

# Rotary Family Service Centre Annual Report



# 2011- 2012

Rotary Family Service Centre is established in 1997 with the support from the Foundation of Rotary Clubs and Ministry of Social and Family Development, the National Council of Social Service and the Singapore Totalisator Board Social Service Fund.

**Service Above  
Self**

# “Impacting Every Family and Individual in Need through our Ideal of Service Above Self”

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## *OUR STAFF TEAM (as of 27 November 2012)*



# 1. PREFACE

Rotary Family Service Centre (FSC) is a division of Foundation of Rotary Clubs (Singapore) Ltd, which is established in 1997. The Foundation of Rotary Clubs is part of Rotary International which is the world's first service club organisation, with more than 1.2 million members in 33,000 clubs worldwide.

## 2. PLACE OF BUSINESS

Its place of business shall be at 346 Clementi Avenue 5 #01-10 and #01-32 Singapore 120346

## 3. OBJECTIVES

The objectives of Rotary Family Service Centre are:

- (i) To provide family oriented programmes which are responsive to the changing needs of the community.
- (ii) To collaborate with community organisations to improve social services for residents.
- (iii) To strengthen the potential of individuals, families and groups with different special needs.

## 4. MANAGEMENT COMMITTEE

The management of the Centre shall be vested in a Management Committee from 1 July 2012. The Committee comprises of:

- Mr Henry Tan, Chairman
- Mr Yeo Chuen Eng, Vice-Chairman
- Mr Li Guang Sheng, Honorary Treasurer
- Mr Henry Lim, Honorary Secretary
- Mr David Tong, Committee Member
- Mr Rustom Ghadiali, Committee Member

The Management Committee is in the process of recruiting members to finalise its formation.

## 5. STAFF

The current staff team comprises of 16 staff, as of 1 December 2012 are as follows:

<b>Ms Clara Lee, Acting Executive Director (<i>Joined on 21 August 2012</i>)</b>	
<b>CASEWORKERS</b>	<b>CORPORATE SERVICE STAFF</b>
Mr Wong Teck Tian, Social Worker Ms Alice Koo, Social Worker Mr Peter Li, Counsellor Mr Tan Bak Kia, Counsellor Mr Billy Loh, Counsellor Mr Mohammad Fandi, Social Worker <i>(Joined on 17 July 2012)</i> Ms Xu Chun Ling, Social Worker Ms Shanti Devi D/O Kishorlal, Outreach Worker <i>(Joined on 1 October 2012)</i> Ms Stephanie Lai, Social Work Associate Ms June Leo, Social Work Associate Ms Chey Siow Wei, Social Work Associate	Ms Annie Terng, Administrator Ms Celine Thoo, Accounts Executive Ms Cynthia Paulchamy, Programme Executive Ms Uma Lekshimi, Receptionist

### *Outgoing*

The Rotary Family Service Centre expresses appreciation to the following outgoing staff, who have served the Centre, from July 2011 to June 2012.

- Ms Alicia Lam, Executive Director (*till May'2012*)
- Mr Francis Foong, *Executive Director (till March'2012)*
- Mr Choo Kin Cheong, Assistant Executive Director (*till October 2012*)

## **6. CORE & CORE COMPLEMENTARY SERVICES**

The Family Service Centre is committed to providing the following core services:

- Casework and Counselling
- Enhanced Information and Referral
- Community Support Programme <sup>1</sup>

## **7. OPERATING HOURS**

Rotary Family Service Centre is open till 8:30pm on Tuesday and Thursday for clients who would not be able to attend to appointments due to their personal commitments. The Centre is closed on Saturday, Sunday and Public Holidays, as well as Eves (half-day) of Chinese New Year, Christmas and New Year Day. The normal operating hours are as follows:

Monday and Wednesday	9am to 6pm
Tuesday and Thursday	9am to 8:30pm
Friday	9am to 5:30pm

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<sup>1</sup> This is pending approval by March 2013.

## **8. SERVICE BOUNDARIES**

Rotary Family Service Centre is serving residents who are staying the following service boundaries:

- West Coast GRC (West Coast Constituency)
- West Coast GRC (Clementi Constituency)
- West Coast GRC (Ayer Rajah Constituency)
- Holland-Bukit Timah GRC (Bukit Timah Constituency)

## **9. FINANCIAL YEAR**

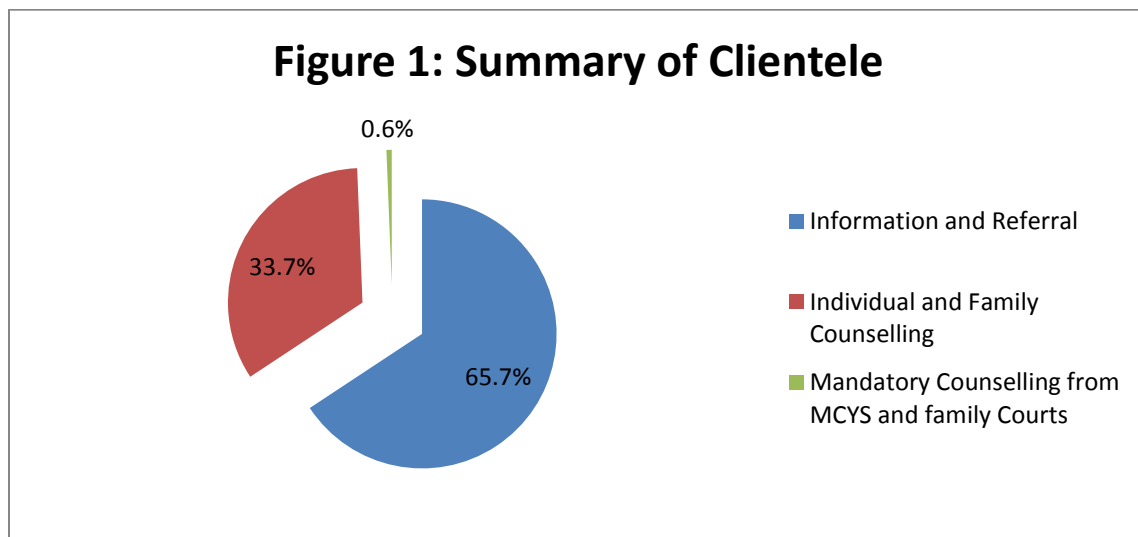
Rotary Family Service Centre follows the financial year, from 1 July 2011 to 30 June 2012, unless otherwise mentioned in this annual report.

## 2. ENHANCED PROGRAMME EVALUATION SYSTEM

Rotary Family Service Centre adopts the reporting requirements, as stipulated by the National Council of Social Service, under the Enhanced Programme Evaluation System. The FSC follows the financial year reporting, as according to NCSS, i.e. 1 April 2011 to 30 March 2012.

**TABLE 1: SUMMARY OF CLIENTELE SERVED IN FY2011-12**

Number of Information and Referral Enquiries	937
Number of Casework and Counselling Cases <sup>2</sup>	480
Number of Mandatory Counselling Cases from MCYS and Family Court <sup>3</sup>	9
Total	1,426



- Under “FSC casework and counseling cases”, there is an increase of 92 cases served in FY11, i.e. from 388 clients in FY10 to 480 cases served in FY11, which is an increase of 24%.

<sup>2</sup> This is subjected to a variance of 2-3 %, i.e. 10 cases, due to error in manual calculation. Rotary FSC has done a internal stock-take of case-files and verified the number to be 480 cases, instead of 470, as earlier reported in EPES.

<sup>3</sup> Due to the lack of trained staff to run mandatory counseling, Rotary Family Service Centre has ceased to provide this service in March 2012.

- Under the “Number of information and referral handled”, there is an increase of 505 enquiries in FY11, i.e. from 432 enquiries in FY10 to 937 enquiries in FY11, which is more than 2 times increases.

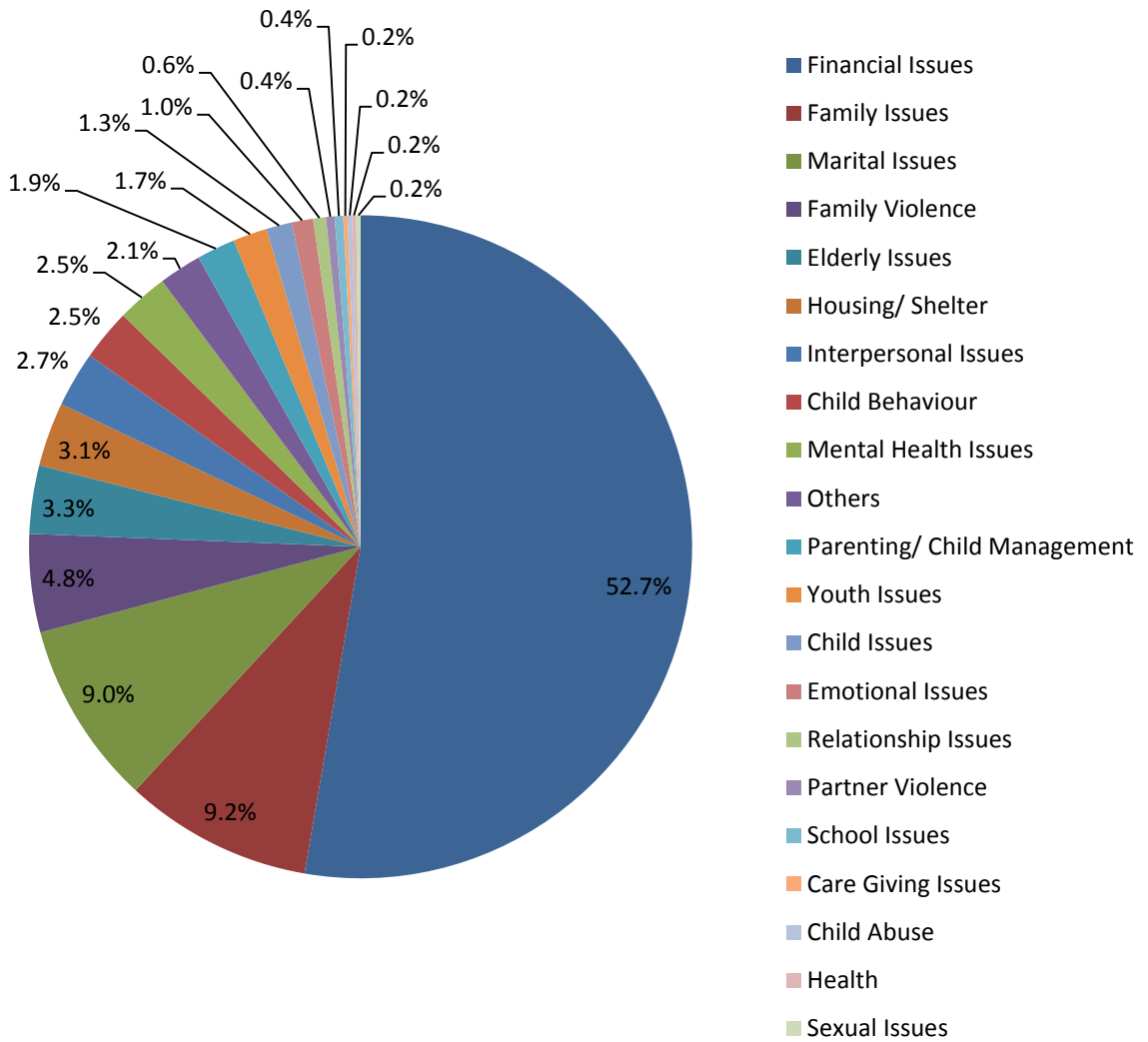
## 2.1 PRESENTING PROBLEMS

The top presenting issues remained to be financial cases, followed by family issues, and marital issues. This was a similar trend to that of FY2010. Refer to below table for the breakdown by type of cases.

<b>Presenting Problems</b>	<b>No. of Cases</b>	<b>Percentage</b>
Financial Issues	253	52.7%
Family Issues	44	9.2%
Marital Issues	43	9.0%
Family Violence	23	4.8%
Elderly Issues	16	3.3%
Housing/ Shelter	15	3.1%
Interpersonal Issues	13	2.7%
Child Behaviour	12	2.5%
Mental Health Issues	12	2.5%
Others	10	2.1%
Parenting/ Child Management	9	1.9%
Youth Issues	8	1.7%
Child Issues	6	1.3%
Emotional Issues	5	1.0%
Relationship Issues	3	0.6%
Partner Violence	2	0.4%
School Issues	2	0.4%
Care Giving Issues	1	0.2%
Child Abuse	1	0.2%
Health	1	0.2%
Sexual Issues	1	0.2%
<b>Total</b>	<b>480</b>	<b>100%</b>



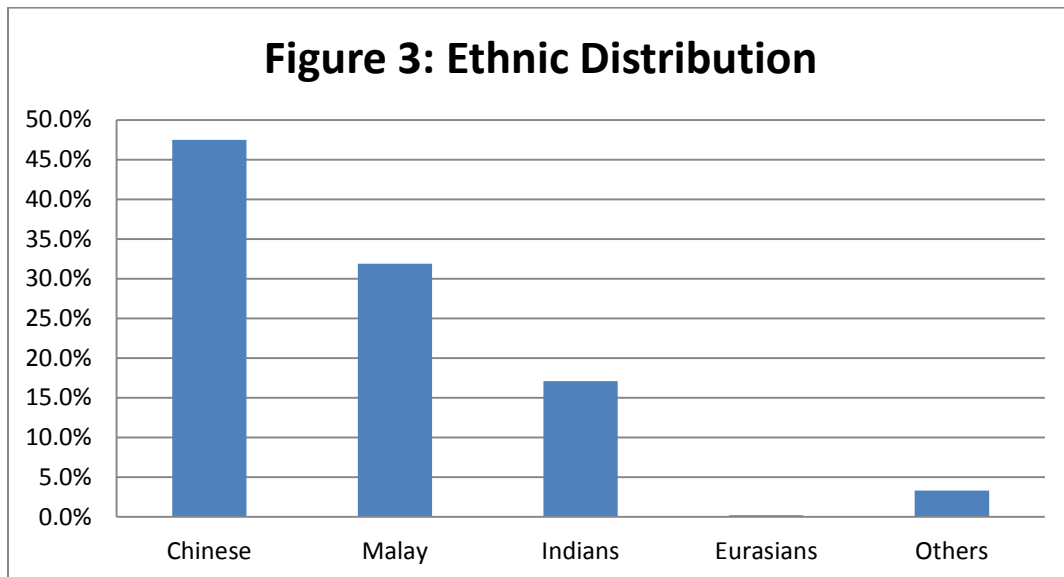
## Figure 2: Presenting Problems



## 2.2 ETHNIC DISTRIBUTION

The ethnic distribution remained comparable with that of FY2010.

Race	No. of Cases	Percentage
Chinese	228	47.5%
Malay	153	31.9%
Indians	82	17.1%
Eurasians	1	0.2%
Others	16	3.3%
<b>Total</b>	<b>480</b>	<b>100%</b>



## 2.3 GENDER DISTRIBUTION

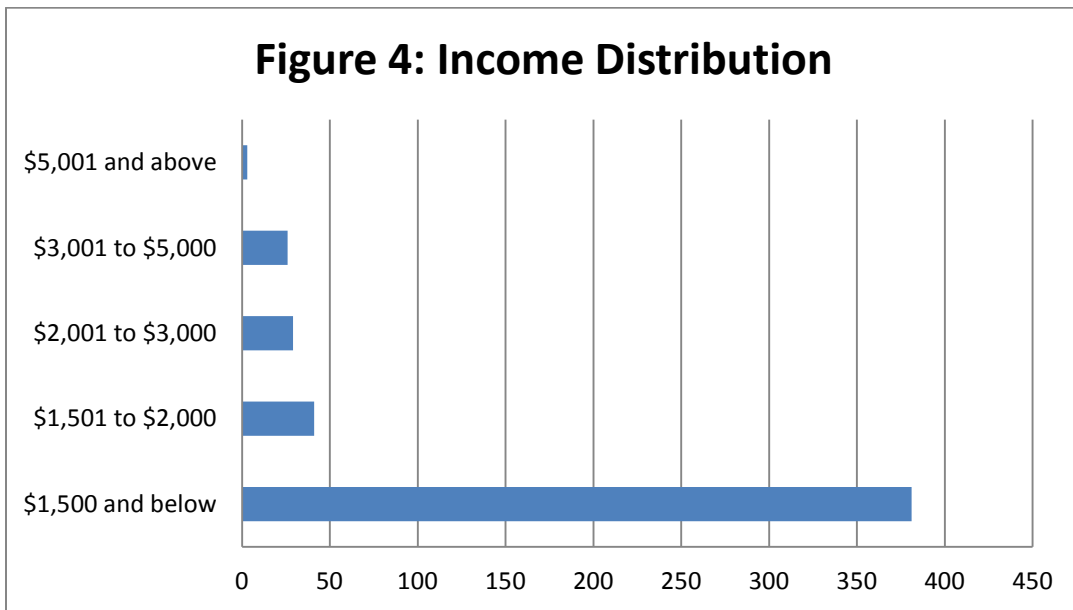
Gender distribution remained comparable with that of FY2010.

Gender	No. of Cases	Percentage
Male	165	34%
Female	315	66%
<b>Total</b>	<b>480</b>	<b>100%</b>

### 2.3 INCOME DISTRIBUTION

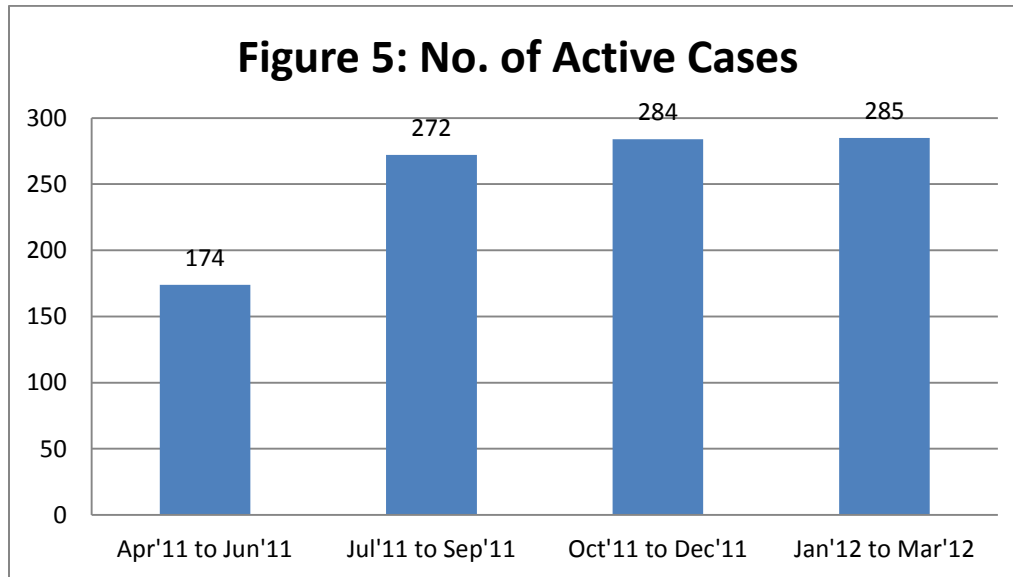
Income distribution showed an increase of cases from the lowest household income bracket of \$1,500 and below, i.e. 263 cases in FY2010 versus 381 cases in FY2011, i.e. an increase of 118 cases, which is 44% increase. In terms of proportion, 79.4% of cases are from the lowest income bracket in FY2011, as compared to 72.5% in FY2010, which is 6.9% increase.

Household Income Bracket	No. of Cases	Percentage
\$1,500 and below	381	79.4%
\$1,501 to \$2,000	41	8.5%
\$2,001 to \$3,000	29	6.1%
\$3,001 to \$5,000	26	5.4%
\$5,001 and above	3	0.6%
<b>Total</b>	<b>480</b>	<b>100%</b>



## 2.4 NUMBER OF ACTIVE CASES

In FY2011, the number of active cases has increased from 174 cases in the 1st quarter to 285 cases in the 4th quarter.



## **3. COMMUNITY INVOLVEMENT**

### **3.1 CHINESE NEW YEAR OUTING FOR LOW INCOME FAMILIES**

The Rotary Family Service Centre jointly organised with the Hewlett Packard's Welfare Committee, a Chinese New Year Outing on 13 January 2012 for clients with financial issues. Clients and staff from both organisations trooped into the coaches and headed on to Chinatown and Singapore River for recreational activities. Highlights of the event included visit to the Chinese New Year market, photo taking at the Merlion Park and a sumptuous dim sum buffet at the Yum Cha Restaurant. The buffet lunch provided the beneficiaries, staff from both organisations an opportunity to interact over lunch interspersed with fun and games. The Hewlett Packard's Welfare Committee also contributed food hampers to the participating families.

### **3.2 BUDGETING SKILLS FOR SPMF RECIPIENTS**

Rotary Family Service Centre organised a Financial Education Workshop, on 19 October 2011. The theme was on "Budgeting During Tough Times". The event was intended to provide recipients from the School Pocket Money Fund, with awareness on the importance of budgeting and the importance of designing a good budget. From the "Question and Answer" session, it was evidenced that there was interest in the topic from the participants.

### **3.3 AWARD TO ROTARY FSC FOR ANTI-DRUG AMBASSADOR ACTIVITY**

Rotary Family Service Centre participated in Anti-Drug Ambassador Activity 2012, which is organized by Central Narcotic Bureau (CNB). In line with CNB aim's, the FSC identified that our School Pocket Money Fund recipients will be able to benefit from this awareness programme. Anti-drug messages had been shared with the beneficiaries. Rotary FSC has been selected by CNB as one of the 2 FSCs with highest participating students and was awarded \$500 for the effort.

## 4 TESTIMONIAL-SHARING BY SOCIAL WORKER<sup>4</sup>

### SINGLE MOTHERS NEED SUPPORT

*By Wong Teck Tian, Social Worker*

There have been days when Kathy's family of 7 lived in darkness. Her husband Tom, 39, incurred huge utility arrears and had the electricity cut. On top of her hefty medical costs, she has to spend on her 5 children. The family owed housing loans. A year ago, Tom had been convicted of a crime and was sentenced to jail. Being unemployed, Kathy was suddenly saddled with having to single-handedly raise three primary school-going children, of ages 12, 9 and 7. Kathy also has 2 younger sons, ages 6 and 1.

The 35-year-old suffered from depression and seeks medical treatment. She found it difficult to return to work because of care-giving responsibilities. She did not want her extended family or friends to know of her plight. As the savings of her family dwindled, she found it harder to cope.

Being worried about their financial future, Kathy came to Rotary Family Service Centre for help. The FSC social worker helped Kathy to apply for School Pocket Money Fund (SPMF) SPMF and provided her with casework and counseling. The financial assistance had eased the family's financial burden and defrayed her children's education expenses.

**“When it comes to my children's education, I cannot be stingy. I want my children to have a better future than me. I am willing to provide the best for their education with all I can. I am extremely grateful for the SPMF. With the rising cost of living, my family has to be very careful with our finances. The pocket money will go to buy food at the school canteen for them. I can now breathe easier.”**

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<sup>4</sup> Names have been changed to protect the confidentiality of clients' sharing with us.

Kathy's husband, Tom had been discharged from the Prisons in July 2011. The family's financial condition had improved after he found a job as technician. During a casework and counseling session with Tom, he expressed concern of the medical condition of his wife. He contacted her every day from work to find out how she was coping. Their marital relationship had since improved. She also noticed improvement in his behavior towards her. Kathy shared that Tom had become a responsible husband and father. Currently, Kathy was arranging her youngest kid to be taken care of by a babysitter so that she could return to work and supplement the family's income.

*Social Worker's thought on this case:*

**“it is not only about the loss of income, but also the emotional aspect where families need time to adjust to their new life with a lower income. Sometimes, they may not be able to cope. The SPMF can ease some of their financial burdens and to instill hope. We need to focus on their social and emotional well-being – in addition to the economic needs.”**

## 5. STRATEGIC DIRECTIONS AHEAD (July 2012 onwards)

Together with the FSC Management Committee, the staff team of Rotary FSC is committed to drive the following directions:

1. Create a strong and clear Rotary Family Service Centre identity
2. Develop a strong family service centre in supporting individuals and families who are facing various stresses
3. Meet needs of clients through growing evidenced-based practice and research. Thereafter, it is envisioned that RFSC grow specialisation.
4. Be committed to our Mission and Vision and be seen as a growing and responsive FSC in Singapore
5. Collaborate with key stakeholders such as GRO and CDC to support the needs of our clients
6. Grow staff capability through structured trainings and supervision



## 6. APPRECIATION

We would like to take this opportunity to thank the following persons, who make the production of the Annual Report, so swift and meaningful:

- FSC Management Committee for the advisory support and for being staff-centric
- The National Council of Social Service for rendering support so quickly when we need to rectify EPES statistics
- Staff team (both professional and corporate service staff) for holding on together, taking initiatives, as we seek new challenges and forge new frontiers.
- Mr Peter Li, Counsellor and Ms June Leo, Social Work Associate for pulling together the statistics and churning out the charts for analysis
- Mr Wong Teck Tian, Social Worker for writing on the Community Activities and sharing a client testimonial
- Mr Billy Loh, Counsellor for sharing on the Anti-Drug Ambassador Award
- Mr Tan Bak Kia, Counsellor, for the staff photo
- Ms Clara Lee, Acting Executive Director for editing the Annual Report and sharing on the strategic directions, preface and statistics analysis

**JUST WHEN THE CATERPILLAR THOUGHT THAT THE WORLD WAS OVER,  
IT BECAME A BUTTERFLY ~ PROVERB**