



**Whispering Hearts Family Service Centre –
Annual report for the year ended 31 December 2010**

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 (passed away on 19/07/2010)
	Lien Soh Cheng
	Alan Ng Kok Heng
	Steven Yap Kian Watt
Bankers	United Overseas Bank Limited
Auditors	Fiducia LLP(formerly HW 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	391,000
- tax exempt	3,000
Government funding	729,000
Programme fee	108,000
School fee	289,000
Job credit	10,000
Investment income	5,000
	1,535,000
 Expenditure	
Cost of charitable activities	170,000
Governance and other admin costs	114,000
Staffing costs	745,000
	1,029,000
 Surplus for the year	 506,000
 Reserves	
Restricted funds	0
Unrestricted funds	1,747,000
Endowment fund	0
 Total reserves as at 31 December 2010	 1,747,000
 Unrestricted funds / total operating expenditure	 1.7 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 788 clients to appropriate services.
- Provided casework and counselling services to 526 families to deal with their challenges and improve their quality of life.

- Assisted 338 families to achieve successful resolution to their challenges and achievement of their goals through our services and programmes.
- Organised Family Life Education programme to build strong and healthy families.
 - 25 couples benefited from their participation in our annual 'Luv-a-thon'
 - 100% of the participants in our family event held at Hort park indicated satisfaction with the event and enhanced family bonding
 - 60 participants in our 'Wild Wild West' Christmas Celebrations indicated satisfaction with the event.
- Disbursed School Pocket Money Fund assistance to 371 primary and secondary students from low income families to help with their schooling expenses. The families were also assisted through casework and counselling.
- 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.
- 169 clients benefitted from the 'Enhanced Positive Change' programme that imparts skills and knowledge to build strong family relationships and improve communication.
- 60 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.
- 52 children from low-income families benefitted from 'Bright Owl Project' and received academic assistance as well as emotional support from volunteers.
- Introduced 'Women Inc.', an income generating project to help housewives from low income families generate income to improve their family financial situation.

Whispering Hearts Student Care Centre

- Provided before and after school care to more than 75 children aged 7 to 14 years old. 30% of these children came from underprivileged families and were granted government subsidies.
- Carried out integrated programmes to promote holistic development in our students with emphasis on character building, emotional wellness, physical health and cognitive abilities.
- Regular enrichment activities included show and tell, my word bank, speedy Chinese recognition, speech and drama, reading, debating, newspaper clipping, reading classes and fitness and wellness sessions.
- Supervised study time helped 80% of the students improved in at least one academic subject. More than 20% of the class achieved Band 1 in all their subjects. 15 students were awarded the Viriya-Shih Ping Scholarship and Viriya-Ong kim Long Scholarships.
- 65% of the students demonstrated observable improvement in their emotional management after attending our life skills classes.
- 80% of the students achieved excellence in conduct at school as well as in the centre after attending our moral education workshops.
- Conducted experiential project work to incorporate fun in learning and promote active learning.
- Organised exposure and immersion opportunities to institutions of higher learning to stimulate interest for learning:
 - 90 students participated in a sports day at Raffles Institution in June
 - 30 students joined a two day camp at the Nanyang Technological University
 - 60 students joined our educational excursion at Botanic Garden;
 - 65 students joined our educational excursion at Chinese Garden.

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 2010 to 31 March 2011. As at date of this report, the Society have 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.

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 will 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 2011

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
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