



Uniqueness in Our Service

- helping single-parent families

OUR MISSION

To extend assistance to single-parent families in meeting the demands of coping alone as a single parent.

To deliver effective social service to support & promote the physical & emotional well-being of single-parent families towards stability, growth & acceptance of the new family unit.

To promote greater awareness through public education in order to foster better understanding & acceptance of these families.

OUR VISION

A holistic and well recognized one-stop social organization fully committed and excelling in meeting the plights and recovery of single parents and their families.

OUR CORE VALUES

- **Client First Mindset**
- **Care & Concern**
- **Teamwork**
- **Dedication**

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Patron's Message

“This strategic review reinforces the pivotal role by HELP Family Service Centre in helping single parents and their children to overcome many of their issues and challenges, and to facilitate them to build their self-esteem and resilience.”

HELP Family Service Centre was set up in 1992 through the support of the National Council of Social Service (NCSS). As part of its on-going strategic planning, the centre embarked on a review of its programmes and services in 2009. The review focused on the effectiveness and outreach of the programmes and services, the resources of the centre, and its future direction.

Some of the highlights of the review are as follows:

- The total number of service users has been increasing over the past three years, from 4951 in 2006/07 to 6815 in 2008/09.
- The number of people who have visited its website has increased from 4567 in 2006/07 to 8751 in 2008/09.
- HELP FSC has been recognized as a specialized organization serving single-parent families and facilitating emotional adaptation and grief work in these families. Other family service centres and organizations not only refer single-parent families but also approach HELP FSC on issues related to grief experienced by families.
- RAINBOWS Programme for children, adolescents and adults (single parents), Family & Youth Enrichment Support Programme and Big Brother Big Sister Programme (a befriending programme for children from single-parent families) are the key support programmes that complement the casework and counselling in its holistic service model.
- The staff members are continuously upgrading, developing and honing their skills and expertise, and this has helped them to identify and focus on the critical areas needed to fulfill the centre's mission of helping the recovery of the single-parent families.
- At least 100 volunteers at HELP FSC have been active throughout the year for the last three years. Significant to note is that about half of the volunteers have been volunteering with HELP FSC for a period from one to five years. This has ensured the much needed resources as well as continuity for the successful implementation of the support programmes for the recovery, growth and stability of the single-parent families.

- The holistic service model of the centre, comprising casework/ counselling and support/outreach programmes, is effective in providing a vital family support programme for single-parent families in Singapore - bringing stability, predictability and adaptability to both the single parents and their children.
- Continuous public education, research and development, training and strategic partnerships with other organizations, and the support of the community, government and corporate organizations, and dedicated volunteers, are essential for the success of its programmes and services, and for enhancing the understanding, acceptance and integration of single-parent families in our society.

This strategic review reinforces the pivotal role by HELP Family Service Centre in helping single parents and their children to overcome many of their issues and challenges, and to facilitate them to build their self-esteem and resilience.

The centre provides a warm and conducive environment for the single-parent families – where the families can seek help to cope with their emotional and various other challenges, and to build up their own capability and resilience in life. Many of the single parents and the children have regarded HELP FSC as their second home, where they grow and learn, and give support to one another. The centre is uniquely a place they can rebuild their trust and move on.

Nurturing children in their personal growth and potential development begins at home. A family where one

parent is missing, through divorce or separation of the parents, or death of one parent, is indeed compounded with more arduous and difficult tasks in providing and caring for the children, let alone the coping with the single parent's own emotional and other needs.

HELP Family Service Centre, working in collaboration with NCSS, many other family service centres and voluntary welfare organizations, the Ministry of Community Development, Youth and Sports (MCYS), and other government or quasi-government agencies and departments, fulfills a vital role in providing help and support for single-parent families, especially their children, in Singapore. It has a unique service that best meets the needs of these families.

Ms Claire Chiang

Patron & Honorary Adviser

President's Foreword

The financial year which straddles the first quarter of 2010 marks the beginning of a defining period for HELP Family Service Centre (HELP FSC).

With the increasing number of single-parent families, (which can be extrapolated from the increase of divorces and annulments from 3,368 in 1996 to 7,386 in 2009), and more agencies who are also catering to certain needs of single-parent families, we have been positioning ourselves as uniquely as possible so as to serve our clients better and to meet their needs within our existing resources.

The process of harnessing the "Uniqueness in Our Service" and customizing our programmes to better serve and meet our beneficiaries' needs in the changing social service environment has been challenging to all of us.

We strive to make HELP FSC a place where single parents and their children can find comfort and have the feeling of a conducive home ambience. Indeed many parents and their children joined our support groups and programmes on most of the weekends throughout the year.

From April 2009 to March 2010, there was an increase for HELP FSC, in the presenting issues of financial needs of single parents (from 18% to 22%). At the same time, there was also an increase in Casework and Counselling, particularly in the number of families (from 258 in the previous year to 308 in FY2009/10).

Although there was a drop in our "Publicity and Community Involvement" programme (from 4,380 in the previous financial year to 2,050 in FY2009/10), it is significant that this was more than compensated by the increase in the number of visitors to our website (from

8,751 in the previous financial year to 13,694 in FY2009/10). The trend towards more internet usage and the growing prominence of this new social media, would invariably impact the way we work, and it can better assist us in the outreach and service delivery of our programmes.

HELP FSC, as a specialized agency for single-parent families is always mindful of its mission and the changes in the environment. We have, with our staff and volunteers, continuously strived to improve, develop and tailor our services and programmes to meet the demands of single-parent families (including the challenges for the children from these families), donors, stakeholders and the National Council of Social Service.

Our "Rainbows Programme", a peer support programme for adults and in particular children, aims to assist them

"It's my pleasure being here and meeting with (the staff) committed to helping families with one parent and the children...."

**Dr Angela Tan, Associate Professor
Hong Kong Baptist University
– Department of Social Work**

to cope/overcome the loss. This time tested programme which has been widely accepted by our schools, saw a 20% increase in participants. In particular, this programme which was facilitated by trained facilitators, was spread over 12-weekly sessions. It had been very useful in helping the participants to work through their emotions with the support of their peers.

The other support programmes include amongst others the "Big Brother Big Sister

Programme" (a mentoring programme involving a BIG (brother or sister) with a LITTLE (child/teenager from a single-parent family), "Family and Youth Enrichment Programme", "Publicity and Community Involvement Programme", and "Volunteers Involvement Programme", which are all geared towards providing as holistic as possible the support and outreach for and to single-parent families.

"Research and Development" and "Parent and Public Education", are two other key programmes where we provide relevant information to the public and the media, and to the single parents. Our training component saw an increase from the previous year, where many school counsellors, volunteers and students (especially those from tertiary institutions) attended our in-house training or presentation to better understand the issues and challenges of single-parent families.

All these programmes and work are carried out by our well committed and dedicated staff. In meeting the challenges ahead, they have prepared themselves by continuously upgrading their knowledge and keeping abreast of the newer developments through attending training and workshops from time to time. Two of our senior social workers have already obtained their Master Degree whilst one of our programme coordinators is upgrading herself through the part-time Bachelor

“With the increasing number of single-parent families... and more agencies who are also catering to certain needs of single-parent families, we have been positioning ourselves as uniquely as possible so as to serve our clients better and to meet their needs within our existing resources.”

of Social Work programme at the Social Service Training Institute (SSTI).

For many years, HELP FSC has been fortunate to be able to have from time to time the assistance of the community and the media (in particular, The Straits Times, Lianhe Zaobao, ChannelNews Asia, Channels 8 and U, and Vasantham) to highlight the issues and challenges faced by single-parent families, and to inform the public about our services and programmes to help these families.

In the discharge of our services and programmes, we have been most fortunate and honoured to have the privilege and opportunity of being able to work and/or collaborate with the Ministry of Community Development, Youth and Sports (MCYS), National Council of Social Service, Community Chest, Central Singapore CDC, Ministry of Education, Schools, As-Salaam PPIS Family Support Centre, Law Society of Singapore, Family & Juvenile Justice Centre, National Volunteer & Philanthropy Centre (NVPC), and many others.

At this juncture, I would wish to mention that the measured success and recognition that we have managed so far could not have been possible

without the continuous generosity and blessings of NCSS and the Community Chest of Singapore, as well as the invaluable support of our many sponsors (in particular, Tan Chin Tuan Foundation, Unilever Singapore Pte Ltd, The Community Foundation of Singapore, MILK (Mainly I Love Kids) Fund, Ian Ferguson Foundation, Wan Boo Sow Charity Fund, G P Manufacturing (S) Pte Ltd, The Straits Times School Pocket Money Fund, and The Boys' Brigade), volunteers and well wishers, including the unfailing support of our Patron and Honorary Adviser, Ms Claire Chiang.

I would accordingly express my sincere and heartfelt thanks to all beneficiaries, volunteers, support groups, friends, well-wishers, corporate sponsors, staff, fellow committee members as well as to everyone who have in many ways dedicated their continuous, generous, unfailing and unwavering support to make each and every year a better one for HELP FSC.

Mr Yong Kwet Leong

President

Board of Governance

Claire Chiang
Patron/ Adviser



**MANAGEMENT
COMMITTEE**
(from 31 July 2009
to 29 July 2010)



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1. **Yong Kwet Leong**
President
2. **Lawrence Khoo**
1st Vice President
3. **Augustine Lee**
2nd Vice President
4. **Rosie Wee**
Hon Secretary
5. **Alice Chui**
Hon Treasurer
6. **Anthony Koh**
Hon Asst Treasurer
7. **Sitoh Yih Liang**
Committee Member
8. **Joyce Lim**
9. **Jenny Chia**

**HONORARY
INTERNAL
AUDITORS**

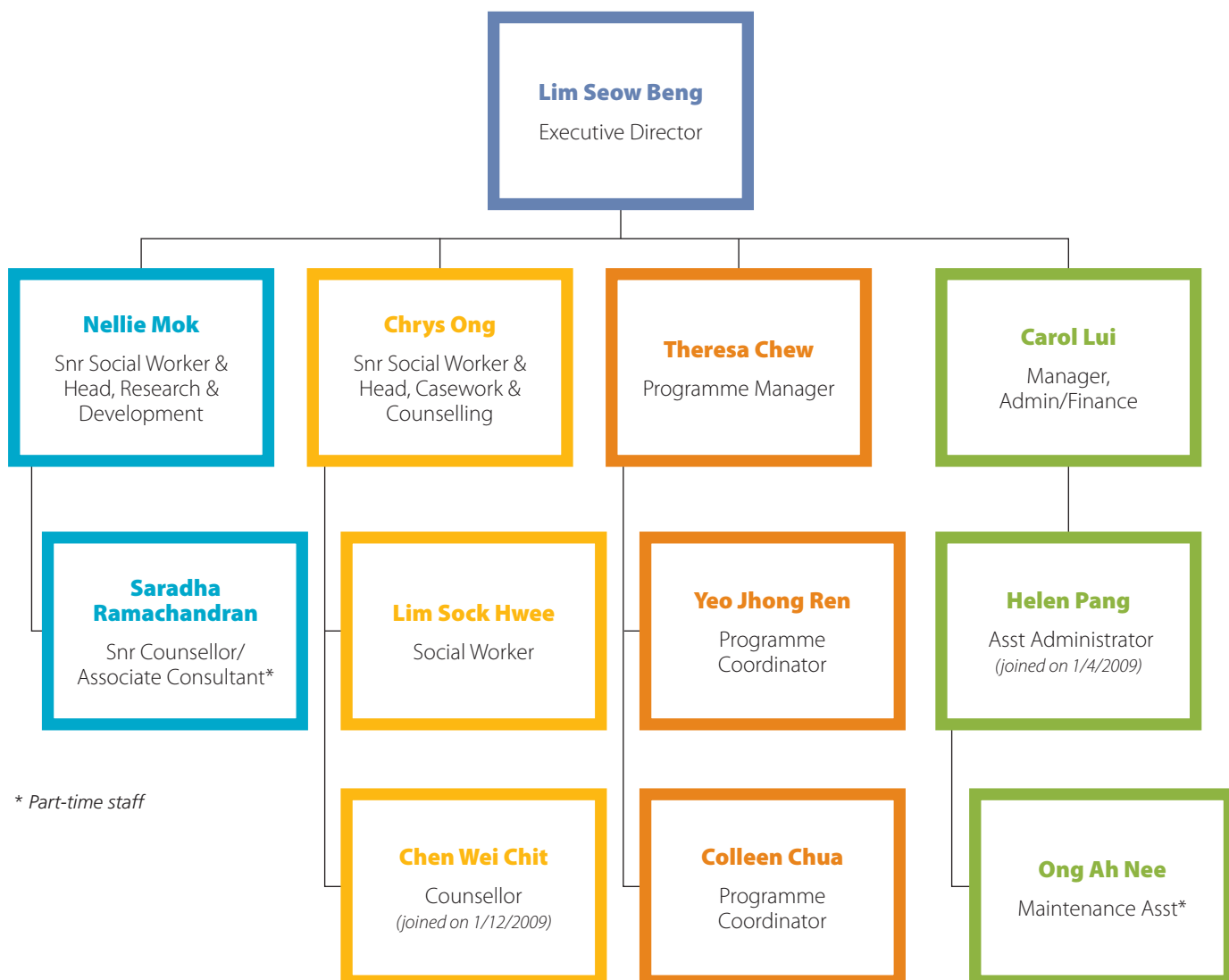


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HELP FSC - Organization Chart



Helping Single-Parent Families

HOW WE STARTED

HELP Family Service Centre was registered in 1992 as a society (with the support of the National Council of Social Service (NCSS) to help single-parent families in Singapore.

We started in 1985 as a pilot programme at the premises of the Canossaville Children's Home, to assist single parents experiencing difficulties in meeting the challenges of coping alone in bringing up their children.

The initial programme to help single parents at the Children's Home was conceived as a result of findings from

a study by NCSS (then known as the Singapore Council of Social Service) in 1984. The study attested to a common struggle among single-parent families in coping with the changed family circumstances. Support and help are needed by these families making the transition from the dual parents to single parent status. Problems faced by single parents include coping with grief, caring for the family, managing on a tighter budget, and bringing up children. Single parents are very much alone in facing up to these and many other challenges.

After the early years in the pilot programme, the Management Board

of the Community Chest advised the volunteers at the Home to form a protem Committee, and to work towards an independent status by having a registered society. The volunteers, a few of whom are still serving in the current Management Committee, helped to set up HELP Family Service Centre. The centre was inaugurated on 24th January 1992, as an independent entity. In 1994, with the support of grassroots organizations and NCSS, the centre moved to Block 570, Ang Mo Kio Avenue 3.

“I am happy to be associated with HELP Family Service Centre (HELP FSC). In 1994, I assisted to establish and set up the Centre at its present premises in Ang Mo Kio when Cheng San CC was relocated. HELP FSC has since grown from strength to strength in helping single parents and their children from all parts of Singapore, beyond Ang Mo Kio.

This is a classic example of how Grassroots Organizations (GROs) and Voluntary Welfare Organizations (VWOs) can synergise together to Serve and Help the community, and in this case, continuous efforts by HELP FSC to help single-parent families in Singapore to adjust, to cope and to live a full life.”

Tan Kok Thye, George, BBM(L)
Honorary Chairman
Cheng San-Seletar CCC

A HOLISTIC AND WELL-RECOGNIZED SERVICE MODEL

The Centre has a team of professional staff members, supported by a large group of volunteers.

In our service model, we adopt a holistic approach in providing counselling/ casework and a range of support programmes to the single-parent families. Our service model has received the support and endorsement of both local and foreign interest groups in single-parent issues as they see this model as a highly valued eclectic approach to tackling the issues and challenges faced by the single parents and their children, and providing the intervention and support for them.

On the 3rd February 1997 the logo of HELP Family Service Centre was approved by the Registry of Societies.

The significance of the logo is as follows:-



Figure of adult and child in turquoise color

- It reflects the parent and child/children in a single-parent family.
- The 2 colour signifies growth and change. It also represents the new beginning for the parent and child. An openness to grow, change and adapt to the new challenges of the family system.

Figure of adult in lighter shade

- This represents the absent parent. It signifies the degree of absence of one parent in the family system.

Circle

- It signifies the continuity of life.

Agency name in dark blue

- It denotes that HELP Family Service Centre is in touch with the realities of single-parenthood and is committed to assist these families.

Key Programmes & Services

Our centre provides counselling pertaining to separation, bereavement, loss, parenting, child's behavioural issues and related matters, through our team of social workers and counsellors. Counselling usually takes place on a one-to-one basis, be it with the child, the parent, or in a family session. Many families have benefitted immensely from the counselling sessions and the subsequent follow-ups through casework and a range of support programmes, designed to meet the specific needs of single-parent families.

Besides having the team of professionals in social work, psychology and counselling, we have a programme unit to plan and implement a range of support programmes:

- mentoring for the children and youths through the Big Brother Big Sister (BBBS) programme;
- family and youth enrichment support programme;
- peer support programme, adopting the RAINBOWS programme from the United States of America, designed for the emotional healing of single parents and their children; and,
- educational and training programmes, specifically for single parents.

Given our focus in the social sector in meeting single parent issues, the media have from time to time sought our response to provide information and interviews on various issues and challenges faced by single-parent families.

Through our years of experience in working closely with single parents and the community, we have established a good working relationship and understanding with Schools and other Voluntary Welfare Organizations.

In the course of our work, we have published a number of books over the years. A few of these publications were done in collaboration with the Ministry of Community Development, Youth and Sports (MCYS), and the Counselling and Psychological Services, Family Court.

Notwithstanding that we are a boutique voluntary welfare organization, we continue to strive and aspire to meet the spectrum of social and emotional needs of the single parents and their children in Singapore.

We will, in working together with many other organizations, sponsors, volunteers and individuals, continue to be fully committed in meeting the plights and recovery of single parents and their children in Singapore.

Overview of Service Users

PROGRAMMES	2009 - 2010
Casework & Counselling (308 families)	512
Information & Referral	196
Legal Clinic Service	4
RAINBOWS	
Participants	492
Facilitators (attended Training)	77
Family & Youth Enrichment Support	278
"Big Brother Big Sister"	
No. of "Littles"	58
No. of "Bigs"	46
Publicity and Community Involvement	2050
Volunteers Involvement Programme	124
Research & Development	
Training, Talks, Workshops & Consultation	520
Parent & Public Education	195
Total of Service Users	4552
2009 - 2010	
No. of people who have visited our website	13,694

Highlights of FY 2009/10

CASEWORK & COUNSELLING

- Overall, there was a significant increase of 19% in the number of families over the previous financial year of families served. A total of 512 beneficiaries from 308 families were served in casework and counselling in FY 2009/10. 123 are new clients.
- 110 cases were closed, and 102 of these cases (93%) have their needs met.
- Another 196 individuals were served through telephone calls, emails and walk-ins as part of the information and referral service. These individuals received appropriate information or were referred to the relevant community resource for further assistance.
- The percentage of families in financial distress (22%) have remained high in FY 2009/10 which means that single-parent families are still very much affected by the economic crisis.
- Seeking assistance through counselling on issues dealing with client's own emotion or their children's emotional issues takes up 35%.
- HELP FSC coordinated the Legal Clinic for the Family Service Centres in the North Zone once a month. 4 families from HELP FSC benefitted from the service.

RESEARCH & DEVELOPMENT

- 520 people benefitted from the training/ workshops and talks organized by HELP FSC. The training component alone reflected an increase from the previous year. The most significant increase was training organized for students, volunteers and school counsellors.
- HELP FSC has accepted the invitation to participate in the pilot programme 'Singapore Community Bereavement Project', a collaborative effort between Assisi Hospice and Lien Centre for Palliative Care, made possible by Tote Board and Lien Centre for Palliative Care.

PARENT & PUBLIC EDUCATION

- More than 86% of the participants indicated in the feedback forms that they benefitted from our parent education workshops and talks.
- In FY 2009/10, HELP FSC was consulted on issues of single-parent families, especially on maintenance by the Straits Times, Mediacorp TV and Mediacorp Radio.

RAINBOWS PROGRAMME

- There is a 21% increase in the number of participants from 408 to 492 compared to the previous year.
- In the external sites, there were more participants from the primary schools: up from 358 in 2008/09 to 454 in this FY.
- 77 facilitators were trained. Only trained facilitators are permitted to run the programme.

BIG BROTHER BIG SISTER PROGRAMME

- 58 children, 9 to 16 years old, from single-parent families and 46 Bigs, who are volunteers, participated in this programme throughout the year.
- This unique befriending programme for children from single-parent families equip the children with life skills, nurture self-esteem and confidence in them, and let them discover their potentials.

FAMILY & YOUTH ENRICHMENT SUPPORT PROGRAMME

- 278 single parents and their children participated in this programme and there is an increase of 25 beneficiaries compared to last FY.
- 78.4 % of the single-parent families indicated that they felt supported after joining this programme.

VOLUNTEERS INVOLVEMENT PROGRAMME

- 124 volunteers assisted us to implement our support programmes for the single-parent families. Their commitment to a year-long volunteering service and many of whom have committed to help us beyond one year, greatly ensured the success and continuity of our support programmes for the families.
- Quarterly volunteers' e-newsletter, volunteers' blog, Facebook group for volunteers, updating the volunteers of the ongoing activities and the issues of the single-parent families, acknowledging and appreciating their efforts, and regular personal contacts – these are our ways of communicating with our volunteers and it has proven to be effective in retaining and motivating them.

PUBLICITY & COMMUNITY INVOLVEMENT PROGRAMME

- In 2009/10, 14 community partners sponsored various events. 20 schools came to know us through our PCI programme.
- Besides the Community Chest, we received strong support from Tan Chin Tuan Foundation and many others.
- Ang Mo Kio Police Division, Unilever Singapore Pte Ltd, The Voice Pte Ltd and The Boys' Brigade participated in this programme for many years.

Casework & Counselling

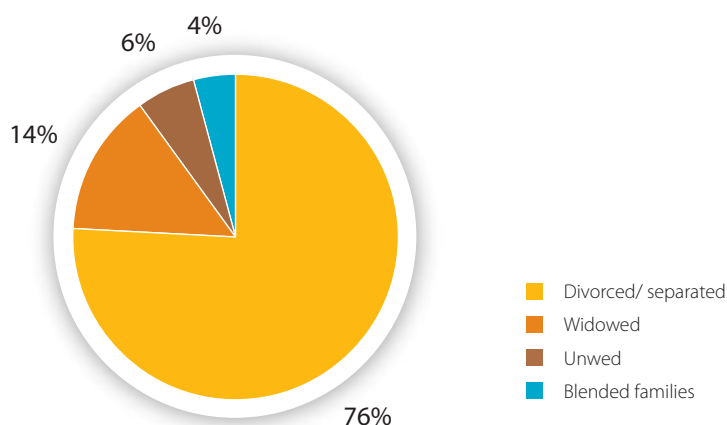
Casework and counselling form a core programme in HELP FSC to help single-parent families in their emotional recovery and family reorganization after the loss of a spouse due to death, divorce, separation or desertion.

In the FY 2009/10, 308 single-parent families were served, of which 123 were new clients and 185 were brought forward from the previous financial year. 110 cases were closed in FY 2009/10 in which 102 (93%) of the closed cases had their needs met.

Counselling focussed on assisting the single-parent families, both the single parents and their children, to adjust to the changes, and to strengthen the family as a functional unit that will build up its resilience in meeting future challenges. In total we served 512 beneficiaries (parents and their children) in the FY 2009/10.

CLIENT'S MARITAL STATUS

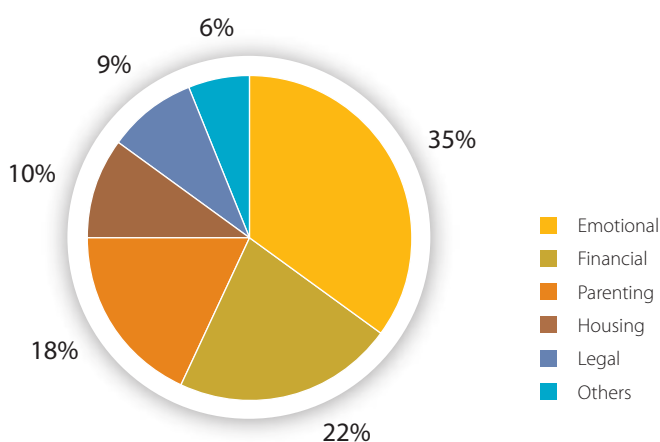
These are the categories of clients served in HELP FSC for FY 2009/10:



The divorced or separated formed 76% of the clientele. The widowed formed 14% and the unwed 6%. Since FY08/09, the percentage of blended families that HELP FSC served has remained within 4% of clientele served. These blended families sought assistance in managing the children's difficulties to cope with the parental divorce and their adjustment in a blended family.

PRESENTING ISSUES

The following chart shows the types of presenting issues single-parent families approached HELP FSC for assistance in FY 2009/10.



In FY 2009/10, financial issues remained high in the list of the single-parent families' presenting issues.

Financial

Families in financial distress (22%) remained high in FY 2009/10 which meant that single-parent families were still very much affected by the economic crisis. HELP FSC continued to support the single-parent families through seeking financial assistance from the community resources available or exploring avenues to help the single parents to seek employment. Networking with and referral to organizations like the Community Development Councils, Chinese Development Assistance Council and other self-help organizations, ministries and schools that could render assistance to the families, formed part of our intervention work with the families in financial crisis.

HELP FSC also provided specific assistance of various forms to help these families with:

- 1) Food or book vouchers,
- 2) Cash in kind and,
- 3) Food rations.

In FY 2009/10, HELP FSC provided:

- 1) 11 families with cash assistance to purchase schoolbooks and uniforms for the children.
- 2) 15 families with NTUC vouchers to purchase food and sundries.
- 3) 11 families with financial assistance for 6 to 12 months.
- 4) 34 children from low-income families with The Straits Times School Pocket Money Fund.
- 5) 7 students from low-income families with financial support in their educational fees.

These single-parent families were not able to meet the criteria for financial assistance schemes but yet unable to cope with their existing expenses. Interim financial assistance from HELP FSC therefore served the purpose of meeting the gaps to assist these single-parent families.

Single parents with employment issues were encouraged to contact the various Community Development Councils and other self help groups to register for employment opportunities or skills upgrading. Employment counselling was also conducted for some single parents in their interviewing skills and their job expectations. In addition, we also work with organizations that are keen to provide job opportunities for the single parents whom we served. Some of the parents were able to get part-time or full-time employment.

Casework & Counselling

A Success Story

Helping a single-parent family to cope with financial crisis

Mdm 'T' is a divorcee with 2 primary school going children. She earned \$800 monthly gross income as an administrative assistant. She did not receive any maintenance from her ex-spouse as he had not been in contact since the divorce. Mdm 'T' approached HELP FSC for financial assistance as she found it difficult to cope with the financial stress at home.

After an assessment of the needs in the family, HELP FSC helped the family with financial support and counselling.

As Mdm 'T' saw the need to obtain a suitable qualification, she decided to pursue a diploma course in accounting. HELP FSC explored with Mdm 'T' to approach various organizations including her own company, for support in her course fees but to no avail. With the common belief that skills upgrading and further education is the way to break the poverty cycle shared between HELP FSC and Mdm 'T', HELP FSC co-sponsored Mdm 'T's portion of the course fees and her exam fees.

As for the family expenses, HELP FSC had applied School Pocket Money Fund for the children. NTUC vouchers and cash assistance were given to the family to help buffer the financial stressors that Mdm 'T' is facing. The children's school was also approached to provide assistance in the form of free textbooks. Budget counselling was done with Mdm 'T' on effective management of her income and the financial assistance provided.

Today, Mdm 'T' has a new job with a \$1800 gross monthly income upon her completion of the diploma. Although the family is financially comfortable, Mdm 'T' has not forgotten the budgeting skills that she has learnt from the counselling sessions she had with HELP FSC.

Mdm 'T'

Emotional Recovery

In FY 2009/10, seeking counselling to deal with the client's own emotions or their children's emotional issues takes up 35%. Grief occurs when there is a change in the family structure. Our counselling therefore focuses on helping the single-parent families to acknowledge their loss and be aware of the emotional and physical issues that accompany the loss. The families were also facilitated to develop a sense of stability and continuity by looking at the realignment of relationships and redistribution of role functions that are needed to buffer the stresses due to change.

Other Presenting Issues

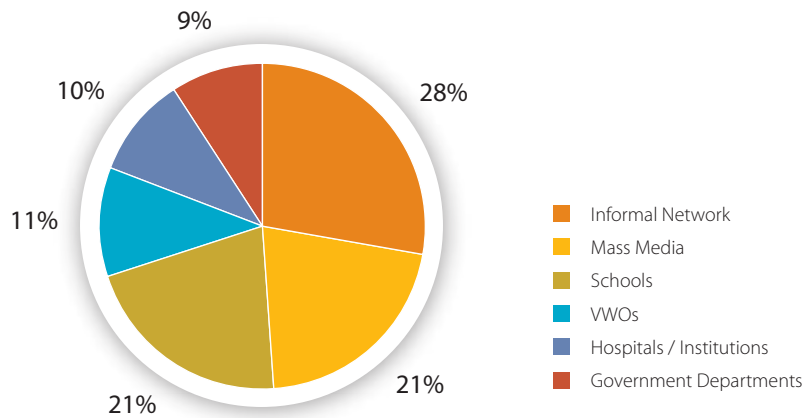
18% are for assistance in managing their children, 10% on housing, 9% on legal matters, and others such as employment (3%), and school-related issues / relationship issues with ex-spouse (3%).

"...I am heartened with the good work that HELP FSC has done for its clients and the community...(and I) wish to congratulate ... (the) team on a very engaging approach...."

Ang Bee Lian (Ms)
Chief Executive Officer
National Council of Social Service

REFERRAL SOURCES

In FY 2009/10, the percentages of referrals by media and schools are high. This reflected the strong partnership we have with the media and school counsellors.



There were 123 new intakes for casework and counselling. 28% of referrals came from the informal network. 21% of the referral came from the publicity through the mass media. Efforts were also done in creating more public awareness through HELP FSC's website, interviews by newspapers and radio stations. Another 21% of the new cases came from schools. Collaborating with school counsellors is another strategy that HELP FSC has adopted to outreach to more single-parent families.

Referrals from the Voluntary Welfare Organizations accounted for 11%, followed by hospitals/ institutions (10%) and government departments (9%).

INFORMATION AND REFERRAL SERVICE

Unlike other family service centres, "Information and Referral Service" is not a core programme in HELP FSC. However, in the FY 2009/10, we had received 196 calls, emails and walk-ins for "Information and Referral". As part of casework and counselling, we attended to these enquiries. The cases were being rendered with appropriate information or referred to the relevant voluntary welfare organizations for further assistance. Phone counselling was also conducted for crisis or suicidal calls.

LEGAL CLINIC

The Legal Clinic is part of a service extended by the Law Society's Law Awareness Committee to Family Service Centres in Singapore. HELP FSC was honoured to host and coordinate the Legal Clinic for the Family Service Centres in the North Zone once a month. Currently the service is shared with Daybreak FSC, Covenant FSC, Ang Mo Kio FSC and Cheng San (Ang Mo Kio) FSC. A volunteer lawyer provides free legal consultation to low income families who are in need of legal advice ranging from settling a will to proceeding with a divorce application. In FY 2009/10, 4 families from HELP FSC benefitted from the service.

CHALLENGES FACED

It has been a challenging year for the Casework and Counselling Unit due to the Key Performer Indicators (KPIs) set. This is especially so when there is a shortfall of a social worker for the first three quarters. All attempts were made to increase our case intakes through various outreach activities. Social workers worked hard to maintain the quality of work and therefore had to overstretch themselves to meet the number of cases required. Through our determination in working as a team, we continue to keep up with a high standard of service for the single-parent families.

Research & Development

The Research and Development (R&D) unit looks into the research, development and enhancement of programmes, evaluation of programmes, training and consultancy, and development and implementation of standards for programmes and services.

HELP FSC provided information in areas pertaining to issues of single-parent families to interested individuals and groups from schools, tertiary institutions, education providers, the media and the social service sector.

I) NUMBER OF PEOPLE WHO BENEFITTED FROM OUR SERVICE IN FY 2009/10:

Training	305
Talks	104
Workshops	61
Consultation	50
Total	520

II) SIGNIFICANT ACCOMPLISHMENTS AND HIGHLIGHTS FOR FY 2009/10:

a) Demand for Training Increased

520 people benefitted from the training, talks and workshops organized by HELP FSC. The training component alone reflected more than 80% increase from the previous year. The most significant increase was training for students, volunteers & school counsellors.

These were some of their comments:

"Thanks for the wonderful hands-on workshop. A good balance of lectures and practical role play and discussion."

Participant of 'Helping children from single-parent families'

"The workshop is a good general overview of HELP FSC and what it does for the community. Good and necessary work done here by HELP FSC for the society."

Participant of 'Issues of single-parent families & Programmes & Services of HELP FSC'

"The reference materials provided were very good. Lots of efforts taken to provide us with the reading materials."

Participant of our talk on 'Family Service Centre – Roles & Functions'

b) Developmental Projects

HELP FSC was approached to join the pilot programme of the 'Singapore Community Bereavement Project', a three-year project jointly initiated by the Lien Centre for Palliative Care and the Assisi Hospice. This project aims to develop a viable long-term model for increasing the capacity and capability for bereavement care in Singapore. HELP FSC was invited as a specialist in the area of grief and loss, and is currently involved in providing advice for the development of the grief model curriculum. The project will continue in 2010 and 2011.

c) Continuous Need in Providing Consultancy on Single-parent Family Issues

There was a continuous need in providing information on issues and challenges of single-parent families. In FY 2009/10, students, professionals, media personnel, and staff from various ministries approached HELP FSC on the issues and challenges faced by single-parent families.

Parent & Public Education

The aim of the Parent and Public Education Programme is to better equip single parents and their children with skills and knowledge for self-development, parenting and recovery from divorce, separation or death of a spouse; and to promote to the public a greater awareness of single-parent families in society through public education, so as to bring about a better understanding and acceptance of single-parent families.

Parent and Public Education Programme was conducted through talks, workshops and an annual symposium on issues relating to single-parent families, as well as understanding the impact of social policies on the families.

NUMBER OF PEOPLE WHO BENEFITTED FROM THE FOLLOWING ACTIVITIES IN FY 2009/10:

Talks/Workshops	88
Symposium	107
Total	195

More than 86% of the participants indicated in the feedback forms that they benefitted from our workshops and talks.

These were some of their comments:

"Very useful and informative."

- Participant of a talk

"I learnt that other people go through stressful time too."

- Participant of a workshop

"This is certainly a well-organized seminar. The panel speakers are mature, with a wealth of experience. The sharing session was great."

- Participant of the symposium

Issues of Single-parent Families Continue to be in the Media

In FY 2009/10, HELP FSC was consulted on issues of single-parent families, especially on maintenance by the Straits Times, Mediacorp TV and Mediacorp Radio. Single parents, social workers and counsellors were interviewed on challenges faced by single-parent families. These reports brought awareness to how single-parent families cope in times of difficulties.

Rainbows



...is a peer support programme for children and adults who have experienced death, divorce, separation or abandonment in their family. This programme provides a safe environment for children and adults to share and express their feelings, let go of the pain and learn to trust again. It is a significant milestone in the individual's journey of recovery and mastery of resilience in life.

Curricula of RAINBOWS:

- Rainbows – for children 6 – 12 years old
- Spectrum – for adolescents 13 – 16 years old
- Kaleidoscope – for young adults from single-parent families
- PRISM – for single parents

RAINBOWS SITES

Organizations/Schools	No. of Groups	No. of Participants
Assumption Pathway School	1	6
Boon Lay Garden Primary School	1	7
Canossa Convent Primary School	9	33
Canossa Primary School	9	30
Care Community Services @Stamford Carehut	2	9
Cedar Primary School	4	14
Chen Su-Lan Methodist Children's Home	3	12
CHIJ (Katong) Primary School	4	20
CHIJ (Our Lady of Queen of Peace) Primary School	2	13
CHIJ St Joseph's Convent Secondary School	5	33
Compassvale Primary School	2	9
Corporation Primary School	1	6
Evergreen Primary School	3	16
Gongshan Primary School	3	14
Greendale Secondary School	3	17
Kheng Cheng Primary School	2	10
Mayflower Primary School	2	12
Mayflower Secondary School	2	14
Regent Secondary School	3	11
Sembawang FSC @Wellington Primary School	2	10
Sembawang FSC @Canberra Secondary School	1	8
Seng Kang Primary School	1	3
Shuqun Secondary School	6	30
Singapore Children Society-Children Service Centre @FengShan Primary School	5	32
St Hilda's Primary School	2	10
Paya Lebar Methodist Girls' School	2	12
Temasek Secondary School	3	22
Yong-en Care Centre @Daqiao Primary School	1	5
Yong-en Care Centre @Radin Mas Primary School	1	6
Xingnan Primary School	2	10
Yio Chu Kang Primary School	3	20
Total	90	454

RAINBOWS GROUPS & PARTICIPANTS

	Groups	Participants
Rainbows at External Sites (Schools & VWOs)	90	454
Rainbows at HELP FSC	6	38
Total	96	492



Facilitators' Training



RAINBOWS Wrap Up

Facilitators' Training was conducted for potential site-coordinators and facilitators for them to understand the rationale and structure of the programme, and to prepare them to facilitate the sessions. This is a requirement before they can be the facilitators for the peer support groups.

	Schools/VWOs	Participants
From Schools/VWOs	34	73
From HELP FSC - Volunteers	-	4
Total	34	77

Rainbows

Schools/VWOs Attended the Training

		No. of Participants
14th & 15th May 2009	Cedar Primary School	1
	CHIJ St Joseph's Convent Secondary School	1
	Crescent Girls' School	2
	Greendale Secondary School	1
	Moral FSC	1
	NUS High School	2
	Qifa Primary School	1
	Radin Mas Primary School	1
	Sembawang FSC	2
	St Gabriel's Primary School	1
	St Patrick's School	1
	Paya Lebar Methodist Primary School	1
	Temasek Secondary School	2
Total		17
11th & 12th November 2009	Canossa Convent Primary School	3
	Care Community Service Society	1
	CHIJ St Joseph's Convent Secondary School	1
	Gongshang Primary School	3
	Greendale Secondary School	2
	HELP FSC (Volunteers)	3
	Hero Training & Consultancy	2
	Nanhua Primary School	1
	Orchid Park Secondary School	5
	Pei Chun Public School	4
	Pierce Secondary School	1
	Punggol Primary School	3
	Regent Secondary School	1
	Seng Kang Primary School	1
Singapore Children Society-Children Service Centre	1	
St Anthony's Canossian Secondary School	1	
Total		33

Schools/VWOs Attended the Training (cont'd)

		No. of Participants
27th & 28th January 2010	Beacon Primary School	1
	Bedok Green Secondary School	3
	Bedok West Primary School	1
	Broadrick Secondary School	2
	Canossa Convent Primary	2
	Chen Su-Lan Methodist Children's Home	3
	CHIJ St Joseph's Convent Secondary School	2
	CHIJ (Toa Payoh) Primary School	1
	East Coast Primary School	1
	Greendale Primary School	1
	HELP FSC	1
	Hong Wen School	1
	Hope Church	3
	Nanhua Primary School	1
	Paya Lebar Methodist Girls Secondary School	1
	Shuqun Secondary School	1
Wicare Support Group	2	
Total		27

Feedback by Parents on Rainbows:

My kids are more aware of our situation at home and they are feeling not alone.

Yes, better fellowship with other kids.

She (my daughter) is more open to others.

Feedback by Children:

It has been a good experience with this Rainbows programme, and I now know how to solve my problems. (Boy, 13yrs)

It's been very fun and enjoyable, and I can let out my feelings. (Girl, 12 yrs)

We can share and let out all our thoughts and emotions, and then I would feel better. (Girl, 14yrs)

I feel very happy that I can share some of my personal thoughts. (Boy, 12yrs)

Rainbows

Success Stories

I knew about the RAINBOWS programme through words of mouth.

The reason why I had signed up for it was to help my children cope with emotional stress and also to let my children know that they are not alone. The programme benefitted me and my children. It provided opportunities for us to attend outings and mix around with other children. Moreover, my children had learnt to express their feelings and know what is going on in the family. The children also know what divorce is and they learnt to face the fact that their father and mother are separated.

Mdm Tan (Parent)

I get to know about HELP through the website. I signed up for RAINBOWS so as to better prepare myself to handle my divorce and get to know and share with others in similar situation. The programme has benefitted me and my family because we get to know that there are others like us. We get to share with them too. My children and I have benefitted after joining this programme. I am more at peace and able to face the situation. My kids get to know other kids. Now we are able to support one another.

Mr Hang (Parent)

Feedback from One of the Participants of PRISM

I really appreciate the dedication and care of my facilitator, Maureen. The experiences and sharing really helped me realized that I am not alone and I am really encouraged. I also really appreciate the staff of HELP, who are so kind and caring of everyone participating in the programme. In these times when participants are vulnerable, sad, down and depressed, I think it is immeasurable how much hope and encouragement HELP staff and facilitators bring. Thank You!

The Prism support group allowed me to feel that I was not struggling alone.

Wish it (the support group) was longer and didn't end so soon, it should be for a year, but the group members promised to keep in touch.

I feel welcome and comfortable here. The volunteers are also very supportive. Thank you so much for the programme and support.

Big Brother Big Sister (BBBS) Programme

The Big Brother Big Sister (BBBS) Programme is both a one-to-one and group befriending programme, specifically to help children from single-parent families, who are 9 to 16 years old.

Objectives of this programme are:

- To show care and concern for the Little (a child) through the pairing with a Big (a Volunteer)
- To affirm the child with a sense of hope
- To nurture self-esteem and confidence in the child
- To model positive values and attitudes for the character development of the child
- To make time for relaxation and enjoyment for the child
- To help the child discover his/ her potential

Throughout the year, 58 Littles and 46 Bigs met regularly for the BBBS Programme.

Details	FY 2009/10	
	Littles	Bigs
No. of 1 to 1 Matches	11	10
Group Mentoring (Children & Youth)		
No. of LITTLES (Children: Age 9 to 11 yrs.) in group	28	36
No. of LITTLES (Youth: Age 12 to 16 yrs.) in group	19	
Total No. of LITTLEs and BIGs	58	46

Group Activity at Labrador Park – learning to work together to solve problems.



Big Brother Big Sister (BBBS) Programme

BBBS ORIENTATION FOR PARENTS

Date	Venue	No. of Parents
7th November 2009	HELP FSC	8

BBBS INDOOR/ OUTDOOR ACTIVITIES

Date	Activity	No. of Participants
18th April 2009	Yoga and Station Games (Working as a team)	10
22nd & 23rd June 2009	Youth Stayover Camp (Coping with my stress)	12
25th July 2009	'Awareness of my strength'	14
22nd August 2009	Relationship Building Skills Workshop	10
8th & 9th September 2009	Relationship Building Skills Workshop & Youth Stayover Camp	10
19th September 2009	Organizing games by Youths for Volunteers' Day	13
14th November 2009	Mystery Solving and BBQ (Learning Teamwork and Problem solving)	28
21st & 22nd December 2009	Youth Stayover Camp (Working as a Team)	17
23rd January 2010	Chinatown outing (Learning Teamwork and Problem Solving)	25
27th February 2010	Activity on Time Management	12
15th & 16th March 2010	Youth Stayover Camp (Problem Solving)	11

In conjunction with the National Day, Tan Chin Tuan Foundation organized a photography contest with the theme "My 24 Hours: My Singapore, My Home." One of our youths, Darren Chia won the Merit Prize.



Darren (Little) and David (Big) at the award presentation ceremony with Mr Chew Kwee San, Council Member of the Tan Chin Tuan Foundation.

By Children & Youths

"I can talk with my friends while doing the activity."

"I like playing games with the volunteers."

"I like most about the games and the time we laugh and play during the activity."

"We get to bond and play games."

"It is very fun to talk to my friends."

By BIGs

"I joined BBBS only in the middle of the year, and I've attended a few group sessions as well as Youths Stayovers. Through these activities, I feel that I've learnt to understand, listen and respect individuals more than before. I've also learnt how to open up myself and share with other people my experiences and inner feelings."

"The youths were very proactive and not shy about asking for help politely. That benefitted the progress and honed their social skills."

By Parents

"My boy gets to observe and learn from his BIG who is always lighthearted and adopts a positive attitude of situations."

"I am grateful that my son has someone whom he can trust and can share his thoughts with."

Big Brother Big Sister (BBBS) Programme

A Success Story

First of all, I came to know about HELP from my children's school teacher.

At that point of time, my world and feelings were disastrous and no one knew about my situation. Thus I got the school teacher to help us and support my kid. From then onwards, I joined the parent workshop and knew more about other single parents.

I signed up for this programme to get to know new single parents and other friends in the centre. I would like to be able to help others too.

BBBS has benefitted my children and I get to know my kids better and

have a better understanding among ourselves.

We are able to communicate better. The children and I have learnt that there are people who are worse than us but they are coping well.

When my children see other parents parenting their children, they will better behave.

After joining the BBBS, my children have learnt to respect each other and everyone around them. They have learnt to be more independent and they think or ask permission before they do things.

Mdm Yeo (Parent)

Exploration at Chinatown during Chinese New Year – learning together to work as a team to solve problems.



A Group Activity for Bigs and Littles – Bigs making time for relaxation and enjoyment for the Littles.



Breakfast time during a Youth Stayover Camp – caring and sharing among one another.

Family & Youth Enrichment Support Programme

Family and Youth Enrichment Support Programme aims to promote interaction and support among single-parent families through organized activities. These activities also provide the family members with opportunities for mutual support which will enhance their emotional healing and personal growth.

Date	Event	Venue	No. of Participants
2nd May 2009	Parents' Day Concert	Alliance Francaise de Singapore	50
9th May 2009	Mothers' Day Concert	Singapore Conference Hall	20
30th May 2009	Parents' Day cum Dumpling Festival	HELP FSC	77
5th - 7th June 2009	Children Camp	Dairy Farm Adventure Centre	42
7th June 2009	'Walk the World'	F1 Pit Building	20
13th June 2009	Art Workshop (Part 1)	HELP FSC	14
20th June 2009	Art Workshop (Part 2)	HELP FSC	11
27th June 2009	Family Outing	Botanic Gardens	31
18th July 2009	Family Outing - Musical Drama	The Republic Cultural Centre Theatre	41
8th August 2009	National Day Outing	Marina Barrage	55
26th September 2009	Children Day Outing	West Coast Park	25
3rd October 2009	Mid Autumn Festival Celebration	BBQ Area at Bishan St 13	84
8th November 2009	Outing organized by NTUC	Singapore Power Club	66
12th December 2009	Christmas Party	HELP FSC – Void Deck	145
20th December 2009	Family Outing @ Sentosa	One 15 Marina Club	47
23rd January 2010	Briefing for new Clients - Programmes and Services	HELP FSC	21
27th February 2010	Chinese Musical Drama	Woodlands Community Club Theatre	26
6th March 2010	'Photogether'	Marina Barrage	9
13th March 2010	Family Outing	Botanic Gardens	35
21st March – 7th November 2009	Group Tuition	HELP FSC	32

Family & Youth Enrichment Support Programme

FAMILY DATA – PARTICIPANTS IN THE SUPPORT PROGRAMME

No. of Parents	104
No. of Children	174
Total	278

Feedback by Parents

"A lot of fun and opportunities for building bonding."

"I find hope in HELP, feels like our 2nd home."

"From all these programmes and events, we know that we are not alone to go through these hard times. We are able to share and encourage each other, be it the single parents themselves or their children. I and my children have built up our confidence level and can do better in our life as we have gone through those hard times with HELP."

"Often, many outings were organized for a mission to bond families. It is during these times that I not only get to strengthen my relationship with my children, I have also made many friends."

*"这是我们在单亲辅导中心的特别感受，得到很多关心和爱，我们在以前是没有这样的社团支持的"
(At HELP, we felt a lot of care and concern from the staff. There was no agency in the past to support us.)*

Christmas Party at HELP FSC – joy and togetherness for families to mingle and support one another.



National Day Outing at Marina Barrage – strengthening families bonding through group activities.

A Success Story

I get to know about HELP through a motherhood forum where one of the parents shared with me about HELP. I first joined PRISM, the parent support group. Subsequently I learnt about the Family and Youth Enrichment Programme when interacting with the parents and staff in the centre.

My initial intention was to seek some social support for myself. Later I found it's good for my child to join so that he knows he is not alone. It's also a good venue for my child to have a role model and for us (my child and I) to know each other better.

Personally, I would like my child growing up having a positive outlook despite my divorce and I feel that the programme has benefitted my family.

My child learnt to know what divorce is about through the Rainbows programmes. We get to know about other families and the Big brothers and sisters (volunteers). And my child and I also get to know about each other better. In addition, I got help, advice and emotional support from HELP staff on how to handle things.

In all, we learnt that we are not alone and we learnt to appreciate what we have and know that in fact we are quite lucky compared to other families who need to go through difficult times for the custody.

My boy also grows up to be more mature and caring for me, which I would like to do the same for him.

Good job HELP FSC. Keep it up!

Mdm Lim (Parent)

Volunteers Involvement Programme

The programme aims to build a team of dedicated and effective volunteers to support the programmes and activities at HELP FSC, through recruitment, training and retention. It also provides opportunities for the volunteers to enhance their interpersonal and leadership skills through their participation in our various activities and programmes.

NUMBER OF VOLUNTEERS IN THE PROGRAMMES

Programmes	FY 2009/10
	No. of Volunteers
Ad-hoc	51
BBBS	30
Management Committee	12
National Junior College Interactors	5
Playgroup	2
Rainbows	10
Toy "N" Book Library	3
Tuition	11
Total	124

Other than deployment in a specific programme, volunteers can assist in many of our activities on an ad hoc basis

- Annual Camp
- Family Activities (such as Mid Autumn Festival, Christmas Party and others)
- Exhibitions & Community Events



Enrichment Workshop for Volunteers



Volunteers' Appreciation Day 2009

By Volunteers

"What touched me most during all our meetings was the enthusiasm and dedication of the other volunteers. They were really willing to give their time and energy even during the examination period."

"As I look back at 2009, I see happy, fun-filled memories of interacting with the children during tuition and the Kaleidoscope Children's Camp. I feel glad that I too am part of the HELP family. Thank you HELP!"

"For me, volunteering at HELP has a very simple motive (and I believe so for every other volunteer). I just want to have fun, and I want others to have fun as well. That is the reason that kept me with HELP all this while. We really have fun as a big family. ☺"

From Parents to our Volunteers

"The volunteers in HELP are outstanding. They give of themselves so willingly and are always so cheerful. My daughter never grumbled when she went for the Rainbows sessions, in fact she looked forward to it only because the volunteers were approachable and made her feel that she belonged. Thank you."

"I feel the volunteers are genuinely interested in doing the programmes. Would really like to thank the volunteers for taking care of my daughter during the Rainbows Programme. Also during the Christmas Party too, the volunteers were very friendly and eager to take care of us. Thanks for all their selfless service."

KEEPING IN TOUCH WITH OUR VOLUNTEERS THROUGH THE INTERNET:



Our Volunteers' Blog



Our Volunteers' E-Newsletters

Volunteers Involvement Programme

In HELP, we do our best to stay connected with all our volunteers including our corporate sponsors using Volunteers' Blog and E-newsletters. It is a new way to reach all our volunteers anytime, anywhere. It helps in fostering the bond between the volunteers and HELP FSC.

The volunteers who organized the activities are mentioned in the Blog and E-newsletters, Thank you notes from parents for the volunteers are included in the newsletters to share the beneficiaries' appreciation. This helps in recognizing our Volunteers' efforts and showing our appreciation.

The Blog and E-newsletters helped to keep the volunteers with us and many returned to us when they find the time.



Facebook page for our Volunteers

Publicity & Community Involvement Programme

The Publicity and Community Involvement Programme aims to enhance the awareness of our services and programmes to the single-parent families and the public, and reach out to the community to assist us in organizing or sponsoring the activities for the single-parent families.

COMMUNITY PARTNERS AND EVENTS SPONSORED

Organizations	Events
Ang Mo Kio Police Division	Donation of gifts to beneficiaries
Central Singapore CDC	Exhibition Booth at Bishan - Toa Payoh GRC and Kallang CC
Community Chest	Fund raising by Community Chest, NCSS
KPMG	Family Outing to Botanic Gardens
Nee Soon South RC	Exhibition at the Community Fair organized by Nee Soon South RC
NTUC, Women's Development Secretariat	NTUC Outing at Singapore Power Club
NTU (Overseas Volunteering Expedition Team)	Children Day Outing at West Coast Park
NUS Business School	A day out and photo taking at Marina Barrage, by students from the school
Prima Deli	Cakes and Muffins to our single parents and their children in celebration for Mother's Day
Singapore Chinese Chamber of Commerce & Industry (SCCCI)	Family outing at Sentosa for a yacht ride
Hwa Chong Institution (College) and Anglo-Chinese Junior College	The students helped in the decoration for the Christmas Party held at HELP FSC
Tan Chin Tuan Foundation	Mothers' Day Concert at Singapore Conference Hall
The Voice Pte Ltd	Mothers' Day Concert titled "Common Cents", Musical drama titled "Thief of Time", and Mandarin musical drama titled "Father's Love"
Unilever Singapore Pte Ltd	Families at a Walkathon for "Walk the World" event and Christmas Party @ HELP FSC

Publicity & Community Involvement Programme

Corporate volunteers from Unilever Singapore Pte Ltd



Staff from Ang Mo Kio Police Division, led by DSP Jenny Sim, with staff of HELP FSC.



Exhibitions - These publicity events helped us to reach out to the public about our programmes, services and activities, and to promote the awareness of single-parent families.

Events Participated by HELP

Events Participated by HELP	Organizers
Exhibition @ Bishan-Toa Payoh GRC	Central Singapore CDC
Exhibition @ Kallang CC	Central Singapore CDC
Exhibition @ Nee Soon South RC	Nee Soon South RC
Exhibition @ HELP FSC Symposium	HELP Family Service Centre

Ambassador Programme – Its aim is to reach out to children of the single-parent families through schools where teachers and school counsellors are able to help us identify the children who need our programmes and services.

SCHOOLS ATTENDED HELP FSC IN-HOUSE PRESENTATION:

a) Total no. of schools attended - 20

b) Total no. of participants attended - 20

Schools	
Bedok West Primary School	Bukit Merah Secondary School
Changkat Changi Primary School	Compassvale Secondary School
CHIJ Toa Payoh Primary School	Greendale Secondary School
Damai Primary School	Paya Lebar Methodist Girls' School (Secondary School)
Endeavour Primary School	Pei Hwa Secondary School
Fernvale Primary School	St Gabriel's Secondary School
Greendale Primary School	Teck Whye Secondary School
New Town Primary School	Unity Secondary School
Pasir Ris Primary School	West Spring Secondary School
St Gabriel's Primary School	
Yang Zheng Primary School	

SCHOOLS WHICH CONDUCTED THE PROGRAMME FOR THE CHILDREN HANDBOOK

Schools/ VWOs	Number of Books Taken
East Coast Primary School	520
Eunos Primary School	120
Fernvale Primary School	20
Hongwen School	240
Rotary FSC (VWO)	50
St Hilda's School	40
Tao Nan School	410
West Spring Secondary School	30
Zhangde Primary School	620

Total no. of children reached through the Children Handbook: 2050



In-house presentation to School Counsellors/ Teachers

Publicity & Community Involvement Programme

INTER-AGENCY COLLABORATION IN THE COMMUNITY

HELP FSC hosted visits for representatives from various organizations in the year. They were introduced to the programmes and services available for single-parent families. This helped us to reach out to more families.

We also networked with various other organizations, including grassroots and community-based organizations. This enabled us to exchange information with them, and enhance the potential for collaboration with them in our work.

Chinese New Year Get Together with Community Partners



Working together, we gained wider support for our work and mission, and enhanced our insight into community issues and policies. We also reached out to more community resources and to the single-parent families through the community network.

Visit by Ang Mo Kio Police Division



Visit by various Community Partners – picture taken with our staff. Mr Laurence Wee, Nominated Member of Parliament was seated on the far left.

“It is most heartening to note the wonderful work done by HELP FSC... We, at Cheng San-Seletar CCC are happy to work closely and be a partner in service not only for residents in Cheng San-Seletar Division but also for the Ang Mo Kio GRC...”

Leslie Yong
Chairman
Cheng San-Seletar CCC

“... HELP is a key community partner in the Central District addressing a critical social trend that Singapore will have to deal with in future decades - you have our support, together with all our partners in society!”

Mark Tan
GM, Central Singapore
Community Development Council

“We will like to thank HELP FSC for hosting us today. May the FSC continue their community efforts in guiding and helping our community in need.”

Ang Mo Kio Police Division

“We heard much about HELP and its work. Certainly hope that we can be partners in our respective mission.”

A/Prof Chong Siow Ann
Vice Chairman
Medical Board (Research) and
Senior Consultant Psychiatrist
Institute of Mental Health



Fund-Raising Launch 2009 by Community Chest

Publicity & Community Involvement Programme

SINGLE-PARENT FAMILIES OUTREACH IS WIDENED SUBSTANTIALLY

We are reaching out to more single-parent families through working closely with the Ang Mo Kio & Yio Chu Kang Town Council and various other agencies. There was a considerable increase in the number of clients through these efforts and collaborations.

Ms Theresa Chew was briefing Dr Lee Boon Yang at Jalan Besar Community Fair @ Kallang CC.



Exhibition @ Bishan-Toa Payoh GRC CCC Bursary Presentation Ceremony 2009



“HELP FSC is like the lighthouse guiding distress ships to safety – fulfilling an important and critical role for the needy and the unfortunate in this part of the nation!”

Laurence Wee Yoke Thong
Nominated Member of Parliament



HELP FSC Symposium – our speakers at the panel discussion.



Exhibition @ Nee Soon South Zone B RC 20th Anniversary Cum Residents' Day – MP Lee Bee Wah being greeted by Ms Theresa Chew.

“HELP FSC’s relentless effort in reaching out to the single-parent families is commendable and heartening. With the presence of HELP FSC, children from these families will not be deprived of the basic privileges.... We, at Ang Mo Kio-Yio Chu Kang Town Council look forward to continue to collaborate with HELP FSC in reaching out to the single-parent families.”

Goh Juak Kin
General Manager
Ang Mo Kio – Yio Chu Kang
Town Council

Our Website

Our website was revamped and given a new and fresh look. As more people are more internet-savvy and prefer to find out information about our agency through the internet, we make our website easy and friendly to read. As "Web 2.0" internet platforms get more popular, our website has similar functionality for our readers and clientele to interact with us through our website.



Family Life Ambassador & Healthy Lifestyle Programme & Staff Participation in Professional Bodies & the Community

HELP FSC continues to be active in the Family Life Ambassador Programme, initiated since 2001 by the Ministry of Community Development, Youth and Sports, as a nation-wide campaign to promote a family-friendly work environment, to achieve work-life balance.

We celebrated the various festivals throughout the year, as part of the national programme in enhancing racial harmony and promoting a better understanding of our culture and

heritage. The birthdays and special occasions of staff were celebrated too, to give due recognition to everyone's contribution to the organization. All these help us to develop a strong and motivated team. Family members, management committee members and staff participated in major events and the year-end get together. Like one big family, we take pride of our work place, work together as a team, and care for our family members as well. This is the key to our success as a small organization.

“We often take our health for granted and only realise how important it is when we fall sick. Health is wealth. Being healthy gives you control over your life to do the things you want. It is even more important than money.”

Dr Teo Ho Pin
Mayor, North West District

PROFESSIONAL MEMBERSHIP

Staff members are encouraged to join professional associations such as the Singapore Association of Social Workers (SASW) or the Singapore Association of Counsellors (SAC). This will enable them to attain wider recognition and enhance their professional image and that of our centre.

Singapore Association of Social Worker (SASW)	4 staff members
Singapore Association of Counsellors (SAC)	2 staff members
Association of Marital And Family Therapy	2 staff members

COMMUNITY INVOLVEMENT PROGRAMME BY STAFF

- Ang Mo Kio GRC – Yio Chu Kang SMC Community Local Network
- Bishan – Toa Payoh GRC Community Local Network
- Central Singapore CDC
- Mayflower Secondary School - School Advisory Committee

Training / Professional Development & Length of Service of Staff

Training is an investment for the future of an organization. It benefits both our organization, and our staff and volunteers. Professionalism is enhanced. Productivity will be raised. It affirms our commitment to a life-long learning philosophy and dedication to our mission.

Professional development is being attained through constant upgrading in skills and knowledge. Staff members and volunteers take up courses and on-the-job training. This is to equip every staff member and volunteer with the knowledge and skills in meeting the agency's goals. Learning awards are also presented to staff members.

PROFESSIONAL UPGRADING BY STAFF

One of our staff will be completing her Bachelor of Social Work with the Monash University, jointly conducted by SSTI by the end of 2010.

More details of the training and seminars/conferences attended by members of the staff and management committee are tabulated in the Annex.

PROFILE OF STAFF IN SERVICE DURATION

We are proud to have most of our staff serving with HELP FSC for more than 5 years.

5 years and above	8 staff members
2 years to 5 years	2 staff members
Below 2 years	2 staff members
Total number of staff members	12

ANNEX

TRAINING AND DEVELOPMENT FOR STAFF AND MANAGEMENT APRIL 2009 TO MARCH 2010

CASEWORK & COUNSELLING

Training / Course Title	Organized by
Case Management : Working with Low-Income Families	SSTI
Certificate in Supervision Training in Social Service	FRTC
Choice Theory & Reality Therapy - Basic Intensive Week	William Glasser Institute (Singapore)
Community Crisis Response Team Training	Academy of Human Development Pte Ltd
Eldercare : Working with the Elderly for Frontline Practitioners - Introduction	SSTI
Forum on Revisiting the Singapore Women Charter	Institute of South East Asian Studies
Gambling Addictions : Assessment Brief Interventions and Community Referrals	SSTI
In-house Learning Workshop	HELP Family Service Centre
Solution Focused Brief Therapy : Introduction	SSTI
Solution Focused Brief Therapy – Symposium 2009	SSTI
Syriah Family Law for Social Service Professionals	SSTI
Training Group Facilitators for Therapeutic Group Work (using the Satir Model)	Choice Makers Consultancy
Workshop on Traumatic Bereavement as a form of Complicated Mourning : Conceptual Issues and Intervention Strategies when Trauma & Loss Suddenly Collide	The University of Hong Kong – Centre on Behavioral Health (in Hong Kong)

YOUTH & CHILDREN WORK / GROUP WORK

Training / Course Title	Organized by
Brief Approaches in Working with Angry Youths	In-house Training at HELP FSC – conducted by Brief Academy Pte Ltd
Helping Youths Cope with Anger	SSTI
Kid's Skills Workshop at HELP FSC	Brief Academy
Management of Family Violence : Child Abuse and Child Protection - Introduction	SSTI
Nurturing Youth from Single-Parent Families – A Narrative Approach	HELP Family Service Centre
Trauma Counselling for Children	SSTI
Working With Children With Special Needs	SSTI
Youths Seminar at SMU	National Youth Council

GOVERNANCE / MANAGEMENT / LEADERSHIP

Training / Course Title	Organized by
Development Investment Policy Statements for NPOs	SSTI
EQ for NPO Leaders	NVPC
Governing Instruments for Charities & IPCs	SSTI
Real Leadership	Integrative Learning Corporation Pte Ltd
Strategic Thinking for NPO Boards & Management : How to go from Mere Existence to Distinct Relevance	NCSS

ADMINISTRATION

Training / Course Title	Organized by
Budgetting for Charities	SSTI
Employment Contracts for NPOs	SSTI
Understanding the Social Service Sector	SSTI
W.O.W. Service – Serving Clients Effectively	SSTI

GENERAL

Training / Course Title	Organized by
Celebrating 40 years of Medical Social Work in Singapore – Conference at Changi General Hospital	Medical Social Workers in Singapore
Children & Law Conference at Supreme Court	Law Society
Conference : RSIS-MacArthur – The Role of ASEAN–Asia's Security Architecture	RSIS & NTU
Counter Internet Radicalisation In SEA	RSIS
Future of NPO	SMU
Inaugural Charity Council Networking Seminar : Leading Charities Through the Recession	NCSS
Inaugural Dr Robert C K Loh – Reconceptualising Care : Issues in Formal and Informal Caregiving	SSTI
Leverage On Social Media to Further Your Mission	SSTI
NCSS Annual Conference	NCSS
SAMH Annual Seminar	Singapore Association for Mental Health

Acknowledgements of Sponsors/ Donors

ORGANIZATIONS

- Ang Mo Kio Police Division
- Central Singapore CDC
- Community Chest – National Council of Social Service
- GP Manufacturing (S) Pte Ltd
- Hwa Chong Institution (College) and Anglo-Chinese Junior College
- Ian Ferguson Foundation
- KPMG
- MILK (Mainly I Love Kids) Fund
- Nee Soon South RC
- Nanyang Technological University - Overseas Volunteering Expedition Team
- National University of Singapore - Business School
- NTUC, Women's Development Secretariat
- Prima Deli
- Singapore Chinese Chamber of Commerce & Industry (SCCCI)
- Tan Chin Tuan Foundation
- The Boys' Brigade
- The Community Foundation of Singapore
- The Straits Times School Pocket Money Fund
- The Voice Pte Ltd
- Unilever Singapore Pte Ltd
- Wan Boo Sow Charity Fund

INDIVIDUALS

- Ang Kheng Choo
- Leong Wai Yee, Kelly
- Loo Kuen Feng
- Manju Vangal
- Tan Eng Lian, Noeline

Appreciation of Our Volunteers

CERTIFICATE OF APPRECIATION WAS AWARDED TO:

- Ang Li Xin
- Arjuna s/o Segathesan
- Boh Le Wee, Andie
- Chang Wei Yin Esther
- Chang Zi Ying
- Chen Dan
- Chen Yann-Qi
- Chng Hui Kia Tricia
- Chua Yong Hua
- Dova Ngo Jia Ying
- Foo Mei Hua Fiona
- Goh Keng Phang
- Helen Chee
- Huang Yi Ling
- Jacqueline Sue Yanlig
- Jasmine Tang Yun Yee
- Julius Wong
- Kellie Tedjo
- Kelvin Tan
- Khoo Chang Yew
- Khoo Colleen
- Kwok Ling Ling Lynn
- Lam Run Yan Geraldine
- Lee Hui Ying
- Lee Rui Jun
- Lee Yu Ting
- Lek Kailing
- Lim Yit Hun, Vincent
- Low Sok Leng
- Low Zheng Yang
- Mary Kannan
- Maureen Ng
- Maximilian Lun
- Mdm Woon
- Michelle Siow
- Michelle Tan Shi Hui
- Mori Yukiko
- Pang Wei En Joan
- Rebecca Tang Seok Ying
- Seow Jie Xian, Esther
- Siah Ann Kee
- Sutera Larasati
- Tai Wan
- Tan Wee Kiat Roy
- Tan Wei Ren
- Terence Lim
- Vasuke Tangavelu
- Vivek Kaushik
- Wong Yu Xiang
- Zoeraine Lim Sze Wee

CERTIFICATE OF MERIT WAS AWARDED TO:

- Anantharaman Saradha
- Aw Wei Yong, Joe
- Chen Weiling
- Chew Qian Yi Amanda
- David Seow Kian Yong
- Koh Li Jun
- Lee Deqi
- Lee Zheng Yi Brenda
- Kho Li Ling Joyce
- Toh Kiat Chay
- Zoeleen Leow Shi Xuan
- Zeni Viona

Appreciation of Our Volunteers

SPECIAL AWARD

(awarded to volunteers who had been active in 3 programmes including organizing family activities, and had taken up leadership positions):

- Goh Si Hui
- Goh Yan Lin Iris
- Lian Lam Soon Jimmy
- Ng Choon Kiat
- Serena Chen Huijun
- Sim Hong Zheng Clement
- Wee Xi Yan, Zeeann
- Choong Zi Hao

LONG SERVICE AWARD

(awarded to volunteers who had volunteered in our programmes for more than 5 years):

- Chua Huiling
- Evelyn Sng Ee Lin



What Makes the Singapore Spirit

"The Singapore spirit is ... based on deeper things that we share: shared values like multi-racialism, meritocracy, or respect for every talent; shared loyalty and commitment to Singapore; shared responsibility for each other and pride in what we have done together; shared memories as well as dreams and aspirations.

It is the determination that makes us press on when things are tough The trust

that keeps us together when forces try to pull us apart It is the competence, quiet pride and discipline that make sure that things go right It is the confidence that we will prevail come what may.

It is the spirit in each of us which makes Singapore work the way it does and which makes Singapore special."

*Prime Minister Lee Hsien Loong
(The Straits Times: 30 August 2010)*

Financial Statements

For the Year Ended 31 March 2010

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Statement of Management Committee

For the year ended 31 March 2010

In our opinion:

- (a) the financial statements of HELP Family Service Centre (the "Centre") are drawn up so as to give a true and fair view of the state of affairs of the Centre as at 31 March 2010 and the results, changes in general and specific funds and cash flows of the Centre for the year ended on that date in accordance with the provisions of the Singapore Financial Reporting Standards; 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 has, on the date of this statement, authorised these financial statements for issue.

For and on behalf of the Management Committee,



Yong Kwet Leong
President



Alice Chui Shok Han
Honorary Treasurer

28 Jul 2010

Independent Auditors' Report to the Members of HELP Family Service Centre

We have audited the financial statements of HELP Family Service Centre (the "Centre"), which comprise the statement of financial position as at 31 March 2010, and the statement of comprehensive income, statement of changes in general and specific funds and statement of cash flow for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Singapore Financial Reporting Standards. This responsibility includes:

- (a) devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair statement of comprehensive income and statement of financial position and to maintain accountability of assets;
- (b) selecting and applying appropriate accounting policies; and
- (c) making accounting estimates that are reasonable in the circumstances.

Auditors' Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

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

Opinion

In our opinion the financial statements are properly drawn up in accordance with Singapore Financial Reporting Standards so as to give a true and fair view of the state of affairs of the Centre as at 31 March 2010 and the results, changes in general and specific funds and cash flows of the Centre for the year ended on that date.



ShineWing LLP
Public Accountants and
Certified Public Accountants

28 Jul 2010

Statement of Financial Position

As at 31 March 2010

	Note	2010 \$	2009 \$
Non-current assets			
Plant and equipment	4	3,386	8,876
Current assets			
Other receivables, deposits and prepayments	5	2,762	3,652
Fixed deposits	6	112,506	112,160
Cash and bank balances		128,749	57,457
		244,017	173,269
Total assets		247,403	182,145
Funds			
Accumulated fund		55,300	4,517
Designated project funds		160,282	126,671
Programme development fund		343	343
Total funds		215,925	131,531
Current liabilities			
Other payables and accruals	7	31,478	17,855
Deferred capital donation	8	-	633
Accrual for funding adjustments	9	-	32,126
		31,478	50,614
Total liabilities		31,478	50,614
Total funds and liabilities		247,403	182,145

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

Statement of Comprehensive Income

For the year ended 31 March 2010

	Note	2010 \$	2009 \$
Income			
NCSS funding	10	695,306	677,221
Funding adjustments		-	(26,845)
Write back of funding adjustments	9	20,273	-
		715,579	650,376
Interest from saving account		160	632
Receipt from job credits		29,389	7,888
Amortisation of deferred capital donation	8	633	1,386
Others		2,387	1,645
Total income		748,148	661,927
Operating expenditures:			
Audit fee		2,600	2,700
Communications		7,729	6,627
Continuing professional education (CPE) award		14,974	-
CPF contributions		55,269	56,291
Depreciation of plant and equipment	4	5,490	4,003
Insurance		1,376	1,772
Maintenance			
- equipment		1,550	2,074
- building		4,371	2,735
Miscellaneous		260	2,895
Other staff benefits		7,072	10,681
Professional fees		9,116	8,430
Provision for unconsumed leave		6,792	3,952
Public education expenses		11,935	14,556
Rental - HDB		10,105	10,105
Rental of equipment		2,213	2,414
Salaries and related costs		484,848	458,292
Staff training		12,108	18,894
Supplies and materials		45,605	35,410
Transport		6,735	5,640
Utilities		7,217	7,413
Total operating expenses		697,365	654,884
Surplus for the year		50,783	7,043
Other comprehensive income/(expenditures) - net		33,611	(21,665)
Total comprehensive surplus/(deficit) for the year		84,394	(14,622)

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

Statement of Changes in General and Specific Funds

For the year ended 31 March 2010

	Accumulated fund \$	Designated project funds \$	Programme development fund \$	Total \$
At 1 April 2008	(2,526)	148,336	343	146,153
Surplus for the year	7,043	-	-	7,043
Donation received - tax exempt	-	17,440	-	17,440
- non-tax exempt	-	9,364	-	9,364
Fixed deposits interest	-	553	-	553
Payment for specific project costs	-	(49,022)	-	(49,022)
Other comprehensive expenditures - net	-	(21,665)	-	(21,665)
Total comprehensive deficit for the year	7,043	(21,665)	-	(14,622)
At 31 March 2009	4,517	126,671	343	131,531
Surplus for the year	50,783	-	-	50,783
Donation received - tax exempt	-	58,010	-	58,010
- non-tax exempt	-	26,029	-	26,029
Fixed deposits interest	-	346	-	346
Payment for specific project costs	-	(50,774)	-	(50,774)
Other comprehensive income - net	-	33,611	-	33,611
Total comprehensive surplus for the year	50,783	33,611	-	84,394
At 31 March 2010	55,300	160,282	343	215,925

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

Statement of Cash Flow

For the year ended 31 March 2010

	2010 \$	2009 \$
Operating activities		
Surplus for the year	50,783	7,043
Adjustments for:		
Interest income	(160)	(632)
Funding adjustment	-	26,845
Write back of funding adjustment	(20,273)	-
Amortisation of deferred capital donation	(633)	(1,386)
Depreciation of plant and equipment	5,490	4,003
Operating surplus before working capital changes	35,207	35,873
Changes in working capital:		
Other receivables, deposits and prepayments	890	1,540
Other payables and accruals	13,623	(16,408)
Cash generated from operations	49,720	21,005
Amount refunded	(11,853)	(6,073)
Net cash generated from operating activities	37,867	14,932
Investing activities		
Interest income	160	632
Purchase of plant and equipment	-	(4,459)
Cash flows generated from/(used in) investing activities	160	(3,827)
Funding activities		
Designated funds received	84,385	27,357
Payment of specific project costs	(50,774)	(49,022)
Cash flows generated from/(used in) funding activities	33,611	(21,665)
Net increase/(decrease) in cash and bank balances	71,638	(10,560)
Cash and bank balances at beginning of the year	169,617	180,177
Cash and bank balances at end of the year	241,255	169,617

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

Notes to the Financial Statements

31 March 2010

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

1. DOMICILE AND ACTIVITIES

HELP Family Service Centre (the "Centre") was registered in Singapore as a Society on 24 January 1992 and has its registered office at Block 570 Ang Mo Kio Avenue 3, #01-3317 Singapore 560570.

The principal activities of the Centre are to provide comprehensive and integrated services to promote the well being of single-parent families. There have been no significant changes in the nature of these activities during the financial year.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

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

The financial statements have been prepared on the historical cost basis except for certain items as disclosed in the accounting policies below.

The financial statements are presented in Singapore Dollars which is the Centre's functional currency.

The preparation of financial statements in conformity with FRS requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimates are revised and in any future periods affected.

In particular, information about significant areas of estimation, uncertainty and critical judgements in applying accounting policies that have the significant effects on the amount recognised in the financial statements are disclosed in Note 3.

Interpretations and amendments to published standards effective in 2009

During the financial year, the Centre adopted the FRS 1 (revised 2008) – *Presentation of Financial Statements*. The revised standard requires an entity to present, in a statement of changes in funds, all owner changes in funds. All non-owner changes in funds (i.e. comprehensive income) are required to be presented in one statement of comprehensive income or in two statements (a separate income statements and a statement of comprehensive income).

Components of comprehensive income are not permitted to be presented in the statement of changes in funds. In addition, a statement of financial position is required at the beginning of the earliest comparative period following a change in accounting policy, the correction of an error or the reclassification of items in the financial statements. The adoption of this standard did not give rise to any adjustments to the opening balance of accumulated losses of prior year and current year or changes in comparatives.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(b) Foreign currencies

Transactions in foreign currencies are translated to the functional currency of the Centre at the exchange rate at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies at the reporting date are retranslated to the functional currency at the exchange rate at the reporting date. Non-monetary assets and liabilities denominated in foreign currencies that are measured at fair value are retranslated to the functional currency at the exchange rate at the date on which the fair value was determined.

Foreign currency differences arising on retranslation are recognised in the statement of comprehensive income.

(c) Plant and equipment

Plant and equipment are stated at cost less accumulated depreciation and impairment losses.

Depreciation on plant and equipment is recognised in the statement of comprehensive income on a straight-line basis over the estimated useful lives, of each part of an item of plant and equipment.

The estimated useful lives are as follows:

Office furniture, fittings and equipment	-	3 years
Computer	-	1 year

Depreciation methods, useful lives and residual values are reviewed, and adjusted as appropriate, at each reporting date.

(d) Financial instruments

Non-derivative financial instruments

Non-derivative financial instruments comprise cash and bank balances, deposits, prepayment and other receivable, accrual and other payables.

Non-derivative financial instruments are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, non-derivative financial instruments are measured at amortised cost using effective interest method, less any impairment losses.

A financial instrument is recognised if the Centre becomes a party to the contractual provisions of the instrument. Financial assets are derecognised if the Centre's contractual rights to the cash flows from the financial assets expire or if the Centre transfers the financial asset to another party without retaining control or transfers substantially all the risks and rewards of the asset. Regular way purchases and sales of financial assets are accounted for at trade date, i.e., the date that the Centre commits itself to purchase or sell the asset. Financial liabilities are derecognised if the Centre's obligations specified in the contract expire or are discharged or cancelled.

Notes to the Financial Statements

31 March 2010

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(d) Financial instruments (cont'd)

Impairment of financial assets

A financial asset is assessed at each reporting date to determine whether there is any objective evidence that it is impaired. A financial asset is considered to be impaired if objective evidence indicates that one or more events have had a negative effect on the estimated future cash flows of that asset.

An impairment loss in respect of a financial asset measured at amortised cost is calculated as the difference between its carrying amount, and the present value of the estimated future cash flows discounted at the original effective interest rate.

Individually significant financial assets are tested for impairment on an individual basis. The remaining financial assets are assessed collectively in groups that share similar credit risk characteristics.

All impairment losses are recognised in the statement of comprehensive income.

Impairment losses in respect of financial assets measured at amortised cost are reversed if the subsequent increase in fair value can be related objectively to an event occurring after the impairment loss was recognised.

(e) Capital donations/Grants

Donations and grants received for the purchase of capital assets are accounted for in the respective capital fund accounts. Amount utilised for the purchase of fixed assets are transferred to the deferred capital donations/grants account and amortised over the useful lives of the related assets to match the depreciation of the assets purchased with the related donations/grants.

(f) Designated project funds

Funds received for the purpose of providing services are transferred to and recorded as designated project funds in the statement of financial position. Incomes from investing the monies are added to the funds.

(g) Operating leases

Where the Centre has the use of assets under operating leases, payments made under the leases are recognised in the statement of comprehensive income on a straight-line basis over the term of the lease. Lease incentives received are recognised in the statement of comprehensive income as an integral part of the total lease payments made. Contingent rentals are charged to the statement of comprehensive income in the accounting period in which they are incurred.

(h) Impairment – non-financial assets

The carrying amounts of the Centre's non-financial assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, the assets' recoverable amounts are estimated.

An impairment loss is recognised if the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount. A cash-generating unit is the smallest identifiable asset group that generates cash flows that largely are independent from other assets and groups. Impairment losses are recognised in the statement of comprehensive income unless it reverses a previous revaluation, credited to equity, in which case it is charged to equity.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(h) Impairment – non-financial assets (cont'd)

The recoverable amount of an asset or cash-generating unit is the greater of its value in use and its fair value less costs to sell. In assessing 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 or cash-generating unit.

Impairment losses recognised in prior periods are assessed at each reporting date for any indications that the loss has decreased or no longer exists. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. 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 determined, net of depreciation or amortisation, if no impairment loss had been recognised.

(i) Employee benefits

Defined contribution plans

Obligations for contributions to defined contribution plans are recognised as an expense in the statement of comprehensive income as incurred.

Short-term benefits

Short-term employee benefit obligations are measured on an undiscounted basis and are expensed as the related service is provided.

A provision is recognised for the amount expected to be paid under short-term cash bonus if the Centre has a present legal or constructive obligation to pay this amount as a result of past service provided by the employee and the obligation can be estimated reliably.

(j) Income recognition

(i) Grant to fund operating expenses, income from services rendered and donations are accounted for when monies are received.

(ii) Interest income from fixed deposits is recognised on time proportion basis.

3. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In previous year the Centre's fixed assets of office furniture, fitting and equipment and computers were depreciated over its estimated useful life of 3 to 5 years. With effect from the current financial year, these fixed assets were depreciated over its estimated useful life of 1 to 3 years, which in the opinion of the Management Committee better reflect the period over which the Centre obtains economic benefits from the use of these assets. The effect of the change is an increase of depreciation charge for the year by \$2,241.

Other than the above management is of the opinion that there are no other instances of application of critical accounting estimates and judgements which are expected to have a significant effect on the amounts recognised in the financial statements.

Notes to the Financial Statements

31 March 2010

4. PLANT AND EQUIPMENT

	Office furniture, fittings and equipment \$	Computers \$	Total \$
Cost			
At 1 April 2008	95,237	43,063	138,300
Additions	479	3,980	4,459
At 31 March 2009	95,716	47,043	142,759
At 1 April 2009 and 31 March 2010	95,716	47,043	142,759
Accumulated Depreciation			
At 1 April 2008	89,335	40,545	129,880
Charge for the year	1,554	2,449	4,003
At 31 March 2009	90,889	42,994	133,883
At 1 April 2009	90,889	42,994	133,883
Charge for the year	1,441	4,049	5,490
At 31 March 2010	92,330	47,043	139,373
Carrying Amount			
At 31 March 2009	4,827	4,049	8,876
At 31 March 2010	3,386	-	3,386

5. OTHER RECEIVABLES, DEPOSITS AND PREPAYMENTS

	2010 \$	2009 \$
Sundry deposits	1,687	1,577
Prepayments	250	250
Sundry receivables	75	75
Staff study loan	750	1,750
	<u>2,762</u>	<u>3,652</u>

6. FIXED DEPOSITS

Fixed deposits mature within 3 months from the balance sheet date and the effective interest is 0.309% (2009: 0.4941%) per annum.

7. OTHER PAYABLES AND ACCRUALS

	2010 \$	2009 \$
Provision for unconsumed leave	21,946	15,155
Accrual for operating expenses	6,832	-
Audit fee accrual	2,700	2,700
	<u>31,478</u>	<u>17,855</u>

8. DEFERRED CAPITAL DONATION

	2010 \$	2009 \$
Balance at beginning of year	633	2,019
Amortisation for the year	(633)	(1,386)
Balance at end of year	<u>-</u>	<u>633</u>

Notes to the Financial Statements

31 March 2010

9. ACCRUAL FOR FUNDING ADJUSTMENTS

	2010 \$	2009 \$
Balance at beginning of year	32,126	11,354
Amount refunded during the year	(11,853)	(6,073)
Accrual for the year	-	26,845
Write back of accrual	(20,273)	-
	-	32,126

10. NCCS FUNDING

Included in the funding from NCCS was an amount of \$95,000 donation received from Tan Chin Tuan Foundation.

11. NUMBER OF EMPLOYEES

The breakdown below shows a two year comparison of the remuneration bands by headcount.

	Number of employees	
	2010	2009
Annual remuneration:		
- Less than \$50,000	8	9
- More than \$50,000 but less than \$100,000	4	3

12. INCOME TAX EXPENSE

The Centre is an approved charity under the Charity Act, Cap 37 and is exempted from income tax.

13. OPERATING LEASE COMMITMENTS

The Centre leases certain office equipment under a lease agreement that is non-cancellable and expiring more than one year. The future minimum lease payments are as follows:

	2010 \$	2009 \$
Payable:		
- within 1 year	2,256	3,285
- within 2 to 5 years	9,048	-
	<u>11,304</u>	<u>3,285</u>

14. FINANCIAL RISK MANAGEMENT

Overview

The main risk arising from the Centre financial instruments are credit risk and interest rate risk. The Centre does not use derivatives and other instruments in its risk management activities. The Management Committee reviews and agrees on policies for managing each of these risks and they are summarised below:

(a) Credit risk

The carrying amount of cash and bank balances, deposits, prepayments and other receivables represents the Centre's maximum exposure to credit risk. No other financial assets carry a significant exposure to credit risk.

The Centre has no significant concentration of credit risk. Surplus funds are placed with a licensed financial institution in Singapore.

(b) Interest rate risk

The Centre's exposure to market risk for changes in interest rates relates primarily to the Centre's fixed deposits and bank balances. The Centre's policy is to obtain favourable interest rates that are available.

(c) Estimation of fair values

The notional amounts of financial assets and liabilities with a maturity of less than one year (including deposits and prepayments, cash and bank balances, and other payables) are assumed to approximate their fair value because of the short period to maturity. All other financial assets and liabilities are discounted to determine their fair value.

Notes to the Financial Statements

31 March 2010

15. NEW ACCOUNTING STANDARDS AND INTERPRETATIONS NOT YET ADOPTED

The Centre has not applied those accounting standards (including its consequential amendments) and interpretations that have been issued as of the balance sheet date but are not yet effective. Management expects that the adoption of the new or revised accounting standards and interpretation will have no material impact on the financial statements in the period of initial application.

16. AUTHORISATION OF FINANCIAL STATEMENTS

The financial statements were authorised for issue by the Management Committee on the date of the Statement of Management Committee.



Supported by



HELP Family Service Centre

Blk 570 Ang Mo Kio Avenue 3 #01-3317 Singapore 560570 Tel 6457 5188 Fax 6457 5343 www.helpfsc.org.sg

Registration No. 123/91WEL