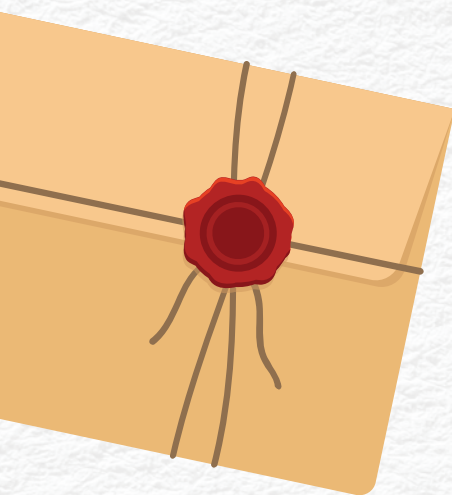


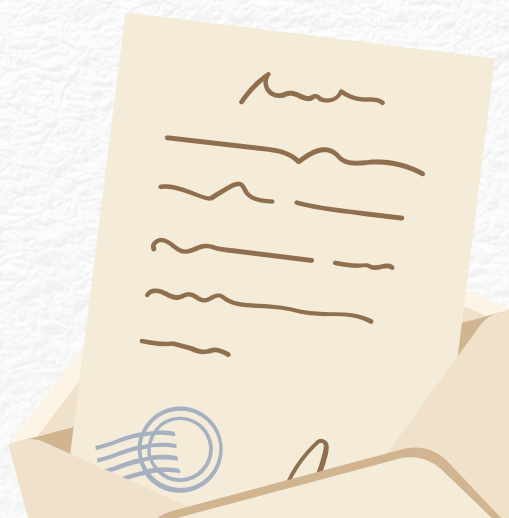


SERANGGOON MORAL
FAMILY SERVICE CENTRE



Sincerely Serangoon

A Heartfelt Newsletter



Chairman's Message

2023 has been especially meaningful and fulfilling for us at Serangoon Moral Family Service Centre (SMFSC). It is the year where we connected and forged friendships with new partners and strengthened our relationship with our existing partners. It is timely that 2023 is also the year the Ministry of Social and Family Development designated as its Year of Celebrating Social Service Partners (YCPartners).

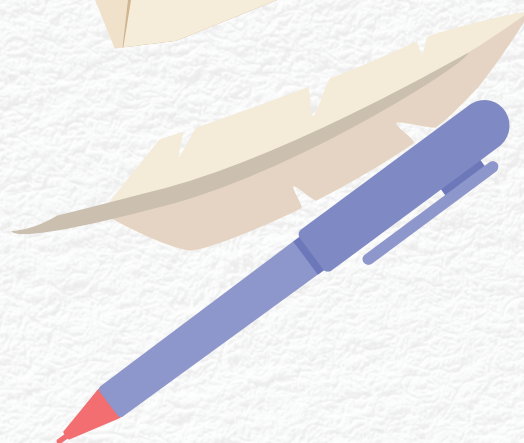
We would like to express our appreciation to Wellington Management Singapore Pte Ltd, Hilton International Asia Pacific, Nanyang Polytechnic, St Gabriel's Primary School, Chen Su Lan Methodist Children's Home, Braddell Heights Community Centre and Braddell Heights Residents' Committees for believing in our vision of Empowering Self, Enhancing Lives and Enriching Community. It is the dedication of our partners in spending many hours engaged in conversations with us and our residents that enabled the community's dreams to be fulfilled.

The different events featured in this 7th edition newsletter were only possible through close collaboration with our partners. It is also our common belief in the power of human connection that motivates us to reach out and engage in dialogue with our community.

Beyond connecting with your family and friends, we ask that you also connect to the wider community, especially those in the community who are more vulnerable and require assistance. If you can contribute or you find yourself requiring assistance, do reach out to us and have a chat with us. As the year draws to an end, I take this opportunity to wish everyone good health and a fulfilling new year.

Sincerely,

Er. Ong Ser Huan
Chairman



Management Committee FY2022/2024



Er. Ong Ser Huan
Chairman



**Mr Philip Seah
Hung Meng**
2nd Vice-Chairman



Mr Tay Poey Kiang, PBM
3rd Vice-Chairman



Ms Koh Ah Nah Winnie
Secretary



Er. Lim Kwee Guan
Assistant Secretary



**Mr Tan King
Chai Gary, PBM**
Treasurer



Ms Dawn Lim Ruo Xi
Assistant Treasurer



Mr Koh Kee Eng
Member



**Mr Seah Choon
Khee Roger**
Member



**Mr Bernard Chiang
Kheng Joo, PBM**
Member



Er. Lum Chong Chuen
Member



Mdm Leong Chong Hoe
Member



Mr Foong Foo Kheong
Member

A LETTER FROM *Adeline*

Dear Readers,

We launched our first newsletter back in 2017 and it has been an amazing seven years since that beginning. Our intention then was to use our newsletter as a medium to reach out to residents who may benefit from our programmes and services and, at the same time, encourage them to join us in making Serangoon a community that one would love and be proud of.

Through the years, we've held many conversations with residents who connected with us after reading our newsletters. Through the newsletters, they became interested in our programmes like Kampong@Lim Kopi, Kampong Harvest, Kampong Friends' Blessings and Kampong Kakis and wanted to know how they can contribute to these programmes. Even during the last two years when the pandemic was at its peak, we had residents joining us as volunteers and regular food ration donors. For that, we are very thankful.

Now, seven years later, we continue to stay true to our original intent of connecting with our Serangoon residents. We have done this by keeping the themes and content of this annual newsletter fresh



and relevant to our Serangoon community. For instance, you may have noticed this edition features postcards, stamps and envelopes as design elements. You may be wondering if these elements serve a purpose or are they just for aesthetics.

The design is actually our theme for this year's newsletter, which is letter writing.

Wait a minute. Letter writing? Isn't this a little old-fashioned, when we can send a text or an email and our recipient can receive it instantly? True but according to the Verywell Mind website, there are benefits to letter writing. It reduces our screen time on devices and slows down our communication to make it more purposeful. Above all it can be healing; it can connect people and make the recipient feel valued.

That is why our team at SMFSC has written letters to you, our readers, to share with you what we had been up to in 2023. The letters also serve as a warm invitation to you to connect with us.

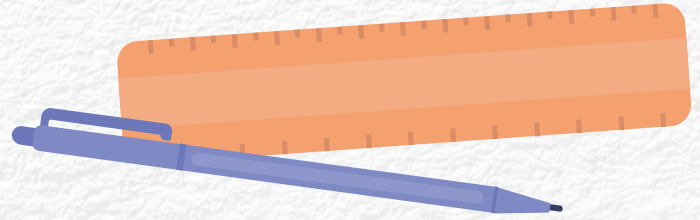
We hope to see you and have a chat with you real soon.

Sincerely,

Adeline Chew
Executive Director



Casework & Counselling



Our Casework & Counselling services are provided by social workers to help individuals and families work through their personal, social and emotional challenges. Our team of professional staff works closely with the individuals and/or families to provide holistic services with the aim of strengthening resilience, increasing inner resources and enhancing overall well-being.

We can assist in areas such as these:

**MARITAL/
COUPLE
ISSUES**



**FAMILY
ISSUES**



**PARENTING
ISSUES**



**MENTAL
HEALTH/
EMOTIONAL
ISSUES**



Share concern/obtain information

Call

Walk in

Email

Assessment by Duty Officer



Follow-up?



Appropriate help rendered

Social Worker
assigned

Referral to community
resources and services

Letters to All

OUR STORIES, OUR JOURNEY

Dear Residents,

Many words came to my mind as I penned my thoughts on our attitude when it comes to seeking help from others.

Words like vulnerability, safety, judgement, ego, shame and embarrassment as well as many what-if scenarios popped up in my head.

It is definitely not easy to overcome the myriad of emotions that arise when we seek and embrace help from others. To counter this mindset, we embarked on a book project titled 'Letters to All: Our Stories, Our Journey'.

This book will capture the diverse journeys undertaken by the clients of Serangoon Moral Family Service Centre and witnessed by our social workers at SMFSC.

We are honoured to have travelled together with individuals and families on their

transformative journeys in the course of our casework management and counselling. The journeys these clients have undertaken are deeply heartfelt. These clients have chosen to trust us with their narratives and, in turn, we wish to share their stories with you.

It is my hope that these lived experiences will instil a sense of encouragement and bravery within you or anyone else who may be struggling, so that you may take the necessary step to get the assistance you need.

May you come to believe – as the individuals and families featured in this book – that even in the stormiest of circumstances, a rainbow will eventually grace the sky.

Sincerely,

Michelle
Senior Social Worker



We are still in the midst of finalising the book and plan to launch it in December 2023. If you are keen to have a copy of the book, do register via this QR code and we will keep you informed once the book is ready for collection!

Pit Stop



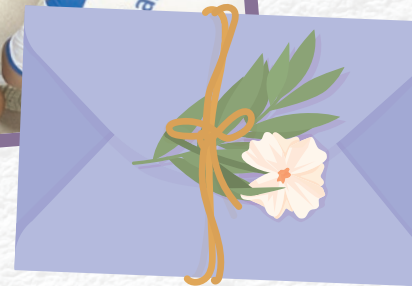
Pit Stop is designed to build healthy self-concept and self-esteem. It features core components in strengths finding, decision making, communication skills, emotional awareness and relationship management.

Dear Readers,

After the long Covid-19 hiatus, Pit Stop finally resumed its physical group work sessions in 2023 with five sessions at St Gabriel's Primary School.

This is the ninth year we have delivered Pit Stop in our community. During these nine years, we are reminded time and again just how crucial play is for children.

Play is extremely important for a child's development because much learning occurs through play. In Pit Stop, we work on improving a child's cognitive, affective, and behavioural skills through interactive games and activities.



Game to discover the value of play? Why don't you and your family try the activity below? This activity will see family members discuss how many emotions are familiar to you and how some scenarios in the game and in real life surface multiple emotions such as feeling surprised and happy when the rain stops before the family heads outdoors.

Sincerely,
Pit Stop



Scan the QR code to try!



Kampong@ Lim Kopi



Founded in 2016, Kampong @ Lim Kopi aims to strengthen the kampong spirit in Lorong Lew Lian by creating a space for seniors to gather and build and foster relationships.



Hey there!

So sorry that I haven't written since the end of last year. I have so much to tell you!

It all started with the Neighbourhood Music Festival held on 28th October 2022. It was our first big event since the pandemic and wow, the crowd was as lively as before and the ice cream cart and kacang puteh booth that we put up were a hit as well.

Our team also resumed the weekly community walks. They were fun and we made many new friends through them! We're excited to keep this going.





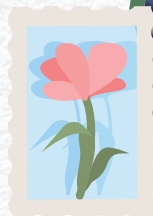
Speaking of new relationships, social work students from Nanyang Polytechnic approached us in April 2023 and asked if they could stage an event for us as their final year project. How could we say no?

The students blew us away with their work ethic and professionalism. From their presentation pitch to their weekly updates, then their execution, they did such an outstanding job that there was barely any feedback we could give them, haha!

The event they staged was Nostalgic Night. The games were definitely a hit with the seniors, alongside the old-school ice cream that was catered for them.

Please do come and join us when you're free. It'll be fun, I promise!

See ya around!



Sincerely,
Kampong @ Lim Kopi



Scan the QR code to join us and be a part of our community!



Kampong Friends' Blessings



Dear Residents,

As we take a look at the year 2023, it is heartwarming indeed to record the generosity of Serangoon residents in 'blessing' their fellow residents.

We would like to thank from the bottom of our heart the special supporters of KFB who have contributed greatly to our work this year.

They include the 10 regular donors who asked us to let them know monthly what items are needed, so that their donations would match the immediate needs of our clients.

We also appreciate the eight residents who volunteer their time each month to assist us in stock keeping. They also eagerly join our focus group discussions and events to help us improve our programmes in order to better serve our beneficiaries.

We are also grateful to the Hilton Group and Wellington Management Singapore Pte Ltd for their donations in 2022 and 2023.

In 2022, Kampong Friends' Blessings received 2,190 food and other donations worth \$9,143.73 from Serangoon residents. In all, a total of 2,063 food and other donations worth \$9,065.64 were dispensed.

We look forward to the continued support of Serangoon residents to make Kampong Friends' Blessings a true blessing to Serangoon!

Sincerely,
Kampong Friends' Blessings

Kampong Friends' Blessings encourages the kampong spirit among Serangoon residents by having Serangoon residents 'bless' residents from lower-income households with food items and daily necessities. Since its launch in 2018, Kampong Friends' Blessings has improved the food security situation of over 320 families in our community.



Scan the QR code to watch a video of how your donation can benefit our beneficiaries.

Kampong Harvest @ SMFSC



Kampong Harvest @ SMFSC is a community garden created by residents for residents. It aims to connect people in the community and promote physical and social well-being.



Scan the QR code to join our monthly gardening activities: Happening every 1st Saturday* of the month!



*Subject to weather conditions

Dear Friends,

It has been a while since I updated you about Kampong Harvest. There have been many exciting developments since.

With the end of the acute phase of the pandemic, Kampong Harvest now turns its focus to rejuvenating and reconstructing the garden. Every first Saturday of the month, residents gather at our garden space to get their hands dirty, learn new techniques and exchange gardening tips. It was touching to see residents reconnecting with one another after such a long time.

Kampong Harvest also organised a hydroponics workshop in May 2023. Initiated by one of our residents, Charmaine, the workshop allowed residents to learn and share their knowledge about hydroponics. It was wonderful to witness the enthusiasm of the residents as they exchanged tips with one another.

Nothing says family bonding like a day full of fun and our very first Family Fiesta event in July 2023 did not disappoint! Family members came together on an engaging journey crafting their very own hydroponic systems. It was heartwarming to see the older generations passing down their passion for gardening to the younger ones, fostering a deep appreciation of nature.

We have many more plans up ahead. I can't wait to share with you more about our garden of possibilities. We look forward to having you join us soon!

Sincerely,
Kampong Harvest @ SMFSC

Kampong Kakis



Kampong Kakis is our very own volunteer matchmaking initiative. It is a platform for our Friends (individuals and group volunteers) to share their interests, passions and skills with the Serangoon community, thus encouraging a greater kampong spirit.

Dear Serangoon Residents,

Hope you have all been well! In 2023, bolstered by the unwavering support of our Friends, Kampong Kakis continues its commitment to providing invaluable tuition services to our residents.

Amidst our ongoing efforts, we also took a moment to celebrate a significant milestone. On 5th August 2023, we proudly hosted Kakis' Day, a special occasion dedicated to showcasing the diverse array of community programmes organised by SMFSC. This event marked our inaugural resident engagement initiative since the end of the pandemic.

Recognising the event's unique significance, we seized the opportunity to complete our community mural, which was conceived by our Friend, Anne. Embracing her vision, we decided to extend this endeavour to encompass all our residents.

We were honoured to have the esteemed Mr. Seah Kian Peng, Speaker of Parliament and Adviser to Marine Parade GRC Grassroots Organisations (Braddell Heights), contribute to this artistic endeavour. In total, more than 20 individuals lent their creative touch to bring our captivating mural to life—a testament to our shared dedication and collective efforts.

Kakis' Day strengthened our community bonds and deepened our understanding of one another. Ultimately, we aspire to continue harnessing the myriad of talents and resources present among our residents to co-create the Serangoon we all want!

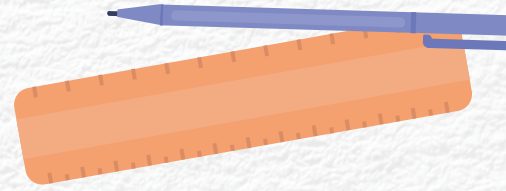
Sincerely,
Kampong Kakis



Scan the QR code to join us as a Friend!



Hopes & Dreams



These are some of the hopes and dreams penned by residents during Kakis' Day.

What I can do:

- Volunteering
- Listen to the stories of People of Serangoon

For the kind of Serangoon I want!

Dear People of Serangoon,

Let us outgive everyone with our kindness, love, help and prayer.

Sincerely,
Joy Eva

I want a beautiful prosperous Serangoon

Dear People of Serangoon,

Thank you for being a wonderful & welcoming community! Stay vibrant & happy

Sincerely,
Amanda

I want a fun and sweet Serangoon

What I can do:

- Not litter
- Voluntary work
- Being a part of events

For the kind of Serangoon I want!

Dear People of Serangoon,

Hope we have lots of life and greeneries in Serangoon.

Sincerely,
MG

What I can do:

- Greet my neighbors
- Recycle responsibly
- Look out for those in need

For the kind of Serangoon I want!

I want a caring Serangoon



What I can do:

- Pick up litter
- Recycle
- Greet the elderly

For the kind of Serangoon I want!

I want a clean & happy Serangoon

Dear People of Serangoon,

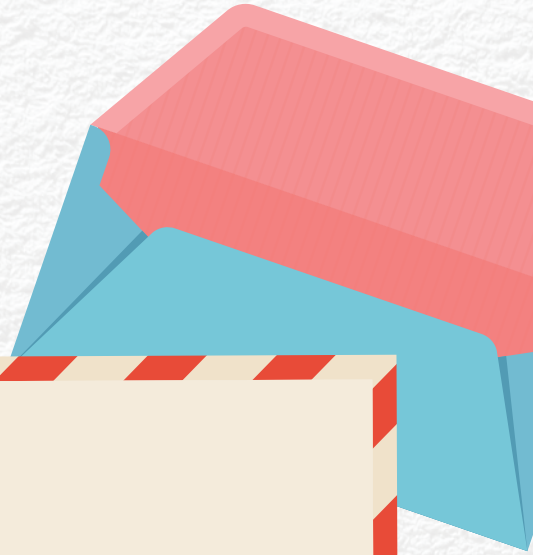
Wishing everyone good health and joy for the rest of the year. Stay strong!

Sincerely,
Sherms

To My Future Self

Draw a moment you would like to experience in 5 years time and write a letter to your future self.

Design Your Postcard!



Dear Future Self,



I can do this for my future self:

- 1 _____
- 2 _____
- 3 _____
- 4 _____

Sincerely,

400 Hours with SMFSC

很开心这个暑假有机会来到实龙岗德教家庭服务中心 (SMFSC) 担任实习生。虽然仅有短短的六个星期,但在长达360小时的实习过程当中,不管是在社工专业领域、台湾及新加坡的文化差异、中心团队合作模式或是不同社工的工作风格都带给了我不同的启发及开拓了我的视野。

来到这里实习的六周,透过接触到不同的个案。我也学习着如何去了解客户的需求以及学习如何去提升自己的晤谈技巧跟纪录上的撰写。在这期间,也参与到不同的会议及训练,让我可以从中聆听到不同社工的想法,也观察到不同角色如何在团队中去引导着伙伴。

而其中最令我印象深刻的是可以实际的走进社区与当地的居民交流以及和他们合作所想执行的活动。在每个星期五早上参与Lim Kopi社区走动的过程中,除了让我深刻体会到Asset-Based Community Development的模式运作过程外,也让我感受到居民的热情。在与居民交换故事及分享他们身上专长的过程中,我们慢慢所建立的「关系」里,能被他们逐渐地「记得」,是我从一开始从未想过能获得的温暖感受及会得到的收获。我很期待接下来Lim Kopi会持续发展的模样!感谢这段期间在SMFSC所经历的一切,让我有很大的空间去尝试许多事,学习如何去表达自己、去展现自己的专业也去觉察自己的感受。对我来说在这里不仅只有社工专业上的成长,对于我的心灵层面上也有了不一样的改变。接下来我也将带着这些成长与改变进入下一趟旅程,持续成为更好的社工。

感谢大家的照顾,让我在这里有一个难忘且美好的实习经验。

Chang Ya-Chi

Student intern | 实践大学
Shih Chien University



It is the biggest privilege to be allowed to enjoy 400 hours of practicum with Serangoon Moral Family Service Centre. The centre proved to be a rich learning ground for me to get to know at first hand the various good works that a family service centre performs for the community.

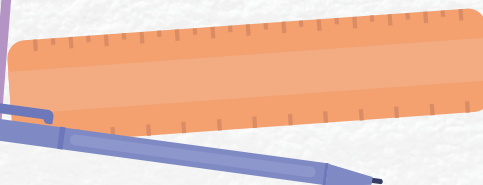
In particular, my internship at SMFSC gave me a different perspective of the work of social workers. My placement with SMFSC helped me gain deep insight into the field and the effect that we could have on the lives of the clients that we serve. As a result I became much more aware of the importance of the role of the social worker in creating and strengthening the relationship between a family service centre and the community.

There were difficult times during my internship, for which I was very thankful for the guidance and support of my supervisor. He gave me space to think and often engaged me in thought-provoking discussions about the different approaches I could take to assist my client. With his constant reassurance and encouragement, I gradually built up confidence in my ability to make positive changes to a person's life.

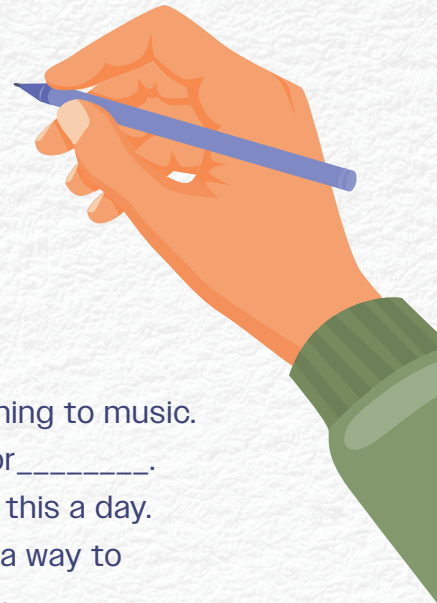
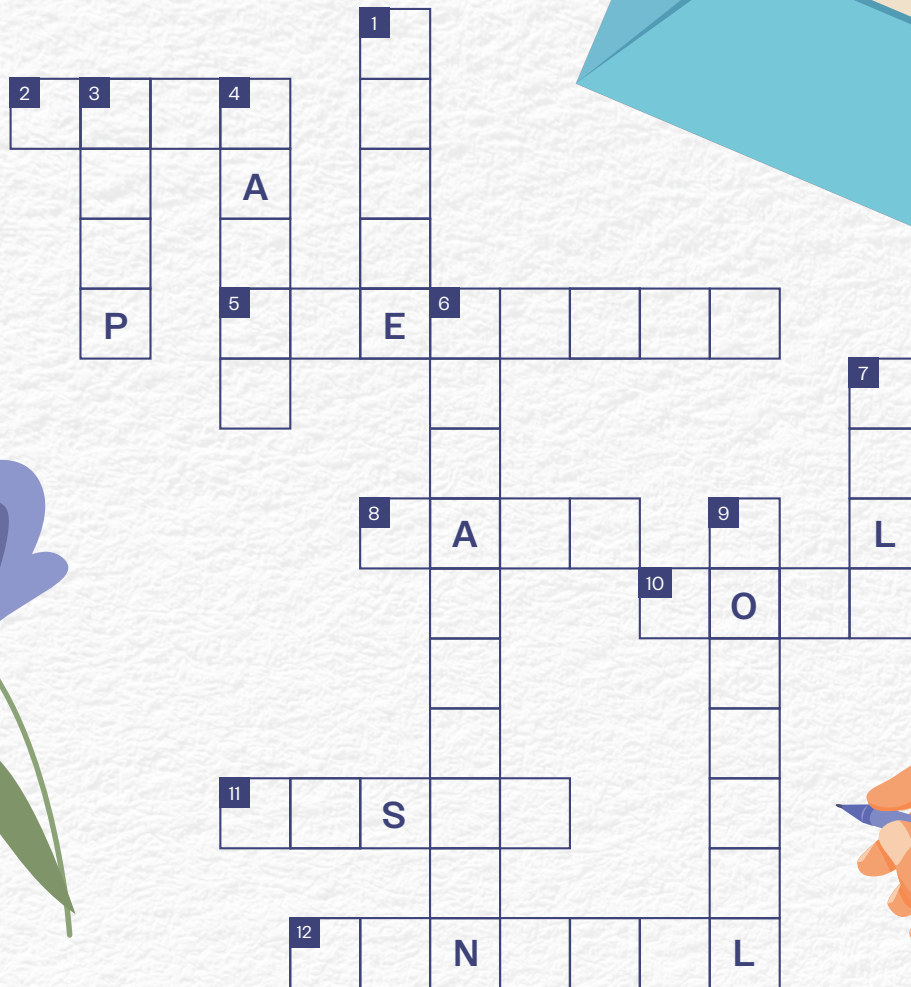
I am glad that I had the opportunity to meet such a great team. It is a team that really looks after and embraces everyone as a member of SMFSC. Though I was with SMFSC for such a short duration, I truly felt that I was a part of the team. Thank you for making my 400 hours the most enjoyable and unforgettable 400 hours of my life!

Neo Shun Hui

Student intern
Singapore University of Social Sciences



Self Care



Across

- [2] Watch your favorite_____.
- [5] It is important to do this for your physical and mental health.
- [8] _____ someone if you need help.
- [10] Read a_____.
- [11] Listening to this can improve your mood.
- [12] Focus on what you can_____.

Down

- [1] Do this when listening to music.
- [3] It is okay to ask for_____.
- [4] Drink 8 glasses of this a day.
- [6] Deep breathing is a way to promote _____.
- [7] Go for a_____.
- [9] Write down your feelings using a _____.

CONTACT US



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