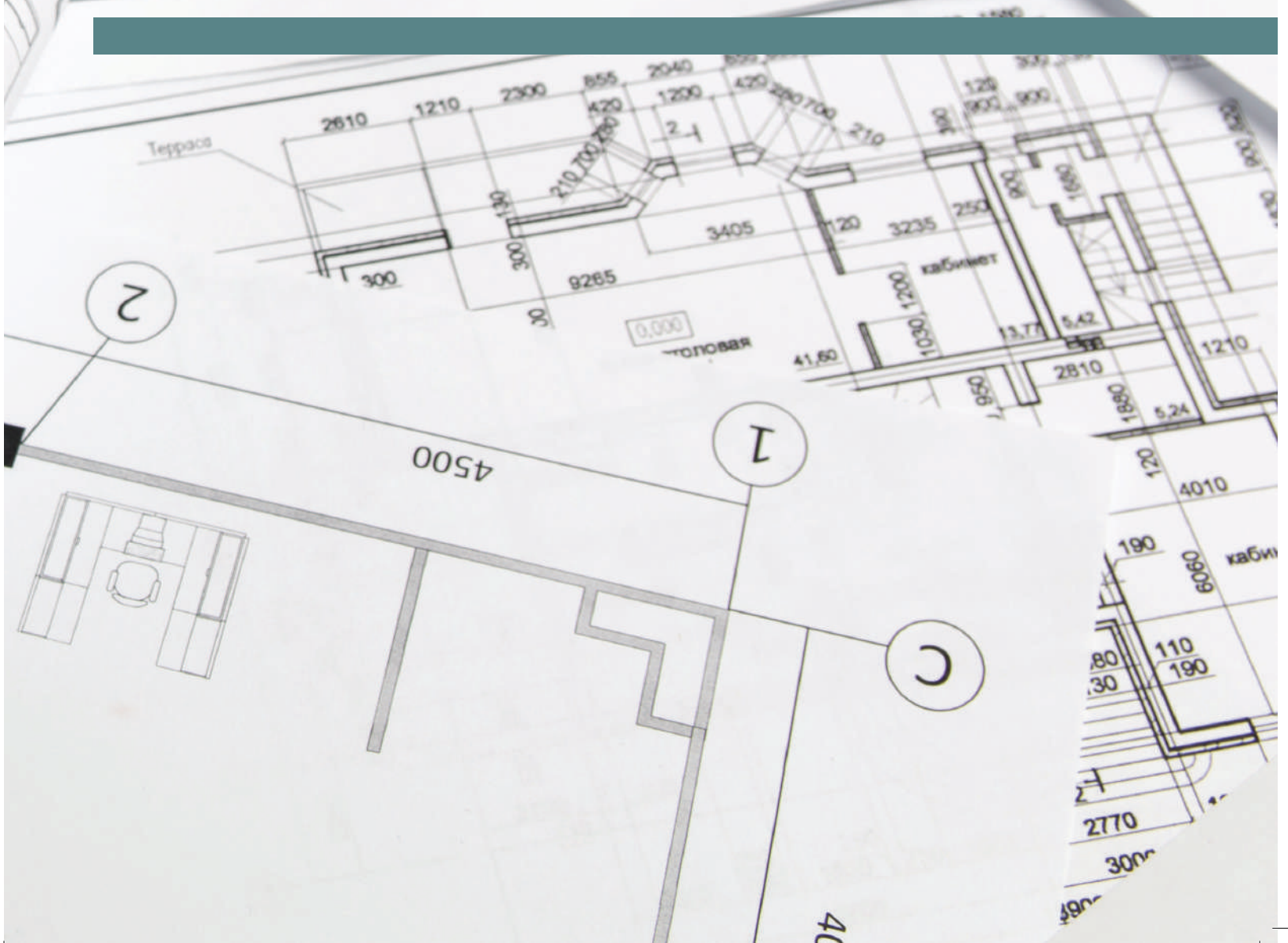




Shaping Spaces Powering Practice

ROTARY FSC ANNUAL REPORT FY 2018/2019



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FINANCIAL YEAR

Unless otherwise specified, this report is applicable for the financial year ending 30 June 2019 so as to align with the financial year period adopted by Rotary International and the Foundation of Rotary Clubs (Singapore) Ltd.

DISCLAIMER

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

ABOUT US

- ▶ Established in 1997, Rotary Family Service Centre (Rotary FSC) is a division of the Foundation of Rotary Clubs (Singapore) Ltd, which is part of Rotary International, the first service club organization in the world.

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

- ▶ Teamwork
 - Supporting one another as a team in achieving our Centre's objectives
- ▶ Respect
 - Upholding the dignity, rights and worth of every individual; our clients, partners and colleagues
- ▶ Integrity
 - Adhering to the Code of Conduct and the highest standards of ethical practice
- ▶ Professionalism
 - Maintaining the highest professional standards and having positive regard for others and self
- ▶ Client-Centredness
 - Placing clients' interest as the core and priority in all matters
- ▶ Compassion
 - Understanding and love for self and others

OUR 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



OUR CHAIRMAN'S MESSAGE

This is a transformative and expansionary year for our Family Service Centre (FSC). Our premises are now brighter, as well as more open and welcoming for staff to work in and serve our clients.



TRANSFORMATION At our newly renovated Centre, we can now employ more staff and increase our capability to meet the clients' current needs and fulfill our mission to help people. Drawing on our experience in Case Work, Group Work and Community Work, we have reconfigured every inch of our space to make it more functional for clients and staff. With the same square footage, the efficiency of the Centre has grown by leaps and bounds.

We have dedicated rooms for therapeutic work and designed multi-purpose areas for activities, case conferences, and community networking needs. With people at the heart of what we do, we have modified spaces to improve the way we work with our clients and the community. Careful attention has been given to the reception counter, disbursement area, and two pantries for their use.

Our staff are now thriving in and enjoying an open concept office featuring a meeting hub for teams to brainstorm ideas and quiet corners for individuals to think. It fits the objectives of the Management to invest in the professional development of our staff by providing them with a conducive environment to learn, work, and upgrade their skills and knowledge. Almost all staff have attended external trainings. Some have even been given time off to further their studies. As our Centre aspires to be an incubator for Social Work professionals, we have created new spaces to take in more students for their practicum.

EXPANSION Our FSC was given an opportunity to start a branch at West Coast to serve the residents there. We have accepted the offer and shall occupy a vacated HDB void deck office soon to serve even more families in the coming years.

In addition, a team from Rotary FSC was tasked to look into the feasibility of an eldercare and caregivers centre at Bukit Gombak under our parent organization, Foundation of Rotary Clubs (Singapore) Ltd. As a result of its work, the project is now at the fundraising stage and implementation is expected before year's end. There is an opportunity for Rotary FSC to reach out to the elderly and their families there too.

By reshaping our spaces and expanding our horizons of service, we hope to create more opportunities for our staff to serve people and to change lives for the better. We thank the Ministry of Social and Family Development and the Foundation of Rotary Clubs (Singapore) Ltd for their generous support to make this transformation and expansion possible.

We also thank various Rotary Clubs, National Council of Social Service, Singapore Totalisator Board, Lee Foundation, The Straits Times School Pocket Money Fund, volunteers, and organizations for their continued trust and partnership.

Yeo Chuen Eng

Chairman

Rotary Family Service Centre Management Committee

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

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

ADVISER



Principal Adviser
Dr Philbert Chin Soon Siang
Chairman, Foundation of Rotary Clubs (Singapore) Ltd
Rotary Club of Singapore

MANAGEMENT COMMITTEE



Chairman
Mr Yeo Chuen Eng
Rotary Club of Singapore West



Vice-Chairman
Mr Li Guang Sheng
Rotary Club of Shenton



Honorary Secretary
Ms Lily Lim
Independent



Honorary Treasurer
Ms Angela Chin
Rotary Club of Singapore East



Member
Mr Henry Lim Kim Seow
Rotary Club of Bukit Timah



Member
Mr Khushroo Dastur
Rotary Club of Tanglin



Member
Mr Troy H. Engle
Rotary Club of Singapore North



Member
Mr Low Hoon-Kee
Independent



Member
Ms Linda Auyong
Independent

OUR STAFF TEAM



(From left to right) Ms Aarathanna Maria Mohan (Social Worker), Mr Pierce Tay Boon Heong (Social Work Associate), Mr Amran Jamil (Executive Director), Ms Hairun Nisha Hasamohideen (Corporate Service Assistant), Ms Alice Koo Ngar Shan (Senior Social Worker)



(From left to right) Ms Nursuhailah Abu Samat (Social Worker), Mr Muhammad Sofian Moojimmy (Assistant Senior Social Worker), Ms Madeline Krishnasamy (Social Worker), Mr Harry Low Teck Keong (Principal Counsellor), Ms Celine Thoo Ee Fong (Corporate Service Manager)



(From left to right) Ms Asimah Beevi Abdul (Social Worker), Mr Peter Li Zhaojie (Senior Social Worker), Ms NurulJannah Karim (Corporate Service Assistant), Ms Nur Hamizah Abdul Rahim (Social Worker), Ms June Leo Ching Ching (Senior Social Worker), Mr Mohamed Azman As'at (Senior Social Worker)



(From left to right) Ms Lim Re Har (Senior Social Worker), Ms Sharminee Naidu Ramachandra (Senior Counsellor), Ms Nur Farhana Harun (Social Work Associate), Mr Billy Loh Rong Shun (Assistant Senior Social Worker), Ms Nur Atiqah Rasul (Corporate Service Associate), Ms Stephanie Lai Yoke Fong (Community Partnership Executive)

Not in the Photos:
Ms Chey Siow Wei (Assistant Senior Social Worker)



AN OVERVIEW

CASE WORK

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

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

Types of Issues Presented in Case Work

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

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

GROUP WORK

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

COMMUNITY WORK

We conduct outreach to residents and partners to:

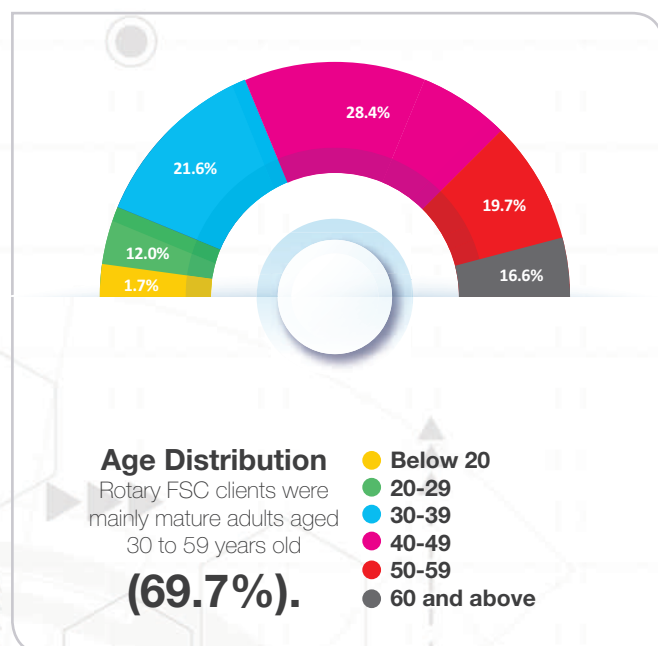
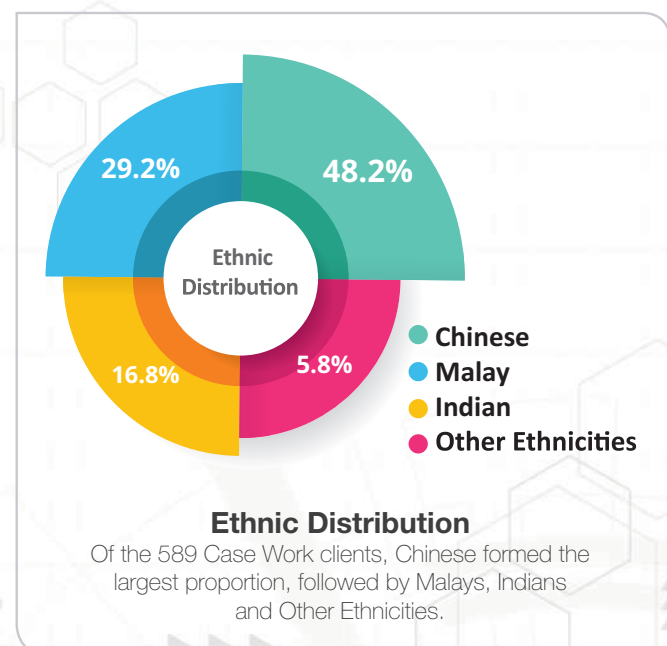
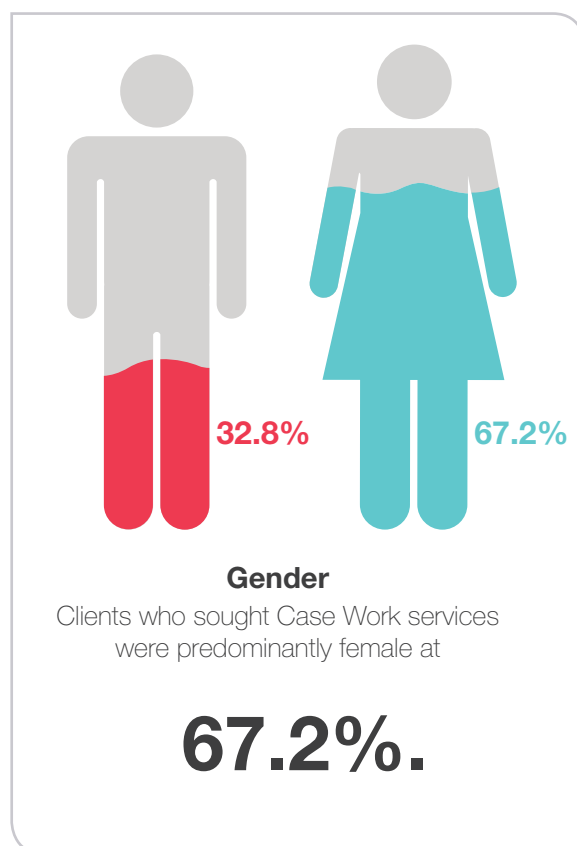
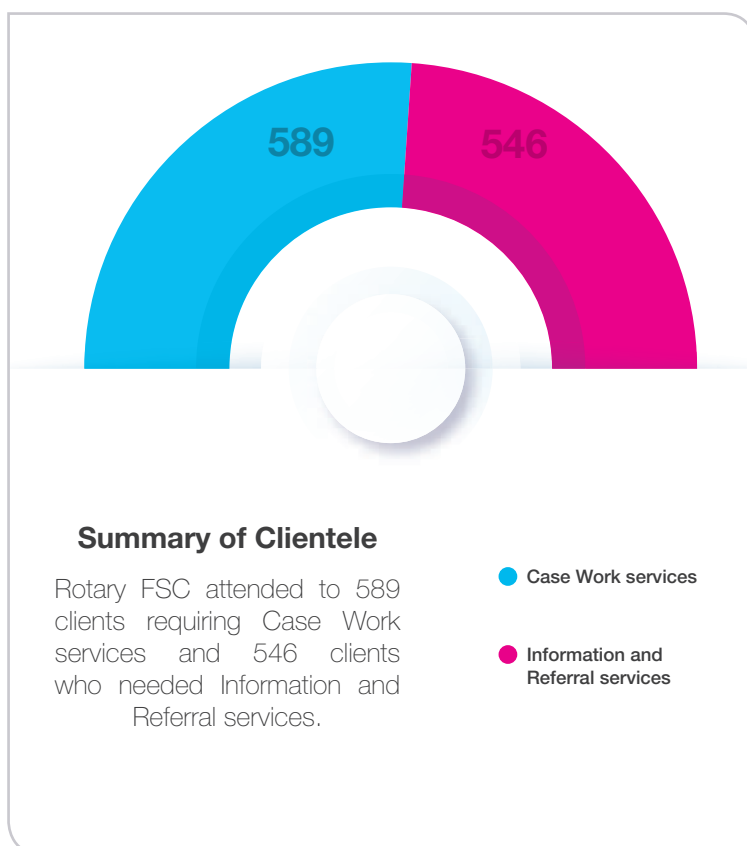
- Increase awareness of our programmes and services among individuals and families in need of support; and
- Collaborate with community partners, to bring about adequate support for individuals and families.



OUR SERVICES

CASE WORK

Rotary FSC adopts the reporting standards, as required by the Ministry of Social and Family Development (MSF) and the National Council of Social Service (NCSS). The following data reflects cases managed by the FSC for the period of 1 April 2018 to 31 March 2019.





Income Distribution

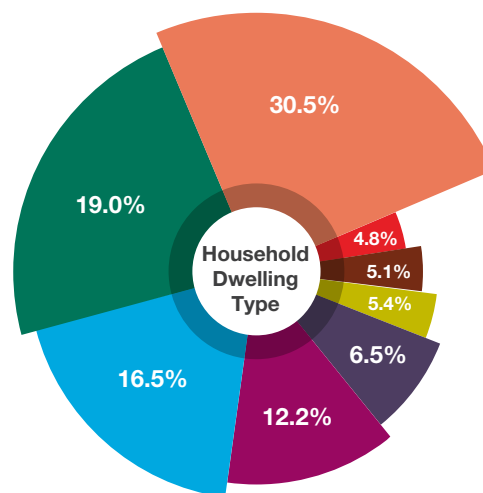
The monthly income distribution of the households ranged from no income to above \$5,000. A large percentage of the household income was unknown, as there is no requirement to assess the household income of clients using only counselling services. Amongst the household income bands, a majority of the clients had no household income (30.0%), an increase by 6.8% as compared to last year.

Nil Income	30.0%
Less than \$500	3.2%
\$500 - \$999	6.5%
\$1,000 - \$1,499	8.3%
\$1,500 - \$1,999	6.8%
\$2,000 - \$2,499	4.8%
\$2,500 - \$2,999	2.6%
\$3,000 - \$3,499	3.4%
\$3,500 - \$3,999	1.0%
\$4,000 - \$4,499	2.0%
\$4,500 - \$4,999	0.5%
\$5,000 or above	11.0%
Unknown	19.9%

Household Dwelling Type

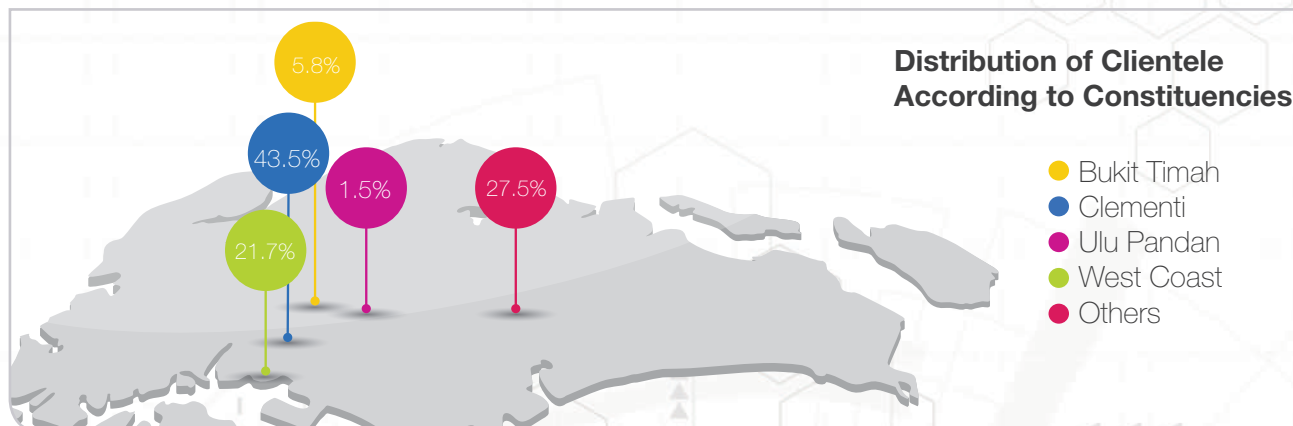
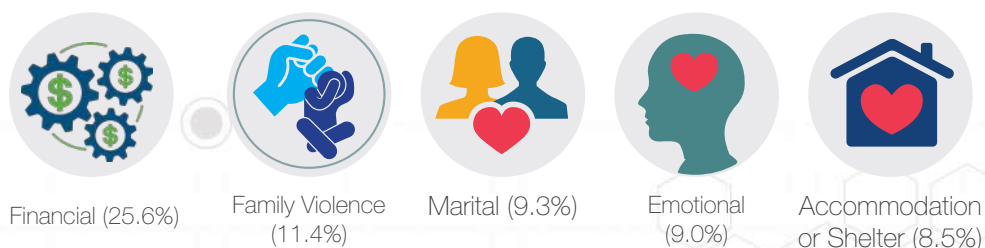
More than 80% of the clients managed by Rotary FSC resided in HDB flats, with a majority living in 3-room flats and smaller.

- HDB 1-Room
- HDB 2-Room
- HDB 3-Room
- HDB 4-Room
- HDB 5-Room
- Private (Condominium & Landed Property)
- Others (Shelter, Interim Rental Housing, HDB Studio Apartment, No Accommodation, etc.)
- Data not available



Presenting Issues

The top five presenting issues seen by Rotary FSC in the year ending 31 March 2019 were:





OUR SERVICES

GROUP WORK



Social Media and Its Appropriate Usage

Rotary FSC conducted a half-day DiscoverHEROES! workshop titled Social Media and Its Appropriate Usage for 18 primary and secondary students on 21 March 2019. Educating them on how to identify danger on social media, the programme also provided tips on protecting themselves and their loved ones online through fun and engaging activities. To wrap up the workshop, the participants visited Future World: Where Art Meets Science, an exhibition at the ArtScience Museum featuring high-tech interactive art installations.



Learning to protect themselves online



Visiting the ArtScience Museum



Celebrating with Families in the Community

More than 135 children and their families have benefitted from SuperFESTIVE! since its launch in 2016. This Rotary FSC initiative has been helping them celebrate either Hari Raya Aidilfitri, Deepavali or Chinese New Year by raising funds for their needs when the festive occasion that they observe comes round. The Centre also helps to distribute donations-in-kind such as food coupons, supermarket vouchers, and pre-loved festive clothes. Over four years, eight editions of SuperFESTIVE! have taken place, namely Hari Raya Aidilfitri 2016 to 2019, Deepavali 2016 and 2017, as well as Chinese New Year 2017 and 2018.



Children learning to budget at a workshop

Drawing on experience from previous editions, SuperFESTIVE! Hari Raya Aidilfitri 2019 on 27 April included a sharing session among the parents for the first time. Held concurrently with the children's budgeting workshop, the session saw a majority of the parents share about a common struggle faced during festive periods –financial stress. In addition to barely meeting monthly expenses, they had to



buy festive-related items, especially clothes for the children. They experienced difficulties in preparing green packets for the children and the elderly, as well as ensuring there was enough for transport expenses to visit relatives. Though most chose to bake cookies and cook festive food at home to reduce costs, they still incurred extra expenses from buying more ingredients and paying higher utility bills than on other months.

SuperFESTIVE! has evolved each year due to the consistent feedback and evaluation received from both parents and children. The sharing session among the parents allowed the Rotary FSC Team to better understand families' needs and enhance planning for future programmes. Rotary FSC hopes to spread more festive cheer to these families so that they can celebrate festivals with joy and peace.



Parents sharing about added expenses during festive periods

COMMUNITY WORK

Rotary FSC networked with the following agencies between 1 April 2018 and 31 March 2019:

- Social Service Office @ Clementi/Queenstown/Jurong East
- South West Community Development Centre
- Bukit Gombak Grassroots Organizations
- Bukit Timah Grassroots Organizations
- Clementi Grassroots Organizations
- West Coast Grassroots Organizations
- Casa Clementi Residents' Committee
- Silver Generation Office (Jurong)
- Silver Generation Office (Holland-Bukit Timah)
- MSF Operations and Service Capability Office
- MSF Fostering Service
- Family Justice Courts - Counselling and Psychological Services
- Institute of Mental Health - National Addictions Management Service
- Agency for Integrated Care
- Early Childhood Development Agency
- Health Promotion Board
- Ng Teng Fong General Hospital
- Clementi Town Secondary School
- NUS High School of Mathematics and Science
- Ngee Ann Polytechnic
- PAP Community Foundation Kindergartens
- Fei Yue Community Services
- MyBabyHelper
- Crisis Centre Singapore
- Compassion Fund
- Active Global
- Etch Empathy
- Lions Befrienders
- Darussalam Mosque
- School of Concepts
- Jamiyah Singapore
- Ethnic Minority Service Working Group - Caritas Youth and Community Service (Hong Kong)
- Canadian International School
- St Luke's Eldercare
- Wellness Kampung @ 115 Chong Pang
- Jump Foundation
- Children's Wishing Well
- BLESS
- Rotaract Club of Temasek
- One Loaf Learning Centre
- Debt Advisory Centre @ Association of Muslim Professionals
- Lions Befrienders Senior Activity Centre @ Blk 366 Clementi Ave 2



OUR SERVICES

Clementi Residents' Committee Zone 2 Get-Together

Rotary FSC was invited by Clementi Residents' Committee Zone 2 to set up a booth at their Get-Together on 11 November 2018. At the event, the Centre reached out to more than 170 residents to create an awareness of its services.



Residents visiting the Rotary FSC booth

Hosting NUS High School of Mathematics and Science

Rotary FSC hosted teachers and students from NUS High School of Mathematics and Science on 4 January 2019 to share about services offered by the Centre and community projects that the students can organize.



Rotary FSC staff with potential volunteers from the school

Networking with Clementi Town Secondary School

Rotary FSC met and networked with the Principal and Student Development Team from Clementi Town Secondary School on 14 November 2018. Through the meeting, the Centre shared about its services and established a closer partnership with the school.



Rotary FSC staff with the principal and teachers from the school

Bukit Timah Day of Giving 2019

On 30 March 2019, Rotary FSC participated in Bukit Timah Day of Giving. Organized by the Bukit Timah Citizens' Consultative Committee (CCC), the event was a good opportunity for the FSC to reach out to residents and various community partners.



Rotary FSC staff with Ms Sim Ann, Adviser to Bukit Timah CCC (second from right)

NATIONAL UNIVERSITY OF SINGAPORE SOCIETY (NUSS) CHRISTMAS BASH 2018

NUSS invited children and families from Rotary FSC to their Christmas Bash on 1 December 2018. 20 beneficiaries attended the event, enjoying themselves at various game booths and meeting Santa Claus.



Rotary FSC beneficiaries at NUSS Christmas Bash 2018

KIDS' WORLD 2018

15 children from Rotary FSC attended Kids' World 2018, a programme organized by the Volunteer Management Club of Nanyang Technological University (NTU) during the year-end school holidays from 18 to 20 December. Activities were conducted based on the theme "Learn. Live. Hope." to encourage the children to "Learn from Yesterday, Live for Today and Hope for Tomorrow". Held mainly at the NTU campus, the children also spent a day at River Safari. Additionally, each child was surprised with a Christmas present, given based on his or her wish list and donated by sponsors.



NTU volunteers engaging the children in activities

INTERVIEW ON FAMILY VIOLENCE BY MEDIACORP VASANTHAM

Senior Counsellor Ms Sharminee Naidu Ramachandra appeared in an interview on *Ethirolu* (The Echo), a psycho-educational programme on the MediaCorp channel, Vasantham, on 8 January 2019. Conducted to address concern on family violence in the Indian community in Singapore, the interview raised issues such as the definition of family violence in the local context; where and how individuals and families can seek assistance to stop the violence; the laws that govern the protection of individuals and family members; as well as cultural nuances as to why Indians may not seek aid rapidly.



Ms Sharminee sharing on *Ethirolu*, a programme on Vasantham



MINDFULNESS WORKSHOP

PAP Community Foundation (PCF) invited the SuperMIND! Team from Rotary FSC to introduce its staff to the practice of mindfulness and share about activities that can be included in their students' curriculum. At the session held on 24 January 2019, the SuperMIND! Team presented on body-scanning, mindful walking, and games which can be used during lessons. The Team also took the opportunity to share about Rotary FSC services, equipping the staff to make a referral when the need arises. Feedback from the PCF staff was positive and they may explore collaborating with Rotary FSC in the future.

WORKING WITH ROTARY CLUBS (RCs)

Roadshow to Fundraise and Foster Closer Ties

Between September 2018 and May 2019, Rotary FSC went on a roadshow to promote its services and foster closer ties with several RCs. The Clubs included RC Changi, RC Marina City, RC Queenstown, RC Singapore, RC Singapore East, RC Singapore West, RC Tanglin, and Rotary e-Club of 3310. The FSC also sought support from the Clubs for its latest initiative, an eldercare and caregivers project at Bukit Gombak. RC Queenstown went on to adopt the project and will be supporting its fundraising efforts.



Rotary FSC Executive Director Mr Amran Jamil (left) fostering closer ties with RC Singapore West

Rotary Family Day

In celebration of the 114th Anniversary of Rotary International, Rotary FSC participated in Rotary Family Day on 23 February 2019 at Toa Payoh Central Community Club. The event graced by Ms Denise Phua Lay Peng, Mayor of Central Singapore Community Development Council (CDC) saw Rotarians, Rotaractors and Interactors join hands to bring joy to Toa Payoh residents.



Mr Henry Tan Kok Hiang (first from left), with Rotary FSC staff



Ms Denise Phua, Mayor, Central Singapore CDC (fifth from left) with Rotary FSC staff and Rotary District 3310 Governor, Mr Henry Tan Kok Hiang (centre)

Rotary Family Learning Day

On 29 June 2019, RC Singapore East organized a learning day for Rotary FSC beneficiaries, including both children and adults. Supported by South West CDC and e2i, Rotary Family Learning Day was also open to members of the public. Adult participants learnt about SkillsFuture and how to create a résumé using infographics. Concurrently, the children attended a cartoon drawing workshop.



Children actively participating in the cartoon drawing workshop

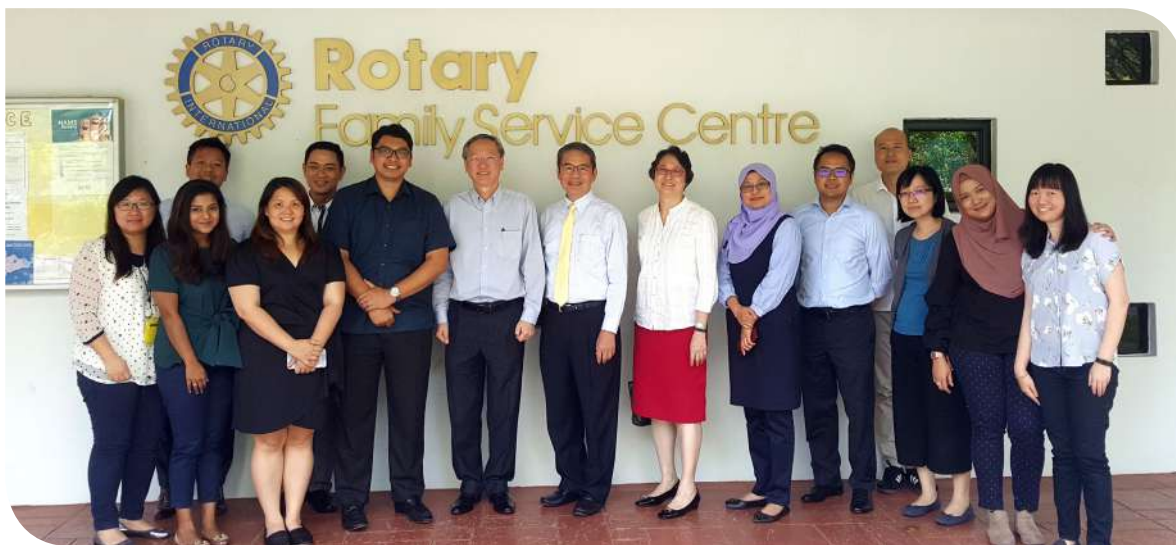


Studying the SkillsFuture roadmap

HOSTING GUESTS

Minister of State (MOS) for Social and Family Development

On 21 August 2018, Rotary FSC was delighted to host MOS Mr Sam Tan Chin Siong, who visited the Centre with his colleagues from Social Service Office (SSO) @ Clementi/Jurong East/Queenstown, as part of his engagement initiatives with community stakeholders.



MOS Mr Sam Tan (fifth from left) with Rotary FSC MC and staff, as well as SSO representatives

Caritas Youth and Community Service (Hong Kong)

Rotary FSC warmly welcomed Social Workers and Programme Staff from the Ethnic Minority Service Working Group of Caritas Youth and Community Service (Hong Kong) for a visit on 29 November 2018. The session allowed for a good exchange among the professionals on working with clients from different ethnic groups and religions in the development of social integration.



Rotary FSC staff with Caritas Youth and Community Service (Hong Kong)

Japan Social Work Practitioners

On 16 January 2019, Rotary FSC hosted a group of Social Work practitioners from Japan. The Centre shared about its services and Social Work practice with families in multi-cultural Singapore.



Japanese Social Work practitioners with Rotary FSC staff

OUR ACHIEVEMENTS AND KEY HIGHLIGHTS

Shenzhen Social Workers

Rotary FSC hosted Social Workers from Shenzhen College, China, on 5 September 2018 and 4 June 2019. Coming from different Shenzhen agencies, approximately 20 Social Workers participated in each visit. Both sessions proved to be a good platform to share about social service models in Singapore and China. In one session, Senior Social Worker Ms Lim Re Har conducted a brief mindfulness practice exercise for the visitors. Both Rotary FSC staff and the Shenzhen Social Workers found the sessions fruitful. The visitors provided positive feedback and ended the sessions with a tour of the Centre.





Rotaract Club of Bukit Gombak

Rotaract Club of Bukit Gombak members visited Rotary FSC on the 28 June 2019. The purpose of the visit was to introduce them to Rotary FSC services and equip them with useful skills as volunteers. Living in the Bukit Gombak constituency, the Rotaract Club members have been participating actively in social and community causes under Bukit Gombak grassroots organizations and Rotary Clubs.

For the first part of the evening, Senior Social Worker Mr Peter Li Zhaojie and Assistant Senior Social Worker Mr Billy Loh Rong Shun presented on the purpose of family services in the social service landscape; the target population of Rotary FSC; as well as the key services and programmes at the Centre. Mr Li and Mr Loh also provided training on communication and engagement. Through role-play of a concerned volunteer and distressed resident, the Rotaract Club members practiced attending skills and provided feedback to one another on how to communicate more effectively.



Rotaract Club of Bukit Gombak members learning about services at Rotary FSC

EQUAL CHANCES PROJECT (ECP)

About ECP

ECP, the latest initiative of Rotary FSC, aims to support needy families with preschool children so that they can improve in their reading ability and school readiness. The financial year of 2018 was a time of preparation –putting in place the foundation for building blocks of the project to be added in 2019.



On 3 November 2018, Casa Clementi Connects! was held as a soft launch to ECP at the pavilion of Block 420A Casa Clementi. Successfully reaching out to 200 residents living in the vicinity, the event was graced by Rotary FSC Management Committee Chairman, Mr Yeo Chuen Eng. Dr Tan Wu Meng, Grassroots Adviser to the Casa Clementi Community, made a surprise visit to the event too.

**October
2018**

Outreach to
Residents

**November
2018**

Casa Clementi
Connects!

In preparation for the soft launch of ECP, the Rotary FSC Team connected with community stakeholders such as Casa Clementi Residents' Committee, Darussalam Mosque, Lion Befrienders, Agency for Integrated Care, PCF preschools, and Health Promotion Board. Providing support through outreach to residents, these organizations performed and participated at the soft launch as well.



OUR ACHIEVEMENTS AND KEY HIGHLIGHTS

The ECP Home Reading Scheme at Rotary FSC mobilizes volunteers to encourage parents or caregivers to read with young children.

In its pilot run, the scheme matches a pair of volunteers with a family. Visiting the family, the volunteers will read with them and encourage interaction between the parent/caregiver and child. A set of books will be presented to the family as a gift.

18 volunteers participated in training sessions on 11 and 28 May 2019. They learnt about their roles and responsibilities as reading mentors; expectations during a session with the child; how to respond to ethical challenges that may surface; and practical safety tips when going for home visits.

The home visits will be conducted in the next Financial Year.



March 2019

Parenting Talk cum
Reading Activity

Thanks to the support of Casa Clementi grassroots leaders, ECP organized a parenting talk cum parent-child reading activity at the Casa Clementi Residents' Committee Centre on 23 March 2019.

May 2019

Volunteer Training
for Home Reading
Scheme



TALKS

Career Talk at Anderson-Serangoon Junior College (JC)

Rotary FSC Senior Social Worker Mr Mohamed Azman As'at was the main speaker for a session at the Career Symposium at Anderson-Serangoon JC on 22 May 2019. He was supported by Assistant Senior Social Worker Mr Billy Loh Rong Shun and two Social Work interns from the National University of Singapore. Approximately 100 students filled the school auditorium.

Alongside speakers from Bizlink Centre and Singapore National Co-Operative Federation; Mr Azman spoke on his journey as a Social Worker, what inspired him to join the helping profession, and a typical day at work for him. He touched on the rewards and challenges of his career, together with the qualifications to be a Social Worker.

The Symposium was a good platform for Rotary FSC staff to contribute to the social service sector, inspiring others to join the helping profession. Moving forward, the Centre hopes to develop a partnership with Anderson-Serangoon JC to encourage its students to learn more about the helping profession.



Anderson-Serangoon JC students discovering the role of Social Workers

Bedok South Secondary School Careers Day

On 29 May 2019, Bedok South Secondary School invited Rotary FSC to conduct a talk at their annual Careers Day for Secondary 2 students. Approximately 75 students signed up for the talk that took place at different time slots from 9am to 12pm.

Senior Social Worker Mr Mohamed Azman As'at and Social Worker Ms Aarathanna Maria Mohan shared about their occupations before becoming Social Workers; the turning point in their lives that led to a mid-career switch; and the rewards and challenges in their journeys. At the same time, they covered myths and facts about the Social Work profession, as well as the educational pathways to becoming a Social Worker.



Learning about myths and facts of Social Work



A group photo with the students

Debt Management Talk

14 beneficiaries of Rotary FSC and SSO @ Clementi attended a debt management talk on 21 June 2019. Conducted by Mr Saiful Nizam Jemain, Manager of Debt Advisory Centre @ Association of Muslim Professionals, the talk was held at the Activity Wing of Rotary FSC. Organized to support individuals and families struggling with debt or intending to borrow from moneylenders, the talk offered useful information, practical tips, and life hacks to reduce the influence of debt in one's life. It also warned participants about the dangers of borrowing from unlicensed moneylenders.



Participants learning about how to reduce debt



Presenting a token of appreciation to Mr Saiful

OUR ACHIEVEMENTS AND KEY HIGHLIGHTS

AN INCUBATOR FOR FUTURE HELPING PROFESSIONALS

Rotary FSC provides field placement opportunities to Social Work and Counselling students from National University of Singapore (NUS) and Singapore University of Social Sciences (SUSS) so that they may fulfill their field placement requirements. These placements play an important role in training them to be Social Workers and Counsellors when they graduate. The Centre also takes on interns from Nanyang Polytechnic as part of their training to be Social Work Associates.

“Coming from a different setting at my workplace, my practicum at Rotary FSC was a refreshing learning experience as I was exposed to Case Work and Community Work that is locality-based. One of my fondest moments was guiding children on a learning journey at the ArtScience Museum. Ultimately, it is the experience of learning from people, including staff and clients at the Centre, that I will cherish as I continue in my Social Work journey. Thank you, Rotary FSC!”



Ms Nur Halimahtullah Binte Abdul Halim
Graduate Diploma in Social Work, NUS



Ms K Kayyathiri
Bachelor of Social Work, SUSS

“My internship experience at Rotary FSC exceeded my expectations and helped me better understand what Social Work entails. Not only did it deepen my knowledge on the Social Work theories and skills for effective Case Work management, it allowed me to learn from colleagues and tap on their expertise. This was especially so with my supervisors, Assistant Senior Social Worker Mr Billy Loh Rong Shun and Senior Social Worker Ms Lim Re Har. I am grateful to them for showing me the different roles and tasks they take on as Social Workers in the Centre. Above all, through these practical experiences, I realized that Social Work is not just about helping those in need. Rather, it is a highly noble job that requires you to serve people from the heart, going the extra mile to bring joy and light to others.”

“My attachment at Rotary FSC was filled with learning opportunities. I gained new knowledge and skills which are essential to prepare me for work in this field. Everyone has been really helpful here. I am thankful for the guidance that I received from every individual at Rotary FSC.”



Ms Sharon Lin Hui Xin
Bachelor of Social Work, SUSS

OUR RENOVATIONS

Consisting two units in the void deck of an HDB block of flats, Rotary FSC has had its share of wear and tear in the residential building of 40 years, including damaged exterior surfaces, leaking water pipes, and spoilt telephone lines and cables. With its existing design, the Centre of 22 years did not have room to meet increasing service user and manpower needs. For it to grow and better care for the community, a major cyclical maintenance of both units was required.

With funding support from the Ministry of Social and Family Development, project management of the cyclical maintenance works and architectural works was awarded to LAUD Architects Pte Ltd, while construction works was awarded to Success Forever Construction and Maintenance Pte Ltd.

On 1 February 2019, Rotary FSC unveiled a newly renovated unit (Main Wing) upon completing its first phase of the cyclical maintenance. This Main Wing boasts an open concept office for the staff, adjoined to a reception counter for frontline staff to greet service users. Both the staff office and reception counter are accessible only by authorized personnel. A meeting hub and pantry within the office means more areas for staff to gather. Through clever design, hotdesking facilities have been added in the office, allowing the Centre to take in more interns than before.

With clean lines and a contemporary look, the rest of the Main Wing features meeting rooms, a pantry for service users, a disbursement cum discussion area for staff to meet with clients, and dedicated spaces for rations and donations-in-kind. The calm and welcoming space also houses more counselling rooms than before and a play therapy room.

In May 2019, the second unit (Activity Wing) featuring a conference room and several multi-purpose rooms was completed. Opened mostly for programmes, multi-agency conferences, and large-scale community events, the Activity Wing is optimized for community engagement with its additional pantry, a raised platform, and two projection screens. Large windows result in greater visibility from outside of the Centre. Operable walls allow for better allocation of rooms based on programme needs and more efficient use of resources.

The revamp empowers Rotary FSC to reach out to the larger community, offering more to existing and potential service users. In view of a higher volume of users in the future, security and acoustic features were enhanced in both wings. Energy-saving features were also added.



OUR ACHIEVEMENTS AND KEY HIGHLIGHTS

Improvements for Beneficiaries



Counselling
Rooms
up from 6 to 8



A dedicated
Play Therapy Room



Enhanced toilet
facilities with diaper-
changing station




2 new pantries for
service users in
multi-purpose areas



> 2x capacity in new
Activity Wing, from
30 to 80 pax

Improvements for Staff



Reception + Adjoined
Open-concept Office
=  Teamwork



Free flow of ideas at
Hotdesks, Meeting
Hub and Staff Pantry



New Play Therapy
Room for specialized
work with children



Counselling rooms
equipped for training
and supervision



Before

RECEPTION COUNTER



After

COMMON SPACE FOR SERVICE USERS



Before



After

COUNSELLING ROOM



Before



After

As Rotary FSC participated in the inaugural National Council of Social Service Research Mentoring Scheme from August 2018 to March 2019, a mentor was assigned to help with the research methodologies and analysis of findings in the study conducted by the Centre on the impact of learning and practicing Mindfulness-Based Cognitive Therapy (MBCT) on Social Workers' mental well-being in Singapore. Thereafter, the research was submitted for an oral presentation at the 9th International Social Work Conference on Health and Mental Health in York, United Kingdom, in July 2019. The research abstract can be found in the following section.

STUDY ON IMPACT OF LEARNING AND PRACTICING MBCT ON SOCIAL WORKERS' MENTAL WELL-BEING IN SINGAPORE

Background

Mindfulness has gained popularity since it was brought into the medical setting by Jon Kabat-Zinn in 1979 to aid patients with chronic pain. Since then, several mindfulness-based interventions including MBCT have been developed to deal with multiple issues. Research has shown that MBCT is effective in dealing with mental health and other concerns.

Social Workers in Singapore social service agencies face risks of mental stress and burn-out due to limited resources and the demanding nature of their work. According to research, there has been an increase of mindfulness initiatives rolled out within the Social Work sector, integrated in Community Work and Social Justice-Oriented practice, and as an adjunct to other interventions (Hick, 2009).

Objectives

This research aims to study the impact of learning and practicing MBCT on the mental well-being of Social Workers in a social service agency in Singapore. It also aims to explore if mindfulness-based interventions can be a potential tool to improve the mental well-being of the practitioners, their clients, and the community at-large.

Research Method

This research adopted a mixed method approach. Pre- and post-tests were administered using three different scales to measure levels of mindfulness, perceived stress, and well-being. In-depth semi-structured interviews were conducted after one year. The scales used were the:

- i) Five Facet Mindfulness Questionnaire
- ii) Perceived Stress Scale
- iii) Warwick-Edinburgh Mental Well-being Scale

Summary of Findings

Findings showed improved levels of mindfulness in participants. However, improvement in the perceived stress and mental well-being of the participants was not as significant. Generally, the participants acknowledged that learning and practicing mindfulness helped them better manage work stress and enhanced self-care. But, they cited challenges in adopting mindfulness practices in their daily routine. Some participants favoured short practices, and the reasons cited for not practicing mindfulness included busyness/lack of time; other competing commitments; finding the practice challenging; and personal choice not to do so.

More than half (58%) of the participants were still practicing mindfulness. 42% of the participants practiced mindfulness regularly. The rest practiced it on an ad-hoc basis when needed, that is when feeling stressed or unhappy.

Conclusion

In-depth research needs to be carried out to further evaluate the impact of mindfulness-based interventions on the well-being of Social Workers across the sector. Design of the interventions needs to consider ways to better integrate the practice with participants' daily routines. Understanding the participants' challenges and their preferences, will allow mindfulness-based interventions to be more effective and better cater to participants' needs.

Reference:

Hick, S. F. (2009). *Mindfulness and Social Work*. UK: Oxford University Press.

JOINT WORLD CONFERENCE ON SOCIAL WORK, EDUCATION AND SOCIAL DEVELOPMENT (SWSD) 2018 AND STUDY VISIT TO NATIONAL COLLEGE OF IRELAND (NCI)

Senior Social Worker Ms Alice Koo Ngar Shan and Community Partnership Executive Ms Stephanie Lai Yoke Fong represented Rotary FSC at the Joint World Conference on SWSD 2018 from 4 to 7 July in Dublin, Ireland. Apart from gaining exposure to Social Work and Community Work efforts in various countries, Ms Koo gave a presentation titled “Understanding and Enhancing Financial Literacy of Low-Income Households in Singapore” on the last day of the Conference, based on research conducted by Rotary FSC in collaboration with TRANS FSC (Bedok) in 2017. During the trip, Ms Koo and Ms Lai also visited NCI to understand its Parent-Child Home Programme (PCHP), which has become a key reference source for a new initiative at Rotary FSC, namely the ParentChild+ Programme in the Equal Chances Project (ECP).



Ms Koo presenting findings from research on financial literacy of low-income Singapore households



Ms Lai (third from left) and Ms Koo (second from right) with key PCHP personnel at NCI

ROTARY FSC STRATEGIC PLANNING RETREAT AND SUPERVISORS RETREAT

On 11 August 2018, Rotary FSC held a strategic planning retreat with the Management Committee to review the progress and achievements of the Centre for the past three years. After brainstorming, the management and staff discussed strategic directions and plans for the Centre in the next three years.

Following the strategic planning retreat, the Supervisory Team at Rotary FSC convened for a work retreat on 13 August 2018. The half-day retreat capped a series of external coaching sessions aimed at developing in the supervisors a deeper understanding of assets in the organization –the diversity of its staff and management styles. Additionally, the retreat offered recommendations on enhancing overall staff efficiency.



Listening to team suggestions on managing staff capabilities

OVERSEAS CORPORATE TEAM BUILDING EXERCISE AND CORPORATE SOCIAL RESPONSIBILITY (CSR) ACTIVITY

Rotary FSC staff went to Bandung, Indonesia, for its Corporate Team Building Exercise and an inaugural overseas CSR activity from 9 to 12 January 2019. Both were fun experiences that provided staff with opportunities to learn from one another and spend quality time together.

Prior to the trip, surveys were conducted by the Shared Beliefs Staff Working Committee on how to enhance the practice of the shared beliefs of Rotary FSC: Teamwork, Respect, Integrity, Professionalism, Client-centredness and Compassion (TRIPCC). Based on findings from the surveys, the Committee facilitated a workshop as part of the team building exercise to further strengthen the practice of these shared beliefs. Through the activity, the staff developed deeper sense of ownership for TRIPCC. In addition, they voted for and gave recognition to the best TRIPCC ambassador among them.

On 10 January 2019, the staff visited Panti Yatim Indonesia, an orphanage in Bandung, to organize programmes for the children. Both staff and children enjoyed fruitful interaction through ice-breaking games, a relay race, and making photo-frames together. The visit ended with a dinner sponsored by the Rotary FSC staff for the children.



Staff in discussion on shared beliefs of Rotary FSC



At Lembang Floating Market, Bandung



Rotary FSC staff on a CSR visit to an orphanage in Bandung

PROJECT INCHOATE PHASE 2 – SECTORAL PROJECT

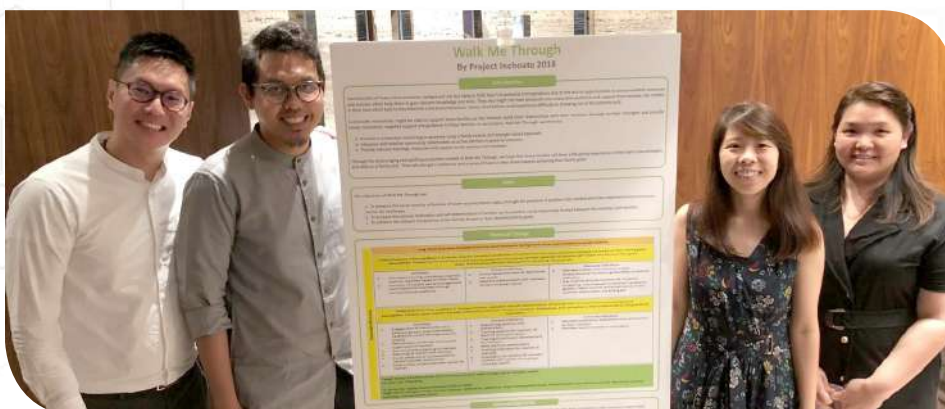
Senior Social Worker Ms June Leo Ching Ching shares her experience as a participant of Project Inchoate, a collaborative effort by the Ministry of Social and Family Development and AMKFSC Community Services to groom practitioners with five to eight years of experience in the social service sector to be its next wave of leaders.

In the second phase of Project Inchoate, participants developed small scale, sectoral projects which target social issues in Singapore, by incorporating the rich knowledge they gleaned from both local and overseas learning journeys made in the first phase. Each sectoral project was run on a pilot basis for a year after the initial phase was completed.

“My teammates and I are passionate about working with low-income families. That led to the inception of ‘Walk Me Through’ to fight poverty. From anecdotal experience at work, we realized the important role that mentors play in guiding families out of poverty. Many families that broke out of poverty, credited their successes to mentors, who like long-term family friends, walked with them through tough times, encouraging them when they fell behind.

‘Walk Me Through’ was launched to harness positive relationships to help people leave poverty behind. It matches befriender-mentor to befriender-mentee, setting the stage for the development of a long-term relationship. The workgroup is collaborating with Shine Children and Youth Services to introduce ‘Walk Me Through’ to Project Spooner Road that targets vulnerable families, ‘troubled’ children, and youths at risk of delinquency and failure to complete school.”

‘Walk Me Through’ was presented at the Principal Social Workers Seminar on 14 February 2019.



Ms Leo (right) with her project team

STAFF BONDING ACTIVITY: MUSIC JAM

Rotary FSC organized a jamming session for its staff bonding activity on 26 April 2019 at The YMCA of Singapore. Titled “Music Samba”, the hands-on session was a team building endeavour that allowed the staff to try out various percussion instruments and play in unison to a musical beat.



NATIONAL COUNCIL OF SOCIAL SERVICE SABBATICAL LEAVE (NCSS SL)

“

With the support of our management, I was awarded a 10-week SL from NCSS. Being able to take a break in April and June 2019, reflected the concern of the management for the personal well-being and professional development of staff.

During my SL, I attended International Family Therapy Association Congress 2019 in Edinburgh, Scotland, which gave me the opportunity to learn and interact with Family Therapy experts from all over the world. They shared interesting ideas such as getting parents to form parental growth groups, which can be helpful in the Singapore context. Studies show that it is beneficial for parents to learn from one another at different stages of parenthood.

Beyond my professional development, I spent valuable time bonding with my family, travelling for the rest of my SL. Thanks to all my colleagues' support, I had the luxury of enjoying 10 weeks away from office. Now I am fully energized and ready to contribute more.”

Principal Counsellor Mr Harry Low Teck Keong

”

PARENTCHILD+ PROGRAMME TRAINING

ParentChild+ (formerly known as Parent-Child Home Programme or PCHP) is a well-evidenced early intervention programme from the United States that improves parent-child interaction and school readiness through regular home visits, with toys and books which are given free-of-charge to families. As the philosophy of the programme fits the objectives of the ECP, Rotary FSC is adopting ParentChild+ in Singapore. Senior Social Worker Ms Alice Koo Ngar Shan, Social Work Associate Ms Nur Farhana Harun and Social Worker Ms Nur Hamizah Abdul Rahim were sent to Sheffield Hallam University in the United Kingdom (UK), from 20 to 22 May 2019, to be trained as ParentChild+ coordinators.

In the intensive three-day training, they learnt about the theoretical basis and practical work of ParentChild+. On 23 May 2019, they met with a team in Nottingham running a pilot ParentChild+ project that has been in service for a year, to learn about teething problems in setting up a site. With the training, the ECP Team is all ready to get to work –to start the first ParentChild+ site in Asia!



Rotary FSC staff and the ParentChild+ UK Coordinators Ms Caroline (middle) and Ms Kate (second from right) at the Nottingham Sure Start Children Centre



Trainers Ms Michele (first from left) and Mr Cesar (fourth from right, standing) and trainees of the UK ParentChild+ programme, at Sheffield Hallam University



TESTIMONIALS FROM CLIENTS AND SOCIAL WORKERS

A Positive Change

“Previously, I was the sole-breadwinner of my family. However, I am currently not working due to health reasons. It was terrible for me before I approached Rotary FSC for help. Quarrels happened daily at home due to stress. Counselling for my children and I, together with assistance schemes like the Comcare Fund and The Straits Times School Pocket Money Fund (SPMF), helped lessen the stress. The violence and quarrels reduced. Life has changed positively, and I have a Social Worker to consult when problems arise. Right now, I will follow our agreement to improve my health and go for follow-up medical appointments. I wish to return to work and be self-reliant again. I know this can happen as my Social Worker continues to support me.”

- Mr Sam*

“A client who makes positive changes, Mr Sam* turned towards his family and became responsible to them. He is constantly learning to improve his relationship with his children. Despite poor health and bodily pain, he does not give up easily and creates meaning for himself. Though he cannot work, he ensures that the home is kept neat. My role has been minimal. It is the client’s strength and potential that bring him greater meaning in life.”

- Assistant Senior Social Worker Mr Billy Loh Rong Shun

A New Beginning

“We were referred to Rotary FSC by an officer at a shelter that we had lived in. After staying for four years at the shelter, we were allocated a rental flat in Clementi. However, we were still struggling when we shifted here. To my surprise, staff from Rotary FSC visited us, offering help to tide us through that difficult period. I was assigned to Ms Nursuhailah Abu Samat, a really helpful Social Worker. She applied for monthly food rations and the SPMF for my kids. She also listened to all my problems, and I was comfortable with her. When she was not around, Senior Social Worker Mr Peter Li Zhaojie covered her duties. He was helpful too. I am fortunate to have received help all these years from Rotary FSC, with its friendly and concerned Social Workers. As my kids have grown up, I am trying hard to be self-reliant. But, I hope the community can continue to give donations so that beneficiaries can get help when in need. Thanks Rotary FSC, Nursuhailah and Peter for helping me and my big family when we were down.”

- Mdm Amelia*

“This was a family that required long-term help as the six children were very young. In fact, Mdm Amelia* and two of the children had health issues. Shuttling between home and hospital at times, her husband struggled to keep his job. However, the family is resilient. They faced challenges that strained the marital, parent-children and sibling relationships, but they braved the difficulties and kept moving together as a family unit. A great partnership with the Social Service Office (SSO), volunteers at the Meet-the-People sessions, as well as the school and medical systems, enhanced support for this family.”

- Social Worker Ms Nursuhailah Abu Samat



ACKNOWLEDGEMENTS

Moving Forward

"I have known Senior Counsellor Ms Sharminee Naidu Ramachandra for almost a year. Initially, I was apprehensive about working with an Indian practitioner as I faced challenges in the past with an Indian staff at another agency. However, Sharminee shared that her role was to help my daughters and I on our journey of moving forward. She also said that we were 'partners' on this journey. To me this was a sign that she would treat me as an equal and not look down on my daughters and I. Our journey has been good. Yes, there have been a few downs, but there have been a few more ups. More importantly, I am still a partner on this journey, and I appreciate it very much."

- Mdm Julie*

"Working with Mdm Julie* provided me the opportunity to appreciate more the fortitude that clients have in wanting a better life for themselves and their families. On their journey of social mobility, there were several hurdles placed in front of her and her daughters. But, they crossed them with determination. Their strengths are my motivation in wanting to do better for the community and myself."

-Senior Counsellor Ms Sharminee Naidu Ramachandra

A Place to Call Home

"I felt hopeless with nowhere to go when I knew I am going to be homeless in three weeks. Because of this, my health started to deteriorate, and it greatly affected my mood. My Case Worker helped with my accommodation issues, linking me to relevant agencies and sourcing an interim place for me. I appreciate the effort he had put in. Through his help, I secured a permanent place to stay. Besides this being a better living arrangement, it meant that I would not impose any inconvenience to the public. Thereafter, I took up a Workforce Skills Qualifications Diploma course to upgrade myself and be more employable."

-Mr Oh*

"Mr Oh* is one of my senior clients who is resilient and has a "never say die" attitude. He continues to stay positive and strive on despite difficulties faced. Adopting a lifelong learning approach, Mr Oh managed to complete months of lessons to enhance his skills and knowledge so that he can meet evolving demands in the job market."

-Social Work Associate Mr Pierce Tay Boon Heong

*Names have been changed to protect the clients' identity



OUR VOLUNTEERS

For the year ending 30 June 2019, Rotary FSC is grateful for volunteers who spent their valuable time and effort in supporting activities and programmes at the Centre.

- Ms Du Huiyan
- Mr Haidar Ali Bin Mohd Noor
- Mr Haja Mohaideen Liaquat Ali Maraicar
- Ms Kong Yen Li
- Mr Kwek Chin Shan Bronson
- Ms Mathinivedha D/O Neviliappan
- Mdm Ng Kian Hong
- Ms Priscillia Lai Chui Li
- Mr Richard Chandra
- Ms Shina Yeo Qing Chun
- Mr Sim Tiao Han Leonard
- Ms Yim Si Tyng Celeste
- Volunteers from Casa Clementi Residents' Committee
- Volunteers from Darussalam Mosque

APPRECIATION TO FUNDERS, SPONSORS AND DONORS

Rotary FSC would like to extend its heartfelt thanks and gratitude to the following persons and organizations for their kind funding, sponsorships, donations and event invitations for the year ending 30 June 2019.

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

- Agency for Integrated Care
- Casa Clementi Residents' Committee
- Clementi Citizens' Consultative Committee
- Clementi Community Centre
- Clementi Malay Activity Executive Committee
- Community Chest
- Community of Praise Baptist Church
- Debt Advisory Centre @ Association of Muslim Professionals
- Food from the Heart
- Foundation of Rotary Clubs (Singapore) Ltd
- HDB GRAINS 2018
- Health Promotion Board
- Interact Club of Yusof Ishak Secondary School
- Lee Foundation
- Lighting Hearts Lighting Homes
- Lions Befrienders Service Association (Singapore)
- Majlis Ugama Islam Singapura
- Mdm Nurizan Binte Abdul Karim
- Mdm Rashilah Busu
- Ministry of Social and Family Development
- Mr Abdul Rahim Bin Omar and Mdm Sabariah Binte Saal
- Mr and Mrs Mohamed Fadly Fadillah
- Mr Caleb Wong
- Mr Eddy
- Mr Garima Singh and family
- Mr Ho Ee Xiang
- Mr Lee Boon Quee
- Mr Mohamed Farhan Bin Abd Rahim
- Mr Saiful Anuar Bin Elias and family
- Mr Walter Ng
- Ms Bai Huishan
- Ms Chan Yeow You
- Ms Cheng Ying Rui
- Ms Chew Su-Jin
- Ms Corine Tan
- Ms Evelyn Chye
- Ms Fannie Khng and friends
- Ms Gan Jie Ying
- Ms Geetha
- Ms Jacqueline Ng
- Ms Jaslyn Hor
- Ms Karen Sun
- Ms Lynn Ee
- Ms Maxine Angeliqua Wong
- Ms Nicole Treffert
- National Council of Social Service
- NUSS Community Care Sub-committee
- PAP Community Foundation
- Parisilk
- Rotary Club of Singapore East
- SHATEC
- Singapore Indian Development Association
- Singapore Pakistani Association
- Singapore Red Cross
- South West Community Development Council
- The Boys' Brigade Share-a-Gift 2018
- The Straits Times School Pocket Money Fund
- Volunteer Management, Welfare Services Club of Nanyang Technological University



ACKNOWLEDGEMENTS

A WORD OF THANKS

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

- Rotary Family Service Centre Management Committee and Foundation of Rotary Clubs (Singapore) Ltd.
- The Outreach & Networking Staff Working Committee, Shared Beliefs Staff Working Committee and the Staff Engagement Staff Working Committee for the articles.
- The Outcome Management & Compliance Staff Working Committee and Research & Development Staff Working Committee for collating the statistics for analysis, checking them for accuracy, and writing the articles.
- Senior Social Worker Ms Lim Re Har, Assistant Senior Social Worker Mr Billy Loh Rong Shun and Social Worker Ms Madeline Krishnasamy for conducting research and reporting the research findings.
- Staff members, clients and students for their article contributions.
- The Editorial Team comprising Community Partnership Executive Ms Stephanie Lai Yoke Fong, Social Worker Ms Nur Hamizah Abdul Rahim and Social Work Associate Mr Pierce Tay Boon Heong for contributing articles, collating the information and materials, and coordinating the publication of this Annual Report.
- Most importantly, all Rotary FSC Staff for supporting one another in the journey to make a difference in the lives of the people in the community we serve.



ROTARY FAMILY SERVICE CENTRE

A DIVISION OF FOUNDATION OF ROTARY CLUBS (SINGAPORE) LIMITED

(Registered in Singapore under the Companies Act, Chapter 50 and Charities Act, Cap 37)

(Unique Entity No: 199300813R)

Statement by the Management Committee and Financial Statements

Reporting Year Ended 30 June 2019

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ROTARY FAMILY SERVICE CENTRE

Statement by the Management Committee and Financial Statements

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ROTARY FAMILY SERVICE CENTRE

Statement by the Management Committee

In the opinion of the Management Committee,

- (a) the accompanying financial statements of Rotary Family Service Centre (the "Centre") are drawn up so as to give a true and fair view of the financial position of the Centre as at 30 June 2019 and the financial activities, changes in funds and cash flow of the Centre for the reporting year then ended; and
- (b) at the date of this statement, there are reasonable grounds to believe that the Centre will be able to pay its debts as and when they fall due.

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

On Behalf of the Management Committee



.....
Yeo Chuen Eng
Chairman



.....
Angela Chin
Honorary Treasurer

5 NOV 2019

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

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Report on the audit of the financial statements

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Opinion

We have audited the financial statements of Rotary Family Service Centre (the "Centre"), which comprise the statement of financial position as at 30 June 2019, and the statement of financial activities, statement of changes in funds and statement of cash flows for the reporting year then ended, and notes to the financial statement, including a summary of significant accounting policies.

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

In our opinion, the accompanying financial statements of the Centre are properly drawn up in accordance with the provisions of the Charities Act, Chapter 37, Singapore Financial Reporting Standards in Singapore (SFRS) and other relevant regulations (the Charities Act and Regulations) so as to give a true and fair view of the financial position of the Centre as at 30 June 2019 and of the financial activities, changes in funds and cash flows of the Centre for the reporting year ended on that date.

Basis for opinion

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

Other information

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

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

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

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

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

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Responsibilities of Management Committee for the financial statements

Management is responsible for the preparation of the financial statements that give a true and fair view in accordance with the provisions of the Charities Act and Regulations and the 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 financial statements and to maintain accountability of assets.

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

– 3 –

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

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

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

We also provide the Management Committee with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

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

– 4 –

Report on other legal and regulatory requirements

In our opinion:

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

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

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

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



RSM Chio Lim LLP
Public Accountants and
Chartered Accountants
Singapore

5 November 2019

Engagement partner – effective from reporting year ended 30 June 2017



OUR FINANCIAL STATEMENTS

ROTARY FAMILY SERVICE CENTRE

Statement of Financial Activities For the Reporting Year Ended 30 June 2019

	Unrestricted	Restricted										
		Lee Foundation – Financial Assistance Fund	School Pocket Money Fund	FSC Comcare Fund	RFSC SuperStudents Fund	Community Chest Haze Fund	FSC Ramadan Bonus Fund	MSF – Cyclical Maintenance Fund	Sub Total	Total		
Notes	Accumulated Fund (a)	\$	\$	\$	\$	\$	\$	\$	\$	\$		
Incoming Resources:												
4 Government grants	1,450,771	-	-	-	-	-	-	226,360	226,360	1,677,131		
5 Other grants	528,233	26,500	-	-	-	-	-	-	-	554,733		
Donations	350	-	17,980	-	1,000	-	-	-	-	19,330		
Income from programmes	7,524	-	-	-	-	-	-	-	-	7,524		
6 Other miscellaneous income	2,440	-	-	-	-	-	-	-	-	2,440		
Total incoming resources	1,989,318	26,500	17,980	-	1,000	-	-	226,360	271,840	2,261,158		
Resources Expended:												
9 Programme expenses	15,399	22,420	23,040	8,681	-	-	5,400	-	59,541	74,940		
Depreciation	25,230	-	-	-	-	-	-	4,855	4,855	30,085		
Operating lease expenses	15,864	-	-	-	-	-	-	-	-	15,864		
Maintenance expenses	59,981	-	-	-	-	-	-	-	-	59,981		
8 Employee benefits expenses	1,863,362	-	-	-	-	-	-	-	-	1,863,362		
Professional fee	16,970	-	-	-	-	-	-	32,164	32,164	49,134		
7 Other losses	2,380	-	-	-	-	-	-	-	-	2,380		
Other operating costs	96,029	-	-	-	-	-	-	-	-	96,029		
Total resources expended	2,095,215	22,420	23,040	8,681	-	-	5,400	37,019	96,560	2,191,775		
Net surplus / (deficit)	(105,897)	4,080	(5,060)	(8,681)	1,000	-	(5,400)	189,341	175,280	69,383		
Balance at 1 July 2018	2,490,621	7,270	13,830	8,540	-	872	5,400	-	35,912	2,526,533		
Balance at 30 June 2019	2,384,724	11,350	8,770	(141)	1,000	872	-	189,341	211,192	2,595,916		

(a) Accumulated fund for the exclusive use by the Centre

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

ROTARY FAMILY SERVICE CENTRE

Statement of Financial Activities For the Reporting Year Ended 30 June 2018

		Restricted	Restricted							
			Lee Foundation – Financial Assistance Fund	School Money Fund	Pocket FSC Comcare Fund	SuperStudents Fund	RFSC Chest Haze Fund	FSC Ramadan Bonus Fund	Sub Total	Total
	Notes	Accumulated Fund (a)	\$	\$	\$	\$	\$	\$	\$	\$
Incoming Resources:										
Government grants	4	1,504,251	–	–	–	–	–	–	–	1,504,251
Other grants	5	562,614	15,420	–	8,107	–	–	5,400	28,927	591,541
Donations		4,990	–	30,443	–	–	–	–	30,443	35,433
Income from programmes		6,277	–	–	–	–	–	–	–	6,277
Other miscellaneous income	6	1,678	–	–	–	–	–	–	–	1,678
Total incoming resources		2,079,810	15,420	30,443	8,107	–	–	5,400	59,370	2,139,180
Resources Expended:										
Programme expenses		9,792	14,870	23,680	4,770	2,475	–	–	45,795	55,587
Depreciation	9	17,901	–	–	–	–	–	–	–	17,901
Operating lease expenses		15,864	–	–	–	–	–	–	–	15,864
Maintenance expenses		49,237	–	–	–	–	–	–	–	49,237
Employee benefits expenses	8	1,631,462	–	–	–	–	–	–	–	1,631,462
Professional fee		40,345	–	–	–	–	–	–	–	40,345
Other operating costs		49,636	–	–	–	–	–	–	–	49,636
Total resources expended		1,814,237	14,870	23,680	4,770	2,475	–	–	45,795	1,860,032
Net surplus / (deficit)		265,573	550	6,763	3,337	(2,475)	–	5,400	13,575	279,148
Balance at 1 July 2017		2,225,048	6,720	7,067	5,203	2,475	872	–	22,337	2,247,385
Balance at 30 June 2018		2,490,621	7,270	13,830	8,540	–	872	5,400	35,912	2,526,533

(a) Accumulated fund for the exclusive use by the Centre

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



ROTARY FAMILY SERVICE CENTRE

Statement of Financial Position As at 30 June 2019

	Notes	2019 \$	2018 \$
ASSETS			
<u>Non-current assets</u>			
Plant and equipment	9	657,428	22,455
Total non-current assets		<u>657,428</u>	<u>22,455</u>
<u>Current assets</u>			
Other receivables	10	419,192	125,472
Other non-financial assets	11	11,775	9,943
Cash and cash equivalents	12	1,829,881	2,593,341
Total current assets		<u>2,260,848</u>	<u>2,728,756</u>
Total assets		<u>2,918,276</u>	<u>2,751,211</u>
FUNDS AND LIABILITIES			
<u>Restricted funds</u>			
Accumulated fund for exclusive use of RFSC	13	2,384,724	2,490,621
<u>Other restricted funds</u>			
Lee Foundation – Financial Assistance Fund		11,350	7,270
School Pocket Money Fund		8,770	13,830
FSC Comcare Fund		(141)	8,540
RFSC Superstudents Fund		1,000	–
Community Chest Haze Fund		872	872
FSC Ramadan Bonus Fund		–	5,400
MSF – Cyclical Maintenance Fund		189,341	–
Total other restricted funds	14	<u>211,192</u>	<u>35,912</u>
Total funds		<u>2,595,916</u>	<u>2,526,533</u>
<u>Current liabilities</u>			
Other payables	16	322,360	224,678
Total liabilities		<u>322,360</u>	<u>224,678</u>
Total funds and liabilities		<u>2,918,276</u>	<u>2,751,211</u>

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

ROTARY FAMILY SERVICE CENTRE

Statement of Changes in Funds For the Reporting Year Ended 30 June 2019

	Restricted	Restricted								Total
		Lee Foundation - Financial Assistance Fund	School Pocket Money Fund	FSC Comcare Fund	RFSC SuperStudents Fund	Community Chest Haze Fund	FSC Ramadan Bonus Fund	MSF - Cyclical Maintenance Fund	Sub Total	Total
	Fund									\$
	\$									\$
Current year:										
Opening balance at 1 July 2018	2,490,621	7,270	13,830	8,540	-	872	5,400	-	35,912	2,526,533
Net surplus / (deficit)	(105,897)	4,080	(5,060)	(8,681)	1,000	-	(5,400)	189,341	175,280	69,383
Balance as at 30 June 2019	2,384,724	11,350	8,770	(141)	1,000	872	-	189,341	211,192	2,526,916
Prior year:										
Opening balance at 1 July 2017	2,225,048	6,720	7,067	5,203	2,475	872	-	-	22,337	2,247,385
Net surplus / (deficit)	265,573	550	6,763	3,337	(2,475)	-	5,400	-	13,575	279,148
Balance as at 30 June 2018	2,490,621	7,270	13,830	8,540	-	872	5,400	-	35,912	2,526,533

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



ROTARY FAMILY SERVICE CENTRE

Statement of Cash Flows For the Reporting Year Ended 30 June 2019

	<u>2019</u> \$	<u>2018</u> \$
<u>Cash flows from operating activities</u>		
Net surplus for the reporting year	69,383	279,148
Adjustments for:		
Loss on disposal of plant and equipment	2,380	–
Depreciation of plant and equipment	30,085	17,901
Interest income	(1,624)	(1,626)
Operating cash flow before changes in working capital	100,224	295,423
Other receivables	(293,720)	6,356
Other non-financial assets	(1,832)	2,728
Other payables	18,916	35,333
Cash restricted in use	14,061	(14,575)
Net cash flows (used in) / from operating activities	<u>(162,351)</u>	<u>325,265</u>
<u>Cash flows from investing activities</u>		
Purchase of plant and equipment	(588,672)	(7,599)
Interest received	1,624	1,626
Net cash flows used in investing activities	<u>(587,048)</u>	<u>(5,973)</u>
Net (decrease) / increase in cash and cash equivalents	(749,399)	319,292
Cash and cash equivalents, cash flow statement, beginning balance	2,557,429	2,238,137
Cash and cash equivalents, cash flow statement, ending balance (Note 12A)	<u>1,808,030</u>	<u>2,557,429</u>

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

ROTARY FAMILY SERVICE CENTRE

Notes to the Financial Statements 30 June 2019

1. General

The Rotary Family Service Centre (the "Centre") is a division of Foundation of Rotary Clubs (Singapore) Ltd ("FRCS"), a foundation incorporated as a company limited by guarantee under the Companies Act, Chapter 50. FRCS is also a charity registered under the Charities Act, Cap 37. It is an approved Institution of a Public Character.

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

The financial statements are presented in Singapore dollar.

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

These financial statements are authorised for issuance by the Management Committee on the date of the statement by the Management Committee.

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

The administration office and principal place of operation of the Centre is located at 346 Clementi Avenue 5 #01-10/32, Singapore 120346.

Statement of compliance with financial reporting standards

These financial statements have been prepared in accordance with the Singapore Financial Reporting Standards ("SFRS") and the related interpretations to SFRS ("INT SFRS") as issued by the Singapore Accounting Standards Council. They are in compliance with the provisions of the Companies Act, Chapter 50.

Accounting convention

The financial statements are prepared on a going concern basis under the historical cost convention except where a financial reporting standard requires an alternative treatment (such as fair values) as disclosed where appropriate in these financial statements. The accounting policies in the financial reporting standards may not be applied when the effect of applying them is not material. The disclosures required by financial reporting standards may not be provided if the information resulting from that disclosure is not material.

Basis of preparation of the financial statements

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

ROTARY FAMILY SERVICE CENTRE

2. Significant accounting policies and other explanatory information

2A. Significant accounting policies

Incoming resources

(a) Income from programmes

The financial reporting standard on revenue from contracts with customers establishes a five-step model to account for revenue arising from contracts with customers. Revenue is recognised at an amount that reflects the consideration to which the entity expects to be entitled in exchange for transferring goods or services to a customer (which excludes estimates of variable consideration that are subject to constraints, such as right of return exists, trade discounts, volume rebates and changes to the transaction price arising from modifications), net of any related sales taxes and excluding any amounts collected on behalf of third parties. An asset (goods or services) is transferred when or as the customer obtains control of that asset. As a practical expedient the effects of any significant financing component is not adjusted if the payment for the good or service will be within one year.

The revenue amount is the fair value of the consideration received or receivable from the gross inflow of economic benefits during the year arising from the course of the ordinary activities of the Centre and it is shown net of related tax and subsidies.

Income from programmes that are of short duration is recognised at a point in time when the services are completed.

(b) Grants

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

(c) Donations

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

(d) Income from fund-raising projects

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

(e) Interest income

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

Employee benefits

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

ROTARY FAMILY SERVICE CENTRE

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

2A. Significant accounting policies (cont'd)

Donations in kind

Donations in kind are included in the statement of financial activities based on an estimate of the fair value at the date of the receipt of the gift of the non-monetary asset or the grant of a right to the monetary asset. The gift is recognised if the amount of the gift can be measured reliably and there is no uncertainty that it will be received. No value is ascribed to volunteer services.

Income tax

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

Foreign currency transactions

The functional currency is the Singapore dollar as it reflects the primary economic environment in which the entity operates. Transactions in foreign currencies are recorded in the functional currency at the rates ruling at the dates of the transactions. At each end of the reporting year, recorded monetary balances and balances measured at fair value that are denominated in non-functional currencies are reported at the rates ruling at the end of the reporting year and fair value measurement dates respectively. All realised and unrealised exchange adjustment gains and losses are dealt with in profit or loss except when a gain or loss on a non-monetary item is recognised in other comprehensive income, any exchange component of that gain or loss is recognised in other comprehensive income. The presentation is in the functional currency.

Plant and equipment

Plant and equipment are carried at cost on initial recognition and after initial recognition at cost less any accumulated depreciation and any accumulated impairment losses. Depreciation is provided on a straight-line basis to allocate the gross carrying amounts of the assets less their residual values over their estimated useful lives of each part of an item of these assets. The annual rates of depreciation are as follows:

Renovations	-	10%
Plant and equipment	-	20% to 33%
Construction in progress	-	Not depreciated

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

The gain or loss arising from the derecognition of an item of plant and equipment is recognised in statement of financial activities. The residual value and the useful life of an asset is reviewed at least at each end of the reporting year and, if expectations differ significantly from previous estimates, the changes are accounted for as a change in an accounting estimate, and the depreciation charge for the current and future periods are adjusted.

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

ROTARY FAMILY SERVICE CENTRE

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

2A. Significant accounting policies (cont'd)

Leases

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

Impairment of non-financial assets

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

Financial instruments

Recognition and derecognition of financial instruments:

A financial asset or a financial liability is recognised in the statement of financial position when, and only when, the entity becomes party to the contractual provisions of the instrument. All other financial instruments (including regular-way purchases and sales of financial assets) are recognised and derecognised, as applicable, using trade date accounting or settlement date accounting. A financial asset is derecognised when the contractual rights to the cash flows from the financial asset expire or it transfers the rights to receive the contractual cash flows in a transaction in which substantially all of the risks and rewards of ownership of the financial asset are transferred or in which the entity neither transfers nor retains substantially all of the risks and rewards of ownership and it does not retain control of the financial asset. A financial liability is removed from the statement of financial position when, and only when, it is extinguished, that is, when the obligation specified in the contract is discharged or cancelled or expires. At initial recognition the financial asset or financial liability is measured at its fair value plus or minus, in the case of a financial asset or financial liability not at fair value through profit or loss, transaction costs that are directly attributable to the acquisition or issue of the financial asset or financial liability.

ROTARY FAMILY SERVICE CENTRE

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

2A. Significant accounting policies (cont'd)

Financial instruments (cont'd)

Classification and measurement of financial assets:

1. Financial asset classified as measured at amortised cost: A financial asset is measured at amortised cost if it meets both of the following conditions and is not designated as at fair value through profit or loss (FVTPL), that is (a) the asset is held within a business model whose objective is to hold assets to collect contractual cash flows; and (b) the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding. Typically trade and other receivables, bank and cash balances are classified in this category.
2. Financial asset that is a debt asset instrument classified as measured at fair value through other comprehensive income (FVTOCI): There were no financial assets classified in this category at reporting year end date.
3. Financial asset that is an equity investment classified as measured at fair value through other comprehensive income (FVTOCI): There were no financial assets classified in this category at reporting year end date.
4. Financial asset classified as measured at fair value through profit or loss (FVTPL): There were no financial assets classified in this category at reporting year end date.

Classification and measurement of financial liabilities:

Financial liabilities are classified as at fair value through profit or loss (FVTPL) in either of the following circumstances: (1) the liabilities are managed, evaluated and reported internally on a fair value basis; or (2) the designation eliminates or significantly reduces an accounting mismatch that would otherwise arise. All other financial liabilities are carried at amortised cost using the effective interest method. Reclassification of any financial liability is not permitted.

Cash and cash equivalents

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

Fair value measurement

The fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. When measuring the fair value of an asset or a liability, market observable data to the extent possible is used. If the fair value of an asset or a liability is not directly observable, an estimate is made using valuation techniques that maximise the use of relevant observable inputs and minimise the use of unobservable inputs (eg by use of the market comparable approach that reflects recent transaction prices for similar items, discounted cash flow analysis, or option pricing models refined to reflect the issuer's specific circumstances). Inputs used are consistent with the characteristics of the asset / liability that market participants would take into account. The entity's intention to hold an asset or to settle or otherwise fulfil a liability is not taken into account as relevant when measuring fair value.

ROTARY FAMILY SERVICE CENTRE

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

2A. Significant accounting policies (cont'd)

Fair value measurement (cont'd)

Fair values are categorised into different levels in a fair value hierarchy based on the degree to which the inputs to the measurement are observable and the significance of the inputs to the fair value measurement in its entirety: Level 1 fair value measurements are those derived from quoted prices (unadjusted) in active markets for identical assets or liabilities. Level 2 fair value measurements are those derived from inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (ie as prices) or indirectly (ie derived from prices). Level 3 fair value measurements are those derived from valuation techniques that include inputs for the asset or liability that are not based on observable market data (unobservable inputs). Transfers between levels of the fair value hierarchy are recognised at the end of the reporting period during which the change occurred.

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

2B. Other explanatory information

Funds

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

Provisions

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

ROTARY FAMILY SERVICE CENTRE

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

2C. Critical judgements, assumptions and estimation uncertainties

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

3. Related party relationships and transactions

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

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

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

3A. Related party transactions:

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

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

Significant related party transactions:

	Related party	
	2019	2018
	\$	\$
Grants from FRCS	19,341	20,059

ROTARY FAMILY SERVICE CENTRE

3. Related party relationships and transactions

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

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

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

	FRCS	
	2019	2018
	\$	\$
<u>(Other payables) / Other receivables</u>		
Balance at beginning of the year – net debit	4,232	2,560
Amounts paid in and settlement of liabilities on behalf of the FRCS	19,341	22,953
Amounts paid out and settlement of liabilities on behalf of the Centre	(18,055)	(21,281)
Balance at end of the year – net debit	<u>5,518</u>	<u>4,232</u>
Presented in the statement of financial position as:		
Other receivables (Note 10)	5,518	5,011
Other payables (Note 16)	–	(779)
Balance at end of the year – net debit	<u>5,518</u>	<u>4,232</u>

3C. Key management compensation:

	2019	2018
Number of key management in compensation bands:		
\$100,000 to \$200,000	<u>1</u>	<u>1</u>

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

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

There are no paid staff who are close members of the family of the FRCS and the Centre, and whose remuneration each exceeds \$50,000 during the reporting year.

4. Government grant

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

ROTARY FAMILY SERVICE CENTRE

5. Other grants

	<u>2019</u>	<u>2018</u>
	\$	\$
Grants – NCSS: Community Chest	77,331	81,855
Grants – NCSS: Tote Board Social Service Fund	386,664	401,343
Grants from FRCS	19,341	20,059
Government grants	44,647	51,302
Other miscellaneous grants	26,750	36,982
	<u>554,733</u>	<u>591,541</u>

6. Other miscellaneous income

	<u>2019</u>	<u>2018</u>
	\$	\$
Interest income	1,624	1,626
Other income	816	52
	<u>2,440</u>	<u>1,678</u>

7. Other losses

	<u>2019</u>	<u>2018</u>
	\$	\$
Loss on disposal of plant and equipment	<u>2,380</u>	<u>—</u>

8. Employee benefits expense

	<u>2019</u>	<u>2018</u>
	\$	\$
Salaries and other short-term employee benefits	1,489,404	1,314,550
Contributions to defined contribution plan	240,782	210,697
Other benefits	133,176	106,215
Total employee benefits expense	<u>1,863,362</u>	<u>1,631,462</u>

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9. Plant and equipment

	<u>Renovations</u>	<u>Plant and equipment</u>	<u>Total</u>
	\$	\$	\$
<u>Cost:</u>			
At 1 July 2017	6,047	83,529	89,576
Disposals	—	7,599	7,599
At 30 June 2018	6,047	91,128	97,175
Additions	601,396	66,042	667,438
Disposals	(6,047)	—	(6,047)
At 30 June 2019	601,396	157,170	758,566
<u>Accumulated depreciation:</u>			
At 1 July 2017	2,458	54,361	56,819
Depreciation for the year	605	17,296	17,901
At 30 June 2018	3,063	71,657	74,720
Depreciation for the year	17,332	12,753	30,085
Disposals	(3,667)	—	(3,667)
At 30 June 2019	16,728	84,410	101,138
<u>Carrying Value:</u>			
At 1 July 2017	3,589	29,168	32,757
At 30 June 2018	2,984	19,471	22,455
At 30 June 2019	584,668	72,760	657,428

10. Other receivables

	<u>2019</u>	<u>2018</u>
	\$	\$
Government grant receivables	303,306	20,077
Other grant receivables	110,368	100,384
FRCS (Note 3)	5,518	5,011
	<u>419,192</u>	<u>125,472</u>

The other receivables shown above are subject to the expected credit loss model under the financial reporting standard on financial instruments. The other receivables which can be graded as low risk individually are considered to have low credit risk. No loss allowance is necessary as at the end of the reporting year.

11. Other non-financial assets

	<u>2019</u>	<u>2018</u>
	\$	\$
Deposits to secure services	1,984	3,354
Prepayments	9,791	6,589
	<u>11,775</u>	<u>9,943</u>

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12. Cash and cash equivalents

	<u>2019</u> \$	<u>2018</u> \$
Cash ring-fenced for exclusive use of RFSC	1,808,030	2,557,429
Cash under restricted funds (Note 15)	<u>21,851</u>	<u>35,912</u>
	<u>1,829,881</u>	<u>2,593,341</u>
Interest earning balances	<u>1,000,000</u>	<u>1,000,000</u>

The rate of interest for the cash on interest earning balances is 0.15% (2018: 0.15%) per annum.

12A. Cash and cash equivalents in the statement of cash flows:

	<u>2019</u> \$	<u>2018</u> \$
Amount as shown above	1,829,881	2,593,341
Cash restricted in use	<u>(21,851)</u>	<u>(35,912)</u>
Cash and cash equivalents for statement of cash flows purposes at end of year	<u>1,808,030</u>	<u>2,557,429</u>

13. Accumulated fund

	<u>2019</u> \$	<u>2018</u> \$
Accumulated fund for exclusive use of RFSC	<u>2,384,724</u>	<u>2,490,621</u>
Resources expended	2,095,215	1,814,237
Ratio of reserves to annual resources expended (times)	<u>1.14</u>	<u>1.37</u>

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

14. Restricted funds

- (a) Lee Foundation – Financial Assistance Fund represents fund from Lee Foundation for the purpose of providing financial assistance to low-income individuals for a period of six months.
- (b) School Pocket Money Fund represents fund to assist students from low-income families with their educational expenses.
- (c) FSC Comcare Fund represents fund from the Ministry of Social and Family Development for the purpose of providing urgent financial assistance to the Centre's active clients. Assistance to clients is disbursed in the form of cash, vouchers or food rations. Subsequent to the year end, additional funding was received to defray the deficit for the fund for the current reporting year.
- (d) RFSC SuperStudents Fund represents fund for primary and secondary school students bursary awards, education assistance fund and back to school fund.

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14. Restricted funds (cont'd)

- (e) Community Chest Haze Fund represents fund for the purpose of alleviating the haze situation by supporting programme operations and clients during the haze situation.
- (f) FSC Ramadan Bonus Fund represents fund from Majlis Ugama Islam Singapura for once-off, lump-sum bonus provided to underprivileged Muslim families during the Ramadan festivities.
- (g) MSF – Cyclical Maintenance Fund represents fund from Ministry of Social and Family Development provided to eligible organisations for cyclical maintenance works.

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15. Categorisation of fund account balances

	Restricted	Restricted								Total
		Lee Foundation – Financial Assistance Fund \$	School Pocket Money Fund \$	FSC Comcare Fund \$	RFSC SuperStudents Fund \$	Community Chest Haze Fund \$	FSC Ramadan Bonus Fund \$	MSF – cyclical maintenance Fund \$	Sub Total \$	Total \$
2019										
Assets										
Non-current assets										
Plant and equipment	468,087	-	-	-	-	-	-	189,341	189,341	657,428
	<u>468,087</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>189,341</u>	<u>189,341</u>	<u>657,428</u>
Current assets										
Other receivables	419,192	-	-	-	-	-	-	-	-	419,192
Other non-financial assets	11,775	-	-	-	-	-	-	-	-	11,775
Cash and cash equivalents	1,808,030	11,350	8,770	(141)	1,000	872	-	-	21,851	1,829,881
	<u>2,238,997</u>	<u>11,350</u>	<u>8,770</u>	<u>(141)</u>	<u>1,000</u>	<u>872</u>	<u>-</u>	<u>-</u>	<u>21,851</u>	<u>2,260,848</u>
Total assets	<u>2,707,084</u>	<u>11,350</u>	<u>8,770</u>	<u>(141)</u>	<u>1,000</u>	<u>872</u>	<u>-</u>	<u>189,341</u>	<u>211,192</u>	<u>2,918,276</u>
Liabilities										
Current liabilities										
Other payables	322,360	-	-	-	-	-	-	-	-	322,360
	<u>322,360</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>322,360</u>
Net assets	<u>2,384,724</u>	<u>11,350</u>	<u>8,770</u>	<u>(141)</u>	<u>1,000</u>	<u>872</u>	<u>-</u>	<u>189,341</u>	<u>211,192</u>	<u>2,595,916</u>

2018

A majority of the assets and liabilities are attributable to the accumulated fund. All the assets of the other restricted funds are represented by cash. Accordingly the Centre did not adopt a columnar presentation of its assets, liabilities and funds in the Statement of Financial Position as it was not meaningful.

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16. Other payables

	<u>2019</u> \$	<u>2018</u> \$
Other payables and accrued liabilities	322,360	223,899
FRCS (Note 3)	—	779
	<u>322,360</u>	<u>224,678</u>

17. Financial instruments: information on financial risks

17A. Categories of financial assets and liabilities

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

	<u>2019</u> \$	<u>2018</u> \$
<u>Financial assets:</u>		
Financial assets at amortised cost	2,249,073	2,718,813
At end of the year	<u>2,249,073</u>	<u>2,718,813</u>
<u>Financial liabilities:</u>		
Financial liabilities at amortised cost	322,360	224,678
At end of the year	<u>322,360</u>	<u>224,678</u>

Further quantitative disclosures are included throughout these financial statements.

17B. Financial risk management

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

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

17C. Fair values of financial instruments

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

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

17D. Credit risk on financial assets

Financial assets that are potentially subject to concentrations of credit risk and failures by counterparties to discharge their obligations in full or in a timely manner. These arise principally from cash balances with banks, cash equivalents and receivables. The maximum exposure to credit risk is the total of the fair value of the financial assets at the end of the reporting year. Credit risk on cash balances with banks and any other financial instruments is limited because the counter-parties are entities with acceptable credit ratings. For expected credit losses (ECL) on financial assets, the three-stage approach in the financial reporting standard on financial instruments is used to measure the impairment allowance. Under this approach the financial assets move through the three stages as their credit quality changes. However, a simplified approach is permitted by the financial reporting standards on financial instruments for financial assets that do not have a significant financing component, such as trade receivables. On initial recognition, a day-1 loss is recorded equal to the 12 month ECL (or lifetime ECL for trade receivables), unless the assets are considered credit impaired. For credit risk on receivables an ongoing credit evaluation is performed on the financial condition of the debtors and an impairment loss is recognised in profit or loss. Reviews and assessments of credit exposures in excess of designated limits are made. Renewals and reviews of credits limits are subject to the same review process.

Cash and cash equivalents are also subject to the impairment requirements of the standard on financial instruments. There was no identified impairment loss.

17E. Liquidity risk – financial liabilities maturity analysis

The liquidity risk refers to the difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset. It is expected that all the liabilities will be paid at their contractual maturity. There are no liabilities contracted to fall due after twelve months at the end of the reporting year. The average credit period taken to settle trade payables is about 30 days (2018: 30 days). The other payables are with short-term durations. The classification of the financial assets is shown in the statement of financial position as they may be available to meet liquidity needs and no further analysis is deemed necessary.

17F. Interest rate risk

Interest rate risk arises on interest-bearing financial instruments recognised in the statement of financial position. The interest from financial assets including cash balances is not significant. The following table analyses the breakdown of the significant financial instruments by type of interest rate:

	<u>2019</u> \$	<u>2018</u> \$
Financial assets with interest:		
Fixed rates	<u>1,000,000</u>	<u>1,000,000</u>

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

17G. Foreign currency risks

Foreign exchange risk arises on financial instruments that are denominated in a foreign currency, ie in a currency other than the functional currency in which they are measured. For the purpose of this financial reporting standard on financial instruments: disclosures, currency risk does not arise from financial instruments that are non-monetary items or from financial instruments denominated in the functional currency.

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

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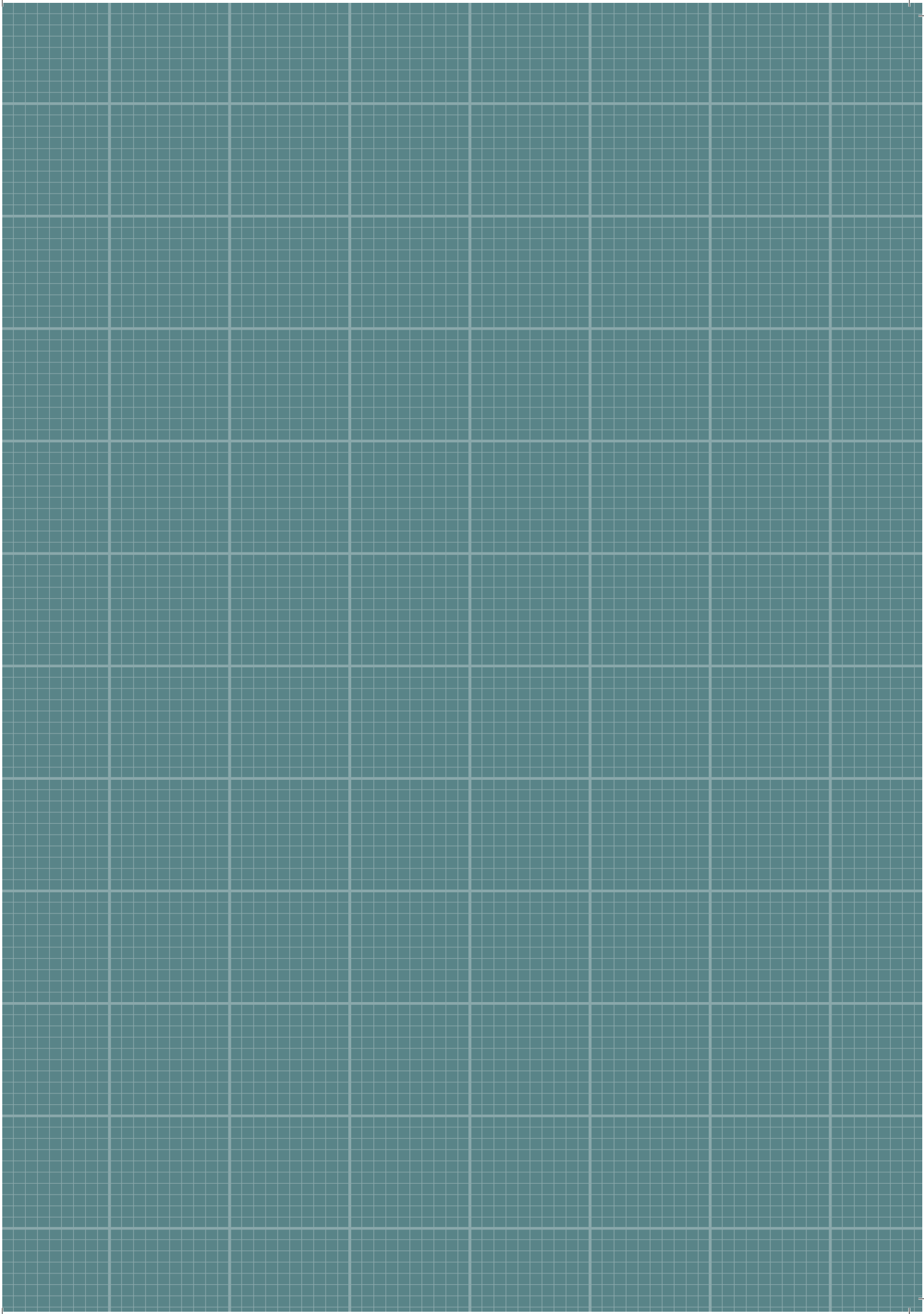
18. Changes and adoption of financial reporting standards

For the current reporting year new or revised financial reporting standards were issued by the Singapore Accounting Standards Council. Those applicable to the reporting entity are listed below. Those applicable new or revised standards did not require any significant modification of the measurement methods or the presentation in the financial statements.

<u>SFRS No.</u>	<u>Title</u>
SFRS 109	Financial Instruments
SFRS 115	Revenue from Contracts with Customers. Amendments to, Clarifications to SFRS 115 Revenue from Contracts with Customers

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

For the future reporting years certain new or revised financial reporting standards were issued by the Singapore Accounting Standards Council and these will only be effective for future reporting years. None of these are applicable to the reporting entity based on the reporting entity's current operations.



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