

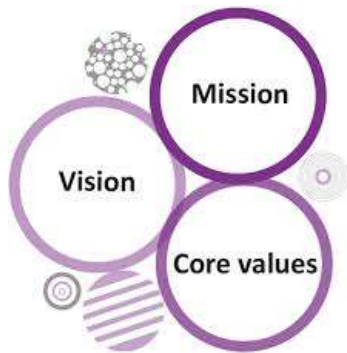
Serangoon Moral Family Service Centre

2022 Annual Report

Empowering Self . Enhancing Lives . Enriching Communities

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OUR VISION

Empowering Self. Enhancing Lives. Enriching Communities.

MISSION STATEMENT

We are dedicated to providing holistic services to strengthen resilience in individuals and families.

OUR VALUES

Sincerity

We seek to serve with respect, trust and integrity.

Mastery

We strive for excellence in our practice by investing in our people.

Foresight

We aim to be forward-looking and responsive to the changing needs of our communities.

Support

We value a culture of sustainable collaborative partnerships.

Commitment

We pledge to make a difference through passion and compassion.

1 Organisational Information

Structure & Management

Society UEN
S99SS0090L

Banker
Development Bank of Singapore (DBS)

IPC Registration Number
98-052SMF

Registered Address
Blk 238 Serangoon Ave 2
#01-47 Singapore 550238

Auditor
Helmi Talib LLP

Our Funding Sources

Our centre is funded by

- Ministry of Social and Family Development (MSF)
- Tote Board Social Service Fund (TBSSF)

Reserves Policy

Restricted fund will be used to benefit the programmes funded by Ministry of Social and Family Development (MSF) and Tote Board Social Service Fund (TBSSF).

SMFSC's Reserve Policy is to have 2 to 4 years of the Centre's projected operational expenses and the reserved amount will be reviewed annually by the Management Committee.

Conflict of Interest

All Management Committee members and staff employed by Serangoon Moral Family Service Centre were given a copy of the Conflict of Interest Policy and they had acknowledged the receipt upon reading of the policy.

They are obliged to make full disclosure to the Chairman of Management Committee when a conflict of interest situation arises.

Whistle Blowing Policy

SMFSC's Whistle Blowing Policy provides an avenue for employees, volunteers and external parties to raise concerns and report of any suspected fraud, corruption, dishonest practices or other related matters. The policy promotes responsible and secure whistleblowing without fear of adverse consequences.

All whistleblower reports will be reviewed by Centre/Chairman immediately to ensure independent and thorough investigation and adequate follow-up.

II Management Committee

The Management Committee sets and regularly reviews the strategic direction, oversees governance, and ensures that the FSC achieves its objectives and goals.

Management Committee Members

Meeting Attendance

Er Ong Ser Huan (Chairman)	4/4
Mr Au Yeong Hoh Wai (1st Vice-Chairman)	3/4
Mr Seah Hung Meng Philip (2nd Vice-Chairman)	3/4
Mr Tay Poey Kiang, PBM (3rd Vice-Chairman)	2/4
Ms Koh Ah Nah, Winnie (Honorary Secretary)	4/4
Er Lim Kwee Guan (Assistant Honorary Secretary)	4/4
Mr Tan King Chai Gary, PBM (Honorary Treasurer)	4/4
Ms Lim Ruo Xi, Dawn (Assistant Honorary Treasurer)	3/4
Mr Kok Kee Eng (Member)	2/4
Mr Seah Choon Khee, Roger (Member)	2/4
Mr Chiang Kheng Joo Bernard, PBM (Member)	4/4
Mdm Leong Chong Hoe (Member)	3/4
Er Lum Chong Chuen (Member)	2/4
Mr Foong Foo Kheong (Member)	4/4

None of the Management Committee members received any remuneration for their Management Committee Services.

Some of our MC members have been serving on the board for more than 10 consecutive years. Their expertise, experience and dedication are highly valued to ensure stability and strength to the organisation.

III Achievements



Information & Referral (I&R)

745 Total I&R enquiries received

Casework & Counselling

504

Total cases handled



20 Beneficiaries



The Straits Times School Pocket Money Fund (STSPMF)

\$10,345

Disbursed

Staff Training



780

Training hours to strengthen staff competencies

Community Networking

8

Networking activities



IV Event Highlights

Group Work is a method of social work practice involving participants in a group setting to develop solutions to issues together and to learn from each other.

Pit Stop

Pit Stop is a group work to enhance functioning by inculcating healthy self-concept and self-esteem so that children and adolescents can maximise their strengths, talents and abilities.



Participants practising their listening and communication skills through guiding a friend to complete a puzzle with a blindfold.

May to June 2022

8 children from St Gabriel's Primary School completed their first Online and Physical hybrid version of Pit Stop with SMFSC

- School counsellor and children's parents were involved in the process including recruitment, learning sessions and evaluation.
- Over 96% satisfaction rating from both the participants and their parents. Participants and their parents highlighted facilitator being friendly, activities being fun and useful for children's transition to secondary school as some reasons why they enjoyed the programme. There is also positive feedback from the school.



Participants practising their problem-solving skills through stacking cups with strings.

IV Event Highlights

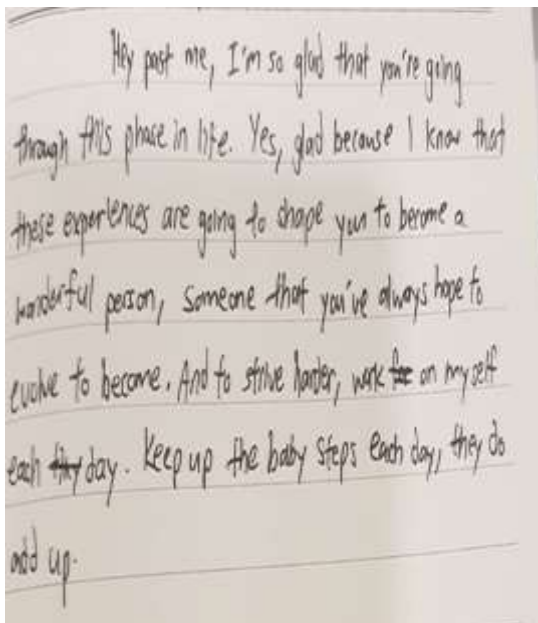
Emerging Adulthood

Apr to June 2022

Emerging Adulthood is a group work that supports young adult in their transition to adulthood. Group members support each other by discussing their struggles and successes. All members work together to improve one another's emotional well-being and sense of self-worth.

6 participants completed their online Emerging Adulthood with SMFSC.

- Participants feedbacked that the programme was informative, was a programme for self-discovery and provided a safe environment for sharing thoughts.



Participant journalling to nurture and take care of her emotions in entering adulthood

B I N G O

Break Ups	Credit cards	Family of origin	Pay Bills	Have a family
Deal with illness and deaths	Eat Healthy	Hobby	Job interviews	Finding a partner
Buy Own House	Self confidence	Free!	Further Studies	Fitness
Household Chores	Mental Well Being	Covid-19	Work Life balance	Self Care
Support parents	Emotion Management	Friendships	Financial Planning	Career

Participants had fun playing this very relatable adulting version of BINGO

IV Event Highlights

Community Work (Kampong Friends)

Objectives

- To enhance the social support network of individuals and families.
- To build capacity in the local community to respond to the needs of individuals and families.

Kampong Friends strongly leverages on the principle that the recognition of strengths, gifts, talents and assets of individuals and communities is more likely to inspire positive action for change rather than an exclusive focus on needs and problems.

Kampong Friends is guided by the Asset Based Community Development (ABCD) approach. This is both a strategy and a mindset within the community context that calls for the identifying and mobilising existing but often unrecognised assets for sustainable community development.

Community Development – The ABCD Way

ABCD builds relationships between members within the community. Relationships are assets in and of themselves because strong bonds make for a strong community. By using an ABCD framework, we hope to have a greater understanding of the community's members and the assets they bring along with them. The emphasis is on what members are passionate about or good at that allows them to express themselves fully on their own accord, as opposed to them being defined by others.

IV Event Highlights



Kampong @ Lim Kopi

Kampong @ Lim Kopi finally resumed operations in the 2nd half of the year following the effects of the pandemic. The team had aimed to maintain existing and forge new relationships within the community, as well as strengthen and build on the current knowledge base about the community in the post-COVID landscape.

Kampong @ Lim Kopi conducted 1 face-to-face discussion with the programme's existing volunteers, as well as community walks and learning conversations to establish new relationships with people in the neighbourhood.



Through the above efforts, the year culminated with a neighbourhood music festival which was held on 28th October 2022 – an idea borne out from the residents, for the residents.

1

Community Event

13

Community walks spanning from Jul – Oct'22 in Lorong Lew Lian.

56

Sessions of Learning Conversations with over 20 friends, residents, and community stakeholders.

IV Event Highlights

Kampong Friends - Kampong Harvest @ SMFSC (Community Garden)

Kampong Harvest is a community garden that aims to connect people and promote well-being through gardening activities. 2022 saw a return of our face-to-face activities and we launched our very first recipe book - contribution of recipes by our residents with ingredients from our community garden during the programme's 3rd anniversary celebrations.



39

Active members



18

*Workshops & Gardening
Activities*

IV Event Highlights

Kampong Friends' Blessings

KFB saw an increased in number of donations in 2022 from Serangoon's community where the average number of monthly donated items increased to 164 as compared to 130 in 2021.



The success can be correlated to the social media posts, interactions with donors and stakeholders, and the KFB board which was revamped.

KFB publicised its donations requests through social media updates (1 post and 10 stories).

A new donations board with better design was erected to ensure that items that were donated matched beneficiaries needs.



Total of 8 face-to-face sessions in the year where KFB residents contributed their time and resources based on their interests (e.g., organising of ration store and discussing of programme publicity and stock flow).

IV Event Highlights

Kampong Kakis

Our volunteer matchmaking initiative provides opportunities for Friends (both individual and group volunteers) to share their interests, passions, and skills with the Serangoon Community.

In 2022, we held learning conversations with Friends from all walks of life. These conversations allowed us to co-plan activities for residents in the community. Some highlights include our year-long academic support for primary school students and review sessions with our Friends.



Friends from Raffles Institute co-planned and executed in person engagement. Activities were planned with math, science and general knowledge trivia and executed in engaging manners. The children enjoyed the team activities.

The Friends have since been linked with Serangoon Moral Student Care to support with long-term befriending and planning of activities.

On top of our weekly academic support, we were supported by a Friend from the community who works as an educator. She provided an intensive one-week academic support for the children who were taking PSLE in 2022.



Our committed Friends who conduct weekly academic support, took time out to review and co-plan for the year ahead. 5 Friends journeyed with the 5 children over the year, supporting them with their academics and building their confidence. They suggested adjustments to be made and co-created opportunities to better support the children in the community.

IV Event Highlights

Publicity

The agency continues to leverage on traditional and new media platforms in the post-COVID landscape to maintain and strengthen our links with our residents.



Traditional media

Titled “Our Serangoon”, our newsletter is in its 6th edition since its first release in 2017. Readers are able to gain insights of the agency’s services through the stories shared by our clients and volunteers. The newsletter also highlighted the different programmes run by the agency.

New media

The agency continues to upload contents onto our various social media platforms and website throughout the year. Contents such as the programme and event updates, ad-hoc postings and video clips are being uploaded constantly to engage the viewers and to provide insights to various agency functions.



V Student Placement

S/N	Name of Student	Name of Supervisor	Name of School	Placement Period
1	Ms Guan Rui Jing Regina	Mr Gerard Matthews Assistant Director	Nanyang Polytechnic (NYP)	January – February 2022
2	Ms Pay Yun Zhen	Ms Michelle Lee Senior Social Worker	Nanyang Polytechnic (NYP)	January – February 2022
3	Ms Natasha En Qi Fernandez	Ms Chua Jing Ru Social Worker	Nanyang Polytechnic (NYP)	January – February 2022
4	Ms Vanessa Loke	Mr Gerard Matthews Assistant Director	Singapore University of Social Sciences (SUSS)	January – April 2022
5	Mr Ferhad Khan	Ms Michelle Lee Senior Social Worker	Singapore University of Social Sciences (SUSS)	January – April 2022
6	Mr Wong Chung Wai, Reuben	Ms Chin Maggie Senior Social Worker	National University of Singapore (NUS)	May – July 2022
7	Mr Thio Zhee How Justin	Ms Michelle Lee Senior Social Worker	National University of Singapore (NUS)	May – July 2022
8	Ms Cheung Li Qi Lindee	Ms Tan Kai Ling Social Worker	National University of Singapore (NUS)	May – July 2022
9	Ms Lin Tsai-Ni	Ms Chua Jing Ru Social Worker	Shih Chien University (Taiwan)	July – August 2022
10	Ms Chang Ya-Chi	Mr Lee Zi Jian Social Worker	Shih Chien University (Taiwan)	July – August 2022
11	Ms Neo Shun Hui	Mr Gerard Matthews Assistant Director	Singapore University of Social Sciences (SUSS)	July – October 2022
12	Ms Swathi Lakshmi	Mr Gerard Matthews Assistant Director	Singapore University of Social Sciences (SUSS)	September – November 2022

VI Financial Summary

Balance Sheet

	2022	2021
	\$	\$
ASSETS		
Current Assets	7,053,207	6,053,809
Non-Current Assets	18,763	701,433
	<u>7,071,970</u>	<u>6,755,242</u>
LIABILITIES		
Current liabilities	187,058	138,389
	<u>187,058</u>	<u>138,389</u>
FUNDS AND RESERVE		
Restricted funds	6,599,360	6,331,301
Non-restricted funds	285,552	285,552
	<u>6,884,912</u>	<u>6,616,853</u>
Total liabilities and funds and reserve	<u>7,071,970</u>	<u>6,755,242</u>

Income & Expenditure

	2022	2021
	\$	\$
INCOME		
Recurrent grants	2,066,358	2,045,895
Other government grants	52,331	119,698
Donations	3,805	23,985
Income from programmes	3,300	2,575
Other income	37,249	35,224
Net fair value changes on investment securities	183,747	98,197
	<u>2,346,790</u>	<u>2,325,574</u>
EXPENDITURE		
Employee expense	(1,616,602)	(1,744,293)
Depreciation of plant and equipment	(11,489)	(15,548)
Other expenses	(450,640)	(361,198)
	<u>(2,078,731)</u>	<u>(2,121,039)</u>
Surplus for the financial year	<u>268,059</u>	<u>204,535</u>

For more details of the financial statements, please refer to the charity portal www.charities.gov.sg or our website www.smfsc.org.sg.

Number of key managements and executives in remuneration bands

\$100,001 to \$150,000 -	5
\$150,001 to \$200,000 -	1

VII Acknowledgement

Without the help and continued support from our partners, Serangoon Moral FSC would not have been able to deliver its services and reach so many lives.

Operational Funding

*Ministry of Social and Family Development (MSF)
Tote Board Social Service Fund (TBSSF)*

With Support From

*Chee Hoon Kog Moral Promotion Society
Serangoon Moral FSC Management Committee Members*

Corporate Donors / Sponsorship

*Chee Hoon Kog Moral Promotion Society
National Council of Social Service
Braddell Heights MPS Office and GROs
Braddell Heights Malay Activity Executive Committee
North East Community Development Council (NECDC)
South East Community Development Council (SECDC)
Go With The Flow
Perdaus Youth
PAKSI
SINDA
FairPrice Share-A-Textbook
The Food Bank Singapore Ltd
Green Court Capital Management Pte Ltd
Hilton International Asia Pacific Pte Ltd
Grace at Work Teambuilding - CSR Teambuilding
SG Quarantine Order Support Group
Mandai Wildlife Group
The Helping Hand (Pass It On)
Microsoft Cloud for Nonprofit
Dai Tian Ge*

* We apologise for any inadvertent omission of the particulars of our donors, community partners and volunteers. Serangoon Moral Family Service Centre would like to thank all donors and volunteers for their contributions.

Serangoon Moral Family Service Centre

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Our Partners in Social Services



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15 February 2023

Approved by the Management Committee Members on 25 February 2023