties, I could see he did not want to give up and wanted to get out of his emotional cycle. The strength exhibited by Mr Lim\* amazed me and gave me hope towards his recovery. As a caseworker, I believe in looking out for client's strengths and building on them would aid the therapy session and in achieving our goal.

\* Name has been changed to protect client's confidentiality

## Appreciation to Funders, Sponsors and Donors

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

Boys Brigade Share-A-Gift 2015  
 Bringing Love to Every Small Soul (BLESS)  
 Clementi Zone 2 Residents' Committee  
 Clementi Community Centre  
 DSO National Laboratories  
 Early Childhood Development Agency (ECDA)  
 Families for Life Council  
 Food from the Heart (FFTH)  
 Gardenia Foods (S) Pte Ltd  
 HDB GRAINS 2015  
 Jamiyah Singapore  
 Khong Guan Biscuit Factory (S) Pte Ltd  
 Lee Foundation  
 Meendum Valai Osai Production  
 MINDS Social Enterprise  
 Ministry of Health (MOH)  
 Ministry of Social and Family Development (MSF)  
 Nan Hua Primary School  
 National Council of Social Service  
 Pu Zhao Chan Si Temple  
 RichGlobal Services  
 Rotary Club of Bugis Junction  
 Rotary Club of Bukit Timah  
 Rotary Club of Singapore West  
 Sentosa Development Corporation  
 Singapore Anti-Narcotics Association (SANA)  
 Singapore Power Ltd  
 South West Community Development Council  
 The Straits Times School Pocket Money Fund  
 Tipex Pte Ltd (Beautex)  
 TOUCH Child Care (Clementi)  
 Yayasan Mendaki  
 Yusof Ishak Secondary School  
 Mr Abdul Rahim Omar  
 Ms Azra Taufiq  
 Mr Cheung Yinbun  
 Ms Chua Lay Cheng Joslyn  
 Mr Kung Yi  
 Mr Lewis Chua  
 Ms Linda Tan  
 Ms Peggy Tan  
 Ms Quek Seng Lee  
 Ms Shanon Lee  
 Mr Sng Juan Soon  
 Ms Sylvia See

## A Word of Thanks

We would like to take this opportunity to thank the following individuals that had made the production of the Annual Report possible. They are as follows:

- Rotary Family Service Centre Management Committee and Foundation of Rotary Clubs (Singapore) Ltd.
- The Standards Staff Working Committee especially Social Worker Ms Chey Siow Wei for pulling together the statistics for analysis, checking for accuracy and article write-ups.
- The Outreach Staff Working Committee especially Social Worker Mr Billy Loh Rong Shun, Programme Executive Ms Stephanie Lai Yoke Fong and Social Work Associate Ms Asimah Beevi D/O Abdul for the articles on Community Work.
- Senior Social Worker Ms Alice Koo Ngar Shan, Assistant Senior Social Worker Ms June Leo Ching Ching, Social Worker Ms Nursuhailah Abu Samat, Social Worker Ms Chey Siow Wei and Social Work Associate Ms Asimah Beevi D/O Abdul for conducting research and write ups on the research findings.
- Principal Counsellor Mr Harry Low Teck Keong, Senior Social Worker Ms Lim Re Har, Assistant Senior Social Worker Mr Peter Li Zhaojie, Social Worker Mr Billy Loh Rong Shun, Social Worker Ms Chey Siow Wei, Social Worker Ms Nursuhailah Abu Samat, Counsellor Ms Madeline Krishnasamy, Counsellor Mr Eric Wong Zheng Wei, Social Work Associate Ms Nur Hamizah Abdul Rahim and Social Work Associate Mr Pierce Tay Boon Heong, our clients, students and volunteers for their contributions.
- The Editorial Team comprising Programme Executive Ms Stephanie Lai Yoke Fong and Programme Coordinator Ms Cynthia Paulchamy for contributing articles, consolidating the information and materials, and coordinating the publication of this Annual Report.
- Importantly, all Rotary FSC Staff for supporting one another in our journey to make a difference in the lives of the people we serve.



# Financial Statements

**ROTARY FAMILY SERVICE CENTRE**  
**(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)**  
*(Registration Number 199300813R)*  
*(Incorporated in Singapore)*

**FINANCIAL STATEMENTS**  
*For the financial year ended 30 June 2016*

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**ROTARY FAMILY SERVICE CENTRE  
(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)**

**STATEMENT BY MANAGEMENT COMMITTEE**

*For the financial year ended 30 June 2016*

In our opinion,

- (i) the financial statements as set out on pages 37 to 56 are drawn up so as to give a true and fair view of the state of affairs of the Centre as at 30 June 2016 and of the results of the financial activities, changes in funds and statement of cash flows of the Centre for the year then ended; and
- (ii) 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 of the Centre in office at the date of this report are:

Chairman	Yeo Chuen Eng	<i>(Appointed with effect from 1<sup>st</sup> August 2016) Former Vice-Chairman for term 2014-2016</i>
Vice-Chairman	Li Guang Sheng	<i>(Appointed with effect from 1<sup>st</sup> August 2016) Former Honorary Treasurer for term 2014-2016</i>
Honorary Secretary	Lily Lim	<i>(Appointed with effect from 1<sup>st</sup> August 2016) Former Committee Member for term 2014-2016</i>
Honorary Treasurer	See Mee Lee	<i>(Appointed with effect from 1<sup>st</sup> August 2016)</i>
Committee Member	Henry Lim Kim Seow	<i>(Appointed with effect from 1<sup>st</sup> August 2016) Former Honorary Secretary for term 2014-2016</i>
Committee Member	Low Hoon-Kee	<i>(Appointed with effect from 1<sup>st</sup> August 2016) Former Committee member for term 2014-2016</i>
Committee Member	Monica H. Walet	<i>(Appointed with effect from 1<sup>st</sup> August 2016) Former Committee member for term 2014-2016</i>
Immediate Past Chairman	Henry Tan Kok Hiang	<i>(Appointed with effect from 1<sup>st</sup> August 2016) Former Chairman for term 2014-2016</i>
Former Committee Member	Rustom M. Ghadiali	<i>(Stepped down on 31<sup>st</sup> July 2016)</i>
Principal Advisor	Philbert Chin Soon Siang	
Advisor (Chairman, Foundation of Rotary Clubs (Singapore) Ltd)	Wu Dar Ching	

On behalf of the Management Committee



Yeo Chuen Eng  
Chairman



See Mee Lee  
Honorary Treasurer

Singapore,

**30 SEP 2016**

# BESTAR ASSURANCE PAC

Public Accountants and Chartered Accountants of Singapore  
Registration No. 201209518K

**Bestar**

23 New Industrial Road, #07-04, Solstice Business Center, Singapore 536209  
Tel: +65 6299 4730  
Fax: +65 6631 8594

## **INDEPENDENT AUDITOR'S REPORT TO THE MANAGEMENT COMMITTEE OF ROTARY FAMILY SERVICE CENTRE (A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)**

### **Report on the Financial Statements**

We have audited the accompanying financial statements of Rotary Family Service Centre (the "Centre"), set out on pages 37 to 56, which comprise the statement of financial position as at 30 June 2016, and the statement of comprehensive income, statement of changes in funds and statement of cash flows for the financial year then ended, and a summary of significant accounting policies and other explanatory information.

#### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with the provisions of the Charities Act, Chapter 37, and Singapore Financial Reporting Standards, 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 statement of comprehensive income and statement of financial position and to maintain accountability of assets.

#### *Auditors' Responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Singapore Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that give a true and fair view 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

# BESTAR ASSURANCE PAC

Public Accountants and Chartered Accountants of Singapore  
Registration No. 201209518K

**Bestar**

23 New Industrial Road, #07-04, Solstice Business Center, Singapore 536209  
Tel: +65 6299 4730  
Fax: +65 6631 8594

## INDEPENDENT AUDITOR'S REPORT TO THE MANAGEMENT COMMITTEE OF ROTARY FAMILY SERVICE CENTRE (A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD) (continued)

### Opinion

In our opinion, the financial statements of the Centre are properly drawn up in accordance with the provisions of the Act and Singapore Financial Reporting Standards so as to give a true and fair view of the assets used in, and liabilities arising out of, the Centre's operations as at 30 June 2016 and the results, changes in the funds and cash flows from such operations for the financial year ended on that date.

### Report on Other Legal and Regulatory Requirements

In our opinion,

- (a) the accounting and other records required by the Act and the regulations enacted under the Charities Act, Chapter 37 to be kept by the Centre have been properly kept in accordance with those regulations.
- (b) as there were no fund raising events held during the financial year ended 30 June 2016, the requirements of the Charities (Institution of a Public Character) Regulations on fund-raising do not apply in this instance.

During the course of our audit, nothing has come to our attention that causes us to believe that the use of the donation monies was not in accordance with the objectives of the Centre as required under Regulation 16 of the Charities (Institution of a Public Character) Regulations.

*Bestar Assurance PAC*

**Bestar Assurance PAC**  
Public Accountants and  
Chartered Accountants  
Singapore

30 SEP 2016



**ROTARY FAMILY SERVICE CENTRE  
(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)  
STATEMENT OF FINANCIAL POSITION**

*As at 30 June 2016*

	Note	2016 S\$	2015 S\$
<b>Assets</b>			
<b>Non-current asset</b>			
Plant and equipment	4	51,168	55,595
<b>Total non-current asset</b>		<u>51,168</u>	<u>55,595</u>
<b>Current assets</b>			
Other receivables	5	114,103	151,913
Cash and cash equivalents	6	2,029,809	1,615,660
<b>Total current assets</b>		<u>2,143,912</u>	<u>1,767,573</u>
<b>Total assets</b>		<u>2,195,080</u>	<u>1,823,168</u>
<b>Accumulated funds</b>			
<b><i>Restricted funds</i></b>			
Amount ring-fenced for exclusive use of RFSC		1,954,575	1,737,056
Programme funds	7	21,679	35,072
<b>Total accumulated funds</b>		<u>1,976,254</u>	<u>1,772,128</u>
<b>Liabilities</b>			
<b>Current liability</b>			
Other payables	8	218,826	51,040
<b>Total current liability</b>		<u>218,826</u>	<u>51,040</u>
<b>Total liability</b>		<u>218,826</u>	<u>51,040</u>
<b>Total accumulated funds and liability</b>		<u>2,195,080</u>	<u>1,823,168</u>

**ROTARY FAMILY SERVICE CENTRE  
(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)  
STATEMENT OF COMPREHENSIVE INCOME**

*For the financial year ended 30 June 2016*

	Note	<u>2016</u> S\$	<u>2015</u> S\$
<b>Income</b>			
Grants	9	2,020,444	1,666,973
Donations	10	7,912	735
Other income	11	111,583	61,780
<b>Total income</b>		<u>2,139,939</u>	<u>1,729,488</u>
<b>Costs and expenses</b>			
Depreciation charges	4	22,340	19,593
Finance costs		598	563
Governance costs	12	10,113	12,952
Staff costs	13	1,745,706	1,182,674
Other operating expenses	14	143,663	113,660
<b>Total costs and expenses</b>		<u>1,922,420</u>	<u>1,329,442</u>
<b>Surplus before income tax</b>		217,519	400,046
<b>Income tax expense</b>	15	-	-
<b>Surplus representing total comprehensive income for the financial year</b>		<u>217,519</u>	<u>400,046</u>

**ROTARY FAMILY SERVICE CENTRE**  
**(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)**  
**STATEMENT OF CHANGES IN FUNDS**

*As at 30 June 2016*

	Restricted Programme fund S\$	Restricted fund (RFSC) S\$	Total Funds S\$
Balance at 1 July 2014	20,971	1,337,010	1,357,981
Surplus for the year	-	400,046	400,046
Programme/project reserves' net surplus for the year	14,101	-	14,101
Balance at 30 June 2015	35,072	1,737,056	1,772,128
Surplus for the year	-	217,519	217,519
Programme/project reserves' net expenditure for the year	(13,393)	-	(13,393)
Balance at 30 June 2016	21,679	1,954,575	1,976,254



**ROTARY FAMILY SERVICE CENTRE  
(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)**

**STATEMENT OF CASH FLOWS**

*For the financial year ended 30 June 2016*

	<b>2016</b>	<b>2015</b>
	<b>S\$</b>	<b>S\$</b>
<b>Cash flows from operating activities</b>		
Surplus before income tax	217,519	400,046
Adjustments for:		
Depreciation charges	22,340	19,593
Interest income	(1,002)	(124)
Operating surplus before working capital changes	238,857	419,515
Movements in working capital:		
Other receivables	37,810	186,536
Other payables	167,786	13,629
Cash flows from operations	444,453	619,680
Interest received	1,002	124
<b>Net cash generated from operating activities</b>	<b>445,455</b>	<b>619,804</b>
<b>Cash flows from investing activity</b>		
Acquisition of plant and equipment	(17,913)	(15,044)
<b>Net cash used in investing activity</b>	<b>(17,913)</b>	<b>(15,044)</b>
<b>Cash flows from financing activity</b>		
Programme funds	(13,393)	14,101
<b>Net cash (used in) / generated from financing activity</b>	<b>(13,393)</b>	<b>14,101</b>
<b>Net increase in cash and cash equivalents</b>	<b>414,149</b>	<b>618,861</b>
<b>Cash and cash equivalents at the beginning of the year</b>	<b>1,615,660</b>	<b>996,799</b>
<b>Cash and cash equivalents at the end of the year</b> (Note 6)	<b>2,029,809</b>	<b>1,615,660</b>

**ROTARY FAMILY SERVICE CENTRE  
(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)  
NOTES TO THE FINANCIAL STATEMENTS**

*For the financial year ended 30 June 2016*

These notes form an integral part of and should be read in conjunction with the accompanying financial statements.

**1. General**

Rotary Family Service Centre (the “Centre”) is a division of the Foundation of Rotary Clubs (Singapore) Ltd (the “Foundation”) which is registered in the Republic of Singapore under the Charities Act, Chapter 37 (UEN: 199300813R). The Foundation has its registered office at 346 Clementi Avenue 5 #01-10 Singapore 120346.

The principal activities of the Foundation are that of a voluntary welfare organisation.

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

The Centre provides family-oriented programmes which are responsive to the changing needs of the community.

There have been no significant changes to the Centre’s activities during the financial year.

The financial statements of the Centre for the financial year ended 30 June 2016 were authorised for issue in accordance with a resolution of the management committee as stated in the Statement by Management Committee.

**2. Significant accounting policies**

**(a) Basis of preparation**

The financial statements have been prepared in accordance with Singapore Financial Reporting Standards (FRS).

The financial statements of the Centre are presented in Singapore Dollars, which is the Centre’s functional currency and are prepared in accordance with the historical cost convention except for the accounting policies as stated below.

The accounting policies have been consistently applied by the Centre and are consistent with those used in the previous financial year.

During the financial year, the Centre has adopted all the new and revised FRSs and Interpretations of FRSs (“INT FRS”) that are relevant to its operations and effective for the current financial period. The adoption of these new / revised FRSs and INT FRSs does not result in changes to the Centre’s accounting policies and has no material effect on the amounts reported for the current period or prior periods except as disclosed in these financial statements.

The Centre has not applied the new FRSs that have been issued but are not yet effective. The Centre is in the process of making an assessment of what the impact of these new FRSs where relevant is expected to be in the period of initial application.

**ROTARY FAMILY SERVICE CENTRE**  
**(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
*For the financial year ended 30 June 2016*

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**2. Significant accounting policies (continued)**

(b) Plant and equipment

(a) Measurement

(i) *Plant and equipment*

Plant and equipment are stated at cost less accumulated depreciation and accumulated impairment losses (*refer to Note 2(m)*).

(ii) *Component of costs*

The cost of plant and equipment includes expenditure that is directly attributable to the acquisition of the items. Dismantlement, removal or restoration costs are included as part of the cost of plant and equipment if the obligation for dismantlement, removal or restoration is incurred as a consequence of acquiring or using the asset. Cost may also include transfers from equity of any gains / losses on qualifying cash flow hedges of foreign currency purchases of plant and equipment.

(b) Depreciation

Depreciation on plant and equipment is calculated using the straight-line method to allocate their depreciable amounts over their estimated useful lives. The estimated useful lives are as follows:

	<u>Useful lives</u>
Computers	3 years
Furniture and fittings	5 years
Office equipment	5 years
Renovations	10 years

(c) Subsequent expenditure

Subsequent expenditure relating to plant and equipment that has already been recognized is added to the carrying amount of the asset when it is probable that future economic benefits, in excess of the standard of performance of the asset before the expenditure was made, will flow to the Centre and the cost can be reliably measured. Other subsequent expenditure is recognized as an expense during the financial year in which it is incurred.

(d) Disposal

On disposal of an item of plant and equipment, the difference between the net disposal proceeds and its carrying amount is taken to the income statement. Any amount in revaluation reserve relating to that asset is transferred to Centre's fund.

The residual values and useful lives of plant and equipment are reviewed, and adjusted as appropriate, at each statement of financial position date.



**ROTARY FAMILY SERVICE CENTRE  
(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)  
NOTES TO THE FINANCIAL STATEMENTS**

*For the financial year ended 30 June 2016*

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**2. Significant accounting policies (continued)**

(c) Financial assets

(i) *Classification*

The Centre classifies its financial assets as loans and receivables.

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are measured at amortised cost using the effective interest method less impairment losses. Interest is recognised by applying the effective interest rate method, except for short-term balances when the recognition of interest would be immaterial. They are included in current assets, except those maturing later than 12 months after the end of financial year which are classified as non-current assets. Loans and receivables are classified within “other receivables” and “cash and cash equivalents” on the statement of financial position.

(ii) *Recognition and derecognition*

Financial assets are recognised on the statement of financial position when, and only when, the Centre becomes a party to the contractual provisions of the financial instruments.

Initial measurement

Financial assets are initially recognized at fair value plus transaction costs.

Subsequent measurement

Loans and receivables are subsequently carried at amortised cost using the effective interest method.

Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Group has transferred substantially all risks and rewards of ownership.

On derecognition of a financial asset, the difference between the carrying amount and the consideration received is recognised in the statement of comprehensive income.

(iii) *Impairment of financial assets*

The Centre assesses at the end of reporting date whether there is objective evidence that a financial asset is impaired and recognises an allowance for impairment when such evidence exists.

**ROTARY FAMILY SERVICE CENTRE**  
**(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
*For the financial year ended 30 June 2016*

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**2. Significant accounting policies (continued)**

(c) Financial assets (continued)

(iii) *Impairment of financial assets*

*Loans and receivables*

The carrying amount of other receivables is reduced through the use of an allowance account which is calculated as the difference between the carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate. When the other receivables become uncollectible, it is written off against the allowance account. Subsequent recoveries of the amounts previously written off are recognised in the statement of comprehensive income.

The allowance for doubtful debt account is reduced through the statement of comprehensive income in a subsequent period when the amount of doubtful debt decreases and the related decrease can be objectively measured. The carrying amount of other receivables previously impaired is increased to the extent that the new carrying amount does not exceed the amortised cost had no impairment been recognised in prior periods.

(d) Cash and cash equivalents

Cash and cash equivalents comprise cash on hand, cash at banks and fixed deposits and are subject to an insignificant risk of changes in value.

(e) Financial liabilities

Financial liabilities consist of financial liabilities measured at amortised cost which are presented as "other payables" on the statement of financial position.

*Other payables*

Other payables are initially recognized at fair value, and are subsequently carried at amortised cost using the effective interest method, except for short-term balances when the recognition of interest would be immaterial.

*Other financial liabilities*

After initial recognition, other financial liabilities are subsequently measured at amortised cost using the effective interest rate method. Gains and losses are recognised in profit or loss when the liabilities are derecognised as well as through amortisation process.

*De-recognition of financial liabilities*

The Centre derecognizes financial liabilities when, and only when, the Centre's obligations are discharged, cancelled or they expire. On derecognition, the difference between the carrying amount and the sum of consideration settled is recognized in the statement of comprehensive income.

**ROTARY FAMILY SERVICE CENTRE  
(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)  
NOTES TO THE FINANCIAL STATEMENTS**

*For the financial year ended 30 June 2016*

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**2. Significant accounting policies (continued)**

(f) Leases

*Operating leases*

Lease where lessor effectively retains substantially all the risks and benefits of ownership of the leased item are classified as operating leases. Rental payable under operating leases are charged to income statement on a straight-line basis over the term of the relevant lease. The aggregate benefit of incentives provided by the lessor is recognized as a reduction of rental expense over the lease term on a straight-line basis.

(g) Provisions

Provisions are recognised when the Centre has 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.

(h) Employee benefits

*Defined contribution plan*

Contributions to defined contribution plan are recorded as they fall due. Contributions made to government managed retirement benefit plan such as the Central Provident Fund, which specifies the employer's obligations, are dealt with as defined contribution retirement benefit plans.

*Employee leave entitlement*

Employee entitlements to annual leave are recognised when they accrue to employees. A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the balance sheet date. Employees are entitled to bring forward to the subsequent year 50% of the unused annual leave of the current year.

(i) Revenue recognition

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Centre and the revenue can be reliably measured. Revenue is measured at the fair value of consideration received or receivable, excluding discounts, rebates and sales taxes or duty. The Centre assesses its revenue arrangements to determine if it is acting as principal or agent. The Centre has concluded that it is acting as a principal in all of its revenue arrangements. The following specific recognition criteria must also be met before revenue is recognised:

*Government grants*

Grants from the government are recognised as a receivable at their fair value when there is reasonable assurance that the grant will be received and the Centre will comply with all the attached conditions.



**ROTARY FAMILY SERVICE CENTRE**  
**(A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LTD)**  
**NOTES TO THE FINANCIAL STATEMENTS**  
*For the financial year ended 30 June 2016*

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**2. Significant accounting policies (continued)**

(i) Revenue recognition (continued)

*Government grants (continued)*

Government grants receivable are recognised as income over the periods necessary to match them with the related costs which they are intended to compensate, on a systematic basis. Government grants such as job credit scheme and SME cash grant are recognised as other operating income upon receipt.

*Donations*

Donations are recognised as income when received.

*Counselling services*

Revenue from counselling service rendered is recognised when services are performed.

*Interest income*

Interest income is recognised on a time basis, by reference to the principal outstanding and at the effective interest rate applicable.

(j) Deferred income tax

Deferred taxation is determined on the basis of tax effect accounting using the liability method, on all temporary differences at the statement of financial position date between the tax bases of assets and liabilities and their carrying amounts for financial reporting purposes. Deferred tax assets and liabilities are measured using the tax rates expected to apply to taxable income in the periods in which those temporary differences are expected to be recovered or settled based on tax rates enacted or substantially enacted at the balance sheet date.

At each statement of financial position date, the Centre re-assesses unrecognised deferred tax assets and the carrying amount of deferred tax assets. The Centre recognises a previously unrecognised deferred tax asset to the extent that it has become probable that future taxable profit will allow the deferred tax asset to be recovered. The Centre conversely reduces the carrying amount of a deferred tax asset to the extent that it is no longer probable that sufficient taxable profit will be available to allow the benefit of part or all of the deferred tax asset to be utilised.

Deferred tax assets are recognised for all deductible temporary differences and carry-forward of unabsorbed capital allowances and unutilised tax losses, to the extent that it is probable that taxable profit will be available against which the deductible temporary differences and carry-forward of unused tax losses can be utilised.

(k) Key management personnel

Key management personnel are those persons having the authority and responsibility for planning, directing and controlling the activities of the Company.

**ROTARY FAMILY SERVICE CENTRE  
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NOTES TO THE FINANCIAL STATEMENTS**

*For the financial year ended 30 June 2016*

**2. Significant accounting policies (continued)**

(l) Income tax

Current income tax for current and prior periods is recognised at the amount expected to be paid to or recovered from the tax authorities, using the tax rates and tax laws that have been enacted or substantively enacted by the balance sheet date.

(m) Impairment of non-financial assets

Non-financial assets are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount of the assets may not be recoverable. Whenever the carrying amount of an asset exceeds its recoverable amount, an impairment loss is recognised as an expense in the income statement to the extent that they exceed any revaluation surplus already recognised in respect of those assets. The recoverable amount is the higher of an asset's net selling price and value in use. The net selling price is the amount obtainable from the sale of an asset in arm's length transaction. Value in use is the present value of estimated future cash flows expected to arise from the continuing use of an asset and from its disposal at the end of its useful life.

Recoverable amounts are estimated for individual assets or, if it is not possible, for the cash-generating unit.

Reversal of an impairment loss recognised in prior years is recorded when there is an indication that the impairment loss recognised for an asset no longer exists or has decreased. The reversal is recognised as income immediately to the extent that a revaluation deficit or impairment loss was recognised as expense previously. The excess is treated as a revaluation surplus if a fair value model is used in respect of that asset.

(n) Related party

A related party is a person or entity that is related to the reporting entity:

- (a) A person or a close member of that person's family is related to a reporting entity if that person:
  - (i) has control or joint control over the reporting entity;
  - (ii) has significant influence over the reporting entity; or
  - (iii) is a member of the key management personnel of the reporting entity or of a parent of the reporting entity.
- (b) An entity is related to a reporting entity if any of the following conditions applies:
  - (i) The entity and the reporting entity are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
  - (ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member of which the other entity is a member).
  - (iii) Both entities are joint ventures of the same third party.
  - (iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.
  - (v) The entity is a post-employment benefit plan for the benefit of employees of either the reporting entity or an entity related to the reporting entity. If the reporting entity is itself such a plan, the sponsoring employers are also related to the reporting entity.

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**2. Significant accounting policies (continued)**

(n) Related party (continued)

(b) An entity is related to a reporting entity if any of the following conditions applies (continued):

(vi) The entity is controlled by a person identified in (a).

(vii) A person identified in (a)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).

(c) Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity and include:

(i) that person's children and spouse or domestic partner;

(ii) children of that person's spouse or domestic partner; and

(iii) dependants of that person or that person's spouse or domestic partner.

(o) Offsetting of financial instruments

Financial assets and liabilities are offsetted and the net amount is reported in the statement of financial position when there is a legally enforceable right to offset and there is an intention to settle on a net basis or realise the asset and settle the liability simultaneously.

(p) Fair values of financial assets and liabilities

Fair value is defined as the amount at which the financial instrument could be exchanged in a current transaction between knowledgeable willing parties in an arm's length transaction, other than in a forced or liquidation sale. Fair values are obtained from quoted market prices, discounted cash flow models and option pricing models as appropriate.

The following methods and assumptions are used to estimate the fair value of each class of financial instruments for which it is practicable to estimate that value:-

Cash and cash equivalents and other current financial assets – The carrying amounts of cash and cash equivalents and other current financial assets approximate their fair values due to the relatively short-term maturity of these financial instruments.

Other current financial liabilities – The carrying amounts approximate fair value because of the short period to maturity of these financial instruments.

**3. Critical accounting judgement and key sources of estimation uncertainty**

In the application of the Centre's accounting policies, which are described in Note 2, the management is required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an on-going basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.



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*For the financial year ended 30 June 2016*

**3. Critical accounting judgement and key sources of estimation uncertainty (continued)**

**(i) Critical judgements in applying the Centre's accounting policies**

The management is of the opinion that the key judgement which has the most significant effect on the amounts recognized in the financial statements is discussed below:

Determination of functional currency

The Centre measures foreign currency transactions in the functional currency of the Centre. In determining the functional currency of the Centre, judgement is required to determine the currency that mainly influences sales prices for goods and services and of the country whose competitive forces and regulations mainly determines the sales prices of its goods and services.

The functional currency of the Centre is determined based on management's assessment of the economic environment in which the Centre operates its process of determining sales prices.

Impairment of financial assets

The Centre follows the guidance of FRS 39 Financial Instruments: *Recognition and Measurement* on determining when an investment or financial asset is other than temporarily impaired. This determination requires significant judgement. The Centre evaluates, among other factors, the duration and extent to which the fair value of an investment and financial asset is less than its cost; and the financial health of and near-term business outlook for the investment of financial asset, including factors such as industry and sector performance, changes in technology and operational and financing cash flow.

Income taxes

The Centre is not subject to income taxes in Singapore. Significant judgement is involved in determining the provision for income taxes. The Centre recognises liabilities for deferred tax liabilities based on estimates. Where the final tax outcome of these matters is different from the amounts that were initially recorded, such differences will impact the deferred tax provisions in the period in which such determination is made.

**(ii) Key sources of estimation uncertainty**

The key assumptions concerning the future, and other key sources of estimation uncertainty at the end of each financial period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, are discussed below.

Depreciation on plant and equipment

Plant and equipment are depreciated on a straight-line basis over their estimated useful lives. The directors estimate the useful lives of these plant and equipment to be within 1 to 10 years. The carrying amount of the Centre's plant and equipment are set out in *Note 4*. Changes in the expected level of usage and technological developments could impact the economic useful lives and the residual values of these assets, therefore future depreciation charges could be revised.

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*For the financial year ended 30 June 2016*

**3. Critical accounting judgement and key sources of estimation uncertainty (continued)**

**(ii) Key sources of estimation uncertainty (continued)**

Provisions and contingent liabilities

Estimates of the Centre's obligations arising from contracts exist as at end of the reporting period may be affected by future events, which cannot be predicted with any certainty. The assumptions and estimates are made based on the directors' knowledge and experience and may vary from actual experience so that the actual liability may vary considerably from the best estimates.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, whose existence will only be confirmed by the occurrence or non-occurrence of one or more future events are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.

**4. Plant and equipment**

	<u>Computers</u>	<u>Furniture</u>	<u>Office</u>	<u>Renovations</u>	<u>Total</u>
	<u>S\$</u>	<u>&amp; fittings</u>	<u>equipment</u>	<u>S\$</u>	<u>S\$</u>
<b>Cost</b>					
1 July 2014	72,558	88,626	15,350	341,566	518,100
Additions	6,874	6,351	1,819	-	15,044
30 June 2015	79,432	94,977	17,169	341,566	533,144
Additions	-	4,180	13,733	-	17,913
30 June 2016	79,432	99,157	30,902	341,566	551,057
<b>Accumulated depreciation</b>					
1 July 2014	62,475	50,646	8,672	336,163	457,956
Depreciation charges	7,252	9,783	1,953	605	19,593
30 June 2015	69,727	60,429	10,625	336,768	477,549
Depreciation charges	5,504	11,364	4,868	604	22,340
30 June 2016	75,231	71,793	15,493	337,372	499,889
<b>Carrying amount</b>					
30 June 2016	4,201	27,364	15,409	4,194	51,168
30 June 2015	9,705	34,548	6,544	4,798	55,595

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**5. Other receivables**

	<u>2016</u> S\$	<u>2015</u> S\$
Other receivables		
- Deposits	3,994	4,344
- Other receivables	100,166	130,235
- Prepayments	9,943	17,334
	<u>114,103</u>	<u>151,913</u>

**6. Cash and cash equivalents**

	<u>2016</u> S\$	<u>2015</u> S\$
Cash in hand	1,966	2,109
Cash at bank	1,027,843	1,113,551
Fixed deposit	1,000,000	500,000
	<u>2,029,809</u>	<u>1,615,660</u>

The fixed deposits of the Centre bears interest of 1.86% per annum and with maturity date of 12 months from the placement date and are not restricted in use.

**7. Programme funds**

<u>2016</u>	1-July 2015 S\$	Funds received S\$	Expenses disbursed S\$	30-June 2016 S\$
<b><u>PROGRAMMES</u></b>				
Lee Foundation – Financial Assistance	8,950	14,580	(15,570)	7,960
School Pocket Money Fund	22,837	45,734	(63,070)	5,501
Family Service Centre				
Comcare Fund	3,285	10,240	(5,307)	8,218
	<u>35,072</u>	<u>70,554</u>	<u>(83,947)</u>	<u>21,679</u>
<u>2015</u>	1-July 2014 S\$	Funds received S\$	Expenses disbursed S\$	30-June 2015 S\$
<b><u>PROGRAMMES</u></b>				
Lee Foundation – Financial Assistance	13,450	31,920	(36,420)	8,950
School Pocket Money Fund	(599)	150,956	(127,520)	22,837
Family Service Centre				
Comcare Fund	8,120	-	(4,835)	3,285
	<u>20,971</u>	<u>182,876</u>	<u>(168,775)</u>	<u>35,072</u>



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*For the financial year ended 30 June 2016*

**8. Other payables**

	<u>2016</u> S\$	<u>2015</u> S\$
Other payables		
- Community Chest Haze Fund	872	1,000
- Accruals for operating expenses	217,954	50,040
	<u>218,826</u>	<u>51,040</u>

**9. Grants**

	<u>2016</u> S\$	<u>2015</u> S\$
Grants from Ministry of Social & Family Development	1,476,450	961,197
Grants from National Council of Social Service	80,720	134,936
Grants from Singapore Totalisator Board	400,638	549,172
Renovation grant	-	1,335
VCF Funding	13,693	-
School Pocket Money Fund	1,764	-
F&E Funding	10,867	-
Training grant	4,960	-
PDMP Grant	11,576	-
Grants from Foundation of Rotary Clubs (Singapore) Ltd	19,776	20,333
	<u>2,020,444</u>	<u>1,666,973</u>

**10. Donations**

	<u>2016</u> S\$	<u>2015</u> S\$
General donations	<u>7,912</u>	<u>735</u>

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**NOTES TO THE FINANCIAL STATEMENTS**

*For the financial year ended 30 June 2016*

**11. Other income**

	<u>2016</u> S\$	<u>2015</u> S\$
Counselling services	1,346	1,840
Government paid childcare leave	4,227	2,354
Government maternity leave	11,008	-
Interest income	1,002	124
Other miscellaneous income	7,008	19,100
Temporary Employment Credit	11,315	-
Wage Credit Scheme	75,677	38,362
	<u>111,583</u>	<u>61,780</u>

**12. Governance costs**

	<u>2016</u> S\$	<u>2015</u> S\$
Audit fees - Prior year overprovision	(2,027)	5,000
- Current year	3,000	-
Payroll services	4,916	4,577
Professional services	4,224	3,375
	<u>10,113</u>	<u>12,952</u>

**13. Staff costs**

	<u>2016</u> S\$	<u>2015</u> S\$
Salaries and bonuses	1,339,271	973,584
Staff bonuses – prior year	101,502	-
Employer's central provident fund contributions	208,426	155,620
Staff insurance	11,577	10,952
Staff training	74,596	31,105
Staff welfare	10,334	11,413
	<u>1,745,706</u>	<u>1,182,674</u>

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*For the financial year ended 30 June 2016*

**14. Other operating expenses**

	<u>2016</u> S\$	<u>2015</u> S\$
Advertisement expenses	3,095	72
Books and periodicals expenses	342	246
Cleaning expenses	17,593	17,976
Counselling expenses	1,055	3,060
General expenses	1,059	1,360
General Insurance expenses	2,850	2,279
GST expense	5,775	-
Information technology support expenses	14,283	11,393
Maintenance and housekeeping expenses	11,888	11,133
Medical and dental expenses	42	205
Minor equipment expensed off	793	254
Office supplies expenses	1,779	2,482
Photocopying and leasing expenses	5,889	6,638
Postage and courier expenses	258	329
Printing and stationery expenses	5,259	8,002
Programme expenses	27,170	4,878
Rental expenses	10,060	10,400
Transportation expenses	9,917	4,840
Telecommunication expenses	7,186	9,649
Town council expenses	1,453	1,503
Utilities charges	15,917	16,961
	<u>143,663</u>	<u>113,660</u>

**15. Income tax expense**

The income of the Centre forms part of the income of the Foundation, of which the latter, by virtue of being a registered Charity, is exempted from income tax.

**16. Related party transactions**

Parties are considered related if one party has the ability, directly or indirectly, to control the other party, or exercise significant influence over the other party in making financial and operating decisions. Parties are also considered to be related party if they are subject to common control or common significant influence. Related parties may be individuals or corporate entities.

In addition to the information disclosed elsewhere in the financial statements, the following transactions took place between the Centre and related parties at terms agreed between the parties:

Significant transactions with related parties:

	<u>2016</u> S\$	<u>2015</u> S\$
Grant from Foundation of Rotary Clubs (Singapore) Ltd	<u>19,776</u>	<u>20,333</u>



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*For the financial year ended 30 June 2016*

**17. Key management personnel compensation**

The key management personnel refers to the Executive Director of the Centre. The number of key management personnel in remuneration bands is as follows:

	<u>2016</u>	<u>2015</u>
Remuneration band		
Between \$50,001 to \$100,000	-	1
Between \$100,001 to \$150,000	<u>1</u>	<u>-</u>

All members of the management committee do not receive any remuneration.

**18. Financial instruments, financial risks and capital risks management**

**(a) Categories of financial instruments**

The following table sets out the financial instruments as at the end of the reporting year.

	<u>2016</u>	<u>2015</u>
	\$	\$
<b><u>Financial asset:</u></b>		
Other receivables	<u>104,160</u>	<u>134,579</u>
<b><u>Financial liability:</u></b>		
Other payables	<u>218,826</u>	<u>51,040</u>

**(b) Financial risk management objectives and policies**

The Centre's activities expose it to interest rate risk, credit risk, liquidity risk and management of the Centre's fund risk. The Centre is not exposed to foreign currency risk. The Centre does not speculate in the currency markets or hold or issue derivatives financial instruments. The Board reviews and agrees policies for managing each of these risks and they are summarised below.

**(i) Interest rate risk management**

The Centre's exposure to interest rate risk is minimal and relates primarily to the deposits placed with reputable financial institutions on short-term tenures on a fixed rate basis.

**(ii) Credit risk management**

The carrying amounts of other receivables and cash and bank balances represent the Centre's maximum exposure to credit risk. As at 30 June 2016, there were significant concentrations of credit risk in respect of other receivables (Note 5).

The Centre exercises reasonable care and take adequate steps under each circumstance to ascertain that proper actions are to ensure that its other receivables are, generally, of acceptable credit risk to the Centre.

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*For the financial year ended 30 June 2016*

**18. Financial instruments, financial risks and capital risks management (Continued)**

**(b) Financial risk management objectives and policies (Continued)**

**(iii) Liquidity risk management**

Liquidity risk is the risk the Centre is unable to meet its cash flow obligations as and when they fall due.

The Centre monitors and maintains a level of cash and cash equivalents deemed adequate by management to finance the Centre's operations.

The following table details the remaining contractual maturity for the Centre's financial liabilities based on contractual undiscounted cash flows. Balances due within 12 months equal their carrying balances as the impact of discounting is not significant.

	Less than <u>1 year</u> \$
<b>2016</b>	
Other payables	<u>218,826</u>
<b>2015</b>	
Other payables	<u>51,040</u>

**(iv) Management of the Centre's funds**

The Centre's objectives when managing funds are:

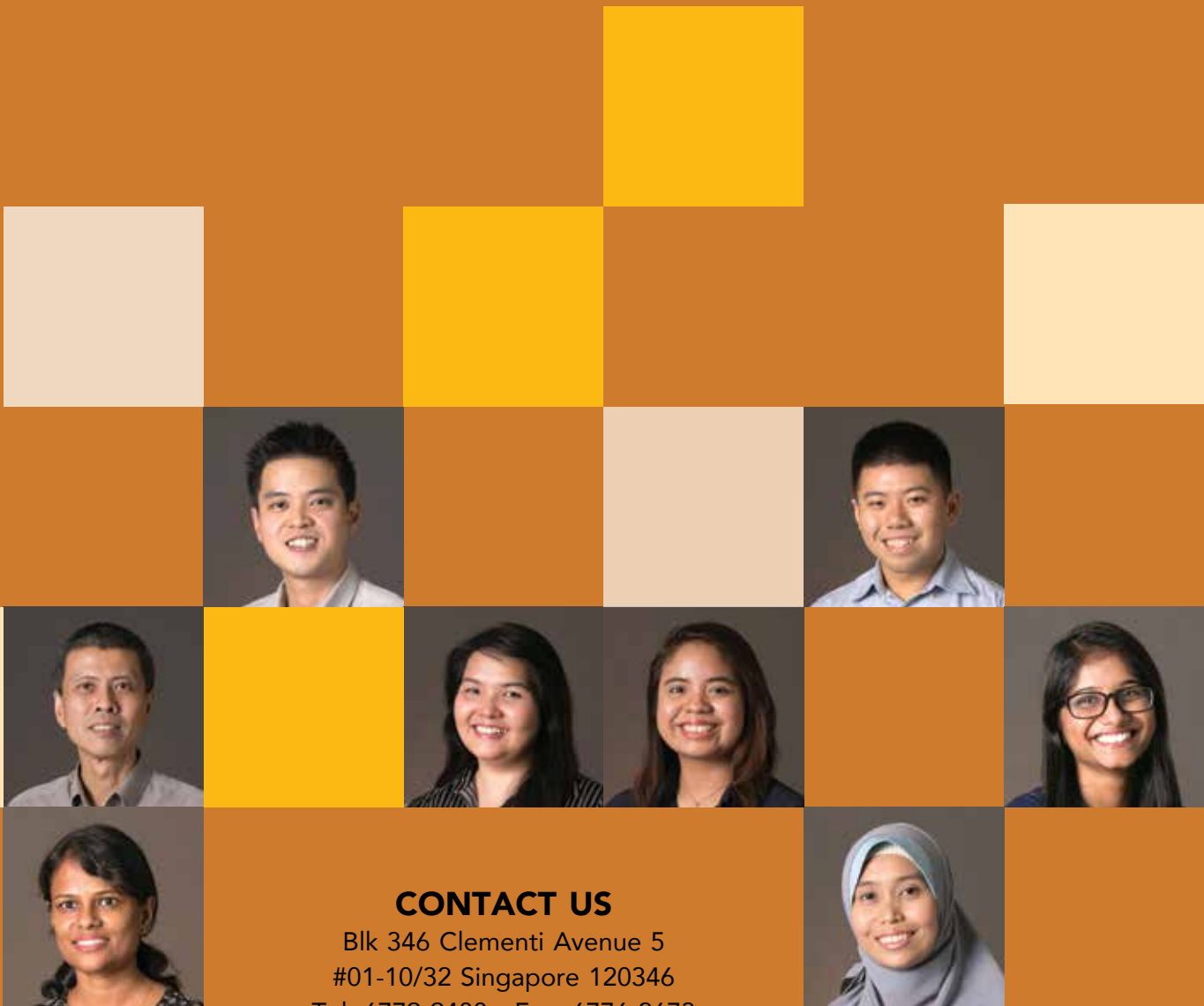
- (a) to safeguard the Centre's ability to continue as a going concern; and
- (b) to support the Centre's stability in growth.

The Centre actively and regularly reviews and manages its fund to ensure optimal structure taking into consideration the future fund requirements of the Centre, projected operating cash flows and projected fund expenditure.

-----End of audited financial statements-----







## CONTACT US

Blk 346 Clementi Avenue 5  
#01-10/32 Singapore 120346  
Tel: 6779 9488 Fax: 6776 2673  
Email: [enquiry@rotaryfsc.org](mailto:enquiry@rotaryfsc.org)

## HOW TO GET HERE

Nearest MRT Station: EW23 Clementi  
Bus Services Number: 7, 156, 184 and 282

## 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.

For more information, do visit us at:

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

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