

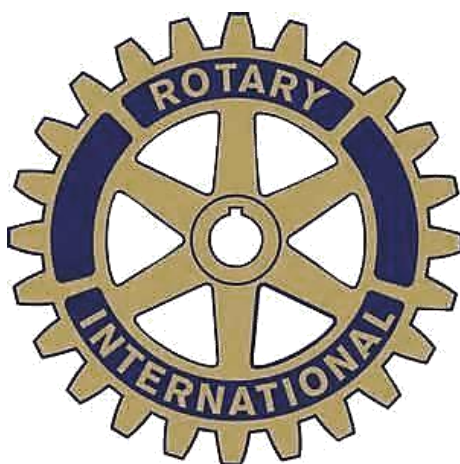
# Rotary

FAMILY SERVICE CENTRE

*Service Above Self*



*“Social Work involves entering into the lives of people who are in distress, conflict or trouble. To do this requires not only technical competence but also qualities of integrity, genuineness and self-awareness”.*



## **ABOUT US**

Rotary Family Service Centre is a division of the Foundation of Rotary Clubs (Singapore) Ltd and it has been established since 1997.

The Foundation of Rotary Clubs (Singapore) Ltd is part of Rotary International which is the world's first service club organization.

### **OUR MISSION**

Impacting Every Family and Individual in Need Through Our Ideal of Service Above Self

### **OUR OBJECTIVES**

To strengthen the potential of individuals and their families who face various challenges

To provide services and programmes which are responsive to the needs of the community

### **FINANCIAL YEAR**

This report is applicable for the financial year ending 30 June 2013, or unless otherwise specified. The Independent Auditor's Report for the Family Service Centre will be made available in a consolidated report under the Foundation of Rotary Clubs (Singapore) Ltd. Details can be found at the Family Service Centre website at: [www.rotaryfsc.org](http://www.rotaryfsc.org)

### **DISCLAIMER**

The report is accurate at the point of printing. Should there be further updates to the report thereafter, this will be revised in the online version at: [www.rotaryfsc.org](http://www.rotaryfsc.org)

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## CHAIRMAN'S MESSAGE



The Foundation of Rotary Clubs (S) Ltd (FRCS) with the support from all Rotary Clubs in Singapore is committed to serve our community, every family and individual in need.

Our guiding principle of service is advocated by our parent organization Rotary International in its motto 'Service above Self' to serve mankind.

Since 1997, our Rotary Family Service Centre in the Clementi Neighborhood has committed itself to be a Centre of Excellence that had helped and continues to help families and individuals achieve a better quality of life. The Centre believes in investing our human capital to develop strong and caring staff with a heart and skills to support the community we serve.

As we move ahead to meet changing social needs, our Centre's Management Committee and Staff will embark on research projects to better understand those needs and to offer programmes that are relevant and useful to our community.

Our team will strive to work with partners in our community to implement programmes and services that will help needy residents cope with challenges ahead.

Thank you.

***Message from Mr Henry Tan***

*Chairman, Rotary Family Service Centre Management Committee*

## **MANAGEMENT COMMITTEE**

Our Management Committee consists of volunteers who are professionals from various fields of specialisation, such as: Human Resource, Medical, Finance, Business, Legal, Psychology and other related fields.

### **The Committee comprises of:**

Mr Henry Tan	Chairman
Mr Yeo Chuen Eng	Vice-Chairman
Mr Henry Lim	Honorary Secretary
Mr Li Guang Sheng	Honorary Treasurer
Mr Low Hoon-Kee	Committee Member
Mr Rustom Ghadiali	Committee Member
Ms Lily Lim	Committee Member
Dr. Monica Walet	Committee Member

### **The Management Committee receives advisory from:**

Dr. Philbert Chin	Principal Advisor
Dr Wu Dar-Ching	Principal Advisor
Mr David Tong	Chairman, Foundation of Rotary Clubs (Singapore) Ltd

The Management Committee is further divided into four Sub-Committees, to look into key areas of development for the Family Service Centre:

- Strategic Planning Committee
- Human Resource Committee
- Finance Committee
- Legal Committee

## EXECUTIVE DIRECTOR'S MESSAGE



The year 2012 was amazing and eventful at Rotary Family Service Centre. With the setting up of a dedicated Management Committee for the Family Service Centre, the Management Committee has placed human resource for the Centre, as a top priority. Staff competency is built through understanding learning needs, trainings and consultancy required. Each staff is given planning roles to match their strengths. For supervisors, they receive group coaching.

To enhance efficiency for the Centre, its payroll functions had been outsourced to an external Human Resource company, so as to ensure that good practices are maintained and enhanced. The Centre had reviewed its remuneration structure and appraisal system, to align with performance-based practices.

The Centre saw the increase of persons needing help from 388 cases in FY2010 to 525 cases in FY2012. This represented an increase of 35 per cent. Many of these cases had increased in complexity and some cases had required a team approach, instead of a single caseworker to handle. Thus, the Centre placed *structured supervision* as a commitment to enable staff.

In FY2012, we started the Super-Mum programme, a support group for single mothers from low-income families, for our clients. Through the sessions, the single mothers had acquired skills on parenting, budgeting and importantly, they felt empathised with and supported by other participants.

The Centre was pleased to participate in the Master Social Worker Scheme, as initiated by the Ministry of Social and Family Development and the National Council of Social Service. The Centre was grateful to receive the sincere guidance of Mr Kumar Udhia, Master Social Worker and Executive Director, THK Family Service Centre at Tanjong Pagar. The Centre had developed four key manuals to document processes and best practices, to enable quality services for persons needing support: (i) Working with Multi-Stressed Families; (ii) Dummy Guide for Working with Crises; (iii) Supervision Guide and (iv) Case Assignment Guide.

With the structures set in place, the next phase would be to put in place the *substance* and *spirit*, through trainings and supervision.

### **Message from Ms Clara Lee**

*Executive Director, Rotary Family Service Centre*

October to November 2012

*Embark on outreach exercise to 80 households in rental blocks and reach out to 13 agencies.*

28 February 2013

*Visit by Ms Sim Ann, Senior Parliamentary Secretary then, currently Minister of State, Ministry of Communications and Information and Ministry of Education and Advisor for Holland-Bukit GRC*

4 March 2013

*Consultation with Dr Pauline Meemeduma on "Code of Professional Practice"*

21 – 22 March 2013

*Block-Booked Training on Suicide Intervention Skills by Samaritans of Singapore*

30 April 2013

*Dialogue with Mr Chan Chun Sing, Acting Minister then, currently, Minister, Ministry of Social and Family Development*

1 June 2013

*Launch of Super-Mum, a Community Support Programme for single mothers*

8 June 2013

*Rotary FSC receives 5 – Year Bronze Award from Dr Yacoob Ibrahim, Minister for Communications and Information and Minister-in-charge of Muslim Affairs. This is for our participation with Mendaki, in its wrap-around services.*

## STAFF MEMBERS



**Clara Lee**  
Executive Director

### Social Service Department



**Lim Re Har**  
Senior Social Worker



**Peter Li**  
Social Worker



**Tan Bak Kia**  
Counsellor



**Alice Koo**  
Social Worker



**Wong Teck Tian**  
Social Worker



**Xu Chunling**  
Social Worker



**Billy Loh**  
Counsellor



**Chey Siow Wei**  
Social Work  
Associate



**Stephanie Lai**  
Social Work  
Associate



**June Leo**  
Social Work  
Associate



**Lena Lim**  
Social Worker



**Nurhayati**  
Social Worker



**Madeline**  
Counsellor

### Corporate Service Department



**Annie Terng**  
Administrator



**Celine Thoo**  
Account Executive



**Cynthia**  
Programme  
Coordinator



**Uma Lekshimi**  
Receptionist

## STRATEGIC DIRECTION



The Family Service Centre Management Committee and the Staff Team of Rotary Family Service Centre are committed to drive towards:

- Our Mission and Objectives and be recognised 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 Specialisation.
- Growing Staff Capability through Training Programmes and Structured Supervision
- Enhancing Collaboration with Key Stakeholders in supporting the Needs of our Clients.



# SERVICES

## CASEWORK & COUNSELLING

We focus on assisting the individuals and their families to develop insight and be empowered to manage challenges. We work with Families, Children, Youth, Adults and Seniors.

### Type of Issues Handled

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



## INFORMATION & REFERRAL

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

## COMMUNITY & SUPPORT PROGRAMME

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



## OUTREACH TO COMMUNITY

We conduct outreach to residents and partners so as to

- ◆ *Reach out to families in need of support*
- ◆ *Collaborate with community partners, to bring about support for Individuals and families*



*Family like branches of tree,  
all grow in different directions,  
yet our roots remain as ONE...*

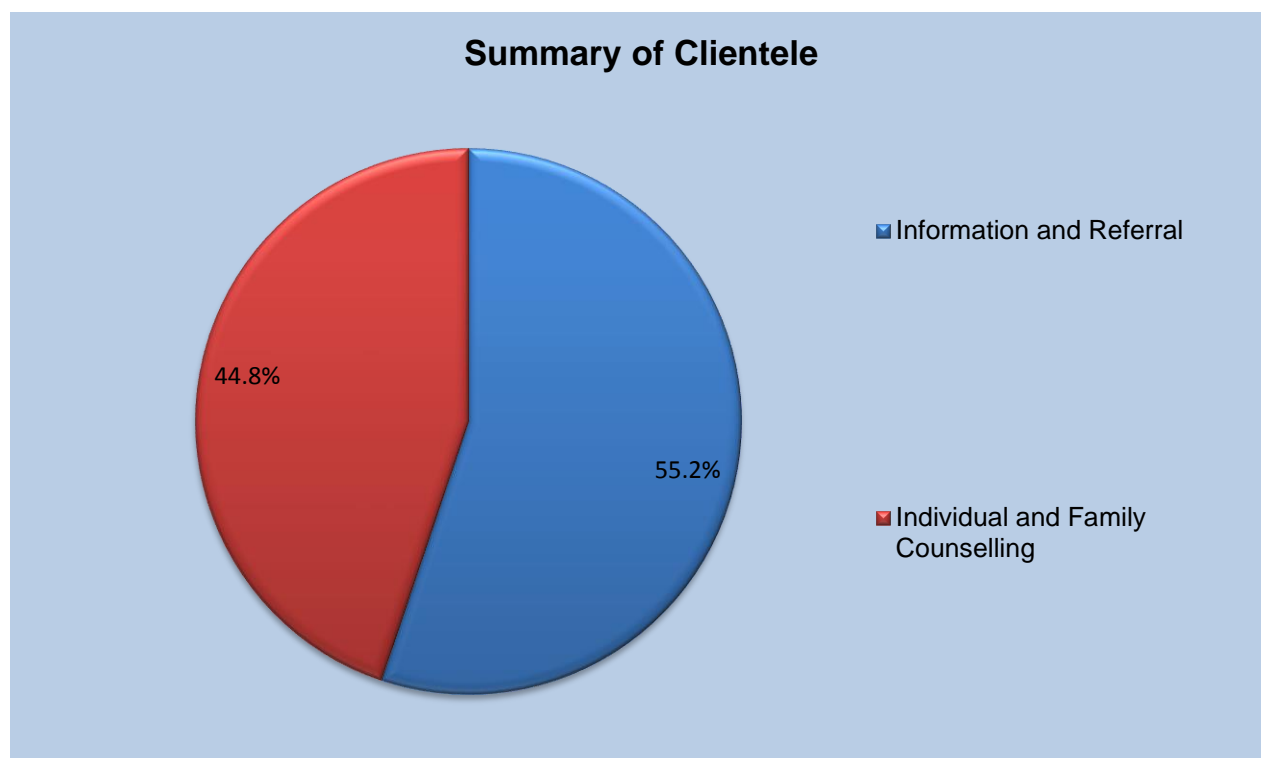
## CASEWORK AND COUNSELLING

Rotary Family Service Centre adopts the reporting standards, as required by the Ministry of Social and Family Development (MSF) and the National Council of Social Service (NCSS). Using the Enhanced Programme Evaluation System, the following report was for the financial year ending 31 March 2013.

### Summary of Clientele

Casework and counseling cases has seen a total of 525 cases, i.e. an increase of 45 cases in FY2012 as compared to FY2011 of 480 cases, i.e. 9.4%.

	<b>Number of Cases</b>	<b>Percentage %</b>
Information and Referral	646	55.2
Casework and Counselling	525	44.8
<b>Total</b>	<b>1,171</b>	<b>100</b>



# CASEWORK AND COUNSELLING

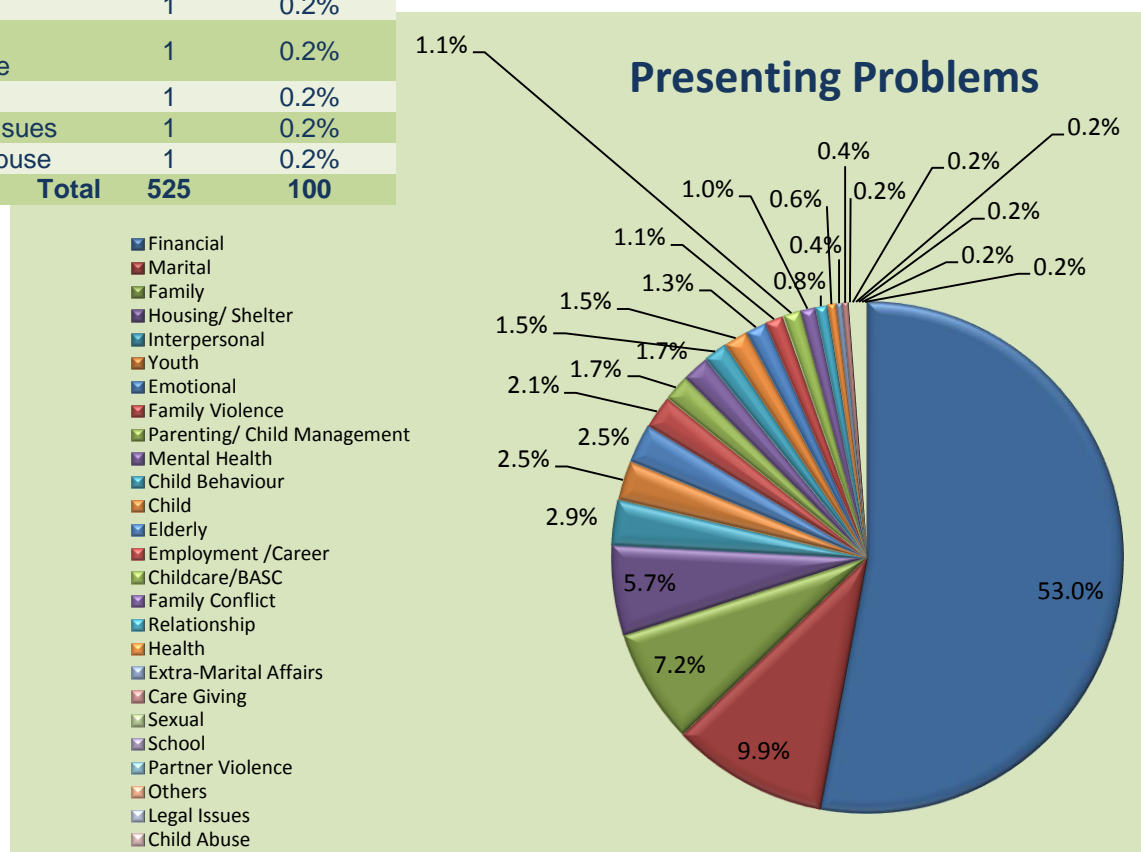
## Presenting Problems

Presenting Problems	No. of Cases	Percentage
Financial	278	53.0%
Marital	52	9.9%
Family	38	7.2%
Housing/ Shelter	30	5.7%
Interpersonal	15	2.9%
Youth	13	2.5%
Emotional	13	2.5%
Family Violence	11	2.1%
Parenting/ Child Management	9	1.7%
Mental Health	9	1.7%
Child Behaviour	8	1.5%
Child	8	1.5%
Elderly	7	1.3%
Employment /Career	6	1.1%
Childcare/BASC	6	1.1%
Family Conflict	5	1.0%
Relationship	4	0.8%
Health	3	0.6%
Extra-Marital Affairs	2	0.4%
Care Giving	2	0.4%
Sexual	1	0.2%
School	1	0.2%
Partner Violence	1	0.2%
Others	1	0.2%
Legal Issues	1	0.2%
Child Abuse	1	0.2%
<b>Total</b>	<b>525</b>	<b>100</b>

Of the primary issues as presented by 525 cases that were managed, the top three presenting issues were:

- Financial
- Marital
- Family

Compared to FY2011, Marital issues have replaced Family issues to be the second highest presenting problem. However, financial issue remains as the top issue, as presented by clients.

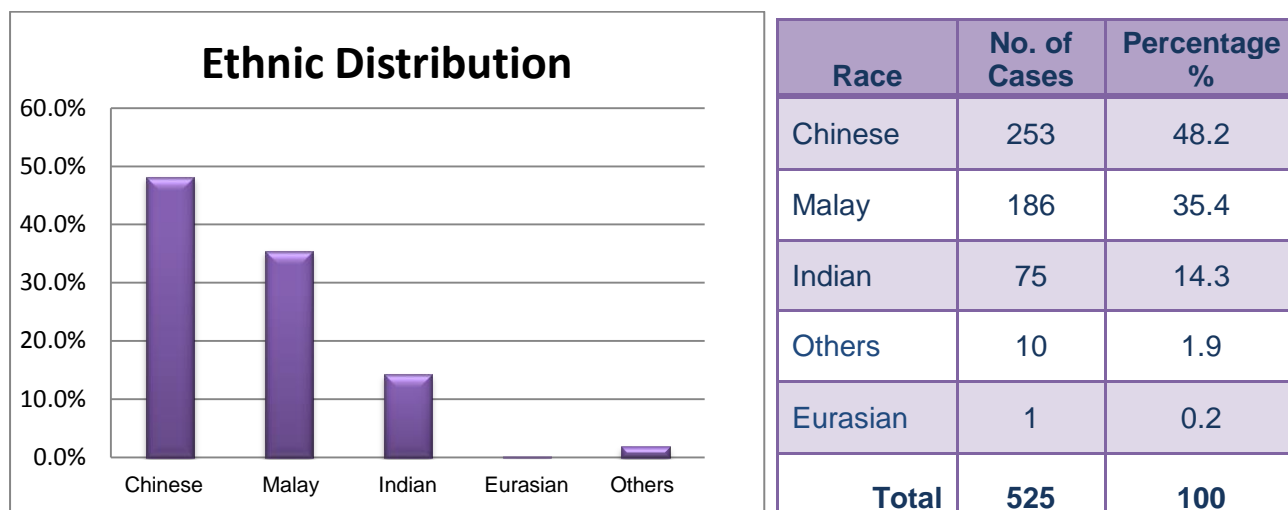


# CASEWORK AND COUNSELLING

## Ethnic Distribution

The ethnic distribution has remained comparable with that of FY2011.

Of the 525 clients who had approached Rotary Family Service Centre, a large percentage was Chinese, followed by Malay, Indian, Eurasian and Other Ethnicities respectively.



## Gender Distribution

The number of female clients had doubled as compared to that of the number of male clients who had approached the Centre.

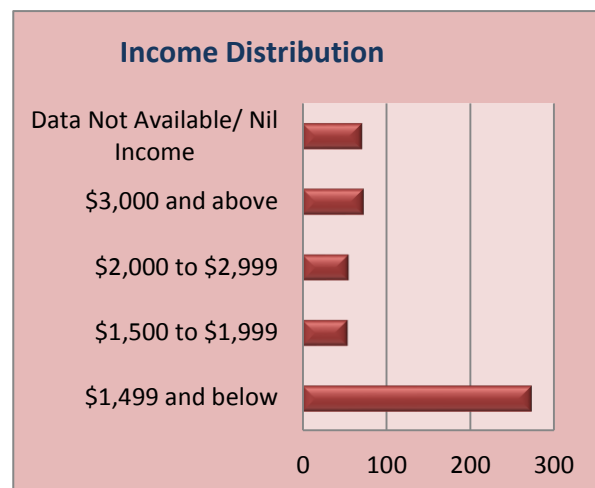
Gender	No. of Cases	Percentage %
Male	183	34.9
Female	342	65.1
<b>Total</b>	<b>525</b>	<b>100</b>

## CASEWORK AND COUNSELLING

### Income Distribution

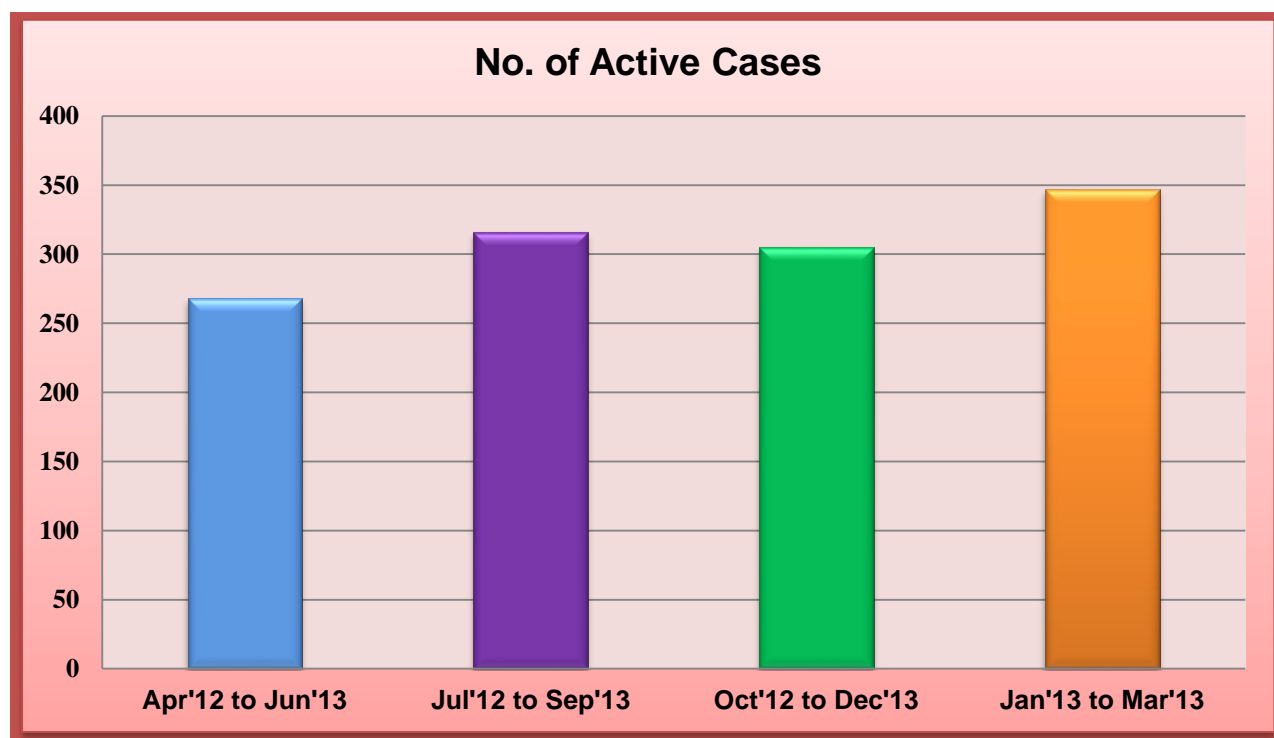
The income distribution of the households ranged from no income to above \$3,000 per month. Majority of the clients had earned below \$1,499.

Household Income Bracket	No. of Cases	Percentage %
\$1,499 and below	272	51.8
\$1,500 to \$1,999	54	10.3
\$2,000 to \$2,999	55	10.5
\$3,000 and above	73	13.9
Data Not Available/ No Known Income	71	13.5
<b>Total</b>	<b>525</b>	<b>100</b>



### Overview of Active Cases in FY2012

In FY2012, there was an increase in the number of active cases from 268 cases in the 1st quarter to 347 cases in the 4th quarter.



# COMMUNITY SUPPORT PROGRAMME

## Super-Mum Support Group

Started Programme on 1<sup>st</sup> June 2013



The Super Mum support group is a government-funded Community Support Programme (CSP), which caters to low-income single mothers who are either separated or divorced.

The programme consists of 8 sessions that enhance the participants' emotional coping, parenting skills, social network and bonding, with other single mothers. Participants are equipped with practical knowledge of household management and community resources.

The participants had shared on their experiences in relation to the planned topics with others and on how they had benefited by learning and contributing from one another.

The Super-Mum support group had provided both mothers and their children the opportunity to bond through activities.

To affirm their participation and contribution in the support group, participants who had successfully completed the programme would be given certificates and vouchers.

### Objectives of Support Group

- Meet new friends
- Learn how to cope better
- Learn parenting skills
- Know where to get help



9 sessions conducted from  
June to September '13:  
Total: 6 participants



**Facilitated by:** Ms Alice Koo and  
Mr Peter Li, Social Workers  
**Supported by:** Ms Cynthia Paulchamy,  
Programme Coordinator

*When I reach the place of my dreams,  
I will thank my failures and tears.  
They too, kept me going.*

# OUTREACH

## At A Glance

For the 6 months, ending 31 March 2013, the Centre had managed to achieve the following:

- 80 families who were low-income and staying in rental blocks were aware of Rotary Family Service Centre services through door knocking exercise.
- 13 organisations were reached out to (these included self-help groups, schools, religious organisations, senior activity centre, resident committees and other community and government agencies. Of which, 5 organisations were enabled with a referral process by the Family Service Centre. Refer to the table below.

Organisation	Date of Visit
Singapore Indian Development Association	18 October 2012
West Coast CCC Chairman and Grassroot Leaders	14 January 2013
Clementi Police Division	14 January 2013
Yayasan MENDAKI	25 January 2013
Persatuan Pemuda Islam Singapura	25 January 2013
Lions Befrienders Service Association	18 February 2013
Chinese Development Assistance Council	22 February 2013
AIN Society	6 March 2013
South West Community Development Council	7 March 2013
Singapore Association for Mental Health	14 March 2013
Nan Hua Primary School	19 March 2013
Clementi Primary School	25 March 2013
Darussalam Mosque	9 April 2013

*“Not all of us can do great things,  
But we can do small things with great love”*

## OUTREACH

### Community Needs Assessment

November to December 2012

Rotary Family Service Centre had conducted a community needs assessment on 80 residents who are residing at rental blocks at Clementi Ave 1.



The objectives of the community needs assessment were to identify the psychosocial needs of the residents living in the rental blocks.

The key findings revealed that financial need was a major concern, followed by housing, employment. This was especially apparent for those of ages 20 to 44).

Lack of adequate eldercare service was another need shared. Some elderly residents shared that despite receiving befriending services, they still needed someone to accompany them to the hospital.

### Family Service Centre Talk at West Coast GRC

19<sup>th</sup> August 2013



Rotary Family Service Centre presented on its services at Meet-the- People Session. This was attended by more than 30 participants that consisted of: Grass-root Leaders, Volunteer Writers and Residents.

#### Staff Representatives (From Left)

Ms Clara Lee, Executive Director  
Ms Nurhayati Binte Othman, Social Worker  
Ms Madeline D/O Krishnasamy, Counsellor  
Mr Billy Loh, Counsellor





# OUTREACH

## Agency Visit by National University of Singapore Students

25<sup>th</sup> and 26<sup>th</sup> September 2012

Social Work students from the National University of Singapore visited Rotary Family Service Centre, to learn about its services and challenges faced. The students participated actively in case discussion, group activities and rounded off the day with a guided tour.



**NUS Students Group 1 visit on  
25<sup>th</sup> September 2012**



**NUS Students Group 2 visit on 26<sup>th</sup>  
September 2012**



**About Our Centre  
Presentation by Ms Clara Lee**



**Group Activities**



**Case Sharing  
by NUS students**



**Team Bonding**



**NUS students Group  
Discussion with Staff**



**FSC Tour  
by Mr Billy Loh**

## OUTREACH

### Adviser Miss Sim Ann's Visit

28<sup>th</sup> February 2013

#### Dialogue with Holland-Bukit Timah GRC



Rotary Family Service Centre welcomed Miss Sim Ann, Adviser for Holland-Bukit Timah GRC and Senior Parliamentary Secretary then, currently Minister of State, Ministry of Communications and Information and Ministry of Education. The delegation comprised of Grassroots leaders and Staff from the People's Association.

The visit had enabled understanding on the range of services and programmes as conducted by the Rotary Family Service Centre for its beneficiaries. Ideas on how the GRC and the Family Service Centre could work together to serve the community had also been discussed. Of which, Ms Sim Ann availed the GRC newsletter, as a platform where more residents could get to know of the services by the Centre.

Miss Sim Ann shared in a note of appreciation to the Centre, as follows: "On behalf of my team, I wish to thank all of you for the very warm welcome extended to us at Rotary Family Service Centre. We are very encouraged by the visit and look forward to creating and nurturing a partnership with the Rotarian family, be it for families in need, or through other types of community projects."



## OUTREACH

### Acting Minister Mr Chan Chun Sing's Visit

3<sup>rd</sup> May 2013



Mr Chan Chun Sing, Acting Minister, Ministry of Social and Family Development then, currently, Minister, visited Rotary Family Service Centre. The session was attended by members of the Management Committee and Staff of the Family Service Centre.

The staff shared on the needs of the different groups of clients that the Family Service Centre serves, including seniors with mental health conditions and single men who were homeless. Ideas on how to better meet these needs were also suggested and discussed.

Mr Chan also shared about the Ministry's efforts in recruiting and retaining social workers and emphasized on the importance of ensuring that social workers continue to upgrade their skills so as to serve their clients effectively.

It was an interactive and exciting session where Rotary Family Service Centre had the opportunity to hear from Mr Chan on the plans and challenges, at the national level. This session had certainly set forth a platform for greater partnership and collaboration between the Ministry and Rotary Family Service Centre, so that clients can be enabled to lead a life of dignity with hope.



## OUTREACH

### Visit to Singapore Association for Mental Health - Club 3R

14<sup>th</sup> March 2013

Rotary Family Service Centre had handled a sizable group of clients with mental health concerns. Of which, most have depression and schizophrenia, a few have Personality Disorder, Delusion and Anxiety Disorder. To enable further understanding on this issue, the Centre had initiated a visit to Club 3R, a drop-in centre for persons recovering from psychiatric conditions, by the Singapore Association for Mental Health (SAMH). The objectives for the visit were to learn about the services of SAMH and to explore collaboration in managing clients with mental health issues.

The Centre was grateful to SAMH for conducting a half-day sharing with the Centre's staff, to understand the recovery process of clients. Moving forward, the Centre would continue to work with mental health agencies, to provide the most suitable care for clients.

#### Staff Representatives

Ms Clara Lee, Executive Director

Ms Chey Siow Wei, Social Work Associate



*"I can do things you cannot; you can do things I cannot;  
Together we can do great things."*

## RESEARCH

### Analysis of School Pocket Money Fund Clients

SPMF is community project initiated by The Straits Times in October 2000, with the aim of providing children from low-income families with pocket money to attend school.

#### Aim

This report aimed to understand the profile of clients whose children had benefitted from the School Pocket Money Fund (SPMF), in the year ending 31 December 2012. Moving forward, the Centre would like to embark on service planning for families from low-income background, especially for SPMF clients and their families.

#### Method

SPMF cases are extracted from the Electronic Case Management System (eCMS) Client Profile Analysis of the same year, using the name of clients as identifier. All fields used are the same as Client Profile Analysis.



Winning Entry by a SPMF Beneficiary, for winning the “*Make a Difference with Kindness – Children Drawing Competition*”

The child had dedicated the winning piece to the Family Service Centre, to express appreciation for the support received via SPMF.

*People whose hearts are full of gratitude and appreciation are truly beautiful.*

*A humble heart is the wellspring of great growth and development.*

# RESEARCH

## Results

### 1) Number of cases:

- There were 126 primary students and 95 secondary students who had benefited from SPMF in 2012. The total number of beneficiary was 221.
- The 221 children came from 128 families.

### 2) Residential address:

Most of the 128 cases had resided in Clementi and West Coast. There are 23 cases who had stayed outside the Centre's service boundary, mainly in Boon Lay/Jurong West (n=5), Jurong East (n=4), Dover (n=3) and Ghim Moh (n=3).

### 3) Gender:

- Among the 128 clients, 89 (69.5%) were female and 39 (30.5%) were male.

### 4) Race:

- Among the 128 clients, 45 (35.2%) were Chinese, 15 (11.7%) were Indian, and 66 (51.6%) were Malay. Two clients (1.5%) were from other races.

### 5) Age Distribution

- Most clients were in the 36-40 years old group and 46-50 years old group. The 36-50 years old group had made up over 64.8% of all cases.

The age distribution was as below:

Age Group	Number	Percentage (%)
17-20	1	0.8
21-25	1	0.8
26-30	5	3.9
31-35	13	10.2
36-40	32	25.0
41-45	19	14.8
46-50	32	25.0
51-55	14	10.9
56-60	6	4.7
Over 60	5	3.9
Total	128	100

## RESEARCH

### 6) Marital Status

Most clients were 'married' (57.8%), followed by 'divorced' (23.4%), 'widowed' (7.8%), and 'separated' (6.2%).

Should 'divorced', 'separated', 'widowed' and 'unwed parent' be considered 'single-parenthood', this combined category would be the second largest group, i.e. 39%.

**Marital Status Distribution is as follows:**

Marital Status		Number	Percentage (%)
Married		74	57.8
Single parenthood	Divorced	30	23.4
	Separated	8	6.2
	Unwed Parent	2	1.6
	Widowed	10	7.8
	<b>Subtotal</b>	50	39.0
Single		2	1.6
Remarried		2	1.6
<b>Total</b>		128	100

### 7) House-hold Income Level

Most clients had a household income of less than \$1,000 a month (47.7%), followed by \$1,000-1,499 (27.3%) and \$1,500-1,999 (17.2%).

**House-hold Income Distribution is as follows:**

Income Level (\$)	Number	Percentage (%)
0	7	5.5
<500	9	7.0
500-999	45	35.2
1,000-1,499	35	27.3
1,500-1,999	22	17.2
2,000-2,499	9	7.0
Not Available	1	0.8
<b>Total</b>	128	100

# RESEARCH

## Discussion

The findings showed that a *typical* client who applied for SPMF for children was a married female in her late 30s to 40s, and whose family income was usually below \$1,000.

More beneficiaries were in primary school than secondary school. Given the low level of income, one possible explanation was that the children might have used up the maximum period of SPMF assistance before reaching secondary level.

## Key Findings

Although a lot of service attention had been on single-parents, the research showed that most SPMF applicants were married. It highlighted a need for programmes to provide holistic support for mothers and children from nuclear families as well.

## Limitations

This analysis had captured the information in Client Profile Analysis, which did not contain information such as:

- (a) the number of children
- (b) the total number of months of SPMF disbursement
- (c) presenting and underlying issues.

Improvement would be needed in data collection and analysis to enable the findings to be more specific in informing agency policy and direction.

This is an in-house study was done for the purpose of service planning for the Centre. It was not intended to be representative of the majority of the population.

## Use of Data

The agency would request that any attempt to cite this information should be sought directly from Rotary Family Service Centre.



# ACHIEVEMENTS AND AWARDS

## In-House Staff Retreat

19<sup>th</sup> October 2012



This was a humble in-house retreat for staff, to put aside all the day-to-day work, and look into their inner thoughts and feelings, of being a *person*.

The team had a chance to work in pairs, on “Hug Your Dreams”, a programme as based on Neuro-Linguistic Programming, as facilitated by Ms Clara Lee, Executive Director.

## Presentation by Staff Working Committees



**Outreach and  
Publicity**



**Research and Training**



**Clinical and Standards**

## Brilliant Future (Group Activity)

Sheets of paper were placed on the floor,

PRESENT

ENVIRONMENT

BEHAVIOR

CAPABILITIES

VALUES and BELIEFS

IDENTITY

PRESENT 1

FUTURE

With our eyes closed, the staff had to visualise the future where their dreams had been fulfilled.

When we moved to each sheet of paper, questions were asked from the other party like: “What do you see about your future?” “How have your beliefs, and behaviour changed?”



**Chairman Mr. Henry Tan sharing on “Strategic Directives for the Family Service Centre”**

# ACHIEVEMENTS AND AWARDS

## Outdoor Event - Staff Retreat

26<sup>th</sup> July 2013

We had learnt to have fun as a team. Team spirit was something that we had to continuously build, just like sandcastles on a beach. We had learnt to stand by one another. We had shared that as we sprang forward, there would be pain and strengths that we gained.



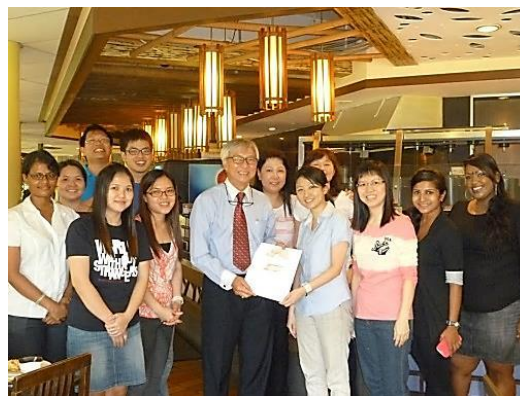
Lunch Buffet at Sakura Clementi Woods Park



Award to Ms Alice Koo Most Hardworking Staff



Chairman and Staff Birthday Celebration



Birthday Card for Chairman



Staff Bonding Westwood Bowl Club at Bukit Batok



*“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”*

## ACHIEVEMENTS AND AWARDS

### Special Friend of Rotary - Mr Simon Gan



*From left: Mr Simon Gan, Mr Henry Tan and Ms Clara Lee*

The Management Committee and Staff Team of Rotary Family Service Centre would like to express our appreciation and gratitude to Mr Simon Gan.

Mr Simon Gan was presented with a Certificate of Appreciation for his consultancy advice and support on a pro-bono basis on 26 July 2013, during the Staff Retreat. Mr Gan was accorded the title of “Special Friend of Rotary” for his dedication and commitment as a Volunteer Consultant since March 2013.

Mr Gan had been instrumental in advising and guiding the Corporate Services Staff, in preparing for the Centre’s outsourcing of payroll functions to an external Human Resource agency.

Mr Gan has a wealth of experience in the human resource sector and is always ready to lend a helping hand to the Family Service Centre, by sharing his knowledge and skills set.

The Corporate Service Department staff has been deeply motivated by Mr Gan’s sharing on standards of good practice. Mr Gan is well-liked for being a very sincere and humble person, who makes it a point, to understand challenges as faced by the Centre and to offer his perspectives.

*A mentor helps you to perceive your own weaknesses and confront them with courage.  
The bond between mentor and mentee enables us to stay true to our mission.*

## ACHIEVEMENTS AND AWARDS

### Mendaki Partner's Award 2013



Rotary Family Service Centre has been awarded with a 5-Year Bronze Award, for our participation with Mendaki, in its wrap-around services.

The Event's Guest of Honour was Dr Yacoob Ibrahim, Minister for Communications and Information and Minister-in-charge of Muslim Affairs

### Central Narcotics Bureau Award 2012 On Anti-Drug Ambassador

Rotary Family Service Centre had participated in the Anti-Drug Ambassador Activity 2012, as organized by the Central Narcotic Bureau (CNB).

In line with CNB's aim, Rotary Family Service Centre believed that our SPMF recipients would benefit from this awareness programme and would be able to share anti-drug messages.

Rotary Family Service Centre had been selected by CNB as one of the 2 Family Service Centres with highest participating students and was awarded \$500 for our effort.



*"Believe with all your heart that you will do what you were made to do"*

## TRAINING AND DEVELOPMENT

### Master Social Worker - Mr Kumar Udhia

The Management Committee and Staff Team of Rotary Family Service Centre would like to express our appreciation and gratitude to Mr Kumar Udhia, Master Social Worker and Executive Director for THK Family Service Centre at Tanjong Pagar, for his sincere advice, generous sharing of information, and for taking us through this experiential journey of enhancing capability. Kumar is a role model that the staff team looks up to. He is strict with expectations, energetic in carrying out activities to enable understanding, and genuine in imparting practice wisdom.

We are thankful to the National Council of Social Service for enabling us to benefit from the Master Social Worker Scheme and for the steadfast support that is rendered. We would like to thank the Ministry of Social and Family Development for the kind sponsorship and for making this happen for Rotary Family Service Centre, to undergo this transformational experience.



Mr Kumar Udhia, Master Social Worker and Executive Director for THK Family Service Centre at Tanjong Pagar and the Team at Rotary Family Service Centre

*In life when we feel we have reached a limit, that is when the true challenge begins. Just when you despair and think it is impossible to go any further, will you become apathetic, or will you say it's not over and stand up with an unyielding spirit? Success for our clients is decided by this single determination.*

## Master Social Worker Scheme

(Continue)



The Scheme had started in December 2012 and ending in December 2013, with the support of the Human Resource Committee of Rotary Family Service Centre, National Council of Social Service and Ministry of Social and Family Development



### Objectives

To raise competency of the agency

To set up structures for the Centre, so that client needs can be looked into

3rd July 2013:

### Celebration of a Milestone Crossed in Completion of Master Social Work Scheme (Phase 1)

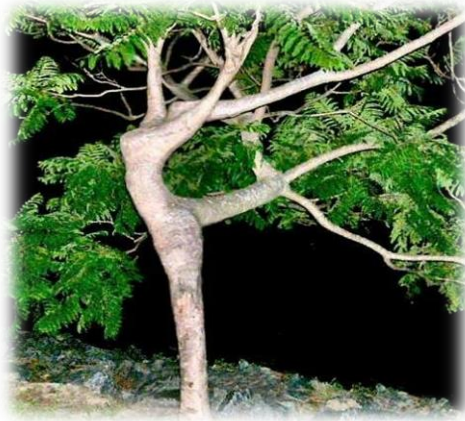
- Launch of Crisis Training by Staff
- Framework on Managing Families with Multi-Stressors
- Guide for Dealing with Crisis
- Supervision Manual
- Case Assignment Guidelines



### Launch of “The Garden of Thoughts”, by Mr Kumar Udhia

The Centre created this therapeutic tools corner for staff, named, “The Garden of Thoughts”. The garden theme was inspired by Kumar during the Master Social Work sessions. Each of us had imagined ourselves to be a seed in the garden, with our different strengths put together, with Kumar, being the fertilizer to catalyse the process of change.

# SUPERVISION MANUAL



The Dancing Tree in the darkness symbolizes Rotary's dedication to develop the structure and substance in supervision for the organization so that we can 'dance' in tandem with our beneficiaries.

Rotary Family Service Centre values the professional development of staff and is committed to grown staff competency in enabling persons and families in need with structured supervision, with this manual as our roots.

## Commitment to Supervision

- Rotary Family Service Centre embraces a learning culture for all staff. Staff is encouraged to adopt a *reflective* and *reflexive* practice, in working with clients.
- Supervision is since established as part of the agency's policy, whereby the Management and Staff Team are committed to structured supervision on a regular basis, through planning and resource allocation.
- It is the commitment of the Centre, including the whole staff team of supervisors and supervisees to responsibly treat supervision as one of the key approaches to improving one's work to clients.



*One tall tree does not make a forest. Unless other trees grow to the same height, you cannot have a large grove. A good supervisor is devoted to raising capable people to whom the future can be entrusted.*

## CONTINUITY PLANNING FOR STAFF

**Staff Team Meeting**  
*since September'2012*

**Supervisors' Meeting**  
*since November'2012*

**Corporate Service Meeting**  
*since July'2013*

**Supervision for Supervisee**  
*since January'2012*

**Clinical Consultancy for Caseworkers**  
*since March'2012*

**Clinical Supervision for Supervisors**  
*since July'2013*

**Master Social Worker Scheme**  
*(January' 2012 – December'2013)*



# TRAINING AND DEVELOPMENT

## Consultation on Professional Code of Ethics

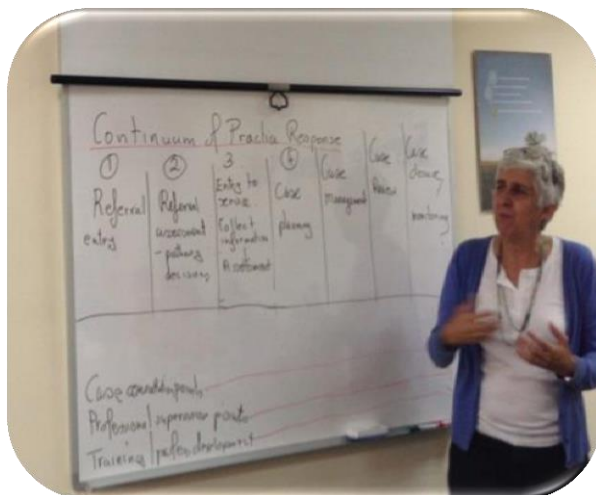
Dr Pauline Ann Meemeduma

4<sup>th</sup> March 2013



Rotary Family Service Centre was honoured to host a consultation session with Dr Pauline Ann Meemeduma, an international consultant in Children and Family Services. She was engaged by the Ministry of Social and Family Development, to understudy Family Service Centre in Singapore.

The aims of the consultation were to seek views on work practices by caseworkers, in relation to the Code of Professional Ethics. She had shared on the *Continuum of Practice Response* for clients. She had dialogues with individual caseworkers and she also participated in a live case session.



The team loved the “Continuum of Practice Response” so much, as presented by Dr Pauline that her writings were left intact on the white board for months, after her visit.



## TRAINING AND DEVELOPMENT

### Suicide Intervention Training

The Samaritans of Singapore  
21<sup>st</sup> to 22<sup>nd</sup> March 2013

A 2-day block-booked training had been organised for 11 staff, to gain skills for suicide intervention.



#### Trainers:

Ms Christine Wong, Executive Director

Ms Tan Yoke Yin, Deputy Director

Ms Vivien Goh, Counsellor

It is critical for all caseworkers, regardless of their length of experience, to be equipped with suicide intervention skills.

### Mental Health Training

29<sup>th</sup> April 2013

Mr Jason Chan, Head, Support Services, SAMH had kindly provided a half day sharing on mental health related concern to Rotary Family Service Centre. The sharing had focused on: engaging mental health clients, recognising their symptoms and understanding community resource.

#### Content of Sharing was as follows:

- Recovery concept in Mental Illness
- Understanding the three major illnesses (Depression/Bi-polar/Schizophrenia)
- How medication works
- Tapping on social support effectively
- Overview of Mental Health Services in Singapore



## TRAINING AND DEVELOPMENT

### Eldercare Services Sharing

SAGE Counselling Centre

9<sup>th</sup> July 2013

Mr Wong Lit Shoon, Executive Director, SAGE Counselling Centre shared with Rotary Family Service Centre on eldercare services, as well as on adopting Expressive Art Therapy as part of intervention work.



Practice is the hardest part of learning, and training is the essence of transformation



## Reflection from Staff

- ☞ Through the process of helping clients, I realize how fragile and yet how resilience human beings can be. I would like to thank my clients for the trust and confidence that they had given to me and to thank them for allowing me to journey with them in their most difficult time. It is through them that I learn about the art of giving and the art of never giving up on hope.

**Lim Re Har, Senior Social Worker**

- ☞ Social work is a lifelong learning journey. Regardless of how long one has worked as a social worker, he or she has to continue to upgrade his skills continuously. Because we are serving and helping clients with different stresses, continuous education will help us learn to manage them differently.

**Wong Teck Tian , Social Worker**

- ☞ We deal daily with misery and hardship of people that come to us, but more importantly, we are confronted by their ways of looking at their experience, their ways of making meaning out of them. To be part of that meaning making process is an enlightening and humbling experience.

**Ms Alice Koo, Social Worker**

- ☞ The client and his family's willingness to allow me to journey with them through the challenging period, is a privilege.

**Peter Li, Social Worker**

- ☞ I feel very privileged to work with my client who is a person with disability. I am impressed by her determination, strength and resilience in coping with her challenging situation. Though she may face failures at times, she never fails to continue to stand up and fight for herself and her family. She has pride in herself and dreams of a better future and is gradually working towards it. Her optimism is commendable and inspirational.

**Ms June Leo, Social Work Associate**

- ☞ As a caseworker, it made me feel good when client shared the little progress that they achieved, despite the challenges they are facing.

**Stephanie Lai, Social Work Associate**

- ☞ Nothing is more rewarding than to see client wanting to create a positive difference to their life.

**Billy Loh Rong Shun, Counsellor**

## Reflection from Staff....

- ☞ The success no matter how big or small is what that is rewarding. Relieving the pain and putting a ray of hope makes me happy.

**Nurhayati Othman, Social Worker**

- ☞ I learn from the client as much as the client learns from me and the ability to bring a smile to the client, itself is a reward.

**Madeline, Counsellor**

- ☞ I feel privileged to have the opportunity to interact with clients directly and to listen to their life stories. I also learnt great lessons from clients' sharing of their life experiences as it enables me to reflect on my values, social work theories and practice as a social worker.

**Lena Lim, Social Worker**

- ☞ It is amazing to see my clients who are in crisis, to stand up by themselves in a short period. Their motivation and spirit have inspired me a lot.

**Chey Siow Wei, Social Work Associate**

- ☞ Sometimes, in our line of work, we come across clients who bounce back and remain positive regardless of what they face in life. To my client, "Thank you for being optimistic. You have energized me."

**Xu Chunling, Social Worker**

- ☞ At the personal level, this year has been a busy but fruitful year for me. Besides my usual Casework and Counselling work, our crisis team has conducted two crisis trainings and as a result, I feel that, I am better equipped and more comfortable in handling such cases. At the agency level, I feel that it has grown as a result of different staff committees being set up to look into improvement of structure and procedures.

**Tan Bak Kia, Counsellor**

## Appreciation From Client...

- ☞ The Caseworker is helpful and supported me by giving me food ration over the years. **Yati**
- ☞ The Caseworker helped my children on School Pocket Money Fund and had been patient in listening to my problems. **Aisah**
- ☞ The Caseworker is very nice towards me by visiting me when I was admitted to hospital. **Jas**
- ☞ The Caseworker has been helping me all this while and was attentive towards me. **Riz**
- ☞ The Caseworker gives me courage and advises with a heartwarming personality and is approachable. **Fauzi**
- ☞ The Caseworker helps me a lot and is very understanding and friendly. **Zee**
- ☞ The Caseworker is kind, caring and always support and encourages me. **Siti**
- ☞ The greatest Caseworker that I ever had. Thank you. **Nor**
- ☞ The Caseworker is caring towards me and my son. She is very sincere with a beautiful heart. Hope she will be happy with her family. **Sari**
- ☞ The Caseworker has been wonderful, caring and understanding towards me and my children. She is the only best friend to my family. Wish you all the best and bless you. **Sara**
- ☞ The Caseworker understands my situation and my financial difficulties. I really appreciate her help for me and my family. **Than**
- ☞ The Caseworker is heartwarming and approachable. She has been helping me all this while and is attentive towards me. She is a nice and polite person. **Zita**

*\*names have been changed to protect client's confidentiality*

## Our Precious Moments...

*Enjoy the little things in life, for one day you may look back and realize they were the big things.*



*Photos may give insight into our lives,  
but memories of those times,  
are what keep them alive.*

## Acknowledgements

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

- The Ministry of Social and Family Development
- The National Council of Social Service
- Rotary Family Service Centre Management Committee
- Mr Kumar Udhia, Executive Director of Tanjong Pagar Family Service Centre, for being Our Master Social Worker
- Mr Simon Gan for this his dedication & commitment as a Pro-Bono Consultant since March 2013
- Ms Clara Lee, Executive Director for conceptualization, advice and proofreading the Annual Report
- Ms Lim Re Har for proofreading the Annual Report
- Ms Uma Lekshimi, Receptionist for designing the Annual Report, and consolidating the articles and pictures.
- Ms Nurhayati Othman, Social Worker, Mr Peter Li, Social Worker and Ms June Leo, Social Work Associate for pulling together the statistics for analysis and checking for accuracy
- Mr Wong Teck Tian, Social Worker, Ms Stephanie Lai, Social Work Associate, Ms Chey Siow Wei, Social Work Associate, Mr Peter Li, Social Worker and Ms Cynthia Paulchamy, Programme Co-ordinator for contributing the articles
- The Outreach and Publicity team, especially Mr Wong Teck Tian, Social Worker, Ms Cynthia Paulchamy, Programme Co-ordinator and Ms Madeline D/O Krishnasamy, Counsellor for coordinating the publication of this annual report
- Importantly, the whole Staff Team for holding on together, taking initiatives, as we seek new challenges and forge new frontiers

*“Change will not come if we wait for  
some other person or some other time.  
We are the ones we’ve been waiting for.  
We are the change that we seek”  
-Barack Obama*





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## How to get here

Nearest MRT EW23 Clementi Station  
Bus Services: SMRT No 184  
SBS No. 7, 28, 532, 282, 156 & CT28

## Operating Hours

Monday & Wednesday	9.00am to 6.00pm
Tuesday & Thursday	9.00am to 8:30pm
Friday	9.00am to 5:30pm

Our Centre will be closed on Saturdays,  
Sundays & Public Holidays.

**For more information, do visit us at:**

<http://www.rotaryfsc.org>

# Notes



SUPPORTED BY:

