



**Whispering Hearts Family Service Centre –  
Annual report for the year ended 31 December 2008**

ROS registration No	117/2003/WEL
Date of registration as a society	21 March 2003
Charity registration No	1705
Date of registration as a charity	08 July 2003
IPC status	CF/0366/25042005144143 up to 31 March 2008, being renewed
UEN	T03SS0057J
Management committee	The management committee was elected at the annual general meeting held on 24 March 2008.
	President                      Lim Yin Nee, Jenny
	Vice President                Pauline Lau Li Eng
	Hon Secretary                Tham Khuan Heng
	Hon Treasurer                Chia Eng Soon (aka Ven Sek Meow Ee)
	Members                        Ho Kok Pooi Han
	Richard Tay Ah Jee
	William Wong Soon Mun
	Steven Yap Kian Watt
	Steven Yong Yiam Woon
Bankers	United Overseas Bank Limited
Auditors	CS Choong & Co

**Objectives:** Our Society's principal activities are to promote and strengthen the social well-being of the family. In this regard, the Society supports family in sustaining family strength through a range of remedial, preventive and developmental programmes such as counselling, family oriented programmes and school based social services and care for children before and after school; the latter is provided by Whispering Hearts Student Care Centre.

**Finance and funding:** The Society receives funding from the government and the public in the form of donations. Its student care centre collects fees for providing student care services but the families receive subsidy from the government depending on their household income. The Society also collects nominal fees from participants.

**Financial results:**

**Receipts**

Donations received	366,000
Government funding	417,000
Programme fee	171,000
School fee	224,000
Investment income	9,000
	1,187,000

**Expenditure**

Direct charitable expenses	833,000
Fund raising expenses	0
Operating & administration expenses	16,000
Depreciation	21,000
	870,000

**Surplus for the year** **317,000**

**Reserves**

Restricted funds	0
Unrestricted funds	919,000
Endowment fund	0

**Total reserves as at 31 December 2007** **919,000**

**Unrestricted funds / total operating expenditure** **1.06 years**

It is the Society's desire to build up a reserve to meet five years' operating expenditure.

**Society's assets:** The Society does not own any properties.

**Activities and events:** We continue with our outreach to the residents to ensure that our programmes and activities stay relevant to their needs. In the year under review, we implemented three preventive and developmental programmes to strengthen family resilience.

**Highlights for the year:**

Whispering Hearts Family Service Centre

- Information and Referral Service: 699 referrals
- Casework and Counselling: Total no of cases opened for the year: 379. Total no of closed cases: 430 with 202 of satisfactory closure.

- School Pocket Money Fund Assistance: 435 beneficiaries
- School Social Work – one primary school. One youth talk at Jurong West Secondary School and one parenting talk at Tanglin Secondary School.
- Outreached to 200 couples for Marriage Preparation Course at "The Wedding Planner" @ Vivo City and Marina Mandarin Hotel.
- 15 pairs of couples participated the “Synchronized Couple hood”@ Garden-Asia
- 33 couples participated in “Racing for Love” event.
- Preventive Developmental Programme (Youth)
  - Club Fidentia (aged 13 - 18): 40 youths
    - 26 youths participated in Social Emotional Learning Workshop I “I am who I am”
    - 28 youths participated in Social Emotional Learning Workshop II “Conflict Management”
    - 22 youths participated in Treetop Walk @ Mac Ritchie
    - 31 youths participated in Amazing Race @ NIE Campus & Dragon boat Race @ Bedok Reservoir (Collaboration with NIE student teachers)
    - 16 youths attended a 3-day Career Explorer Workshop in June
    - 7 youths took part as designers/games facilitators in “Zappy Zoo Race” family event
    - Collaborated with Dreams @ Kolam Ayer in setting up a stall “Music Box: Express your Dreams!” during NCSS 50th Anniversary Carnival which attracted 450 members of the public to visit the stall.
- Preventive Developmental Programme (Children)
  - Tree House Club (aged 7-8): 20 children
    - 1st experiential outing: Visit to the National Museum
    - 2nd experiential outing: Garden-Asia Kids
    - 3rd experiential outing: Bo Tien Home for the Aged
    - 4th experiential outing: Singapore Flyer Read and Ride
    - Ad hoc outings: Festival show: RawkZ!, NLB Nickelodeon Birthday Party, Khong Guan Biscuit Factory, NUS Raffles Hall Camp X'posure and Singapore Science Centre
  - Bright Owl Club (aged 9-12): 62 children
    - Family bonding: Family games at Jurong West park, Movie screening and Fireworks Event at US Naval Base
    - Educational outings: Tour to Biscuit factory, zoo, Science Centre and Hay Dairies
    - Holiday events: CityCare Wonderland and Christmas Make-A-Wish
    - Experiential Learning Workshops and Outings: SMART Workshop, Puzzleton at Students' Care Services and NUS Raffles Hall Camp Xposure
  - Preventive Developmental Programme (Family) – Enhance Positive Change
    - 23 participants attended March “Money Is Enough” Workshop
    - 22 participants attended May “You & Your Family” Workshop
    - 15 participants attended July “Positive Parenting” Workshop
    - 20 participants attended August “Parenting Styles” Workshop
    - 16 participants attended November “Honey, We need to Talk” 2 day Workshop.
    - 250 participants attended the “Zappy Zoo Race” family bonding event
- 60 families and 40 elderly participated in intergenerational games day in June.
- Needs Assessment implemented in November

#### Whispering Hearts Student Care Centre

- Served 110 children, with 35% of these children coming from underprivileged families.
- 85% of the students shown improvement in their school results with supervised study time. 8 students were awarded Viriya-Shih Ping Scholarship.
- 50% of the students showed improved emotional management, social and life skills after attending out life skills programmes.
- Reading programme and Newspaper Chat to encourage reading habits.

- Variety of enrichment activities:
  - Creative Writing, E-mentoring, IT programme, and group project work
  - Character building and education workshops
- In-house educational activities
- In-door and out-door fitness and wellness programmes
- Holiday programmes including camps, educational field trips, games and physical exercises.

**Corporate Governance:** The management committee met three times during the year under review. In addition to reviewing and refreshing its strategic thrusts, the committee also assessed its compliance with the code of governance for the evaluation period from 1 April 2008 to 31 March 2009. As at date of this report, the Society had substantially complied with the various areas required in the governance evaluation.

With regard to conflict of interest policy, the Society adopts the NCSS paper of October 2005, requiring Management committee members and staff to disclose areas of conflict and abstention from discussion and decision – making on the matter. During the year under review, there were no such conflicts that required disclosure and action.

During the year, in the absence of an executive director, both the President and a Committee member, Mr Chia Eng Soon (in their honorary capacity) rendered much support to the centre managers in the daily running of their respective centres.

**Future commitments:** The plan to renovate the family service centre will take place this year. The cost is approximately \$80,000, of which the government will pay for 90% of the sums spent on standard items.

### **The road ahead**

We will continue with our family oriented approach and will adopt the new service model which will be implemented from 1 April 2009. There will be greater focus on information and referrals and casework and counselling. We will review our current preventive and developmental programmes and make appropriate changes to keep pace with the needs of the residents in this gloomy downturn.

**Acknowledgement:** We are grateful to our Patron, Mr Cedric Foo, our donors, sponsors, volunteers, friends and staff for their continued interest and unwavering support. They have helped us to forge ahead with our mission.

Report prepared by: Ms Jenny Lim  
President

10 March 2009

### ***Our Mission***

***Whispering Hearts Family Service Centre aims to bring joy and enhance the quality of life by providing care and assistance to families and individuals in need of support regardless of race and religion.***

***Blk 646 Jurong West Street 61 #01 – 142  
Singapore 650646***