



Kampong Kapor Community Services

STRIVING FORWARD

Annual Report 2021/2022



ABOUT US

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

OUR MISSION

The mission of KKCS is to reach out in Christian love to the surrounding community, by providing programmes and service to help families in need, irrespective of language, race or religion.

Kampong Kapor Community Services serves to promote and improve the well-being of individuals at every stage of life and be a part of a community that cares and supports its members. We work to strengthen the cohesion of vulnerable families, while equipping them with abilities to solve problems and cope with crisis.

OUR VALUES



Trust



Respect worth & dignity of people



Uncompromising Integrity



Service to All



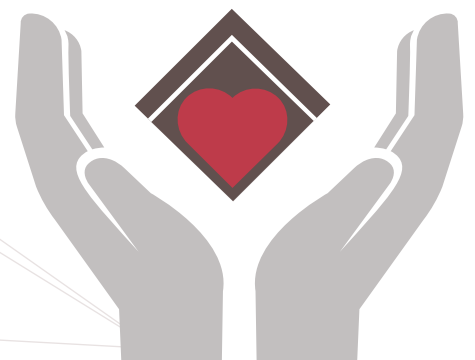
Teamwork

Organisation Information

UEN	: T10SS0030D
Current IPC period	: 1 April 2021 - 31 March 2024
Register under Charities Act	: Since 1 April 2010
Auditor	: Baker Tilly TFW LLP
Bankers	: OCBC Bank and DBS Bank
Registered Address	: Block 2 Kitchener Road #03-89 Singapore 200002

CONTENTS

Message from the Chairman	04
Our Management Committee, Sub-Committees and Management Team	05
Our Services	
Family Service Centres	08
• Kampong Kapor Family Service Centre (KKFSC)	
• Whampoa Family Service Centre (WFSC)	
Safe & Strong Families - Preservation (SSF-P)	19
SG Cares Volunteer Centre @ Jalan Besar	21
Our People	
Staff Development and Specialist Team	24
Our Financials & Governance Policies	
Financial Summary	27
Declaration & Policies	29
Code of Governance Evaluation Checklist	31
Acknowledgements	33



MESSAGE FROM THE CHAIRMAN

2021 saw the continuation of an unprecedented pandemic, and also marked a year of change for Kampong Kapor Community Services (KKCS).

From a management perspective, we had to review how we work, and how effective we are, in serving the needs of the KKCS community. The Board underwent a change in leadership due to the conclusion of terms of service of 5 key board members. The Centres' workers also need to adapt the way they interact with their clients and the way their services are provided to the community. Our management and Human Resource system are also in need of transformation as we needed to step up and grow our talent capability, improve our governance system and build up our digital capabilities in order to support our growth plans and be more effective in delivering our services.

The Board underwent a renewal as 5 persons assuming the key positions of Chairman, Vice Chairman, and Treasurer, stepped down after faithfully serving KKCS for 10 years. I would like to thank them for their dedication, commitment and professionalism which built and grew KKCS to where it is now. We are very thankful and blessed to have new Board members, from the Medical, Finance, Governance, Legal, Information Technologies and Human Resources professions join us to complement our existing team of professionals. This broad range of expertise was carefully selected by the Nomination Committee to spearhead our next phase of growth.

We have also embarked on a new Job Grade and Compensation review project for KKCS to ensure we have the right Human Resources framework to grow our capabilities, recognize our talent and hire the best from the sector to join us in our mission. We aim to strengthen our corporate spine to ensure we have the right processes and systems for this journey ahead.

We are also excited to start the Strengthening Families programme (FAM@FSC) to support couples who may face challenges in their marriage and families. We live in a very stressful environment that constantly puts pressure on the family institution and we hope by having this new programme, it will complement our existing programmes to provide a more holistic ecosystem of support for the community we serve.

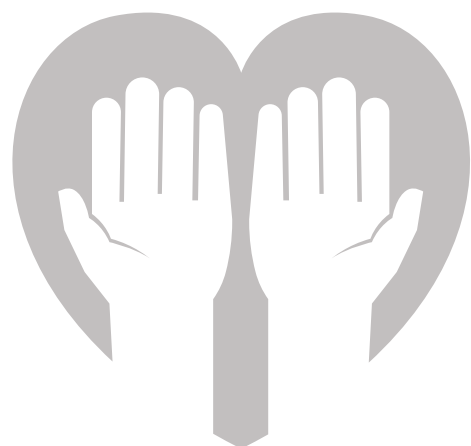
I would like to express my deep appreciation to the management team and our frontline workers who have braved the uncertainties of the past year and for their selfless efforts to weather the worst part of the storm.

As we are beginning to see the light at the end of the tunnel, I am excited that we have started building a stronger foundation the past year for us to Strive Forward and be the Light and Salt to the community.

*Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up.
(Galatians 6:9)*

Andrew How Wai Mun

Chairman, Kampong Kapor Community Services



MANAGEMENT COMMITTEE

(as at 31 March 2022)

Current Appointment	Name	Occupation
Chairperson	Andrew How Wai Mun	Managing Director of Kincentric Singapore and Indonesia
Vice-Chairperson	Evan Law Yew Kwong	Chief Executive, Singapore Accountancy Commission
Honorary Secretary	Andrew Cheong Kwok Onn	Adjunct Lecturer, Institute of Technical Education
Honorary Treasurer	Victor Lai Kuan Loong	Principal Consultant, CitadelCorp Pte Ltd
Assistant Honorary Treasurer	Dorothy Ching Pui Wah	Director, Singapore & Malaysia of Asian Venture Philanthropy Network (AVPN)
Member	Lim Fang How	Regional Director SAP
Member	Goh Poh Gek	Retiree
Member	Lim Tanguy Yuteck	CEO Law Society Pro Bono Services
Member	Dr Joseph Leong Jern-Yi	Psychiatrist - Institute of Mental Health
Member	Dr Darius Pan Shaw Teng	Doctor - National University Hospital



MANAGEMENT SUBCOMMITTEES

HUMAN RESOURCE COMMITTEE

Chairperson Mr Andrew How Wai Mun
Members Mr Lim Fang How
Mr Lim Tanguy Yuteck

NOMINATION COMMITTEE

Chairperson Mr Lim Tanguy Yuteck
Members Mr Andrew How Wai Mun
Ps Tay Kay Leong

AUDIT AND GOVERNANCE COMMITTEE

Chairperson Mr Evan Law Yew Kwong
Members Mr Lim Tanguy Yuteck
Dr Clarence Tan

MANAGEMENT TEAM (as at 31 March 2022)

Executive Director, KKCS (wef 1 June 2017)	Mrs Lee Yean Wun
Centre Director, KKFSC (wef 1 Dec 2021)	Ms Ho Sau Kuen
Centre Director, WFSC	Ms Christina Ng Choo Hon
Head, Safe & Strong Families – Preservation	Ms Ashley Lim
Volunteer Manager, Volunteer Centre (wef 1 Sep 2021)	Mr Eric Hu
Practice Director, KKCS	Mr Udhia Kumar s/o Mukaya
Lead Social Worker, KKFSC	Ms Jessica Chan Rho Szu
Lead Social Worker, WFSC	Ms Goh Chay Koon Jen Davinia
Lead Counsellor, KKCS (wef 7 Dec 2021)	Mr Low Teck Keong
Head, Corporate Services	Ms Yu Chin Hsia



OUR SERVICES



STRIVING FORWARD

FY21/22 seemed to be a tougher year as we battled on with the pandemic. Everyone seemed to feel the toll of the ever-changing safe management measures and evolving pandemic situation. Yet, it seemed to also be a slightly more comfortable year as we adjusted to the new normal. We started to get more comfortable with using online technologies in continuing our work with colleagues, clients, and partners. We had to be more creative in our

work and even experimented hosting hybrid events with stakeholders and clients. Despite the year of adjustments, we continue to strive to help individuals and families cope with an array of issues. We are grateful that the team remains strong and united in giving their best weathering this storm with our clients. We believe that we will continue to move forward and not stop in our goal of journeying with individuals and families.

ENQUIRIES AND INTAKES

For this FY 21/22, KKFSC and WFSC attended to 424 and 310 enquiries respectively and the top 3 presenting issues at Intake are Financial, Accommodation and Family (Caregiving and Marital issues) for KKFSC and Accommodation, Family Violence, and Financial Issues for WFSC.

Singapore being impacted by the COVID-19 pandemic in the past years. Individuals and families facing higher rentals in open market, reduced income due to lesser work opportunities, higher inflation rates and rising cost of

living. Due to an increased awareness of family violence, the public is more attuned to signs of family violence and willing to report suspected cases. Victims are also more open to seek support from FSCs.

Although the COVID-19 pandemic seemed to be waning, its impact is still lingering. There are indications that these presenting issues would continue to remain high in the coming year.


"Very grateful to you / WFSC for helping me and my child walk out of darkness and despair. I would have never thought that I would seek help from a social worker. Your work is important and meaningful to our society. Hope that others who are in need would be aware that they could approach social workers / WFSC for help. Life may be short, but we could live a radiant one. Really thankful for you / WFSC."

Angela Suen (Translated from Chinese)


INFORMATION & REFERRAL (I&R)

Intake/Enquiry			
KKFSC		WFSC	
607		310	


Self-Referral			
KKFSC		WFSC	
283	47%	164	53%




Community and Friends			
KKFSC		WFSC	
25	4%	18	6%




Health Care Institutions and Police			
KKFSC		WFSC	
75	12%	35	11%




Government and Statutory Bodies			
KKFSC		WFSC	
57	9%	35	11%



Social Services			
KKFSC		WFSC	
115	19%	20	6%



Others			
KKFSC		WFSC	
52	9%	38	12%



CASEWORK & COUNSELLING SERVICES

	KKFSC	WFSC
Total number of cases	777	466
Total new cases	231	116
Total number of sessions	4923	3040
	100%	100%

Case Complicity / Risk Grouping	Average Percentage	
	KKFSC	WFSC
Group 2 (Low)	57%	64%
Group 3 (Medium)	38%	31%
Group 4 (High)	5%	5%
	100%	100%

"Although I am not eligible to get a house under HDB, Whye Keet understands my situation and helped me appeal to HDB for a house under the Joint-Singles Scheme. Appreciate his help."

Lee Chwee Sang

FUTURE TRENDS & CHALLENGES






We have observed that caseload continues to stay significantly high the past FY. We are more comfortable and confident to use and lean on technology in our work i.e. our practice, administrative matters and staying connected.

The top 3 issues remained as financial, accommodation(homeless) and family issues (caregiving and familiar relationships) for the past FY. Mental health remains as a theme that weaves throughout the cases that we have encountered and it is an issue that is commonly featured in many referrals from social service partners and formal systems like the police, hospitals and schools. Thus, the team worked with complex and multi-stressed families. The team had to put in more effort to work with existing systems as well as reaching out to

build partnerships with community partners that have in-depth knowledge of specific topics that can reinforce and strengthen the intervention. Moving forward this aspect of building and harnessing the strengths of a collaborated and coordinated effort is much needed in view of the complexity of cases.

Striving forward, we must keep the skills and knowledge that we have learnt; take time to reflect and see which direction to go; identify tools we need to keep and to continue the work we love. We have survived while holding and helping our clients to cope doing this extremely trying period. Some of us need to step away so that we can find ourselves again, some of us stay. Regardless of which decision, we must congratulate ourselves and celebrate with one another.



TOP 5 PRESENTING ISSUES

	Financial /Employment Issues			
	KKFSC		WFSC	
	208	27%	148	32%
	Accommodation/Shelter Issues			
	KKFSC		WFSC	
	173	22%	48	10%
	Family, Caregiving and Marital Issues			
	KKFSC		WFSC	
	113	15%	94	20%
	Emotional /Mental Health			
	KKFSC		WFSC	
	90	12%	55	12%
	Family Violence			
	KKFSC		WFSC	
	70	9%	55	12%

AGE GROUP

	< 20 years	21~30 years	31~40 years	41~50 years	51~60 years	61~70 years	71~80 years	> 80 years
KKFSC	3%	10%	19%	23%	20%	14%	9%	2%
WFSC	2%	9%	20%	23%	19%	15%	8%	3%

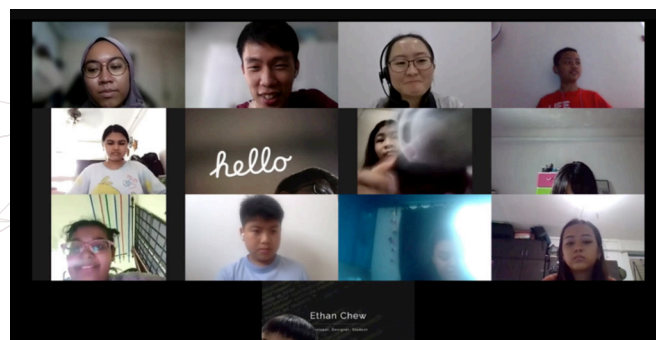
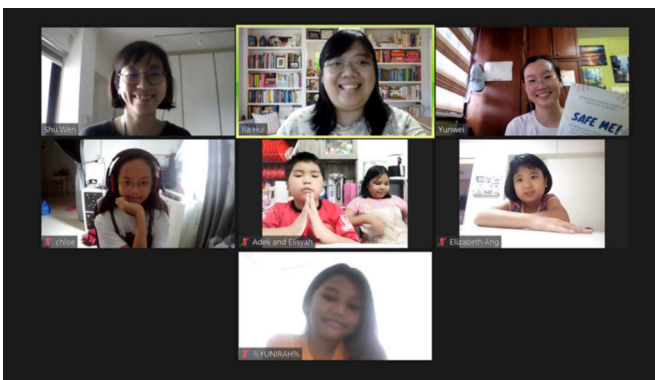
HOUSING TYPE

 KKFSC	53%	◀	1-2 Room HDB	▶	26%	 WFSC
	26%	◀	3-4 Room HDB	▶	48%	
	4%	◀	5 Room & above HDB	▶	7%	
	7%	◀	Condominium & Landed	▶	13%	
	2%	◀	Homeless	▶	0%	
	2%	◀	Crisis Shelter & Institution	▶	1%	
	6%	◀	Others	▶	5%	

GROUPWORK

FY2021/22 was the second year with restrictions being in place which had an impact on how intervention efforts like Group Work were implemented. Despite the challenges the team embarked on their second run of Safe ME!. This is a psycho-educational group work for participants aged 10 to 12 years old to build up their confidence in using Protective Behaviours in unsafe situations. Despite the uncertainty of how the sessions would be held due to COVID-19 safety measures, the team forged ahead to prepare for a second run. The team revised the session content, developing outlines for both in-person and online sessions so we would be well-prepared regardless of any changes caused by the pandemic. The groups eventually went online and through a mix of hands-on online activities, the children learnt about ways they can identify

unsafe situations and the “No, Go, and Tell” strategy to keep themselves safe. The group work was conducted via Zoom over 8 weekly sessions from 11 November 2021 to 30 December 2021 for both centres. There was a total of 11 participants from KKFSC and 10 participants from WFSC. Based on pre and post evaluation, 70% of the participants met the goals of the group to some extent. Both KKFSC and WFSC ran their sessions concurrently, to allow for cross-team collaboration and learning. Facilitators and observers from both Centres also received additional supervision in a group work format over 4 sessions to further concretize their learning. Even though online sessions had their challenges, the engagement level of the participants was still high.



Session snap shot of some of the group facilitators and some of the children.

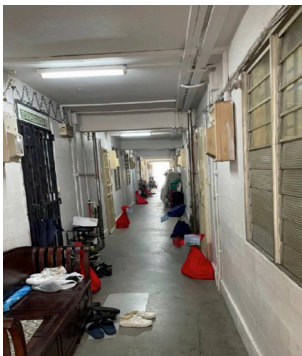
COMMUNITY WORK

In the past year, the Community Work Team has been gearing its efforts to connect and strengthen our relationship with various community resources. This is in line with our vision towards building a connected community that is empowered to grow and contribute. The following are some of the activities that we implemented amidst the COVID-19 pandemic.

KAMPONG KAPOR



A "master-piece," craft from the Brightening Your Day initiative by one of our participants.



The curated goodie bags distribution at the residents homes.



A Singapore Management University's SOCIETY's student putting together the goodie bag for distribution to residents of block 1.



Participants and facilitators from the Brightening Your Day initiative.

DOORSTEP125 (DS125)

FY21/22 brought about certain challenges with regards to Doorstep125 (DS125), where the main tenets of the programme were not feasible to conduct because of the Social Distancing Measures (SDM).

Yet, the team was determined to continue engaging the residents and came up with plans to do so virtually with the "Brightening Your Day" initiative through a crafts workshop competition. Prizes were awarded to families with the most creative crafts!

Subsequently, the DS125 team connected with the ComLink team at SSO@JB/Toa Payoh and Singapore Management University's (SMU) SOCIETY to conduct outreach to the residents of blocks 1, planning the various mechanisms and logistics for the outreach and currently analysing the data collected to plan how best to engage and support them.

In addition, the DS125 team held two training sessions with the SMU students orientating them on the goals of DS125 and basic engagement skills for outreach.



Singapore Management University's SOCIETY's students gearing up for the telephone interviews with residents from block 1.

KASIH SAYANG (KS)

A beautiful gift of affection, love, and hope. This is the gift that the Kasih Sayang (KS) programme hopes for, where the community comes together and share, through the common language of food. This programme was designed to introduce a different narrative to “food rations,” the concept of “nutritional benefits,” and its impact on a family’s positive functioning. A community fridge and freezer are in the lobby of KKFSC for residents to help themselves to fresh fruits, vegetables, and seafood that are both purchased and donated.

This project targets food insecurity and serves as an avenue for community and businesses/ organisations to serve and support residents in the Community.

In 2021, in response to high numbers of persons contracting Covid-19 in the community, supply of fresh produce was increased to support them and their family members. Our ambassadors organised a distribution exercise of fresh produce to 50 households, with plans for more in the future. As COVID-19 restrictions are eased, we are looking forward to resuming more activities in the Community again.



Ambassadors and Staff running KS, taking a break after preparing for the goodie bag distribution.



Ambassadors sending the “love,” of Community Spirit through Kasih Sayang.



Kasih Sayang’s Ambassador supporting the resident by assisting with the delivery of fresh food items.



Our dedicated Ambassadors who come in weekly to “refresh,” the fridge with the donated produce.

KOPI

Aggravated by the public health crisis where contact access was limited and services disrupted, many elderly found themselves struggling with loneliness and isolation. KKFSC and Wesley Methodist Church were concerned that without appropriate social-emotional support, the elderly mental well-being may be compromised. As such, KOPI was born, and the goals are to improve the emotional well-being of seniors, improve and foster meaningful social interactions, promote self-efficacy and develop a sense of “giving back” among elderly volunteers, through re-defining and re-designing the on-going Befriending Programme currently run by Wesley Church.



Members from Wesley Church and KKFSC deliberating at the Design Thinking Training.



YOUTH STORIES (YS)

In April 2021, Youth Stories (YS) spun off a face-to-face session engaging youths to jump start to a new beginning. Due to the heightened Safety Measures (SMM), it regrouped to engage the youths through an online meeting platform engaging them in activities including games, Google JamBoard, as well as the use of social media - Instagram. Through the polls and postings on Instagram, it enabled the team to also interact and observe the reactions and narratives from the youths.



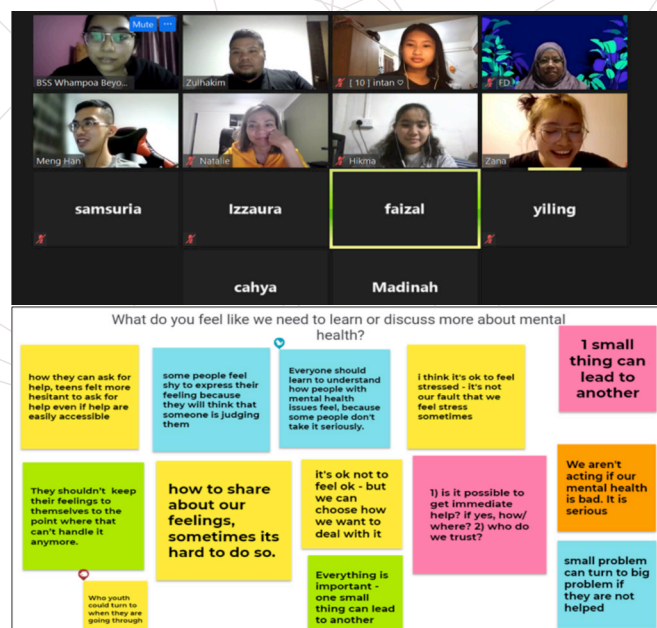
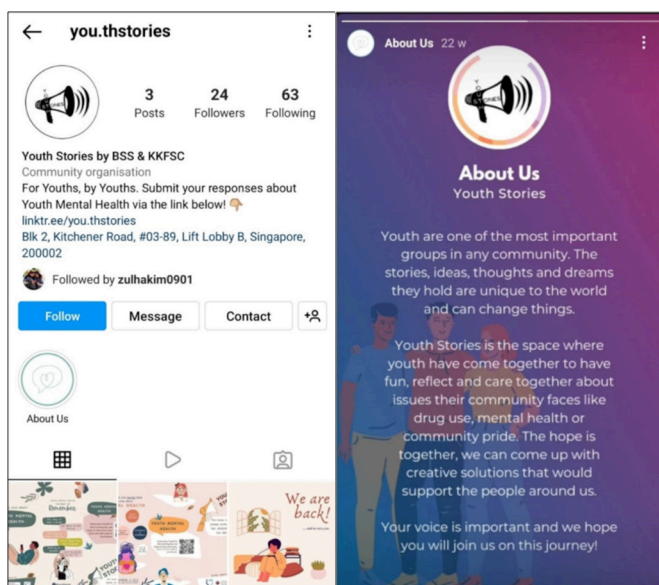
Participants and YS team members coming together to "jump start," the YS Programme.

Between September to November 2021, the team conducted an outreach to gain a consensus of the community's awareness on youth mental health issues. It was also an opportunity for the team to identify committed youths and parents who could come in to shape and craft Youth Stories for the future.

In December 2021, with the SMM becoming less tight an outreach was conducted via an online survey, telephone calls and door to door visits. The data collated is to assist the YS team continue its exploration of creative approaches in working with youths to uncover hidden "gems," in the community.



INSTAGRAM POSTINGS



An engagement with the youth via Zoom seeking their views on concerns regarding Mental Health.

WHAMPOA

Since April 2021, WFSC Community Work Team, along with several like-minded community agencies, came together to organise a workgroup to focus on enabling seniors living in Whampoa to age-in-place, through strengthening their informal social network within the community. The other agencies comprise of AIC – Central Zone, TSAO ComSA - Whampoa, TTSB and NTUC Health – Whampoa.

Several months of hard work culminated in a hybrid event held in conjunction with the seniors and the various community agencies. During the event, the workgroup members learnt from the seniors about their experience of aging-in-place within the community. The seniors also provided ideas to the workgroup on areas to further enable them to age-in-place within the Whampoa community.

Moving forward, the workgroup will look into the suggestions provided to work on actualising them, making Whampoa a friendlier place for seniors to age-in-place.

PROGRAMMES

DUIT DO-IT

The Duit Do-it Programme (DDP) was developed to complement the MWS Family Development Programme (FDP) so that the families will adopt good financial habits to improve their quality of life.

The families who are in the MWS FDP were automatically included in the DDP. There were about 15 families at the start. However, some of the families dropped out of the programme over time due to work and family commitments. Thus, only 9 families completed this programme. The purpose was to help them to start having the savings for emergency or to improve their financial situation until they have paid off all their household arrears.

Majority shared that the programme was helpful, and they gained better insights into their financial health and priorities. Many have learnt the importance of commitment to their personal financial goals and spending within their budget.

One of the participants observed some positive change in the frequency of her household bill payment after the programme. Currently, she pays for her monthly bill promptly. This contrasts with the pre-programme evaluation as she stated that she usually pays her household bills after the due date.

Despite the COVID-19 pandemic's challenges, the programme was completed in November 2021.

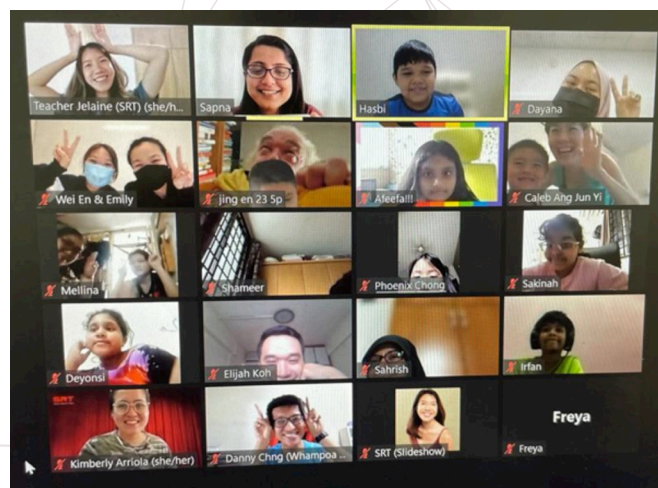


HEARTS@78A CHILDREN'S CLUB

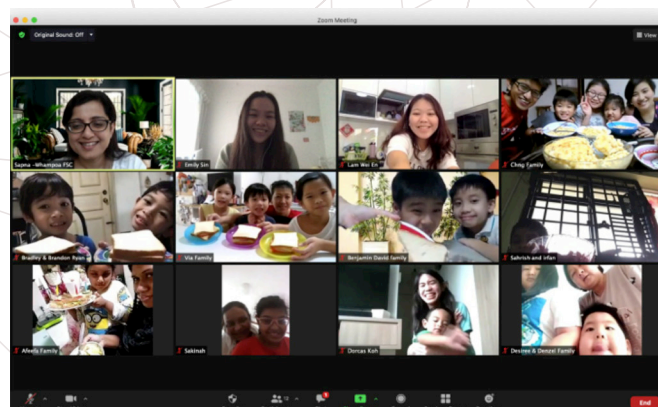
With COVID-19 restrictions, HEARTS@78A Children's Club had to adapt the way they reach out to our members and their families.

During the past year, our members benefited from our collaboration with the Singapore Repertory Theatre (SRT) to learn about theatre arts. Volunteers also helped to facilitate Theatre Play through Zoom, with the children taking on different roles in the story of "The 3 Little Pigs". There was the "Family Cook-off" and Christmas celebration sessions to strengthen the bonding between our members and their families. There were regular psycho-educational sessions (with topics including cyber-safety, emotional and stress management) to help enhance the psycho-social aspect of our members. Project Hutang Free (PHF) continued to help vulnerable families to match dollar to dollar to help them repay their essential bills and arrears. At the same time, the Whampoa Study programme also saw many volunteers assisting our primary and secondary students with their academic progress via the online platform.

Despite the challenges posed by the pandemic, it was heartening to know that we were able to deliver our programmes to our members who benefited from them and the Team would continue to innovate and remain relevant to our members and their families.



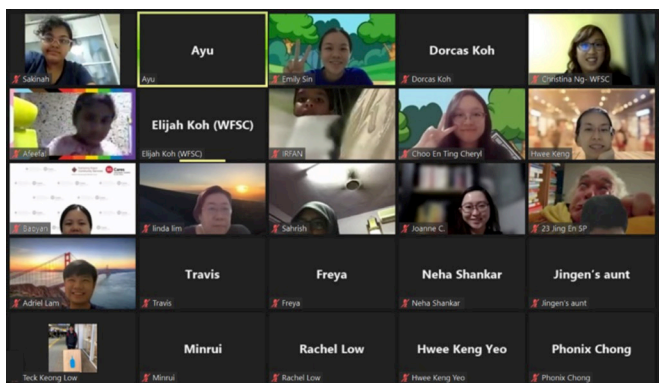
Collaboration with Singapore Repertory Theatre (SRT)



Family Cook off



Drama Club -1



Drama Club -1



Onsite Reading Club

SHARED EXPERIENCES

FAMILY VIOLENCE WORK GROUP (FVWG) - POLICE TASKFORCE WORK GROUP (PTWG)

Training for Senior Police Officers on adopting a sensitive approach to management of Family Violence (FV)

The Family Violence Task Force (FVTF), co-chaired by Ms Sun Xueling, Minister of State, MSF & MOE, together with Assoc Prof Faishal Ibrahim, Minister of State, MHA & MND was established in February 2020 to co-create recommendations to tackle FV.

In response to this, the PTWG was set up in June 2021 to enhance training of police first responders in engaging and managing FV cases in the community sensitively.

Family Violence Specialist Team/KKCS was privileged to be part of the FV network which comprised of representatives from MSF, Family Justice Court (FJC), Singapore Council of Women's Organization (SCWO), Casa Raudha, THK FSC @ Boon Lay, PPIS, MWS FSC – Tampines, Seng Kang Hospital (SKH), KK Women's and Children's Hospital (KKH), Tan Tock Seng Hospital (TTSH), MINDS, Montfort Care – Kreta Ayer Family Services, with the different FV Specialist Centres and the Singapore Police Force (SPF) to develop a set of standardized resources, comprising of training deck of slides for trainers, set of different role play scenarios, list of help lines of phone numbers, as well as assessment matrix to train about 500 senior police officers from the Ground Response Force, Community Policing Unit and the Investigation Branch. In turn, these senior police officers would cascade down their learnings to train a total of about 5 000 police officers in their own respective divisions.

After intensive bi-monthly meetings from June to December 2021, the deck of standardized resources was finalized and trainings promptly began at the Home Team Academy (HTA) throughout the first quarter of 2022. The trainings were intentional to equip police officers with information



pertaining to understanding family violence and its survivors; but the room was also filled with laughter as police officers learnt soft skills to engage different groups of survivors in the role play segment. Feedback gathered revealed that the sharing was fruitful as the SPF was able to learn and apply practical tools like basic attending skills in their everyday work.

All in all, it had been a tiring 6 to 9 months of hard work for all the different agencies involved; but seeing that it was all coming together to fruition was a rewarding sight for us. We are also assured that families going through violence in the community would be better supported as well.

SAFE AND STRONG FAMILIES PRESERVATION (SSF-P)

This is our second year working in the pandemic, the first anniversary since the blow up of the pathogen, COVID-19 that took the world by storm.

In the one year that ensued, Circuit Breaker came and left, multiple restrictions were put in place to ensure safety for all. To ensure continuity of work and follow ups are still being done promptly and safely, workers scrambled to learn the ins and outs of using technology as part of the day-to-day work when home visitation was not possible. Regardless of medium used, it is imperative that critical information/warning or danger signs were not missed out. Dangers present could still be stemmed out before it became a crisis that could compromise safety of the family and children at home. The last thing we wanted was for the children to be forcefully removed from home when it cannot be safe for them anymore.

With increased rapport with family and children, they would confide or disclose unsafe situations that happened at home. This allowed the team the opportunity to go in and work with family and to put in place measures to increase safety for the family.

The team has learned to work collaboratively with the family and children. It is not about averting crisis but it is about growing together with the family during crisis. It is the opportunity for family to confront issues/white elephants they have been avoiding. SSFP acknowledges that the responsibility to keep children safe is in the hands of the family; the parents, the safe adults, the systems. Through this, the family can be guided to make safer decisions to keep the family together.

It is heartening for the team to learn that their efforts are yielding positive outcomes. The cases that were closed in 2021 are all preserved, and they did not re-enter the CPS system post closure.

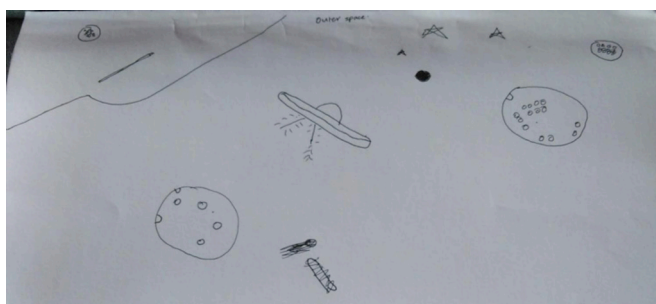
A YEAR IN A GLANCE

Cases referred by MSF to SSF	19	Cases managed by SSFP	16
Cases closed	9	Cases returned to system after closure in the last 12 months	0
Types of cases referred	Child Sexual Abuse**	Family Violence	Harsh physical punishment

** The team also saw a surge of child sexual abuse (CSA) referrals in 2021 with a total of 8 cases.

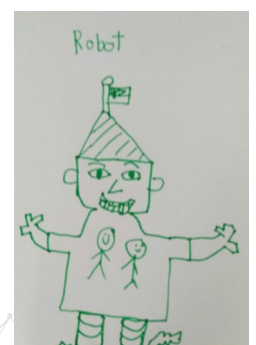
Other than focusing on individual work with the different people in the family, the team also saw the opportunity to do group intervention work especially during the heightened alert period which coincided with the school holidays. Not only were the children confined to their little space for leisure, by engaging children for 1.5hr also provided parents with some respite from caregiving.

As part of the effort, the team collaborated with Extraordinary People to conduct a programme integrating art and music as a form of therapy during the Jun 2021 school holiday. The programme ran for 4 sessions. 4 children who attended the programme had fun and we saw the opportunity for this piece of work to be expanded.



The team hopes to have more parent-child sessions focusing on co-regulating, reading each other's warning signs, purposeful engagement between parent and child beyond the academics. As the team works with the various family and children, the central theme observed was trauma legacy in the family which eventually will be passed down to the following generations if no interventions were made to break the cycle of trauma from perpetuating.

Beyond the trauma theme we observed, the lack of fun engagement between parent and child other than the functionality it calls for; e.g. "have you done your homework?". "have you eaten?", which was not wrong but it could be further enhanced to include building bonds, connecting by just spending time together over shared activities etc.





In other words, having fun for having fun's sake.

While the children had their fair share of fun, the team had theirs too.

As the pandemic was still brewing strong at this point in time, the team had to be contented with having retreat in split teams and connecting with the other team via zoom.

All work and no play makes us dull social workers. So, after all the serious discussions and strategizing activities, we played. Play is not confined only to children; adults who play are fun, energised and upbeat adults.



"We don't stop playing because we grow old, we grow old because we stop playing"

George Bernard Shaw

SG CARES VOLUNTEER CENTRE @ JALAN BESAR

2022 marks the third year of the COVID-19 pandemic, with many countries including Singapore still suffering from the impact of the virus. During this prolonged difficult period, it is especially important for different partners and volunteers to band together, combining our strengths and resources, and coming together as a community to support the vulnerable and disadvantaged Singaporeans among us. This is one of the major roles of SG Cares Volunteer Centre @ Jalan Besar (VC@JB), to be a connector in the community, fostering strong and sustainable partnerships in support of these residents in Jalan Besar Town.

KEY DEVELOPMENTS AND FUTURE DIRECTIONS

The strategy for VC@JB in building a stronger and more compassionate community was to engage and build deeper relationships with our partners by understanding them holistically, and also to foster more meaningful partnerships. VC@JB had been focused on engaging Social Service Agencies (SSAs) and other stakeholders in the Jalan Besar Town. For the first year of operations from 23 November 2020 to 22 November 2021, VC@JB had engaged **more than 100** partners in the community including social service and healthcare agencies, educational institutions, ground-up movements, grassroots and religious organisations.

To advance our goal of building a stronger, more cohesive community by fostering partnerships, VC@JB hosted 2 virtual networking sessions in July 2021 and January 2022 for agencies working to serve families-in-need and seniors in the community respectively. **More than 30 partners** including social service and healthcare agencies, community and public service partners and institutes of higher learnings participated in these sessions, resulting in **more than 20 partnerships** being explored.

"There's a quote by Ralph Waldo Emerson, 'The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well.' I've always felt a great sense of fulfillment having to help the beneficiaries during my free time. Seeing them happy and appreciative drives my compassion. I have learned to get out of my comfort zone more in socializing with people (beneficiaries and other volunteers) and built upon my teamwork skills from the experience."

Tan Ning Xuan – Volunteer



Student volunteers from Ngee Ann Polytechnic Chinese Orchestra engaging with seniors virtually from St Luke's ElderCare Whampoa Centre in November 2021.

In the first year of operations, VC@JB had facilitated **more than 40** partnerships including recruitment and deployment of volunteers, supportive resources such as training and donation-in-kind to support the services of our partners in the community and will continue to do so in the coming year.



Volunteers doing distribution of goodie bags to beneficiaries during Deepavali in collaboration with SINDA in October 2021.

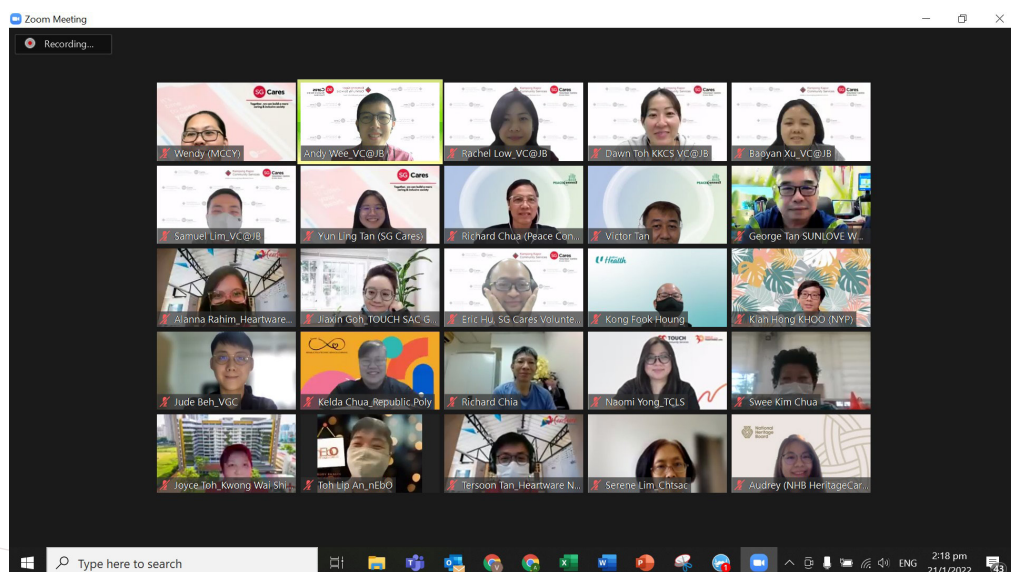
With the gradual recovery of the community from COVID-19 in the upcoming months, VC@JB hopes to be able to work more closely with more partners to re-engage old volunteers, and engage new volunteers to have more face-to-face engagements to bring joy and hope to the beneficiaries served by the various healthcare and social service partners in Jalan Besar Town.

VC@JB's engagement with partners in the past year also highlighted a salient need for enhancement of their volunteer and volunteer management capabilities in the community. Strategically, for the second year of operations, starting 23 November 2021, VC@JB will focus on building up volunteer and volunteer management capability resources e.g. volunteer training by working in partnership with social service and community partners who are able to support these needs in the community.

Indicators for VC @ JB*

Number of Volunteers	377 volunteers
Number of Regular Volunteers	208 volunteers
Number of Volunteer Hours	3,429.50 hours
Number of Beneficiaries Served	2,158 beneficiaries
Number of SSAs/Stakeholders/Community Partners Engaged	107 partners

* Note: The statistics are from SG Cares Volunteer Centre's first year of operations from 23 November 2020 to 22 November 2021



Networking session for active ageing organizations in January 2022

“The SG Cares volunteers that we have engaged for 3 Digital Literacy Workshops in Dec 2021, March and May 2022 were all very committed and enthusiastic, and carried out their tasks joyfully, spending quality time with our Seniors. We as well as our Seniors were really grateful and appreciative of SG Cares support. Thanks a Million!”

Richard Tham - King George's Avenue Seniors Activity Centre

OUR PEOPLE



STAFF DEVELOPMENT & SPECIALIST TEAMS

Staff Training The pandemic continued to impact on the frequency and format of trainings both internal and external. Despite the challenges staff continued to strive forward in their quest to learn and improve themselves for the betterment of clients by attending trainings online. A total of 2372 Hours of External Online Trainings over 105 Topics and 752 hours of Internal Trainings over 10 Topics were clocked by the agency. One of the internal agency training was on High Risk Cases and Intermediate Safety Planning Training conducted in November 2021 with 32 participants. KKCS has always encouraged the spirit of learning and refreshing oneself in knowledge and skills and this has been readily embraced by the team.

Growth Teams (GT) The GTs are into their 4th Year and have continued with the structure of group supervision using both internal and external consultant facilitators. The GTs for the younger staff have included both case presentations and training components on topics like Systemic Thinking, Interventive Interviewing, Working Systemically with Individuals and Working with Low Income Families. The GTs continued to be conducted online throughout the year and the groups have become accustomed with this arrangement. Taped sessions as well as live supervision were still conducted despite the online format. Internally new facilitators like Kathy Lo have been understudying experienced ones and would eventually be leading GTs in the future.

SPECIALIST TEAMS

It was another year of having to negotiate the many shifts in combating the COVID-19 pandemic and its effect on how operations were carried out at the agency. Despite the uncertainty and changes the various Specialist Teams continued with their work and adapted to the changes and restrictions. Given what was possible there was more focus on equipping the professional team in meeting the increased incidences of abuse, mental health as well as other related issues. Here are some highlights of the activities done by the Specialist Teams as well as a table summarizing these activities.

Family Violence Specialist Team conducted 2 in house trainings on “Muslim Matters” by Muslim colleagues and “Oh Man: Understanding Men and Abuse” by colleagues who work with men who abuse. Part of the second talk included a survivor’s story which enabled a deeper understanding of the issues faced by children witnessing violence in their homes. The talks were well received with positive feedback on the learning and awareness it created for the team.

Elderly Specialist Team organized 2 sharing sessions for the professional team. Medical Social Workers from Ren Ci Community Hospital shared their insight on their challenges and the service gaps working with external agencies. This was followed by a discussion on how the Community Hospital could collaborate with FSCs to better support elderly returning to the community hence bridging service gaps. The second sharing by MSF’s Adult Protection Service aimed to strengthen knowledge and skills when working with elderly who are abused. The talk covered implementation of interventions and how to establish safety plans.

Mental Health Specialist Team attempted 2 new initiatives that thrived for a better service model to help our clients. First a Peer Support Specialist Apprentice joined us to share his lived experiences which benefitted our clients who struggled with mental health concerns. Our team also developed a group work for clients experiencing depression and anxiety as a different platform for them to share their lived experiences and learn some new tools for better recovery through the group process. The team will be embarking on running the group in June 2022.

FamWorks Children Specialist Team had focused on building up its capacity in working with children. The team has been attending external courses on Play Therapy and Sandtray Therapy. An internal sharing was also done by the specialist Team Lead on her experiences and knowledge in engaging children. In addition the team has been taping their sessions with children and reviewing it together to learn from one another and further deepen their skills in working with children. The team also worked on refining the referral and evaluation process of cases to be transferred internally within KKCS.



Mother and Child doing play activities for the Parent-Child Play Group.

FamWorks Parent Specialist Team designed a Parent-Child Play Group Programme for parents with young children of ages 1 to 3. The programme was specifically crafted for families within KKCS who mostly stayed in the rental blocks. Due to the safety requirement for group size to be not more than 8 people, only 6 families were

shortlisted. The 6 Families comprising of a mother and a child each had 5 weekly sessions conducted on Saturdays between 27 March 2021 and 24 April 2021. The mothers gave very positive feedback about their learning and camaraderie formed between them being mothers of young children.

List of Activities Conducted by Specialist Teams for Staff and Clients

Specialist Team	Activity	Duration	Reach
Elderly	Challenges, Service Gaps & Collaborations Sharing by Ren Ci Community Hospital Medical Social Workers.	21 July 2021	15 Staff Participants
	Sharing on Elder Abuse Sharing by Ren Ci Community Hospital Medical Social Workers.	18 April 2022	28 Staff Participants
Mental Health	Singapore Mental Health Conference 2021 One team member attended the conference addressing Covid 19 pandemic impact on the public especially youth mental wellness.	24 – 25 Aug 2021	1 Team Member attended
	Networking with Viriya Mental Wellness Hub (MWH) To explore a collaborative partnership. MWH will take cases with mental health issues at the intake level while both partners will co-manage a case with safety and risks concerns from October 2022 onward.	19 Oct 2021	1 Agency reached
	Peer Support Specialist Apprentice Program An apprentice program with NCSS to place individuals who are trained and certified Peer Support Specialist to work in the KKFSC. The apprentice worked for six months to share his lived experiences with professionals and clients.	Sep 2021 – Mar 2022	1 Apprentice placed at KKFSC 2 sharing sessions with 40 Staff Participants
	Support Group Work Planning Phase A Support Group was crafted using Wellness Recovery Action Plan (WRAP) as a framework. It aims to help participants to get well, stay well, and make their life more the way they want it to be through a series of tools and action plans.	Dec 2021 – Mar 2022	Groupwork proposal and sessions plans were developed
Family Violence	Muslim Matters (3 sessions) Internal Sharing by 4 Muslim Colleagues on Understanding the Muslim Culture, Marriage, Gender Roles, Divorce, Death and Distribution of Assets.	12 Apr 2021 9 May 2021 10 Jun 2021	25 Staff Participants
	Oh Man! (2 sessions) Sharing by 5 male colleagues of different races and background on their life as a man and sharing by 5 other colleagues on working with men who abuse.	25 Oct 2021 28 Oct 2021	42 Staff Participants
FamWorks Parents	Survey on Parenting Needs and Challenges	June 2020	30 Parents
	Internal Sharing on Home Based Parenting. Staff were trained on using Home Safety Checklist and Developmental Checklist for intervention.	Sep 2020	12 Staff

OUR FINANCIALS



KAMPONG KAPOR COMMUNITY SERVICES STATEMENT OF FINANCIAL POSITION

At 31 Mar 2022

	2022 \$	2021 \$
Non-current asset		
Plant and equipment	75,014	74,124
Current assets		
Inventories	2,800	1,380
Other receivables	419,582	498,898
Fixed deposits	7,355,916	5,554,862
Cash and bank balances	1,385,439	1,673,298
	<u>9,163,737</u>	<u>7,728,438</u>
Total assets	<u>9,238,751</u>	<u>7,802,562</u>
Current liability		
Other payables	443,701	477,759
Net assets	<u>8,795,050</u>	<u>7,324,803</u>
Funds		
Unrestricted Fund		
Accumulated fund	1,513,574	1,413,453
Restricted Fund		
KKFSC Programme Fund	3,925,073	3,175,457
WFSC Programme Fund	2,672,341	2,139,647
SSFP Programme Fund	283,667	249,782
VC Programme Fund	31,669	(9,472)
School Pocket Money Fund	35,518	31,075
Financial Assistance Fund	296,956	291,010
Comcare Fund	9,822	8,960
Capital Grant	843	2,109
Care & Share Grant	25,587	22,782
Total Funds	<u>8,795,050</u>	<u>7,324,803</u>

Financial statements for the year ended 31 March 2022 can be found on our website www.kkcs.org.sg

KAMPONG KAPOR COMMUNITY SERVICES

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 March 2022

	2022 Total Funds \$	2021 Total Funds \$
Income		
Donations	56,527	76,696
Grants from National Council of Social Service	1,339,442	1,151,696
Grants from government	5,642,298	4,273,259
Other grants from government	613,884	1,194,393
Other income	114,776	48,923
Amortisation of capital grant	1,266	1,265
Care & Share fund	67,187	-
School pocket money fund	75,013	141,480
	<hr/> 7,910,393	<hr/> 6,887,712
Less expenditure		
Expenditure on manpower	5,631,354	4,670,706
Other operating expenditure	808,792	819,233
Total expenditure	<hr/> 6,440,146	<hr/> 5,489,939
Net surplus/(deficit) for financial year	<hr/> 1,470,247	<hr/> 1,397,773

Financial statements for the year ended 31 March 2021 can be found on our website www.kkcs.org.sg

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	Designation	MC Meetings attended
Mr Andrew How Wai Mun	Chairperson (wef 1 October 2021)	6/6
Mr Evan Law Yew Kwong	Vice-Chairperson (wef 1 October 2021)	5/6
Mr Andrew Cheong Kwok Onn	Honorary Secretary (wef 1 October 2021)	6/6
Mr Victor Lai Kuan Loong	Honorary Treasurer (wef 1 October 2021)	4/6
Ms Dorothy Ching Pui Wah	Assistant Honorary Treasurer (wef 1 October 2021)	6/6
Mr Lim Tanguy Yuteck	Member (wef 1 October 2019)	5/6
Dr Darius Pan Shaw Teng	Member (wef 1 October 2021)	4/4
Dr Joseph Leong Jern-Yi	Member (wef 1 October 2021)	4/4
Mr Lim Fang How	Member (wef 1 October 2021) Honorary Secretary (1 April 2016-30 September 2021)	5/6
Ms Goh Poh Gek	Member (wef 1 October 2021) Assistant Honorary Treasurer (1 April 2018-30 September 2021)	6/6
Mr Yeo Oon Chye	Chairperson (1 April 2016-30 September 2021)	3/3
Mr Wong Quek Hin	Vice-Chairperson (1 April 2016-30 September 2021)	3/3
Mr Chia Ping Kheong	Honorary Treasurer (1 April 2018-30 September 2021)	3/3
Mr Richard Fong Keng Thong	Member (1 April 2010-30 September 2021)	3/3
Ms Yvonne Tan Peck Hong	Member (1 April 2010-30 September 2021)	1/3

The MC do not receive any form of remuneration.

The remuneration band of the top Executives for FY 2021/2022:

Remuneration Band	FY2021/2022	FY2020/2021	FY2019/2020
\$100,001 to \$200,000	6	4	4

There is no paid staff who is a close member of the family belonging/related to the MC and/or the Executive Director 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 the MC, Subcommittees and Management Team.

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

Any member of the MC or KKCS employee who desires to supply or provide goods and/or services, either directly or indirectly, must declare his/her interest in writing to the Chairperson, with a copy extended to the Treasurer.

Reserves and Restricted Funds Policy

Reserves are maintained to provide working capital and enable KKCS to develop over the longer term. They are not expected to exceed the equivalent of 2 years of KKCS' expenditure.

Designated Funds and Restricted Funds are donations or grants received that are set aside for specific projects and expensed, in accordance with the donors' wishes or stipulated by government ministries.

Institution of A Public Character Status and Donations

KKCS is an Institution of a Public Character (IPC) and is able to issue tax deductible receipts for qualifying donations to donors. KKCS however does not engage in any commercial fundraising activities or solicit donations through external platforms. Any donation to the KKCS is therefore unsolicited and will be used to fund its operations and programmes.

Loans

KKCS does not make out loans to the MC, employees, any related parties or third parties.

Anti-Money Laundering Policy

KKCS has an Anti-Money Laundering and Countering Financing Terrorism Policy in place, with proper guidelines and procedures established to detect, prevent, identify and escalate potential money laundering and/or terror financing activities related to the organisation.

Code of Conduct

KKCS has set out a Code of Conduct policy for the MC, employees and volunteers.

Managing Risks

The MC has established procedures and systems to identify, monitor, review and manage any major risks that KKCS may be exposed to.

Whistleblowing Policy

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

Corporate Communications

KKCS has a communications policy that establishes procedures related to the release of information to the stakeholders, media and the public.

GOVERNANCE EVALUATION CHECKLIST

SUBMISSION FORM FOR GOVERNANCE EVALUATION CHECKLIST (ENHANCED TIER)

Please note that this checklist is based on the Code of Governance (2017).

Instructions: Please fill out the boxes. Input the explanation if the selection is non-compliance for each field.

Applicable to large charities with gross annual receipts or total expenditure of **\$10 million or more**;

And IPCs with gross annual annual receipts or total expenditure **from \$500,000 to less than \$10 million**.

S/N	Code guideline	Code ID	Response <small>select whichever is applicable</small>	Explanation <small>if Code guideline is not complied with</small>
Board Governance				
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied	
	Are there governing board members holding staff1 appointments? (skip items 2 and 3 if "No")		No	
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3		
3	There are written job descriptions for the staff's executive functions and operational duties, which are distinct from the staff's Board role.	1.1.5		
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years . If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied	
5	All governing board members must submit themselves for re-nomination and re-appointment , at least once every 3 years.	1.1.8	Complied	
6	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied	
	Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if "No")		No	
7	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years .	1.1.13	Complied	
8	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	
Conflict of Interest				
9	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied	
10	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied	
Strategic Planning				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied	
Human Resource and Volunteer² Management				
12	The Board approves documented human resource policies for staff.	5.1	Complied	
13	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied	
14	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied	
	Are there volunteers serving in the charity? (skip item 15 if "No")		Yes	
15	There are volunteer management policies in place for volunteers.	5.7	Complied	

Financial Management and Internal Controls				
16	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied	
17	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures .	6.1.2	Complied	
18	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
19	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks .	6.1.4	Complied	
20	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied	
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if "No")		Yes	
21	The charity has a documented investment policy approved by the Board.	6.4.3	Complied	
Fundraising Practices				
	Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 22 if "No")		Yes	
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied	
	Did the charity receive donations in kind during the financial year? (skip item 23 if "No")		Yes	
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied	
Disclosure and Transparency				
24	The charity discloses in its annual report – (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied	
	Are governing board members remunerated for their services to the Board? (skip items 25 and 26 if "No")		No	
25	No governing board member is involved in setting his own remuneration.	2.2		
26	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. OR The charity discloses that no governing board member is remunerated.	8.3		
	Does the charity employ paid staff? (skip items 27, 28 and 29 if "No")		Yes	
27	No staff is involved in setting his own remuneration.	2.2	Complied	
28	The charity discloses in its annual report – (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied	
29	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family ³ belonging to the Executive Head ⁴ or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that there is no paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied	
Public Image				
30	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied	

ACKNOWLEDGEMENTS

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

“Kwong Wai Shiu Hospital (KWSH) is indeed very happy to be partnering SG Cares Volunteer Centre @ Jalan Besar, especially during the COVID-19 pandemic, in our bid to grow our volunteer cohort, develop volunteer management capabilities and strengthening our volunteerism outreach and efforts.

SG Cares @ Jalan Besar has been constantly working alongside with us in providing volunteering support and opportunities, enhancing our aspiration of providing quality care to the residents at our nursing homes as well as the elderly in the community.

It has been a wonderful experience thus far and we look forward to working together, moving forward!”

Kwong Wai Shiu Hospital

A Little Change Singapore
Agency for Integrated Care
Beyond Social Services
Boys' Brigade Singapore
Carehut (Stamford Primary School)
Central Community Development Council
Chong Hua Tong Seniors Activity Centre
City Missions Church
Enfant Educare Pte Ltd
EngineeringGood
FoodBank Singapore
Heart Warmers Volunteer Group
Hope Centre
Indie MAMA Enterprise and Volunteers
Jalan Besar Community Club
Jia Hoe Trading Pte Ltd
Kampong Glam Community Club
Kampong Kapor Methodist Church
King George's Avenue Senior Activity Centre
KWS Care @ Jalan Besar
Learning Vessels
Lian Huat & Company
Lorong Limau Residents' Committee
Majlis Ugama Muslim Singapura
MWS Wesley Senior Activity Centre
My First Skool
NTUC Health Senior Activity Centre (Whampoa)
NTUC Enterprise
PCF Sparkletot
Peace Connect
Project Stable Staples
Raffles Girls School
Silver Generation Office
SINDA
Singapore Management University
Singapore Police Force
Singapore Polytechnic
Singapore Red Cross
Social Service Office @ Jalan Besar
St Vincent De Paul
Stuff'D
The Good Space
Thye Hua Kwan Moral Charities
Tibetan Buddhist Society
Wesley Youth Centre
Whampoa Community Club
Whampoa Community Development and Welfare Fund

REACHING OUT, TOUCHING LIVES



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