

A New Variant



Kampong Kapor
Community Services

Affiliated to Kampong Kapor Methodist Church

Annual Report
2022/2023

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, a registered charity and an Institute of Public Character. We started our journey in 1978, with the Kampong Kapor Methodist Church reaching out to provide academic support to the children living around the church. We continue to have close affiliation with 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 services 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 for 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

<i>Message from the Chairman</i>	04
<i>Management Committee, Subcommittees and Management Team</i>	05
<i>Our Services</i>	
Family Service Centre	08
• Kampong Kapor Family Service Centre (KKFSC)	
• Whampoa Family Service Centre (WFSC)	
Strengthening Families Programme@FSC-KKCS (FAM@FSC-KKCS)	18
Safe & Strong Families - Preservation (SSF-P)	20
SG Cares Volunteer Centre @ Jalan Besar (VC)	23
<i>Our People</i>	
• Special Recognition	26
• Impact & Innovation	26
<i>Our Financials & Governance Policies</i>	
• Financial Summary	28
• Governance Policies	30
• Governance Evaluation Checklist	32
<i>Acknowledgements</i>	34

Message From The Chairman



Andrew How Wai Mun

Chairman, Kampong Kapor Community Services

As our nation started to open up to the world post-COVID last year, we could see that it was a very different and changed world we live in.

We now see a world that is:

- At war with Russia's invasion of Ukraine
- Tense with big superpowers like China and US relations under immense challenge
- Unstable with a weakened stock market that has tapered the growth of many companies
- Experiencing a supply chain disruption

Closer to home, the twin effect of GST increase and the rising cost of inflation has affected everyone, especially the more vulnerable families. The work environment has also changed with more workplaces expecting their staff to return to work and the concept of hybrid work arrangements is being questioned.

All these have a significant impact on the communities and families in Singapore.

The role of KKCS becomes increasingly important as a key pillar to help shelter vulnerable families in these challenging times. We play a critical role in reaching out with Christian love to the surrounding communities by providing programmes and services to help families in need, regardless of language, race, or religion.

In order to be more effective and address the needs of the communities we serve, we want to adopt a new variant approach to address the issues of the families and communities we serve.

We would like to start shifting our approach towards service delivery to be more participatory and community-based. Rather than providing services from a top-down perspective, we at KKCS would like to increasingly involve the communities and clients in programme design, implementation, and evaluation. This approach recognizes the expertise and lived experiences of clients and communities, and empowers them to take ownership of their own social and economic well-being.

The use of technology to enhance the delivery of our services is another key area that we like to enhance. With the increasing prevalence of technology, we like to explore new ways to leverage digital tools to improve service delivery, increase accessibility, and enhance the user experience for our clients. In the future, can we use virtual counselling sessions or chatbots to provide mental health support to clients who may be unable to access in-person services?

We are using data and analytics to inform service delivery and decision-making. As an organisation we are increasingly collecting and analysing data to identify trends, patterns, and gaps in service delivery, and to inform programme design and implementation. We could be using more data analytics to identify the root causes of social issues, such as poverty or homelessness and develop targeted interventions that address these underlying factors.

All these are certainly exciting propositions we like to move KKCS towards in the future. In order to do that we are embarking on a period of transformation and growth. This will involve a number of initiatives, including:

- Expanding our outreach efforts to ensure that everyone in our community is aware of the services we offer and how to access them by strengthening our communication function and corporate support services initiative.
- Strengthening our partnerships with other organisations and agencies to better coordinate our efforts and maximize our impact e.g. KidStart programme.
- Investing in new technologies and systems to streamline our operations and improve the quality of our services through our organisation's transformation initiative.
- Providing ongoing training and development opportunities to our staff to ensure that they have the skills and knowledge they need to provide the best possible care to our clients.

These initiatives are just the beginning. We are committed to an ongoing process of reflection and improvement, and will continually evaluate our performance and seek out new opportunities to better serve our community.

At KKCS we strive to move forward to grow and transform our services so that we can make a significant impact on the community and neighbourhood we serve.

"Let us not love with words or speech but with actions and in truth" - 1 John 3:18

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 and Malaysia of Asian Venture Philanthropy Network (AVPN) until 28 Feb 2023
Member	Goh Poh Gek	Retiree
Member	Dr Joseph Leong Jern-Yi	Doctor - Promises Healthcare Pte Ltd
Member	Lim Fang How	Regional Director SAP
Member	Lim Tanguy Yuteck	CEO, Pro Bono SG
Member	Dr Darius Pan Shaw Teng	Doctor - National University Hospital

Management Subcommittees

HUMAN RESOURCE COMMITTEE

Chairperson	Mr Andrew How Wai Mun
Members	Mr Evan Law Yew Kwong Mr Lim Tanguy Yuteck

AUDIT AND GOVERNANCE COMMITTEE

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

NOMINATION COMMITTEE

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

Management Team

(As At 31 March 2023)

Executive Director, KKCS (wef 1 June 2017)	Ms Lee Yean Wun
Centre Director, KKFSC	Ms Ho Sau Kuen
Centre Director, WFSC	Ms Christina Ng Choo Hon
Centre Director, FAM@FSC (wef 1 July 2022)	Ms Jen Goh
Head, Safe & Strong Families - Preservation	Ms Ashley Lim
Volunteer Manager, Volunteer Centre	Mr Eric Hu
Head, Corporate Services (wef 1 Mar 2023)	Mr Martin Ho

Our Services



Family Service Centre

With Singapore exiting the pandemic, we are glad that work at the FSCs can be stepped up. We were able to return to a semblance of normalcy and have our activities back to full scale and embraced the new norms in the workplace, which has enabled us to find more creative ways of working with our clients. In the next financial year, the primary focus will be on serving individuals and/or families facing family violence and parenting challenges, as these are increasing needs in the community. We will continue to build on our competency and integrate different modes of practice to effect change. We are thankful and grateful for the team in driving this together for the community we love.

To effectively respond to the key challenges, both FSCs focused on developing curated and targeted training for the practitioners. This implies the need to provide time and space for our practitioners to gain knowledge and skills as well as to integrate their new learnings. As we journey into the new FY, we hope the team continues to hold, and apply their learnings as they help clients on their road less travelled. In the year ahead, more efforts will be focused on integrating with our services like Comlink@JB, FAM@FSC, and KidSTART to better serve the people. FSCs will need to prepare and work towards meeting the Practice Standard Requirements and new challenges of the FSC sector.

Trends & Future Challenges

Kampong Kapor Family Service Centre (KKFSC)

The past FY signifies the stabilization of the COVID-19 situation which was an unusual journey with new challenges and transformation. KKFSC's top 3 presenting issues are Accommodation, Financial Issue with Family Violence, and Emotional Issue sharing the 3rd place. Homelessness continues to be the top presenting issue and such clients usually come with mental health concerns, interpersonal/relational concerns, and barriers to the system besides financial difficulty. The continual trend of more complexity in those seeking help does drive the need to provide support for the team to be able to make better assessments during triage at the intake phase. The social, emotional, and economic impact post-COVID-19 is being felt and experienced in the past FY.

This year also laid the foundation for community-based services with ComLink@JB as the main anchor in Jalan Besar. Despite limited resources, Community Safety Intervention Programme (CSIP) was launched in Jan 2023. The CSIP aims to provide more intensive and targeted intervention to complex families with a child-centric lens that looks at enhancing children's well-being, and improving parenting capability so that children could continue to thrive with their family in the community.

Whampoa Family Service Centre (WFSC)

WFSC continues to see financial and employment, family, caregiving, and marital and family violence as its top 3 issues. The pandemic has had a deep impact on the economy and coupled with high inflation in recent times, financial issues remain the top issue. The situation has challenged people's ability to be self-sufficient and impacted the individual's mental health, marriages, and family relationships. As with the past financial year, family violence continues to be another top issue WFSC attends to, but the general public is getting more educated on this front. With greater understanding, people may be readier to seek help from formal agencies when faced with family violence.

Information & Referral (I&R)

Intake/Enquiry			
KKFSC		WFSC	
608		244	



Self-Referral			
KKFSC		WFSC	
272	45%	128	52%

Community - Family / Friends / School/ Self-Help groups			
KKFSC		WFSC	
33	5%	23	9%



Health Care Institutions and Police			
KKFSC		WFSC	
56	9%	34	14%



Government and Statutory Bodies			
KKFSC		WFSC	
49	8%	17	7%



Social Services / Welfare Home			
KKFSC		WFSC	
170	28%	33	14%



Others			
KKFSC		WFSC	
28	5%	9	4%





Casework & Counselling Services


	KKFSC	WFSC
Total number of cases	676	445
Total new cases	175	89
Total closed cases	205	176
Total number of sessions	3803	2498


Case Complexity / Risk Grouping	Average Percentage	
	KKFSC	WFSC
Group 2 (Low)	68.98%	82.00%
Group 3 (Medium)	28.21%	16.00%
Group 4 (High)	2.81%	2.00%
	100%	100%


TOP 5 PRESENTING ISSUES

	Accommodation/Shelter Issues			
	KKFSC		WFSC	
	158	23%	52	12%

	Financial Issues			
	KKFSC		WFSC	
	94	14%	118	27%

	Emotional Health			
	KKFSC		WFSC	
	47	7%	34	8%

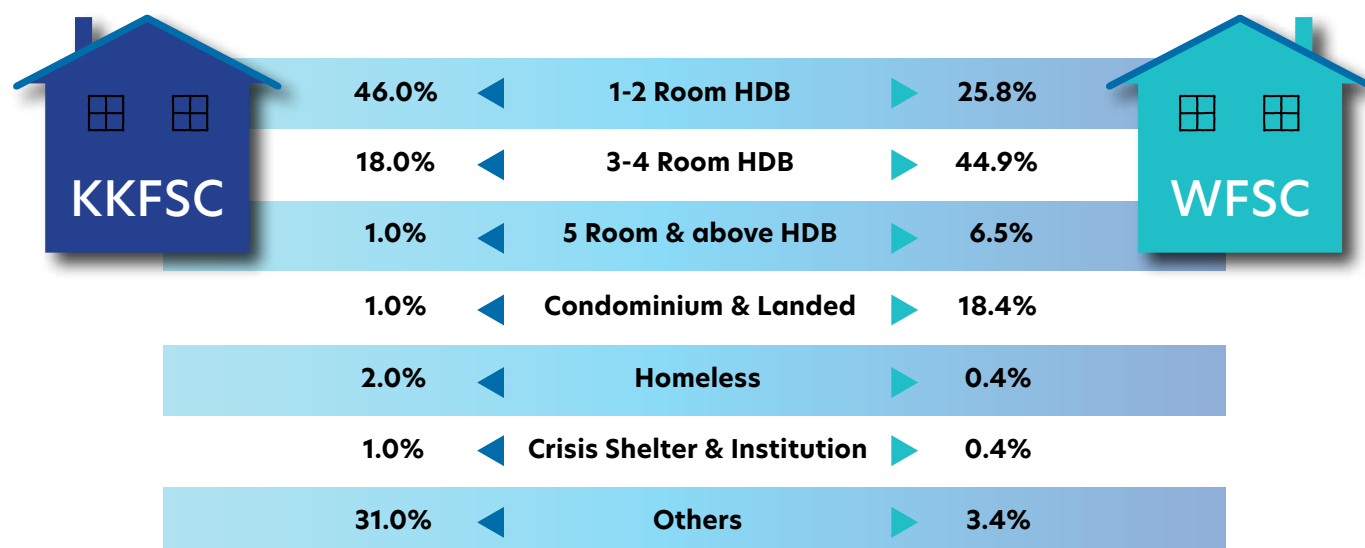
	Family Violence - spousal			
	KKFSC		WFSC	
	38	6%	35	8%

	Family, Caregiving and Marital Issues			
	KKFSC		WFSC	
	36	5%	34	8%

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%	12%	16%	22%	21%	15%	8%	3%
WFSC	2%	9%	20%	24%	21%	14%	8%	3%

HOUSING TYPE



Groupwork

SafeME!

Safe ME! is a psychoeducational group work for participants aged 10 to 12 years old, to build up their confidence in using Protective Behaviours in unsafe situations. This is the third run of the programme. The group work was conducted over 7 weekly face-to-face sessions from 2nd November to 14th December 2022, including 2 half-day sessions. There was a total of 10 participants who successfully completed the programme. Based on pre and post-evaluation, 80% of the participants met the goals of the group to some extent. The team is gearing up for another run of Safe ME! in 2023.



Support Programme

The Child Development Team has been providing educational support for the children in the community through the Early Learning Programme and the RGS Online Tuition programme. The team is refocusing its efforts to build relationships amongst the children in the community and between the children and KKFSC. This was kickstarted by March On!, a full-day programme ran during the March School Holidays, where there were a total of 10 participants.

Mental Health Support Group

A mental health support group was organized by the KKCS mental health specialist team. The group with 7 members was conducted on the Zoom platform between 9 September to 19 October 2022 with weekly sessions.

It aims to provide the participants with a safe space to share lived experiences and empower them with coping strategies to manage their mental health conditions. This journey of self-discovery empowered them individually and collectively. The participants were motivated to form an informal buddy system after the group to better support each other in the future.

One participant expressed that she did not feel alone anymore as she experienced a shift in her help-seeking behaviour. Currently, she is willing to accept help from others in their various capacity and

appreciates the support despite them not always fully understanding her situation.

The MHST team would like to express our sincere thanks to Ms Chan Lay Lin, Principal Medical Social Worker at the Institute of Mental Health for her guidance in the development of the group work.



Community Work

Kasih Sayang

Kasih Sayang refers to "a gift of love". Our community leaders, dubbed ambassadors, bring this spirit of giving to their beloved neighbourhood. In 2022, they organised two food distribution drives to benefit 100 households in the community!

Collaborations and relationships are the heart of Kasih Sayang. This year, we welcomed new partners City Missions Church and Grace Missions Agri. Together with our continued partners Tibetan Buddhist Centre, Lian Huat Seafood, and Fresh & Green Wholesaler, we continue supporting needy residents. In FY2022, the community fridge provided access to fresh fruits and vegetables for over 1958 households consisting of at least 6,284 individuals.



KOPI

KKFSC's Community Work KOPI Team and Wesley Methodist Church (WMC) collaborated on a rental flat re-designing project to improve the home environment safety, space management, and quality of life through co-creation with the elderly/ person with disabilities and families with young children.

Five families benefitted from the project which was completed in December 2022 and one additional family looks forward to the implementation in April 2023.

As part of continued engagement following the redesigning project, the WMC volunteers also extended their regular befriending service to the beneficiaries.

Community Work

Youth Stories

The Youth Stories team executed an outreach in order to raise community awareness of youth mental well-being and in the hope that the community will stand by and protect the youths' mental well-being. The team might also capitalise on this opportunity to uncover committed children and parents in the community who can help shape and develop the future of Youth Stories.

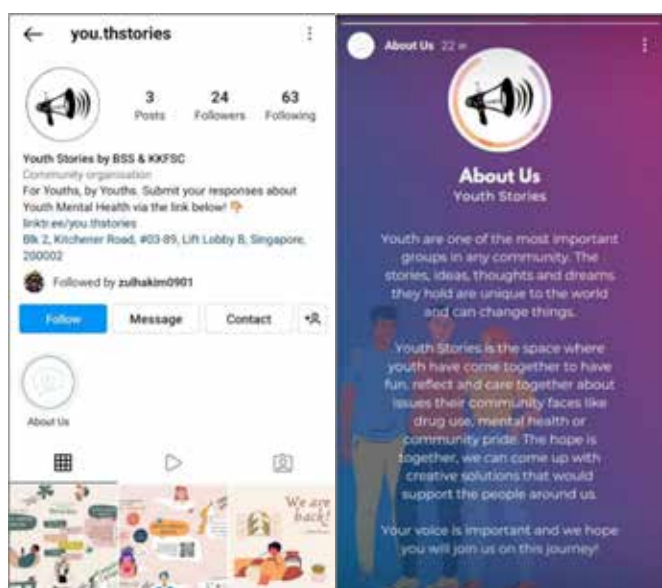
Through outreach in December 2021 using an online survey, phone calls, and door-to-door visits, we were able to consolidate the data from 23 respondents in the Lavender and Jalan Besar communities this year. The narratives shared by 18 youths and 5 parents through our survey and interviews have provided us with valuable insights into mental health issues affecting the youth in our community.

We hope that our findings will inspire further initiatives and resources to support the well-being of our youth. Thank you for being a part of Youth Stories and for championing our cause.



Doorstep125

Doorstep125 (DS125) embarked on a journey of reassessing the fundamentals of the programme in FY22, identifying current trends and support required for the Community in building and enhancing its own capabilities. With various other programmes already being deployed, in addition to new ones such as ComLink coming on board, the framework on which DS125 had been modelled began its modification stage for the betterment of the Community; with the introduction of the "Time Banking / Debt Relief Programme," with our partners, the Institute of Policy Studies (IPS).



Community Work

Collaboration with hawkers/merchants in the Whampoa community

Having connected with some hawkers and merchants in FY2021/22, a collaboration on a food voucher initiative for WFSC's clients came to fruition in FY2022/23. The hawkers and merchants wanted to contribute to the community to which they belong and offered to provide packed food to the community members in the form of a food voucher redemption initiative.

30 of WFSC's clients and families benefitted from the initiative and many of them found the initiative helpful to defray the increased living expenses brought about by the inflation. All in all, 79.6% of the vouchers were utilised within the redemption period.

Whampoa workgroup

With the easing of the safe management measures, the workgroup, comprising of WFSC, AIC - Central Zone, TSAO ComSA - Whampoa, TTSH, and NTUC Health - Whampoa, came together to engage the residents from the Whampoa community on National Day Observance Ceremony organised by Whampoa CC in August 2022.

The workgroup hopes to establish a relationship with the community residents so that their formal social network is strengthened and that they have a better awareness of the support they can receive within the community. From the photos, it seems like they sure did!



Programmes

Financial Literacy - MoneySense for Juniors

In June 2022, the Resilience Team partnered with Republic Polytechnic to conduct a children's group work on financial management. Topics on earnings, savings, prioritising needs vs wants, and budgeting were being taught. The children participated in experiential activities such as pretend marketing and monopoly to further reinforce the taught concepts. A total of 8 children benefited from this group work.



HEARTS@78A

With the easing of COVID-19 restrictions this year, the HEARTS@78A Children's Club was intentional in shifting towards face-to-face programmes for the children. The team partnered NUS students and CPF staff to organize outings for members to the Art Science Museum and Edible Garden respectively. A monthly Reading Programme was also conducted to expose the children to different genres of books. Finally, the year ended with a drama workshop where the children wrote and performed their own plays.

Additionally, the Whampoa Study Support programme assisted children with free tuition support, while Project Hutang-Free continued providing dollar-matching assistance for clients' arrears repayment.

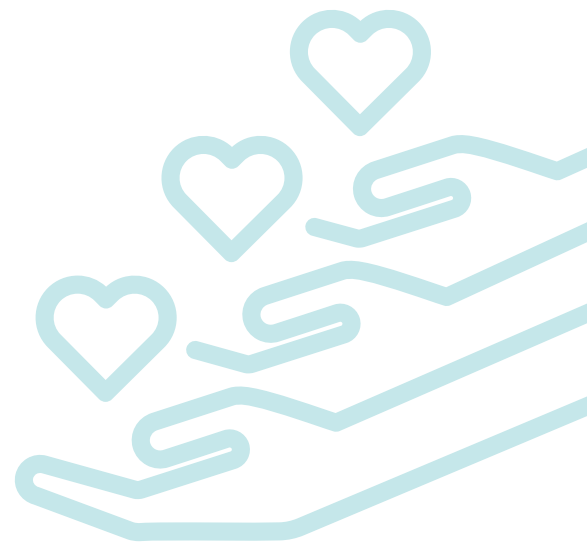


Shared Experiences

Mdm Siti and her family of 6 have been in chronic poverty for 15 years. The family's situation has stabilised over the years with the collaborative support of the family. The sole breadwinner managed to sustain his employment throughout these years, and the children have been able to sustain engagement in the school system. Financial assistance helped to plug the gaps to ensure that the family's basic needs were met and that the children had sufficient transport money to travel to school.

Emotionally, Mdm Siti is no longer depressed and better able to focus on her parenting towards the children. With the Counselling and Care Centre's counselling services sponsored by the MILK fund, Mdm Siti's third child has been supported to slowly overcome her social anxiety. Her fourth child has also reduced her behavioural issues in school because of the intervention by the FSC worker and her school counsellor on her concerns regarding family issues.

The family has more bandwidth to work on their underlying issues and progress on their goals. Although there had been some financial progress with MWS FDP Debt Matching Programme and CashUP Programme by CDC to support the family in their goals to clear arrears that they have accumulated over the years, the individual efforts from the family are still insufficient to lift themselves out of poverty. However, Mdm Siti and her family are committed to debt-matching programs to clear past arrears. They aspire to save up and embark on their dream of home ownership.



Strengthening Families Programme@ FSC - KKCS (FAM@FSC - KKCS)

Who we are

FAM@FSC is the newest addition to KKCS in FY22/23. It commenced operations on 1 July 2022 at the temporary site at 351 Jalan Besar. This service provides family counselling, marital and divorce support and it is an important complement to the other services under KKCS. With the start of a new service, the focus has been on networking, working out processes and SOPs as well as ensuring the team is trained and ready to operationalise the many programmes.

Key Developments and Future Directions

Over the past 9 months, with better awareness of our services, we saw the demand increase at a very rapid rate. By November 22, 5 months after starting we have reached the basic tier of the service.

Family conflict and marital issues remain the top two presenting issues for FAM Casework & Counselling (C&C) and divorce is also one of the top three presenting issues. With the rising number of divorces in Singapore, our team has observed an increased number in both divorce C&C as well as divorce support programmes. As a team, we are committed to rendering more support to children who are impacted by divorce. We are looking into having more support programmes such as support groups and talks, in addition to those we are currently mandated to run. One of our hopes is that we can create a therapeutic space for children and adults to alleviate stress.

Casework

Enquiries

	Total
Enquiries	237
Cases Opened	147

Referral Sources

	Total
Court	55
Self-Referred	90
Other SSAs	92

During the first two months of operations, we experienced a surge in the number of enquiries as referrals for existing FAMs were directed to us. Existing FAMs were unable to accept more cases due to their caseload. In Q4 the enquiry numbers dropped with the opening of 3 new FAMs in December 2022 as referrals were re-directed to them.

Top three presenting issues for enquiry

	Total
Marital	105
Divorce	71
Family conflict (other than maintenance, child access related)	14

Programmes

	Total number of participants
CPP - Mandatory Co-Parenting Programme	73
MPP - Mandatory Parenting Programme	30
PP - Parenting Pact	121
CiB - Children-in-Between 1, 2 n Parents	23



Strengthening Families Programme@ FSC - KKCS (FAM@FSC - KKCS)

What our clients say

My husband and I are very grateful to Kathy for improving our relationship with our son. Kathy is able to dissect the whole issue and empathize with our feelings when going through the counselling sessions with us. I hope more and more people can continue to benefit from FAM@FSC (KKCS) services.

Mdm Loh

The service provided by Ashikin is excellent! She always shows empathy and tries to understand our situation thoroughly before the counselling sessions, my children feel really comfortable talking to her. She always follows up and provides updates to me even when she is on medical leave. She also shows concern and asks if I require any help even when I did not request it. This is a difficult time for myself and my children, I am really grateful to have Ashikin as my children's counsellor.

Mdm Seah

The counselling allows me to systematically invest quality time and effort to focus on my concern so as to reach the end mind. Countless thanks to my counsellor.

Jen - Pat

Safe And Strong Families Preservation (SSFP)

Cruising through 2022

2022 is a year of coming out.

Coming out from the pandemic that had singlehandedly stalled every plan imaginable in the last 3 years.

As the world is once again trying to recentre and return to the pre-pandemic living, what was once impossible is now a treasure that we have endeared ourselves to. We now have the luxury of working in a hybrid manner. We could now work remotely and virtually everywhere in the world as long as we have a good internet connection.

In the same way, the Safe and Strong Families Preservation team has been trying to find our centre and return to work at hand. While the last 3 years have been a year of learning and growing, getting uncomfortable, and being thrust into the unknown. However, 3 years have passed, and the team continues to maintain their passion and their love for the children. In spite of the barriers, the families and children continue to be seen and their safety is ensured.

The team has also moved from intervening from the confines of the counselling room to the family home; incorporating the family's rituals and wishes into intervention. With this, there is more collaboration between families and SSFP. It is no longer about nagging at the family about keeping children safe, but it is about enhancing the rituals and routines that have been working well for the family. This is on top of introducing new things that are aligned with the family rituals, routines, and wishes so that there will be increased motivation to try, retain and maintain this.

The other element of work that the team observed and increasingly believe to be the key to children's safety in the longer term. The majority of cases that came to SSFP have a central issue: The lack of bond and attachment with key adults at home. These adults are either battling mental illness issues, are single parents juggling multiple jobs to make ends meet, etc. Bonding and building attachment



cannot happen if these key adults have little to no opportunity to do so on daily basis. The team believes that play is the very language that children speak, relating with them using a common language is an invitation into their world. Understanding this virtue and its importance, the team has also integrated play into the sessions; especially coaching parents on building bonds and relationships with their children through play.

Increasingly, the team observed these children have been taken away from their learning haven and reduced to life in front of the screen.

The team has been more intentional in 2022 to ensure that they slowly return to the outside world where they can exercise their imagination and creativity in play and bonding.

Safe And Strong Families Preservation (SSFP)



PlayLAH! 2022

Play - a simple but easily forgotten word in the midst of our hectic lives. Play - is a luxury for some parents who are busy working to ensure there is warm food on the table for their children.



PlayLAH! 2022, a 4-session parent-child playgroup was organized to reach out to parents and to use play as a means to share with parents the importance of building attachment during a child's formative years.

PlayLAH! was conducted over 4 Saturdays, 5 families with children aged between 3 and 5 from SSFP and Kampong Kapor FSC came together to play and bond with each other. The play sessions are planned based on the concept of Development Play, which focuses on sensory and creative play.

During the play, parents were observed to be so excited and the games played seemed to have evoked a sense of nostalgia for them, recalling memories of them playing when they were the age of their children now. Over the weeks, parents bonded with each other and arranged for play sessions beyond the confines of PlayLAH!.

Safe And Strong Families Preservation (SSFP)

Family Day 2022

Family Day was birthed on a sunny day of 11 June 2022 as a day to celebrate the children and parents or caregivers through play. Play that brings families of 10 adults and 15 children together and a platform for them to learn new things about each other.

Family Day decided to use the Amazing Race where families and children are expected to go to the different parts of Jurong Lake Garden to find clues to solve the puzzles/riddles given to them at the start.

Right from the starting point, families including children, parents, and significant people they invited to the event already plotting how to find the clues and be the first to solve the puzzles and riddles so that they can win. The level of excitement on that day was high despite the heat.

The families and team had lunch together after the morning's amazing race segment. Some of the families retreated to the water park for some cooldown time. Some stayed behind after the event ended to enjoy the calm and peaceful breeze before going home. They were also rewarded with photos and words of encouragement as the finale of this event.

The event was a success in pulling parents, children, and significant adults together just to play and have fun. These changes in family interactions can only happen if the team made efforts to highlight such changes to the families. To continue providing the affirmation of the things that they had done well, the team celebrates the family's milestones with them.



SG Cares Volunteer Centre @ Jalan Besar

Connecting For Better

The community is slowly recovering from the impact of COVID-19 this year. To support the recovery of volunteerism in our community post-COVID-19, SG Cares Volunteer Centre @ Jalan Besar (VC@JB) continues to strengthen and fulfill our main role as a connector in the community, by fostering strong and sustainable partnerships with old and new partners in the community, facilitating collaborations in support of the vulnerable and disadvantaged residents in Jalan Besar Town.

VC@JB had created a new tagline, vision, and mission for the centre to guide the work of the centre. The new tagline for the team, which is Connecting for Better, summarizes the vision and mission of the centre.

The vision of VC@JB is to have a community where everyone is connected, engaged, and supportive of each other's well-being via volunteerism. And to achieve this vision, VC@JB's mission is to connect everyone in the community to support one another via volunteerism and create conducive conditions for a good volunteering experience for everyone.

Number of Volunteers	1,627 volunteers
Number of Regular Volunteers	714 volunteers
Number of Volunteer Hours	11,946 hours
Number of Beneficiaries Served	23,604 beneficiaries
Number of Partnerships	107 Partnerships

*Note: Statistics are from 23 November 2021 to 22 November 2022



Key Developments and Future Directions

Overall, VC@JB had increased the number of unique volunteers deployed to support the community from more than 300 in the first year of operations to more than 1,600 in our second year of operations. The main strategy for VC@JB to achieve our vision and mission continues to be the same: to engage, build deeper relationships with our partners by holistically understanding their needs, and foster more meaningful partnerships.

To achieve our vision of building a connected and supportive community in the town, VC@JB hosted 2 physical networking sessions in June 2022 and October 2022 for social service agencies, healthcare and grassroots organizations, and other partners in the Whampoa division; and educational institutions in the community respectively.

More than 35 partners including social service and healthcare agencies, community and public service partners, and educational institutions participated in these networking sessions, resulting in more than 10 partnerships being explored as an outcome of the efforts. In the third year of operations, VC@JB aims to do more to foster closer bonds in the community through activities such as partner appreciation events and gathering like-minded partners to look at solutions for common community needs.

For the second year of operations from 23 November 2021 to 22 November 2022, VC@JB facilitated more than 100 partnerships in the community, supporting different areas of needs including recruitment and deployment of volunteers, increasing and enhancing accessibility to supportive resources such as capability building and donation-in-kind.

Regarding capability building, VC@JB co-hosted and facilitated more than 5 training sessions on topics such as dementia awareness and suicide prevention in collaboration with partners for social service professionals and volunteers in the community. Capability building needs continue to be a main concern for partners in the community.

In response to community needs in the town, VC@JB will be focusing on 2 main areas in the third year of operations, youth volunteerism and capacity building resources.

SG Cares Volunteer Centre @ Jalan Besar

Youth Volunteerism

Following up from the networking session in October 2022 for educational institutions, VC@JB will be working more closely with schools and institutes of higher learning in the new year to advocate for volunteerism, enhancing the knowledge and skills of youth volunteers in an effort to nurture the next generation in building a more caring Singapore in the future. VC@JB will also be working to facilitate more collaborations for youths to be involved in supporting the community.

Capability Building Resources

In response to the need for more capability-building resources, VC@JB will be outreaching and working more closely with more training partners to provide training modules for volunteers. And facilitating more collaborations with community partners, to enhance the accessibility of training resources to more volunteers in the community.



Quotes from Community Partners

Ever since we linked up, the VC team & Jalan Besar has been of valuable support in referring suitable volunteers and programmes to us. Most commendable is the fact that they are with us throughout the journey, from the start to the end of any programme that they have referred to us. This way, they have been helpful in ensuring the quality of volunteers that have supported us. It has been a pleasant experience working with the team as they are very proactive in reaching out to us whenever they have suitable programme partners for us.

Hajarah Rahiman

*Head Of Department,
Programmes & Partnerships Big Heart Student Care Centre*

Working with the SG Cares VC @ JB has opened up new opportunities for students and staff in Republic Polytechnic. I'm encouraged to work with the team at VC@JB as they have a great wealth of knowledge and understanding of the community. VC@JB has been a pivotal support for our service-learning endeavours in Republic Polytechnic.

Kelda Chua

*Senior Executive
(Office of Student and Graduate Affairs) Republic Polytechnic*

Our People



Special Recognition for KKCS Staff

The COVID-19 pandemic brought significant challenges for KKCS, but it also brought a new inspiration to do something different. We are proud to recognize our staff for their exceptional efforts during this time of crisis.

In appreciation for all our staff who went above and beyond their normal call of duty, the Courage-to-Care Fund awarded them with a cash award. These staff members undertook significant precautionary measures to safeguard the most frail and vulnerable from the catastrophic consequences of COVID-19.

We are also thrilled to announce that our collaborative efforts in preventing family violence and keeping families safe were recognized by the National Family Violence Networking Session 2022. The Family Violence Dialogue Group Appreciation



Award was presented to our team for their outstanding commitment and dedication.

In addition, we would like to recognize our staff who received the KKCS Long Service Awards in 2022. These awards acknowledge the hard work and dedication of our staff who have been with us for a significant period of time.



Lee Yean Wun - 30 Years
Jen Goh - 5 years.
Khoo Yun Wei - 5 years
Devika Kumarasamy- 5 years
Zulhakim bin Mustar - 5 years
Joscelyn Tan - 5 years

As we ended the financial year with a town hall in March 2023, we are invigorated to pursue wider and deeper service for the people in need. We are committed to providing excellent services and support to our community and will continue to strive for excellence in all we do.

Impact and Innovation

The Impact and Innovation Team supports Kampong Kapor Community Services (KKCS) in our pursuit of being an evidence-based organization. Since its inception in May 2022, the team has made progress in piloting a data monitoring system, launching capability-building initiatives for evaluation, and exploring innovative approaches such as Time-Banking to enhance our community work.

Over the course of this fiscal year, the Impact and Innovation team has achieved significant milestones. With the intent of driving data-driven decisions, the team has embarked on the journey of organizing data and had successfully launched its data reports.

Additionally, the team has completed a study on practitioner's workload in Kampong Kapor and Whampoa Family Service Centres, providing insights into the composition, distribution, and types of workload among staff members. Furthermore, the Impact and Innovation team has initiated capability building for evaluation, which would empower 5 program teams to design, execute and assess the impact.

Through these initiatives, the team has played a vital role in facilitating KKCS' vision in strengthening itself as an evidence-based organization, committed to providing effective services and support to the community.

The background of the page is white, decorated with numerous overlapping circles in various shades of blue, ranging from light sky blue to a deeper cerulean. The circles are of different diameters, creating a dynamic, bubbly effect that is more concentrated on the right side of the page.

Our Financials and Governance Policies

KAMPONG KAPOR COMMUNITY SERVICES STATEMENT OF FINANCIAL POSITION

At 31 Mar 2023

	31.3.2023	(Restated) 31.3.2022	(Restated) 1.4.2021
	\$	\$	\$
Non-current asset			
Plant and equipment	87,745	75,014	74,124
Current assets			
Inventories	1,440	2,800	1,380
Other receivables	283,321	419,582	498,898
Fixed deposits	7,055,916	7,355,916	5,554,862
Cash and bank balances	1,766,635	1,385,439	1,673,298
	9,107,312	9,163,737	7,728,438
Total assets	9,195,057	9,238,751	7,802,562
Current liability			
Other payables	919,578	949,750	879,739
Net assets	8,275,479	8,289,001	6,922,823

Funds

Unrestricted Fund

Accumulated fund	1,548,248	1,513,574	1,413,453
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Restricted Funds

KKFSC Programme Fund	3,394,995	3,703,450	2,984,969
WFSC Programme Fund	2,625,465	2,465,793	1,982,737
SSFP Programme Fund	198,444	230,079	202,580
VC Programme Fund	(7,644)	7,379	(16,852)
FAM Programme Fund	229,699	-	-
School Pocket Money Fund	17,165	35,518	31,075
Financial Assistance Fund	262,098	296,956	291,010
Comcare Fund	7,009	9,822	8,960
Capital Grant	-	843	2,109
Care & Share Matching Grant	-	25,587	22,782
Corporate Capability Expansion Grant	-	-	-
Total Funds	8,275,479	8,289,001	6,922,823

Financial statements for the year ended 31 March 2023 can be found on our website at www.kkcs.org.sg

KAMPONG KAPOR COMMUNITY SERVICES

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 March 2023

	2023	(Restated) 2022
	Total Funds	Total Funds
	\$	\$
Income		
Donations	35,070	56,527
Grants from National Council of Social Service	1,536,171	1,339,442
Grants from government	5,627,031	5,642,298
Other grants from government	450,004	613,884
Other income	181,921	114,776
Amortisation of capital grant	843	1,266
Care & Share fund	-	67,187
School pocket money fund	26,407	75,013
Total Income	7,857,447	7,910,393
Less expenditure		
Expenditure on manpower	6,810,034	5,735,423
Other operating expenditure	1,060,935	808,792
Total expenditure	7,870,969	6,544,215
Net (deficit)/surplus for financial year	(13,522)	1,366,178

Financial statements for the year ended 31 March 2023 can be found on our website at 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 and Designation	Meetings attended
Mr Andrew How Wai Mun – Chairman*	6/6
Mr Evan Law Yew Kwong – Vice Chairman*	4/6
Mr Andrew Cheong Kwok Onn – Honorary Secretary*	6/6
Mr Victor Lai Kuan Loong – Honorary Treasurer*	5/6
Ms Dorothy Ching Pui Wah – Asst Hon Treasurer*	4/6
Ms Goh Poh Gek – Member* Past: Assist Honorary Treasurer; 1 Apr 2018-30 Sep 2021	5/6
Dr Joseph Leong Jern-Yi – Member*	4/6
Mr Lim Fang How – Member* Past: Honorary Secretary; 1 Apr 2016-30 Sep 2021	3/6
Mr Lim Tanguy Yuteck – Member*	4/6
Dr Darius Pan Shaw Teng – Member*	2/6

* from 1 October 2021

The MC members do not receive any form of remuneration.

The remuneration band of the top Executives for FY 2022/2023:

Remuneration Band	FY2022/2023	FY2021/2022	FY2020/2021
Between \$100,000 to \$200,000	2	3	3
Between \$200,000 to \$300,000	1		

There is no paid staff, being 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).

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 <i>select whichever is applicable</i>	Explanation <i>if Code guideline is not complied with</i>
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 staff 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 including those who have chosen to remain anonymous for supporting our efforts to help the community in need.

Adullam Life Counselling
A Little Change Singapore
Adventist Active Centre
@ Kallang Travista
Agency for Integrated Care
Ang Mo Kio Presbyterian Church
Apricus Juniors Pte Ltd
Arc Children's Centre
AWWA Family Service Centre
Bendemeer Primary School
Beyond Social Services
Big Heart Student Care
Boys' Brigade Singapore
Camera Rental Centre (Video) Pte Ltd
Care Community Services Society
Caring for Life
Central Provident Fund Board
Change Our World
Chong Hua Tong Seniors Activity Centre
Church Of the True Light
City Missions Church
Community for Successful Ageing,
Tsao Foundation
ComSA Tsao Foundation
Contribute SG
Covenant Evangelical Free Church
Cru Singapore
Dementia Singapore
Economic Development Board
Eden Law Corporation
En Community Services Society
Enfant Educare Pte Ltd
EngineeringGood
Food Rescue @ Event
FoodBank Singapore
Grand Park City Hall (job offers)
GenLab Collective
Global Payments Inc
Glyph Community
Gojek Singapore
Habitat for Humanity
Handicap Welfare Association
HCA Hospice
HCSA Community Services
Heart Warmers Volunteer Group
Heartware Network
Hilton Garden Inn (job offers)
Hope Centre
Ignite Interactive Pte Ltd
Imelda Unisex Hair Styling &
Beauty School
Income Insurance Limited (NTUC Income)
Indie MAMA Enterprise and Volunteers
Institute of Mental Health
Infocomm Media Development (IMDA)
Ingram Micro Asia Pte Ltd
Jalan Besar Community Club
James Cook University
Jia Hoe Trading Pte Ltd
Johnson & Johnson
Kampong Glam Community Club
Kampong Kapor Methodist Church
Kantar Singapore
King George's Avenue Senior
Activity Centre
KK Women's and Children's Hospital
KodewithKids
Kwong Wai Shui Hospital
KWS Care @ Jalan Besar
Learning Vessels
Lian Huat & Company
Life Community Services Society
Lions Befrienders
Lumie Lessons
Mahabodhi Monastery
Majlis Ugama Muslim Singapura
Marriott International, Inc
Methodist Welfare Services
MILK (Mainly I Love Kids)
MINDS Clinic
Ministry of Culture, Community & Youth
(MCCY)
Ministry of Social and Family
Development (MSF)
Morning Star Community Services
MWS Wesley Senior Activity Centre
My First Skool
Nanyang Polytechnic
National Healthcare Group Polyclinics
(Kallang Polyclinic)
National Heritage Board
National Kidney Foundation
National University of Singapore
nEbO
Ngee Ann Polytechnic
NorthLight School
NTUC Enterprise
NTUC Health Senior Activity Centre
(Whampoa)
PCF Sparkletot
Peace Connect
Penpals in the Community
Project Audible Cheers
Project Stable Staples
Puttut Singapore
Quals Business Consultants Pte Ltd
Rabobank Singapore
Raffles Girls School
Ray of Hope
Republic Polytechnic
SG Enable
Ren Ci Senior Care Centre @ Novena
Republic Polytechnic
RSVP Singapore
SAFRA National Service Association
SAGE Counselling Centre
SATA CommHealth
School of the Arts, Singapore (SOTA)
Sian Chay Medical Institution
Sengkang General Hospital
Silver Generation Office
Singapore Association for Mental Health
Singapore After-Care Association
Singapore Baptist Convention Golden
Age Home
Singapore Council of Women's
Organisations
Sengkang General Hospital
Singapore Indian Development
Association (SINDA)
Singapore Management University
Singapore Police Force
Singapore Polytechnic
Singapore Prison Services
Singapore Red Cross
SmartGuppy
Social Service Office @ Jalan Besar
Special Olympics Singapore
Sree Narayana Mission (Singapore)
St Hilda's Services
St Joseph's Institution
St Luke's Eldercare (Whampoa Centre)
St Vincent De Paul
St Andrew's Senior Care Centre
(Joy Connect)
Stuff'D
Sunlove Senior Activity Centre -
Whampoa Dew
SZ & W (Southeast Asia) Pte Ltd
Tan Tock Seng Hospital
Temasek Polytechnic
The Giving Collective
The Good Space
The Salvation Army, Balestier Corps
The Salvation Army, Singapore - Youth
Development Centre
Thye Hua Kwan Moral Charities
Tibetan Buddhist Society
Toa Payoh Seu Teck Sean Tong Temple
TOUCH Senior Activity Centre
(Geylang Bahru)
Trelleborg Wheel System
Viriya Mental Wellness Hub
Volunteer Guitar Connection
Wesley Methodist Church
Wesley Youth Centre
Whampoa Community Club
Whampoa Community Development
and Welfare Fund
Youth Corps Singapore

Reaching Out, Touching Lives