



Consolidation For Change

Annual Report 2018/2019



Kampong Kapor
Community Services

Affiliated to Kampong Kapor Methodist Church

ABOUT US

Kampong Kapor Community Services (KKCS) is a social service organisation registered with the Registry of Societies. We are a charity with an Institution of Public Character status and are a member of the National Council of Social Services. We started our journey in 1978, providing support to children living around the church. We continue to have close affiliation with Kampong Kapor Methodist Church (KKMC).

OUR VALUES



Trust



**Respect worth &
dignity of people**



**Uncompromising
Integrity**



Service to All



Teamwork

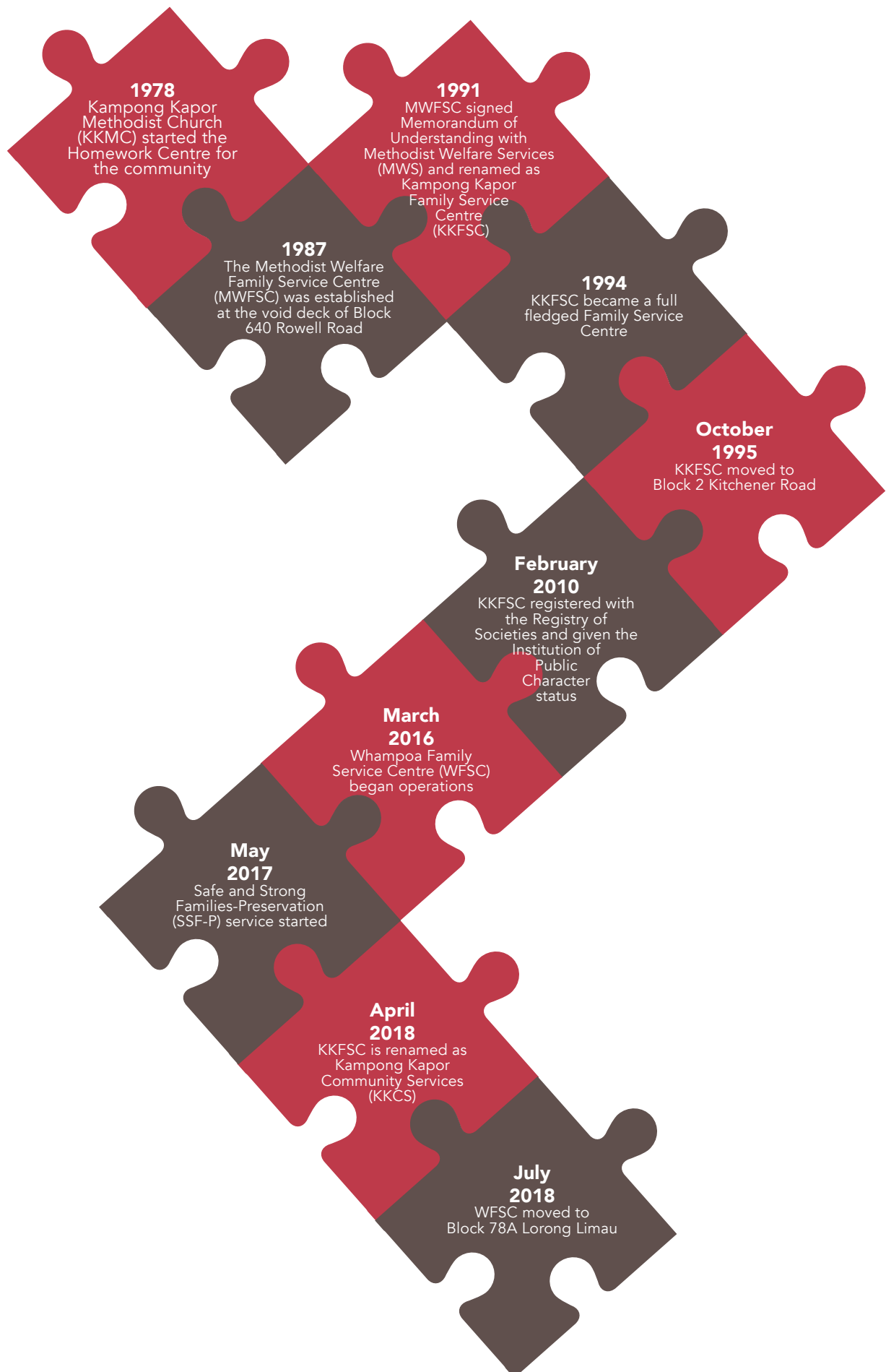
OUR MISSION

In Christian love, Kampong Kapor Community Services provide quality services to address prevailing needs of the people in community. We aim to touch lives with compassion and care.

Organisation Information

UEN : T10SS0030D
Auditor : Baker Tilly TFW, LLP
Chartered Accountants of Singapore
Registered Address : Block 2 Kitchener Road #03-89 Singapore 200002

KEY MILESTONES



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MESSAGE FROM THE CHAIRMAN

This past year, both the mainstream and social media carried a number of articles and reports about the challenges faced by the low-income population. Since our beginning, that segment of our society has been the primary focus of the Kampong Kapor Community Services.

In order to touch more lives we have taken on new services in recent years, namely the Whampoa Family Service Centre and the Safe and Strong Families-Preservation programme. With this expanded scope, in FY2018 the Kampong Kapor Community Services collectively managed about 920 cases, and handled more than 800 information and referral enquiries. About 40% of these cases were classified as complex. That means they required more attention and time from our social workers to regain their self-reliance.

The impact we have made is multiplied beyond these case numbers, because the value of the help we gave in turn benefitted the families of our clients. It is this impact on lives that gives each of us who is identified with "Team KKCS", satisfaction in our oftentimes difficult work, and professional pride that we have made a difference to individuals and contributed to the strengthening of society.

Our work will never be done. Going forward, we will reach out to even more of those who need help. We will also work together with the Ministry of Social and Family Development and other social service agencies to achieve the common objective of providing services that are comprehensive to meet the needs of the vulnerable; convenient for them to access; and coordinated so that the help they receive is seamless.

We expect many changes for the better in the years ahead. Kampong Kapor Community Services will prepare ourselves for them. Emphasis will be given to developing the competencies in our team, growing our leaders, strengthening our organisation and forging new partnerships. We aim to increase our relevance and value as an asset in the community.

One constant that will continue to guide us in the midst of change, is our Mission of Strengthening Families and Building The Community – for our clients, and to the glory of God.

Yeo Oon Chye
Chairman
Kampong Kapor Community Services

MESSAGE FROM THE EXECUTIVE DIRECTOR

This year has been a year of major milestones. We grew from our roots as Kampong Kapor Family Service Centre (KKFSC) to branch and reach out with the Whampoa Family Service Centre (WFSC) and the Safe and Strong Families-Preservation (SSF-P) Programme; thus, setting the ground to birth **KAMPONG KAPOR COMMUNITY SERVICES (KKCS) on 4 April 2018.**

As Benjamin Disraeli has said "Change is inevitable, change is constant." The family service sector has geared practice to better work with families with complex needs and risk. Increased resources were committed to increase proficiency of staff. As our society develops, expectations of professional practice have increased. More accountability, documentation and need for evidence-based work is a direction we need to continuously build our capability to meet. At the social service sector, the Code of Governance also propels the organisation to beef up our corporate structure, policies and procedures. It is indeed an exciting and challenging time, and a period steep in learning, exhaustive in efforts.

As the organisation grows, the importance of succession planning and grooming future leaders surfaced as priorities that we need to address in the next 5 years. Thankfully we have a pool of young, committed and bright staff that we have started to build and develop, as professionals as well as leaders.

It is hard to believe that with all the demands the team found energy and resources to launch more intentional internal trainings in key areas of safety planning, risk management, mental health and family violence assessment and documentation. Sincere appreciation goes to our team for going above and beyond what has been expected of them to help support each other.

While the year has been marked by changes, challenges and demands, it has also compelled us to reflect on our purpose and mission. Our constant in the changes has been our passion to work with the most vulnerable and those with needs; the belief that depth and quality in services cannot be compromise for breadth and quantity. I look forward in anticipation as we (collaboratively the staff, the board, and our partners) and the community we serve come together to chart the direction we want to move for the future.

Lee Yeon Wun
Executive Director
Kampong Kapor Community Services

BOARD AND MANAGEMENT

Chairperson	Mr Yeo Oon Chye
Vice-Chairperson	Mr Wong Quek Hin
Honorary Secretary	Mr Lim Fang How
Honorary Treasurer	Mr Chia Ping Kheong
Assistant Honorary Treasurer	Ms Goh Poh Gek
Members	Mr Richard Fong Keng Thong
	Mr Koh Tien Gui
	Mr Ho Chee Nen
	Mr Andrew How Wai Mun
	Ms Dorothy Ching Pui Wah
	Ms Yvonne Tan Peck Hong

Human Resource (HR) Committee

Members	Mr Yeo Oon Chye
	Mr Wong Quek Hin
	Mr Lim Fang How
	Mr Andrew How Wai Mun

KKCS Management Team (As at 31 March 2019)

Executive Director (KKCS)	Mrs Lee Yean Wun (appointed on 1 June 2017)
Centre Director (KKFSC)	
Centre Director (WFSC)	Ms Christina Ng
Head (SSF-P)	Ms Jessica Chan
Operations Manager (Corporate)	Mr Richard Lee

OUR SERVICES



KAMPONG KAPOR FAMILY SERVICE CENTRE (KKFSC)

The previous year has indeed been a time for consolidation. The senior team stepped up to take on more leadership roles; while younger leaders also rise up to the larger portfolios given to them. Longstanding programmes, such as kidsREAD and Better Together, had undergone review to ensure we stay relevant and continue to be evidence-based in our usage of resources. The Community Work Team also consolidated and worked with our external guide to sharpen their framework in community work, as well as to build their skills set to work more hand-in-hand with the community, using the Asset-Based Community Development (ABCD) approach.

Manpower was challenging as we had 2 staff on maternity leave, 2 staff on external placement, 1 staff away on sabbatical leave and 1 staff on no-pay leave. We were still relentless in keeping to our commitment in ensuring staff were equipped. The 22 staff attended a total of 1,324.5 hours of external training. 3 staff also obtained their professional social work qualification.

In the year ahead, we plan to start the revised programmes for children and their parents, outreach to the community of Selegie, and review our casework processes for working with case with risk concerns. We look forward to pushing ourselves to continue to be of value to the community.

INFORMATION & REFERRAL (I&R)

KKFSC attended to a total of 512 enquiries, of which 345 were serviced with providing needed information, advice and short consultation or linking them to the appropriate external services. The remaining 167 were recommended for casework and counselling services. Outreach and referral by Members of Parliament (MPs) increased from 3% to 20% marking our attempt to reach out to residents previously not known to our services.

Relevant trainings were conducted with the Intake team to enable them to meet the demand of handling a wide range of needs, as well as to be able to conduct the preliminary assessment of needs

and risk. The Intake team is the first touch point of residents as well as partners. We have continued to meet and network with key partners to ensure that service is provided as seamlessly as possible.

	Total
No. of I&R cases handled	512
No. followed up with Interventions	167

Source of Referral



CASEWORK & COUNSELLING SERVICES

For this year, a total of 556 families were served. We were able to successfully close intervention for a total of 213 families. Our professional team (comprising of 22 trained social workers and counsellors) use a systemic approach in working with the individuals and families. We also worked closely with community partners to support them. In the year we saw a slight increase in service recipients showing concerns in mental health and family violence. 37% or 206 of our cases are those with multiple concerns with some risk and 4% are

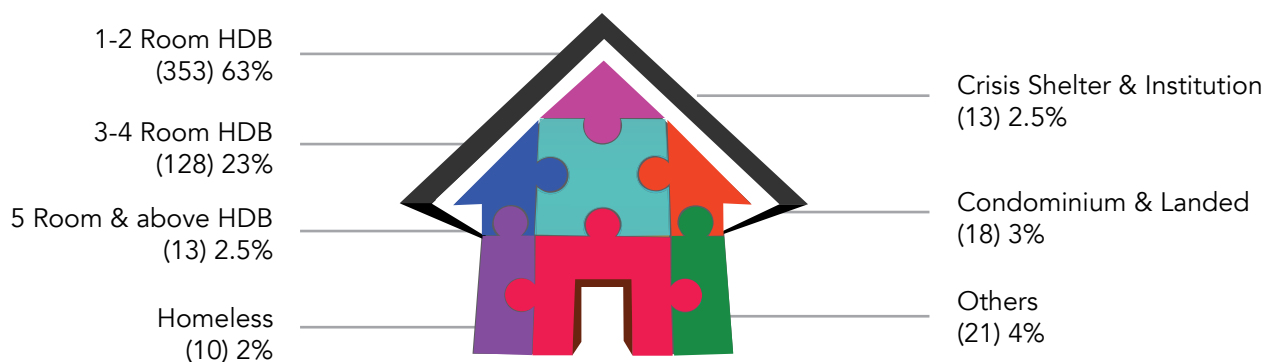
cases with risk issues. These cases will require more intensive follow-up and closer collaboration with partners.

	Total
Total no. of families served	556
Total no. of sessions conducted	3,901

Top 5 Presenting Issues



Housing Type



Age Group



< 20 years	21 ~ 30 years	31 ~ 40 years	41 ~ 50 years	51 ~ 60 years	61 ~ 70 years	71 ~ 80 years	> 80 years
2%	10%	21%	21%	21%	11%	10%	4%

GROUP WORK SERVICES

Better Together

In 2018, KKFSC ran the Better Together (BT) Programme for parents and children. Weekly kidsREAD sessions were run by staff and volunteers in collaboration with the National Library Board (NLB). These aimed to cultivate the love of reading and good reading habits among children aged 5 to 8 years old from low-income families. In addition, staff facilitated bi-monthly parenting workshops on topics such as discipline, emotional regulation, and developmental stages and needs. The workshop discussions helped parents to share and learn from one another and allowed them to be empowered and acquire useful tips and techniques to strengthen their relationships with their children.

Another key component of the programme were parent-child activities and Family Days. Parent-child activities were incorporated into the workshops for them to interact and have fun with their children. Family Days were held during the school holidays as a treat for the families. In June 2018, there was an outing to Sentosa for an Amazing Race and a visit to SEA Aquarium. The BT Programme ended in November 2018 with a trip to Snow City and the experience of an ice-cream making workshop, which were attended and enjoyed by many families.



In Session at BT Programme



Outing to Sentosa in June 2018

COMMUNITY WORK SERVICES

The focus for KKFSC Community Work in year 2018/2019 was to establish relationships with key community partners and to seek opportunities for collaboration. The team also aspired to gain a new perspective of our community through using a strength-based approach of **Asset-Based Community Development (ABCD)** framework. We had an external guide to help us in this process. As such, the team had learning conversations with residents so as to understand their community through the residents' lens.

Highlights

1. Food and Nutrition – Fresh Food Truck

Fresh Food Truck is a collaboration project with Food Bank Singapore to provide fresh fruits and vegetables to the community. Low-income families often face barriers in accessing fresh food due to financial constraints and often turn to processed products (such as instant noodles and canned food) for its lower cost and longer shelf-life. Through this project, it was hoped that fresh food can be made more accessible to these families.

Fresh food distribution was done at Jalan Sultan on 23 October 2018, as well as Kitchener Road on 25 October 2018 and 27 February 2019. The distribution was opened to public, with no restriction on the quantity each individual could take home. The fresh food trucks were well received by the residents in our community, with long snaking queues formed during the distribution.



Collecting Fresh Food

2. Drug Awareness Programme (DAP)

DAP is created for the youths to share their perspectives and the impacts of drugs in their environment. A focus group discussion session with youths in the community was conducted on 31 May 2018 to gain insights of their view on drugs.

Meetings with community youth stakeholders (such as Beyond Social Services, Wesley Youth Centre, Hope Centre) and the regional Integrated Service Provider (Singapore Children's Society) were held on 24 August 2018 and 18 September 2018 to explore opportunities on possible collaborative work.

A meeting with Social Service Office was held on 26 November 2018 to plan for a networking session to bring together more youth stakeholders in Kampong Glam area in 2019. Since January 2019, 10 youths are regularly involved in the weekly sessions of community theatre that is in collaboration with Beyond Social Services.



Engaging the youth in exploring the community



... and having outdoor discussions

3. Kampong Play

Kampong Play was organised to promote the importance of play between parent and child in the community and as a platform of outreach to the community. In collaboration with community partners (such as City Missions Church, Kampong Glam Community Club and Enfant Educare), three runs were delivered on 21 July 2018, 24 November 2018 and 16 March 2019.

The message of parent and child bonding was amplified through simple and interactive games and activities. Games and activities such as craft work and tele-matches were designed to maximise interaction between family members. It also aims to inspire parents to replicate and create new activities at home. Psychoeducation is an important component of Kampong Play and it was creatively delivered through storytelling, short quizzes and telepathy game to gain insights on importance of family bonding. Besides participating in the games, the residents were also introduced to KKFSC and learnt about the services provided by the centre.



Families during play-time

WHAMPOA FAMILY SERVICE CENTRE (WFSC)

WFSC marked another milestone in 2018 when we moved to our new and permanent office at Block 78A Lorong Limau, #01-01, Whampoa Dew, Singapore 321078. As we expanded to a full strength of 16 staff, we were able to reach out to those staying in purchased flats, fostering closer relationship as we collaborate with current and potential stakeholders.

In the coming FY2019/2020, we want to strengthen our core services of Casework, Group Work and Community Work as well as exploring the feasibility of running programme that can support the core services. In view of a growing number of cases with mental health and family violence issues, we want to build up workers' competencies in these areas as well as increase collaboration with various stakeholders, identify assets and build capacity in community to respond to risks, needs and concerns.

INFORMATION & REFERRAL (I&R)

WFSC attended to 289 enquiries in FY 2018/2019. Of the 289 enquiries, 160 were serviced with providing information, advice and short consultation as well as linking to appropriate external services. The remaining 129 were recommended for casework and counselling services. In FY2019/2020, we will continue to outreach to our community partners such as schools, childcare centres and resident committees as well as residents not known to our FSC.

WFSC has conducted relevant trainings for the Intake Team to improve their skills and knowledge to manage the diverse range of needs presented during enquiries as well as conducting preliminary assessment of needs and risk.

	Total
No. of I&R cases handled	289
No. followed up with Interventions	129

Source of Referral



CASEWORK & COUNSELLING SERVICES

In FY2018/2019, WFSC served a total of 327 families and individuals. Due to our outreach efforts to the purchased flats, 56% of the service users stays in 3-4 rooms flats, as compared to 53% in the previous year. 36% of clients presented with financial issues but often there were other underlying issues. We continue to see an increase in family violence within families and the elderly, and emotional / mental health issues. With these two emerging issues, focus was given on equipping the team to manage these issues, in order to ensure adequate and up to par service delivery. In view of cultivating new workers, we also focus on training a new group of supervisors to equip them with skills necessary for them to support their supervisees.

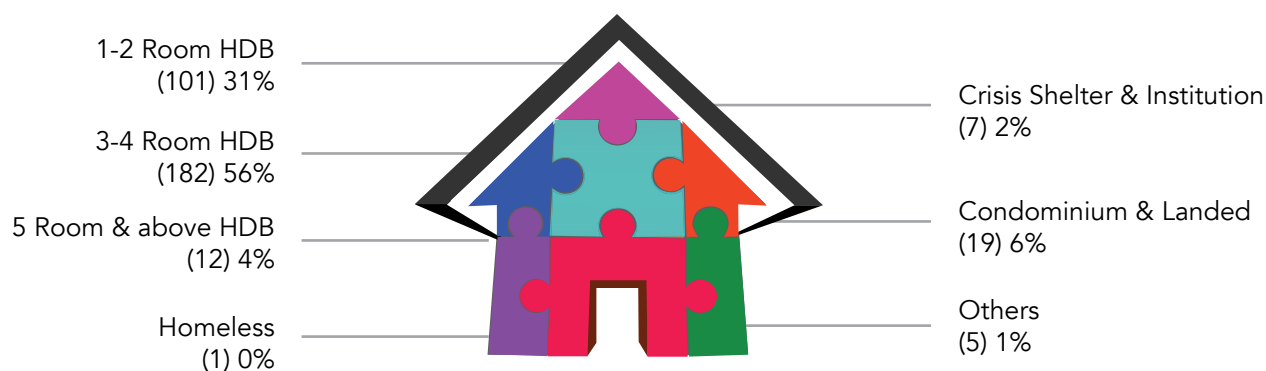
With the move to the new premise in July 2018, we want to assess the feasibility of running programmes in the coming FY2019/2020. We will look at the needs that have surfaced from casework and counselling as well as community works.

	Total
Total no. of families served	327
Total no. of sessions conducted	2,804

Top 5 Presenting Issues



Housing Type



Age Group



< 20 years	21 ~ 30 years	31 ~ 40 years	41 ~ 50 years	51 ~ 60 years	61 ~ 70 years	71 ~ 80 years	> 80 years
4%	9%	18%	25%	16%	14%	10%	4%

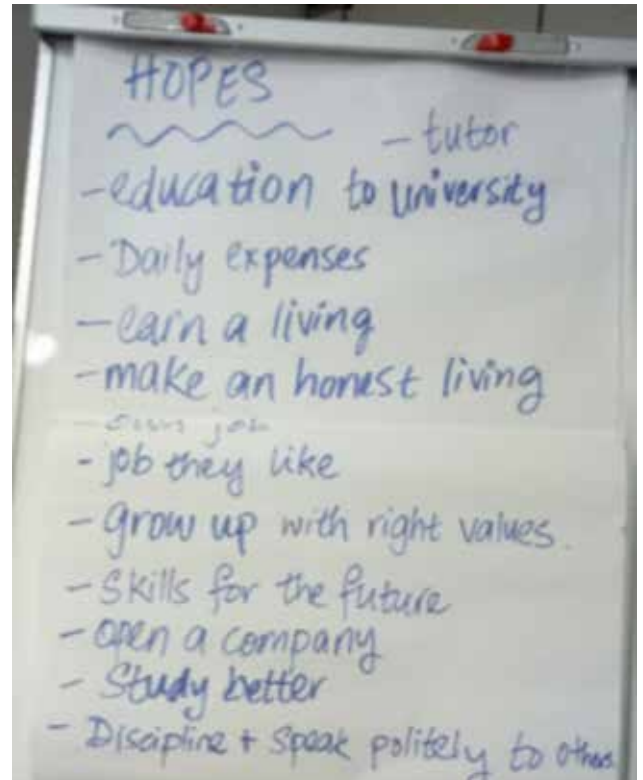
GROUP WORK SERVICES

Focus Group Discussion for Single Mothers

Chapter 2 is a group developed for single or divorced mothers with their children ending its 1st run in May 2018. In December 2018, a Focus Group Discussion (FGD) was conducted with the mothers from the Group Work through a collaboration with Community Work group. The group included Group Work participants as well as non-Group Work participants who were known to WFSC.

The discussion focused on challenges and issues they faced in their daily lives, as well as the struggles to hold both parenting roles, and their struggles they faced when working with systems for financial assistance. Aside from challenges, the group also shared their strengths, hopes and dreams for themselves and their children. This included their ambitions to upgrade themselves to enhance employability, to support their children for further studies in universities and to start their own businesses.

WFSC will continue to work closely with Community Work team to provide Group Work participants with the platform to hold more FGDs as well as simultaneously collaborate with their respective caseworkers to better support our single mothers at a deeper level.



Discussion point garnered during Chapter 2's FGD

COMMUNITY WORK SERVICES

Kampong Play @ Republic Polytechnic

In order to provide a platform for parents and children to bond together (especially single-parent families), WFSC collaborated with Republic Polytechnic's (RP's) School of Sports, Health and Leisure (SHL) adult students in conducting a raft-building activity. The aim of the programme was to provide a platform for family members to bond with one another, in the hope that it will strengthen their communication and familial ties in the process. The participants were observed to have a great time with

one another as they communicated and cooperated throughout the programme. It also provided these families an avenue to play together, which may be lacking at times due to various issues.

Door-to-door outreach at Block 78 Lorong Limau

A door-to-door outreach was organised during February 2019's Chinese New Year at Block 78 Lorong Limau for WFSC to say 'Hello' to our new neighbours. Staff and volunteers distributed mandarin oranges and sent well-wishes to the residents as per Chinese customs and elaborated on services provided by WFSC. This will hopefully increase residents' awareness of WFSC as a resource in the event they require support. It was observed that there are a good mix of young families and elderly people living in Block 78. Some of them are aware of WFSC's existence as well as the services provided. Those who are not aware of WFSC's services commented that it is convenient for WFSC to be situated in the vicinity. Altogether, 141 families were reached through the outreach.



Playing by the pool at Republic Polytechnic

SAFE & STRONG FAMILIES-PRESERVATION (SSF-P)

The Safe & Strong Families – Preservation (SSF-P) team has been on the pilot for 2 years since it started in April 2017. SSF-P is an intensive home-based service to keep children safe and well with family in the community. All cases are referred by Ministry of Social and Family Development's Child Protection Service (MSF-CPS) of known families with moderate risk level. It provides 6 months' intervention focusing on ensuring monitoring safety, enabling families to develop the needed behaviour change to ensure safety, and working closely with other systems to support and sustain the work after the 6 months.

The team has grown greatly since then and has also gained a lot of learning from the families that they have encountered on this programme. As they embarked on a journey in collaboration with the families, they have witnessed families that made great improvement and maintain changed behaviours that can support them to keep the children safe at home. At the same time, they have also encountered community partners who can step-up as part of the safety network for the families that make it possible for the children to be visible and safe in the community with their families.

Safety and security don't just happen, they are the result of collective consensus and public investment. We owe our children, the most vulnerable citizens in our society, a life free of violence and fear.

– Nelson Mandela

The SSF-P team went through a steep learning curve which sharpened and enhanced their clinical skills sets in family violence and trauma-focused intervention with families and children. That allows the team to share their learnings within KKCS as well as with the FSC sector via the safety planning and monitoring training, which is in partnership with MSF and fellow SSF-P practitioners from AMKFSC Community Services Ltd and Montfort Care.

FY18/19	Number
Total families referred	21
Total cases closed	21
Total case opened	21
Total cases active	36



Sharing session with other SSF-P practitioners

In the first quarter of 2019, SSF-P team also produced a practitioner's resource guide in collaboration with fellow colleagues from MSF-CPS and the SSF-P teams from AMKFSC Community Services Ltd and Montfort Care. It is a joint effort with our comrades from SSF teams to reach out to fellow practitioners and community partners to share about SSF-P model and the preservation work we are doing with the families in the community. It is also a tool we wanted to use to invite sector practitioners to be a part of the safety network for the children in each of their communities, as it takes a village to raise a child (traditional African saying).



Practice Guide Launch 14 Feb 2019



SSF-P Implementation & Practice Circle

OUR SERVICE USERS' STORY

Growing In Confidence

Mr A., 19 years of age, is young and handsome. He smiles and moves with purpose. He is doing a Design Course in his 2nd year at Temasek Polytechnic and works part time. While A. retains the same features of the 9-year old child that he was, his demeanour and posture has transformed over the years. He was shy, quiet, and suffered from health issues till early teens which isolated him. He found himself lagging in school. Feelings that peers did not understand his family situation isolated him further. Yet A. dare not share with his mum as he did not want her to worry.

A.'s mother saw herself a failure when her marriage ended. She struggled with poor health, housing, finances and having little support. They moved to a 1 room rental flat, as she cannot work and survived on social assistance. She placed all her hopes on her son, and this could be too heavy for a child. She cried and admitted that she hit him when she felt frustrated and helpless. When asked what had held him on, A. admits he overcame his poor results with hard work. He wants a better future for his family and wants his mother to be proud of him. His confidence grew as he passed his 'O' levels and gained entry to a Polytechnic with his effort. With assistance, he can buy the art materials needed for his course and expenses when he goes out with friends which meets his social needs as a young adult.



OUR STAFF



OUR STAFF (As at 31 March 2019)

Corporate Office

Executive Director
Lee Yean Wun

Operations Manager
Richard Lee

Admin Accounts Executive
Nang Win Kyar

Corporate Services Executive
Joscelyn Tan

Kampong Kapor Family Service Centre

Centre Director
Lee Yean Wun

Professional
Adrena Binte Adnan Lee Abdullah
Chew Jia Hui
Chong Wan Ing
Devika Kumarasamy
Freda Choi
Guan Jiaying
Hazel Tan
InduJaa Krishnamoorthy
John Chong
Kathy Lo
Khoo Yun Wei
Lim Meng Han
Loo Kay-Enne
Lorna Goh

Lynette Tham
Nel Lim
Stella Wong
Tan Wei Wen
Tan Wen Shi
Tay Shu Wen
Therese Chan
Wee Yep Peoh
Zulhakim Bin Mustar

Administrative
Irene Lim
Jack Lee

Whampoa Family Service Centre

Centre Director
Christina Ng

Professional
Chua Min Rui
Danny Ch'ng
Denise Edna Jeevan Ponnampalam
Dorcas Koh
Fedora Tan
Jen Goh
Joanne Chien
Linda Lim
Namira Binte Rahmat

Tan Jia Wei
Tan Limin
Tan Yan Shen
Yeo Hwee Keng

Administrative
Lily Lim
Alvin Lee

Safe & Strong Families - Preservation

Head/ Lead Social Worker
Jessica Chan

Professional
Ashley Lim
Gwendoline Ng
Liao Liwen



KKCS Team-Bonding January 2019

CASEWORK SPECIALISATION TEAMS

In an effort to deepen capacities in specific areas of needs that surfaced from the communities we serve, specialist teams help to build the capacity of the professional staff, enrich the specific areas of services and better target our networking with the relevant stakeholders.

ELDERLY SPECIALIST TEAM



Finale Session in November 2018

Elderly Service Team (EST) aims to be a team specializing in clinical work for elderly and to strengthen the network with partners and religious groups in and out of the community.

In August 2018, our team collaborated with Kampong Kapor Methodist Church (KKMC) to conduct a Dementia Talk for the participants and volunteers of KKMC Seniors Corner. Over 50 people attended the talk and gained insights about dementia. Through presentation and activities, participants learned about what dementia is, how to identify symptoms, how to reduce the risk of dementia, tips on communicating with people with dementia, as well as available community resources. Feedback had been positive, and the participants found the talk useful and informative.

The team is actively involved in networking with the community partners through regular involvement in Kallang-Rochor Partners Networking events and the Senior Services Coordination meetings.

Between September and November 2018, an elderly groupwork was planned and executed by EST.

FAMWORKS

The team re-organized themselves to 2 teams, focusing on 2 key areas; working with parents of families with risk concerns for children 0 to 3yrs, and working with children with trauma. Internal Case Review platform was started to give additional support to staff working with cases with risk concerns. Monthly reviews are conducted on cases with risk. To build capability of the team, training was conducted on safety planning, how to conduct safety planning, and supervision of cases-with-risk.



Tools for working with Families



At the NRVNS in November 2018, Ms InduJaa Krishnamoorthy (2nd from right)

FAMILY VIOLENCE TEAM

The Family Violence team conducted 2 half day training: generic training on Family Violence in June 2018, and Understanding of Suicide and Assessment for 17 staff in September 2018.

Our team member, Ms InduJaa Krishnamoorthy was part of the organising committee for the bi-annual National Family Violence Networking Symposium (NFVNS) held in November 2018.

Ms InduJaa and Ms Lorna Goh (Chairperson, FY 2018-2020) are part of the Regional Family Violence Work Group (Tanglin Division). This workgroup plans joint projects to raise awareness on family violence and enhance service delivery to families affected by violence.

A training was conducted for more than 200 new policemen on types of family violence and how FSCs work with clients referred from the Police in February 2019.

MENTAL HEALTH TEAM

The Mental Health (MH) team liaised with four major stakeholders to explore collaborative work. As a community partner, we have been involved in quarterly networking sessions with the Institute of Mental Health (IMH) & South Region FSCs to keep abreast of the current trends, treatments and services available in the community.

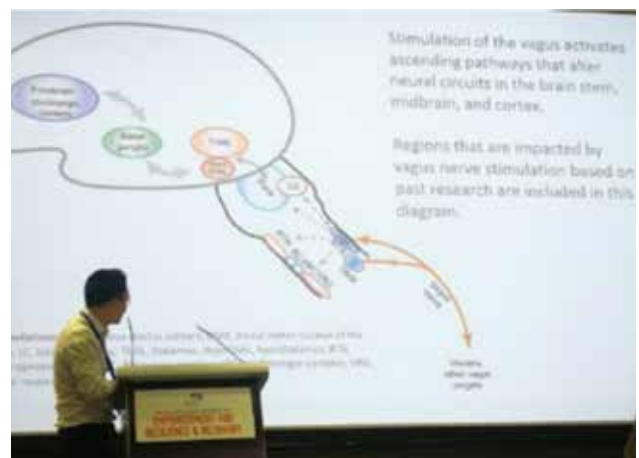
Singapore Association of Mental Health (SAMH) was invited to conduct a lunch talk on "Minding our Mind" to develop a better understanding among our staff to manage clients with mental health issues in May 2018. In 2018, the staff has attended 125.5 hours

related to mental health training and workshops, to be equipped with relevant clinical skills to manage clients with mental health conditions competently and compassionately.

A resource library was set up in September 2018 to raise mental health literacy among the staff. Strengthening MH members' competency and professional growth are critical as the team will eventually provide support and guidance relating to the cases with mental issues in future.



SAMH Training Sessions in KKFSC



Singapore Mental Health Conference 2019: Empowerment for Resilience & Recovery In January 2019

PROFESSIONAL DEVELOPMENT OF STAFF

Overseas Learning

Safe & Together Model Conference and CORE training

Ms Jessica Chan and Ms Tan Wei Wen attended the 1st Asia-Pacific Safe & Together (S&T) Model Conference in Melbourne, Australia from 7 to 8 February 2019. They also attended the CORE Training for using the model. This opportunity gave them the platform and space to ground and anchor their work with people who are abusers. The participants saw the importance of documenting the incidents factually which was empowering for the survivor. The conference was an eye opener as they were exposed to work from various organisations and countries. One of the biggest learning was upholding the dignity of our clients. They also returned to conduct training for their team members.



With fellow participants is Ms Tan Wei Wen (3rd from right) and Ms Jessica Chan (2nd from right)

Sabbatical leave

Ms Lorna Goh went on sabbatical leave in June 2018. She attended the Solution-Focused Brief Therapy Summer Intensive in Denver, USA and completed a short internship at the Calgary Family Therapy Centre, Calgary, Canada.



With Dr Karl Tomm (MD, FRCPC), Director of Calgary Family Therapy Centre in his office at Calgary, Canada

'Not-knowing', 'don't assume', 'have an imaginary basket' and 'being intentional' are some tools which Ms Lorna learnt in Canada and USA.

In her own words, "spending time with God, enjoying His beauty in nature, learning what it means to be a person, these are what I experienced during my Sabbatical leave which was a good break to rest, learn, grow and be rejuvenated."



At Emerald Lake, Calgary, Canada

Professional Contributions

We encourage our staff to continue to share and contribute to the sector as well as to the profession. We are blessed that we have staff who have been able to provide training for the sector in the area of Family Violence, Child Abuse Reporting Guide (CARG), Safety Planning, consultation to other FSCs under the Master Practice Leader scheme, contributions in participations in sector and professional work groups.



SSF-P Safety Plan Training (FSC Sector) 8 Jan 2019

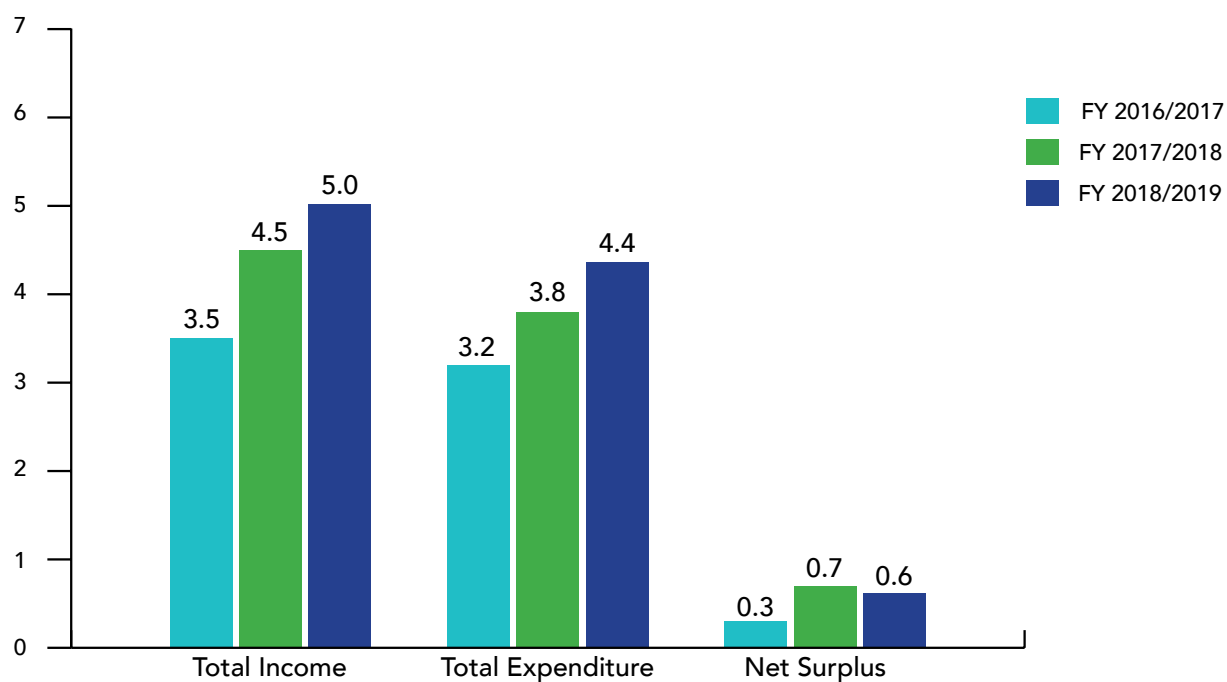


Practitioner's Resource Guide SSF-P Team

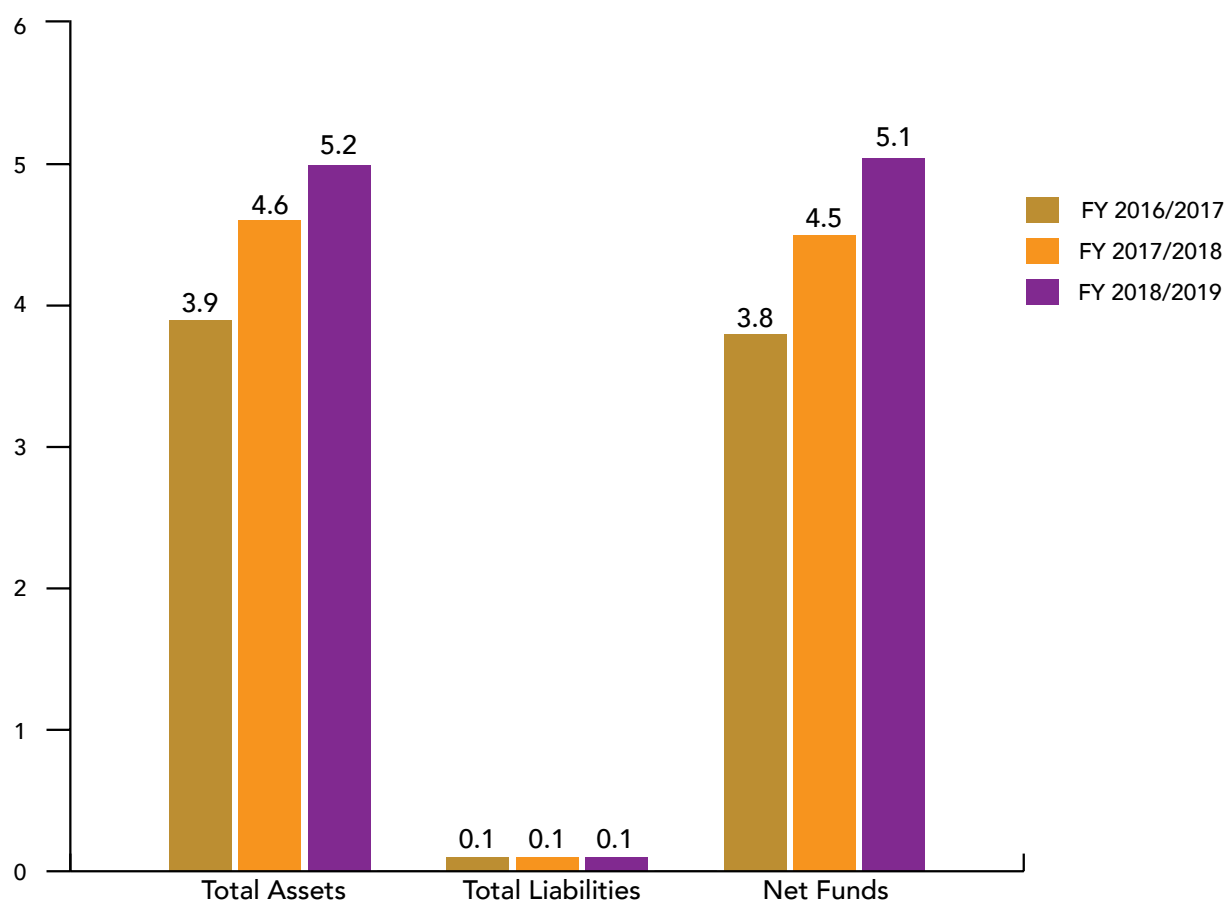
FINANCIAL SUMMARY

Financial statements for the year ended 31 March 2019 can be found on our website, www.kkcs.org.sg

Income & Expenditure (\$M)



Balance Sheet (\$M)



OUR GOVERNANCE POLICIES

Kampong Kapor Community Services (KKCS) has complied with all the applicable guidelines of the Code of Governance Evaluation Checklist for the Institutions of a Public Character (IPCs). The full checklist may be viewed at www.charities.gov.sg

Disclosure & Transparency

Management Committee (MC) Attendance Listing

Name of MC member	Current Designation With Appointment Date	Board Attendance
Mr Yeo Oon Chye	Chairperson From 1 April 2016	6 of 6
Mr Wong Quek Hin	Vice-Chairperson From 1 April 2016	4 of 6
Mr Lim Fang How	Honorary Secretary From 1 April 2016	3 of 6
Mr Chia Ping Kheong	Honorary Treasurer From 1 April 2018	5 of 6
Ms Goh Poh Gek	Assistant Honorary Treasurer From 1 April 2018	3 of 6
Mr Richard Fong Keng Thong	Member From 1 April 2010	6 of 6
Ms Yvonne Tan Peck Hong	Member From 1 April 2010	2 of 6
Mr Koh Tien Gui	Member From 1 April 2010	0 of 6
Mr Ho Chee Nen	Member From 1 April 2016	3 of 6
Ms Dorothy Ching Pui Wah	Member From 17 May 2018	6 of 6
Mr Andrew How Wai Mun	Member From 17 May 2018	5 of 6

The Management Committee members do not receive any remuneration.

Remuneration of top 3 Executives Salary Band FY 2018/2019:

Remuneration Band	FY2018/2019	FY2017/2018
\$100,001 to \$200,000	3	3

There is no paid staff, being a close member of the family belonging to the Executive Director or Management Committee member of KKCS, who has received remuneration exceeding \$50,000/- during the financial year.

Conflict of Interest Policy

A system of checks and accountability is in place to ensure corporate governance. KKCS has a conflict of interest policy to provide guidance in the decisions made by Management Committee members, Sub Committees and Senior Management Staff.

Procedure Regulating Supply and Provision of Goods or Services by Related Parties

Any member of the Management Committee or staff member who desires to supply or provide goods or services, either directly or indirectly, must declare his / her interest in writing to the Chairman, with copy to the Treasurer.

Reserve and Restricted Funds Policy

Reserves are maintained to provide working capital and enable KKCS to develop over the longer term. Designated Funds and Restricted Funds are donations or grants received that are set aside for specific projects and expensed, in accordance with donors' wishes or stipulated by government ministries.

The reserves are not expected to exceed the equivalent of 2 years' expenditure of KKCS.

Loans

KKCS does not made any loans to any employees, Management Committee members, any related parties or third party.

Code of Conduct

KKCS has a Code of Conduct Policy for all Management Committee members, staff and volunteers.

Managing Risks

The Management Committee has established procedures and systems to identify, monitor, review and manage any major risks that KKCS may be exposed to on a regular basis.

Whistleblowing Policy

KKCS is committed to the highest standard of ethical behaviour and sound corporate governance. KKCS' whistleblowing policy is intended to provide guidance to those who have concerns about possible irregularities or wrongdoing within the organisation.

Corporate Communications

KKCS has a communications policy that establish procedures relating to releasing information to the media, stakeholders and the public.

ACKNOWLEDGEMENT

We wish to thank the following institutions, companies and individuals for supporting our efforts to help families in need.

AWWA FSC	My World Preschool
Beyond Community Work Team	Nascans Student Care
Beyond Social Services	National Kidney Foundation
BP NP (Ngee Ann Polytechnic) Mentoring Club	Northlight School
Care Corner Cluster Support @ Toa Payoh	NTUC befrienders
Care Corner Family Service Centre (Toa Payoh)	OSH KOSH-JLG Technology Equipment Ptd Ltd
Central Singapore Community Development Council*	PCF Crawford
Chong Hua Tong Senior Activity Centre	PCF Whampoa Blk 112
City Missions Church*	PCF Whampoa Blk 85
Counselling and Care Centre	Peace Connect
Daughters of Tomorrow	Pek Kio Constituency Office
e2i	Pioneer Generation Office
Enfant Educare Pte Ltd	ProTeach Student Care
Food Bank Singapore*	REACH Family Service Centre
Habitat for Humanity	Republic Polytechnic's School of Sports, Health and Leisure
Handicaps Welfare Association	Satsaco Express Transportation Pte Ltd
Health Promotion Board	Sentosa Development Corporation
Heart Warmers*	SilverAce Senior Activity Centre
Hope Centre	Singapore Management University
Indiemama	Singapore Police Force
Jalan Besar Social Service Office	Singapore Polytechnic Library Club
Jaamiyah	Singapore Red Cross
Kampong Glam Citizens' Consultative Committee	Society of St Vincent de Paul (SSVP)*
Kampong Glam Community Club	Sparkletots @ Blk 105
Kampong Glam Constituency Office	St Luke Eldercare
Kampong Kapor Methodist Church*	St. Gabriel's Primary School
King George's Avenue Senior Activity Club	Stamford CareHut
KK Women's and Children's Hospital	Sunflower Preschool @ Balestier
KOME Rice Berry*	Tai Pei Childcare Centre
Kwong Wai Shiu Hospital	Tan Tock Seng Hospital (National Healthcare Group)
Lee Foundation*	The Official Fanclub of Rui En (RBKD)*
Life Care Society*	Tibetan Buddhist Centre*
Life Church*	TOUCH Cluster Support
Little Campus @ Whampoa	Tsao Foundation
Mainly I love Kids MILK*	Wesley Youth Centre
Maxcon Construction Company	Whampoa Citizens' Consultative Committee
Ministry of Social & Family Development	Whampoa CDWF
Mural Lingo	Whampoa Community Centre
MWS D'Joy Children's Centre	Whampoa Disc Golf Interest Group
My Centre @ Moulmein	Whampoa Market's Association
My First Skool (Jalan Sultan)	Whampoa Merchants' Association
My First Skool @ Blk 85	

Individual donors wish to remain anonymous.

** In appreciation for their donation in cash and in kind.*

*Continuity gives us roots;
change gives us branches,
letting us stretch and grow and
reach new heights.*

— Pauline R. Kezer