



**Whispering Hearts Family Service Centre –
Annual report for the year ended 31 December 2009**

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	0082 until 30 September 2012
UEN	T03SS0057J
Management committee	The management committee was elected at the annual general meeting held on 17 March 2009.
	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
	Steven Yap Kian Watt
	Steven Yong Yiam Woon
Bankers	United Overseas Bank Limited
Auditors	H W Soo & 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	Unrestricted
Donations received - non-tax exempt	306,000
- tax exempt	0
Government funding	690,000
Programme fee	77,000
School fee	235,000
Job credit	46,000
Investment income	6,000
	1,360,000
 Expenditure	
Cost of charitable activities	275,000
Governance and other admin costs	108,000
Staffing costs	655,000
	1,038,000
 Surplus for the year	 322,000
 Reserves	
Restricted funds	0
Unrestricted funds	1,241,000
Endowment fund	0
 Total reserves as at 31 December 2009	 1,241,000
 Unrestricted funds / total operating expenditure	 1.2 years

It is the Society's desire to build up its reserve of unrestricted funds 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

- Attended to and successfully linked 710 clients to appropriate services.
- In 2009, 379 new families received casework and counselling services to deal with their challenges and improve their quality of life.

- 177 families achieved successful resolution to their challenges and managed to achieve their set goals through our services.
- Disbursed School Pocket Money Fund assistance to 468 primary and secondary students from low income families to help with their schooling expenses.
- Organised three Family Life Education programme to build strong and healthy families
 - 100% of participants in the public talk 'Partners in Parenting: Teen Focus' were satisfied with the programme and indicated that they learned new skills and knowledge to handle their teenage children
 - 30 couples participated in the annual 'Luv-a-thon' and expressed satisfaction with the programme
 - 114 participants participated in Charithon Day at Sentosa and spent quality time with their families and friends as a community
- Selected by MCYS to deliver the new enhanced STEP-UP for students at risk of premature school leaving and out-of-school youths.
- Joined the Jurong Family Violence Workgroup to provide assistance to families who have experienced violence in the family.
- About a total of 300 clients attended ten workshops as part of the 'Enhancing Positive Changes' programme to impart skills and knowledge to build strong family relationships and improve communication.
- 65 youths registered to be part of 'Club Fidentia' and benefitted academically from the weekly study and mentoring sessions, emotionally from the workshops and developmentally from the leadership training programmes.
- 48 children from low income families benefitted from 'Bright Owl Project' and received academic assistance as well as emotional support from the volunteers.
- 14 pre-schoolers from underprivileged families attended 'Treehouse Club' and 75% of the children expressed increased interest in reading.
- Introduced 'Project Towgay' to help housewives generate income from their homes to supplement the family income.

Whispering Hearts Student Care Centre

- Provided before and after school care to more than 75 children aged 7 to 4 years old. 30% of these children came from underprivileged families and were granted government subsidies.
- Carried out programmes to promote holistic development in our students with emphasis on character building, emotional wellness, physical health and cognitive abilities.
- Regular enrichment activities included speech and drama, reading, debating, newspaper clipping, reading classes and fitness and wellness sessions.
- Our supervised study time helped 80% of the students improve in at least one academic subject. More than 15% of the class achieved Band 1 in all their subjects and these 13 students were awarded the Viriya-Shih Ping Scholarship.
- To enhance the emotional wellness of our students, 65% of the students demonstrated observable improvement in their emotional management after attending our life skills classes
- 11 students attended Living Values to build on their moral development.
- Conducted experiential project work to incorporate fun in learning and promote active learning.
- Organised exposure and immersion opportunities to institution of higher learning to stimulate interest for learning:
 - 80 students participated in a sports day at Raffles Institution in June
 - 75 students joined a two day camp at the Nanyang Technological University
 - 80 students benefitted from the Science Project by Hwa Chong Institution and attended a guided tour of the Singapore Science Centre

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 2009 to 31 March 2010. As at date of this report, the Society had significantly complied with the various areas required in the governance evaluation.

In the year under review, the National Council of Social Service engaged KPMG to review our compliance with seven specific areas set out in the Charities (Institutions of a Public Character) Regulations. There were no significant findings though one recommendation was made to enhance our regulatory compliance and financial management standards. We have since implemented the recommendation.

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 capital commitments: Based on existing activities, we do not have any future capital commitments. Nonetheless, we will continue to stay relevant with the needs of the society and where it is in line with our mission, we may consider implementing new programmes or submit proposals to MCYS/ NCSS for additional projects.

The road ahead: We will continue with our family oriented approach and will adopt the service model of the NCSS. We will enhance our focus on information and referrals and casework and counselling especially in areas that will strengthen the family bonding.

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 2010

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***