



That all may have life to the full.



ANNUAL REPORT
08/09



Methodist
Welfare
Services

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Mission & Vision

Mission: In Christian love, MWS provides quality services to address prevailing social needs, touch lives and advance a compassionate and caring community.

Vision: As the social service arm of The Methodist Church in Singapore and arising from Christian duty in response to Christ's love, MWS endeavours to be a God-honouring organisation.

By 2010, with God's grace, MWS shall be:

1. A leading social service organisation with a holistic approach, superior governance and service excellence;
2. An organisation that develops healthy families, helping the young and elderly attain clear direction, purpose and fulfillment in life;
3. An advocate of the poor, needy and disadvantaged in society;
4. The preferred social service partner of all Methodist Churches, agencies and institutions.

Acknowledgement:

MWS is very grateful to Timothy Yen for his help in vetting the Chinese text in this Annual Report.

Transformed Lives



Once abused, down and out and sleeping in carpark stairwells. Madam Lim now has shelter, moral support and is getting back on her feet again... *(See page 42)*

A single father of four children, with an elderly mother to care for. Retrenched. Mr Ali swallowed his pride and sought help. *(See page 25)*



Afflicted with Attention Deficit Hyperactive Disorder and unable to spell. Edward can now write compositions and even helps other children. *(See page 28)*

Through volunteering with the KidsRead Club, Evonne realises how unique and special children are. She also gets to sharpen her leadership skills... *(See page 31)*



Names have been changed out of respect for our clients' privacy. Photographs do not represent people featured in the client stories.

Patron's Message

会督的信息



When Jesus began His public ministry, He went to His hometown of Nazareth and visited the synagogue. There He read from God's Word and proclaimed what has been called the "Nazareth Manifesto":

The Spirit of the Lord is on me, because he has anointed me to preach good news to the poor. He has sent me to proclaim freedom for the prisoners and recovery of sight for the blind, to release the oppressed, to proclaim the year of the Lord's favour (Luke 4:18-19, NIV)

Jesus saw His mission as one which was directed towards the poor and the sick, the imprisoned and the troubled. He was committed to reach out to those who were economically poor, and those who were spiritually poor. His ministry touched the lives of those who were physically and spiritually sick, those who were languishing in prisons, and those who were locked up in their own inner prisons, those who were held in bondage and those who were trapped in cycles of poverty and sin. In short, Jesus came to minister to all of us. And He showed His love for all by dying on the cross for us.

In revealing His love and mission, Jesus revealed Himself as the Good Shepherd and declared: "I came so they can have real and eternal life,

more and better life than they ever dreamed of." (John 10:10, *The Message*). Jesus offers more life and a better one beyond our dreams.

Many don't know this, and many struggle amid the hard realities of life. In our current global economic crisis, the effects are already being felt in every sphere and strata of life. Those in disadvantaged positions are the ones who will really face the brunt of it. The poor have so little room to manoeuvre and to have breathing space. Social pathology and dysfunction are expected to rise. It is in this context that we are challenged to continue ministering in our mission to help all have life to the full.

We know that we cannot do this on our own; we need the grace and power of God who cares for the poor and the needy in such a deep and profound way that it often baffles and challenges us. In our mission, we ourselves must "take hold of the life that is truly life" (1 Timothy 6:19, NIV), saying no to anything that is lesser than what God has offered. When we have the fullness of Christ as we submit to Him, we can then tell others about the fullness they too can experience. We can then go forth to offer people sustenance for their material as well as their spiritual lives.

I praise God for the ministry accomplished by the Methodist community through MWS and appreciate the leadership, staff and volunteers, and the supporting individuals and churches. May God continue to bless you all with His strength and compassionate love, and use you to help others to find the life that is really life.

Bishop Dr Robert Solomon

当耶稣开始祂的公开事工时，祂前往祂的家乡拿撒勒，并参观了犹太教堂。在那里，研读了上帝的话，并宣布所谓的“拿撒勒宣言”。

主的灵在我身上，因为他膏我去传福音给贫穷的人，差遣我去宣告被掳的得释放，瞎眼的得看见，受压制的得自由，又宣告主悦纳人的禧年。（路加福音4:18-19）

耶稣意识到祂的使命是拯救那些贫穷、生病、被监禁和困惑的人。祂致力于接触那些在金钱和精神匮乏的人。祂帮助了那些身心有病的人、那些在监狱里日渐憔悴的人、那些封锁在自己内心世界里的人、那些被奴役的人，以及那些无法摆脱贫困和罪恶的人。概而言之，耶稣帮助我们所有的人。祂为救我们而死在十字架上，也表露出祂对世人的爱。

为了彰显祂的爱和使命，耶稣化身为好牧人并宣布：“我来了，是要使羊得生命，并且得的更丰盛。”（约翰福音10:10）耶稣赐给我们更长的生命和超乎我们梦想的美好生活。

许多人不清楚这一点，并在艰难的现实生活中苦苦挣扎。目前全球经济危机的影响已渗入各个生活层面。那些处于社会底层的人正面对其强劲的冲击。贫困的人没有太多退避的余地和喘息的空间。我们也预见各种社会病态和紊乱现象将持续增加。在这种情况下，我们还会继续执行我们的使命，帮助所有人活得更安全。

我们知道单靠我们的力量是无法完成使命的；我们需要深切关怀贫困者的上帝赐予我们慈悲和力量，让我们勇于面对挫折和挑战。在我们的使命里，我们必须“能够得着那真正的生命”（提摩太前书6:19），拒绝过着任何低于上帝赐予的生活形式。当我们顺服并得着祂的富足时，我们才能告诉其他人他们也同样可以体验富足的生活。我们才可以向他人提供服务，以维持他们的物质和精神生活。

感谢上帝让卫理公会通过卫理福利服务完成使命，以及感谢所有领袖、义工、义工、支援的善心人和教会。愿上帝继续以祂的力量和慈悲保佑你们，让你们能帮助他人寻找那真正的生命。

苏诺铭会督

Chairperson's Message



'Now He who supplies seed to the sower, and bread for food will also supply and increase your store of seed and will enlarge the harvest of your righteousness. You will be made rich in every way so that you can be generous on every occasion, and through us your generosity will result in thanksgiving to God.' 2 Corinthians 9: 10-11 (NIV)

We are grateful for the trust that you have placed in us. The MWS Board of Governance takes our accountability to our stakeholders seriously. The Audit Sub-Committee has been formed and is looking into internal reviews of controls and processes. Also, for the leadership needs of the organisation to be met the Nominations Committee has been formed to ensure an effective succession plan. This latter Committee will also work towards drawing up a board evaluation template. While these areas are being improved on, I am happy to report that we have complied with all other areas in the Code of Governance for Charities and Institutions of a Public Character listed in the Governance Evaluation Checklist as disclosed on the Charity Portal.

While the ministry and services of MWS have made significant contributions to address the needs in our community there is still potential for us to do more. A good start has been made to mobilise our Methodist community, however Methodists can cooperate and network further in order to do even more and better. Let us see what we can do to optimise economies of scale, pool resources and complement our efforts as different parts of the same body in Christ. As Leviticus 26:8a (NIV) says, 'Five of you will chase a hundred and a hundred of you will chase ten thousand...'

The next Annual General Meeting will see a new Board elected to service. To my Board members who have served with me, I want to say a big "Thank you!" You have been a great team to work with and I have learnt a lot from many of you. Each person has brought along his/her unique talents, skills, experiences and personality and has enriched the team. I am grateful to every one for having answered the call to serve. May the LORD remember your service and reward you according to His riches in glory.

I also want to thank our Executive Director Jenny Bong, as well as all staff both at the HQ and at our various Centres. Our staff members have frequently been stretched and more so in this past year with the increased needs in the community as a result of the downturn in the economy. Thank you for your dedication and hard work. Let us pray that God will provide more labourers to this important field of work.

Leadership renewal is good as it often provides the stimulus and energy for growth and development of the organization. As the baton is passed to new leaders to run the next lap, I am confident and optimistic that the new Board led by the new Chairman will run the race well, with diligence and faithfulness.

May the compelling love of God inspire us all to serve whole-heartedly always!

A handwritten signature in blue ink that reads "Tan Ee Leng".

Tan Ee Leng

What a difference a year makes! As I was thinking through the events of the year, I was struck by the change in economic climate. Here in Singapore, we have not been spared the effects of the global financial meltdown triggered by the sub-prime crisis in the US. Many in VWOs have been concerned about how this downturn would affect giving and how it would affect their bottom-line. So have we in MWS. However our God has been faithful. As we do our part, He has truly been our Provider. God has provided for all our needs through individual and corporate donations, churches' contributions as well as government funding.

In this recession year with job losses not yet abating and with an aging population, our services are even more needed and essential. We continue to trust that our supporters and volunteers will help us meet the needs of our service users. May God bless each one exceedingly abundantly, as we thank Him for your gifts of your finances, time and talents.

主席的话

这一年的转变何其大！当我回顾这一年的事件时，我对经济情势的转变感到震惊。美国次贷危机引发了全球经济大萧条，我国也未能幸免。

许多志愿福利团体都关心经济不景气将对社会的捐献和他们的底线带来什么样的冲击。我们亦然。幸而上帝一直与我们同在。当我们履行我们的职责时，祂忠诚地充当我们的供给者。祂通过个人、企业和教会的捐献以及政府的资助为我们提供所需要的一切。

在这经济低迷、失业率持续上升、人口逐渐老化的年头，我们的服务成为不可或缺的一环。我们坚信我们的捐助者和义工将协助我们满足受益人的需要。对于你们付出的钱财、时间和才智，我们感谢上帝，愿上帝保佑你们每一个人达到精神富裕的境界。

“但那赐种给撒种的，赐粮给人吃的，必多多加给你们种地和种子，又增添你们仁义的果子。叫你们凡事富足，可以多多施舍，就藉着我们使感谢归于神。”（哥林多后书第9章第10、11节）

我们感谢你们对我们的信任。卫理福利服务管治会非常认真看待我们对受益人、义工、

捐助者等相关人士所肩负的责任。我们成立了审计小组委员会，检视管制和程序的内部审查体系。此外，我们也成立了提名委员会，以满足我们对领导接班工作的需要，从而避免青黄不接的现象。这个委员会也将制定部门评估范本。尽管我们还在改善这些领域，但我可以向你们报告的是我们遵照慈善机构网站发布的监管评估表中所列举的慈善团体与公益机构监管准则来执行。

卫理福利服务的事工与服务有效应付了各种社会需要，但我们还可以做得更多。我们已开始动员更多卫理公会会友。不过，卫理公会会友可以进一步增强合作，互相建立关系，以便做得更多更好。看看我们如何能充分发挥经济效益、集中资源与与各个以基督为名的单位互补互助。正如利未记第26章第8a节提到：“你们五个人要追赶一百人，一百人要追赶一万人...”

我们将在下一次的常年大会上选出新的理事会。在此，我向所有和我一起同工的理事致谢。你们是一支很棒的团队，我从你们身上学到了很多。你们独特的才智、技能、经验和个性使整个团队显得丰富多采。我感激你们响应为社会服务的号召。愿主记念你们的贡献，并给予你们奖赏。

我还要感谢我们的执行主任黄珍妮，以及总部和各中心的全体工作人员。我们的职员经常全力以赴，尤其在这一年里，社区需要随经济萧条而增多，你们更是使出浑身解数。你们的无私奉献和辛勤努力，让我由衷感激。让我们祈祷上帝为这个重大领域提供更多人力资源。

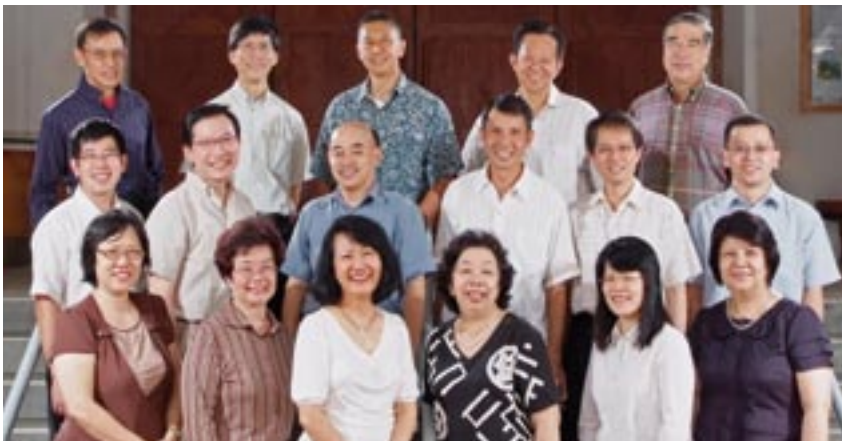
替换领导层是件可喜的事，它可为机构注入新的能量，刺激其成长与发展。交棒之际，我相信新的理事会在新任主席的带领下将继续秉持勤奋付出、忠诚服务的态度，使卫理福利服务发扬光大。

愿上帝的爱激励我们一直全心全意地为社会服务！

陈绮玲

Board of Governance

治会主席



Not in picture

Mr Peter Foo Moo Tan

Mrs Veronica Poore

Mr John Tan Yew How

Dr Gong Ing San

Co-opted, Chairperson, CAC BOSC (till Dec 2008)

Mr Kulandaisamy Premkumar Sagayaraj

Co-opted, Representative, ETAC BOSC

Mrs Fong Loo Fern

Co-opted (from Dec 2008)

Mr Khoo Hock Nam

Honorary Member

Mr David Alexander Ong Liang Bong

JP, PBM,

Director, Finance, Administration & Programmes

Bishop Dr Robert Solomon

Patron

Mr Indra Raj Jeyaraj

Honorary Legal Advisor

Front row from left to right

Ms Dorothy Lim

Co-opted, GC-WSCS President (from Oct 2008)

Mrs Ng Soo Kheng

Assistant Honorary Secretary

Mrs Tan Ee Leng

Chairperson

Mrs Laureen Ong

Co-opted, GC-WSCS President (till Oct 2008)

Mrs Loh Chay Leng

Mrs Jenny Bong

Executive Director

Middle row from left to right

Rev William Sam

Co-opted, TRAC BOSC Chairperson (from Dec 2008)

Mr Lam Wei Choong

Co-opted (from Jul 2008)

Mr Gan Kok Beng

Co-opted, CAC BOSC Vice-Chairperson (from Jan 2009)

Mr Albert Lim Song Khiang

Vice-Chairperson

Mr Chan Kum Kit

Honorary Secretary

Mr Aubeck Kam Tse Tsuen

Co-opted

Back row from left to right

Mr David Wong Cheong Fook

BBM, PPA, PBM, Honorary Treasurer

Mr Chim Howe Lai

Assistant Honorary Treasurer

Mr Tongel Yeo

Co-opted

Mr Joseph Toh Guan Kiat

Mr Leow Kim Liat

Co-opted, TRAC BOSC Chairperson (till Nov 2008)

CAC - Chinese Annual Conference
 ETAC - Emmanuel Tamil Annual Conference
 GC- WSCS - General Conference Women's Society of Christian Service
 TRAC - Trinity Annual Conference

Past Chairpersons

前管治会主席

1980-1981	Mr Richard Tambyah (Protem Committee)	1987-1988	Mr Khoo Hock Nam	1993-1995	Dr Patrick Kee Chin Wah
1981-1982	Mr Richard Tambyah	1988-1989	Mr Richard Tambyah	1995-1997	Dr Patrick Kee Chin Wah
1982-1983	Mr Lee Liat Cheng	1989-1990	Dr Patrick Kee Chin Wah	1997-1999	Mr John Cheong
1983-1984	Mr Lee Liat Cheng	1990-1991	Dr Patrick Kee Chin Wah	1999-2001	Mr John Cheong
1984-1985	Mr Richard Tambyah	1991-1992	Mr David Alexander Ong Liang Bong, JP, PBM	2001-2003	Mr Chan Kum Kit
1985-1986	Mr Richard Tambyah	1992-1993	Mr David Alexander Ong Liang Bong, JP, PBM	2003-2005	Mr Chan Kum Kit
1986-1987	Mr Khoo Hock Nam			2005-2007	Mrs Tan Ee Leng

Executive Summary

Interview with Mrs Jenny Bong, Executive Director



Ensuring no one was turned away

Methodist Welfare Services' Executive Director, Mrs Jenny Bong, reflects on the year

Q: What were the highlights of the year?

A: I can identify three main accomplishments: more families benefited from our services, there was greater collaboration with key stakeholders, and more Methodists were mobilised.

More families seeking help

On a monthly basis, we served an average of 5,532 individuals and families through our 13 centres and outreach services. And over the past year, we witnessed an increase in the number of families who approached us for help and assistance. We tried to ensure no one was turned away or left out of our services, whether the need was for counselling, information, referral, childcare/student care services or hospice home care support.

The increase in casework and counselling cases, particularly for clients with financial concerns, has been very significant. Two out of every five clients that came to our five Family Service Centres had financial difficulties. In some cases, the children were put "at-risk" because their parents could no longer afford to send them to childcare/student care centres and they had to stay home alone.

With the generosity of partner churches and donors MWS has been able to care for the children without the families incurring additional expenses. Food rations and grocery vouchers also helped families in dire need to tide over.

Greater collaboration with key stakeholders

A key mark of MWS is collaborative work with key stakeholders. This is one of the reasons we were able to help more people this year. The collaborative efforts we started months and years ago have paved the way for us to synergise more effectively to meet the pressing needs of the community. These work "partners" include schools, grassroots organisations, self-help groups, voluntary welfare organisations, and government agencies. Among our work partners are also private companies and individuals who volunteered at our Centres.

The Methodist Church's General Conference Women's Society of Christian Service (GC-WSCS) has been partnering us for the bursary programme and our biennial MWS conference. Thirteen Methodist churches also partnered us to disburse the MWS bursaries to the students living in their respective vicinities. This has opened opportunities for the churches to serve the needy and come to their aid when needed.

More Methodists were mobilised

The year saw more Methodist groups and individuals being involved in the lives of our beneficiaries. Worthy of mention are the Trackers from the Trinity Annual Conference's Board of Youth Ministry. The eyes of 20 teenagers and young adults were opened to the realities of Singapore's needy when they came face to face with the people we serve during their three-month long internship. We look forward to more of such collaborations.

摘要

访问黄珍妮, 执行主任

Q: What are some developments in the pipeline?

A: One of MWS's goals is to respond to emerging needs in the community. In the coming year, we will be launching an out-of-home care for young women who are unable to live with their families for various reasons. This will be a collaboration between MWS and GC-WSCS.

In response to the increasing need for elderly care services, we are increasing the capacity of our Bethany Methodist Nursing Home and will be establishing a Seniors Activity Centre with another Methodist church.

Q: In view of all this, what do you foresee are the challenges facing MWS next year?

A: The economic forecast continues to be cloudy, so like other voluntary welfare organisations, we want to be able to sustain and expand our programmes and services to meet the growing needs of the community. We continue to trust in God and pray that the Methodist community and our faithful donors will continue to rally behind us.



Jenny Bong

确保没有人被拒于门外

卫理福利服务执行主任黄珍妮对这一年的工作进行总结

问：这一年有哪些主要成果？

答：我可以列出三大成果——更多家庭受益、与主要伙伴有更多紧密的合作以及动员更多卫理公会会友加入事奉队伍。

更多家庭寻求援助

我们的13所中心和外展服务中心平均每个月帮助5,532个人和家庭。在过去一年内，向我们寻求援助的家庭有增无减。不管是需要辅导、资料、推介、儿童或学生托管服务，还是慈怀居家护理，我们都尽量确保没有人被忽略或被拒于门外。

越来越多人，尤其是面临经济困境的人，寻求个案和辅导服务。每五个向我们五所家庭服务中心求助的人中就有两个面临经济困境。我们认为有些儿童的安全受到威胁，因为他们的父母没有能力继续缴付儿童或学生托管中心的费用而让他们独自留在家里。

卫理福利服务获得伙伴教会和捐助人的慷慨解囊，得以在不增加这些父母额外负担的情况下照顾他们的孩子。我们也为极其贫困的家庭提供干粮和日用品优惠券，帮助他们渡过难关。

与主要伙伴更紧密合作

卫理福利服务的一项重要成果是与主要伙伴保持密切合作。这是我们在这一年内得以帮助更多人的原因之一。这么多年以来的合作，增强了我们的服务效益，满足了社区的迫切需要。这些合作伙伴包括学校、基层组织、自助团体、志愿福利团体、政府机构、私人企业以及到我们中心帮忙的义工。

我们也和总议会—基督徒妇女服务会合作助学金计划及举办两年一次的卫理福利服务议

会。13间卫理公会堂会也帮忙颁发助学金给他们邻里的学生，让他们有机会和贫困者保持联系，并在他们有需要时伸出援手。

动员更多卫理公会友参与事奉

越来越多卫理团体和会友关注我们受益人的生活。值得一提的是三一年议会青年部的Trackers。20位青少年在他们三个月的实习中亲身接触我们的受益人，使他们对新加坡贫困者的实际情况有了更深入的了解。我们期待更多这方面的合作。

问：有哪些进行中的项目？

答：卫理福利服务其中一个目标是应付社区的新需要。在接下来的年里，我们将为那些基于种种原因无法和家人同住的年轻妇女提供家庭以外的关怀和帮助。这将是卫理福利服务与总议会—基督徒妇女服务会的另一项合作。

有鉴于长者关怀服务的需要与日俱增，我们将增加伯大尼卫理疗养院的住院人数，以及和另一家卫理公会共同成立一所乐龄活动中心。

问：那你预料卫理福利服务在下一年将面对哪些挑战？

答：经济前景仍不明朗，因此我们和其他志愿福利团体一样，希望能维持和扩展我们的计划与服务，以满足社区日益增加的需要。我们继续信靠上帝，并祈求卫理公会会友和忠诚的捐助者会继续支持我们。

黄珍妮

Services for Children & Youth 儿童与青年的服务

Our **Childcare Centre** provides full-day care programmes to cater to the child care needs of both working and non-working parents. Programmes are aimed at educating and developing preschoolers in a safe and conducive environment.

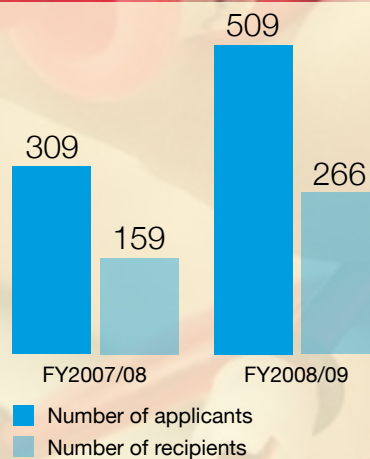
Student Care Centres on the other hand, provide care and supervision to school-going children aged between seven and 14. Staff supervise homework, play, enrichment and recreational activities to enhance children's holistic development.

The Childcare and Student Care Centres saw a monthly enrolment of 265 students, out of which, 45% of the children were on various subsidised financial schemes provided by the government.

The continued support of our donors and partner Methodist Churches has also helped us keep our childcare and student care fees affordable for many of the low-income families.

The **MWS Bursary Programme** aims to help low-income families meet their children's basic school-related needs such as the purchase of books, uniforms and shoes. Bursaries are awarded to school-going children whose household per capita income is not more than \$350 per month.

School level	No. of applications	No. of recipients
Primary	↑ 63%	Doubled!
Secondary	↑ 66%	↑ 32%
Junior College/Tertiary	↑ 88%	-



D'Joy Children's Centre



Our Programmes

D'Joy Children's Centre (D'Joy) has been operating since 1999 and is a community outreach of Methodist Welfare Services and Hingwa Methodist Church. It provides affordable child and student care services to the Jalan Besar community. About 100 children, mostly from underprivileged, lower income and single-parent families, are served daily. There was a steady increase in referral

cases from the government ministries as well as other social service agencies in the last financial year.

Child Care

Our full-day Child Care programme provides opportunities for learning through play and discovery. We offer a balanced curriculum to help young children develop holistically. The curriculum covers mathematical concepts, physical development,

social and environmental awareness, aesthetic expressions, and language and literacy development. The teachers have also participated in training, seminars and workshops to enhance their quality of service and to keep abreast with the latest educational developments in early childhood education.

天乐儿童中心

Student Care

Our Student Care programme provides academic guidance and care. We promote social and emotional experiences that help children to develop their potentials.

Working with Partners

D'Joy is able to continue to provide quality service to our children with the support of various working partners. Our partner church, Hinghwa Methodist Church, has been providing financial aid and running school holiday and support programmes for the children of our Centre.

The Centre underwent cyclical maintenance works sponsored by Bovis Lend Lease and Run for Funds friends. Franklin Templeton 'adopted' us, and among other things, sponsored our Sports Day and organised outings for our children.

Student volunteers from Nanyang Technological University and Singapore Management University raised funds to organise a variety of activities for our students during school holidays. Rotary Club members from ACS International as well as other schools contributed by volunteering their service to our Centre.

We received donations of second hand items from Bovis Lend Lease, used books from the National Library Board, food items from Boys Brigade Sharity Gift Box as well as various gifts from well-wishers.

简介

1999年，我们成立天乐儿童中心，作为卫理福利服务和天道堂的社区外展活动中心。它为惹兰勿刹社区提供经济实惠的儿童与学生托管服务。每天大约有100名来自贫困、低收入和单亲家庭的儿童被送到中心来托管。在上一个财政年里，政府部门及其他社会服务机构转介过来的个案持续增加。

儿童托管

我们的全日制儿童托管计划通过游戏和探索来提供学习机会。我们为年幼儿童提供适度的课程，帮助他们全面发展。课程内容包括数学概念、体格发育、社会与环境意识、审美表达和语言与读写能力的开发。他们也参加培训、座谈会和工作坊，以提高服务素质和掌握最新的幼儿教育发展。

托管

我们的托管计划提供学术指导和日常照料。我们为年龄较大的儿童增进社会与情感体验，帮助他们成为独立成熟的人。

合作伙伴

合作伙伴的支持让天乐儿童中心得以继续为我们的儿童提供优质服务。我们的协作兄弟教会天道堂一直提供经济援助，以及为中心的儿童提供各项假期活动与支援计划。

宝维士联盛和竞走筹款的朋友赞助中心周期性维修工程的费用。富兰克林邓普顿基金集团除了“领养”我们，还赞助我们的运动会和为中心的儿童筹办出游活动。

南洋理工大学和新加坡管理大学的学生义工积极筹款，为中心的儿童举办各种假期活动。英华国际学校及其他学校的扶轮社会员也为我们的中心提供各项服务。

我们还收到来自各方的捐赠品，其中包括宝维士联盛的二手物品、国家图书馆的旧书、少年旅爱心礼物箱的粮食和善心人士林林总总的礼物。

Daybreak Student Care Centre



During the year, attendance at the Centre averaged 50 students, ranging from six to 12 years of age.

Based on our December intake for the academic year 2009, of our 48 students:

- 29% were from single-parent families;
- 25% received a monthly subsidy of \$126 because their household income was below \$1,500;
- 19% enjoyed subsidies of between \$42 and \$84 as their household income was between \$1,500 and \$2,500.

The main subsidies came from the Community Development Councils (CDCs). Those who still could not

afford to pay their Centre fees received further financial assistance from the Ministry of Community Development, Youth and Sports, which meant that their parents needed to pay only \$20 or nothing at all.

In addition to giving the children a safe and nurturing environment after school and providing homework supervision during the financial year, Daybreak Student Care Centre (SCC):

- organised storytelling, art and craft, outdoor activities, music and movement, baking and science sessions and English/computer literacy classes to cater to the children's different learning needs and recreational interests;
- started one-to-one weekly coaching for special needs children

and those who were academically weak;

- started a weekly Nurture Programme for lower primary students at Naval Base Primary School;
- introduced informal counselling for SCC children and their parents;
- organised regular character-building sessions

School holiday activities included visits to public facilities, such as libraries, swimming pools and parks, theme parks, Sentosa and a two-day camp. There were workshops on Helping Children Overcome Learning Challenges, Keeping Safe and Environmental Awareness; a Christmas concert and a Christmas carnival sponsored by Central CDC.

The cost of visits to places of interest is a concern among our students' parents and we take considerable care when planning holiday programmes. Daybreak SCC also provides financial assistance to some children who cannot afford to pay the entrance/transport fees.

We thank Anderson Junior College student volunteers for providing one-to-one weekly coaching to our special needs and academically weak students, and Singapore Management University students for conducting the environmental awareness workshop. Many of our enrichment classes were also made possible by volunteers.

晨光学生托管中心



在这一年里，晨光学生托管中心平均有50位学生，他们的年龄从六岁至12岁不等。

在12月被录取的48名2009学年的学生中，

- 29%来自单亲家庭；
- 25%每月接受\$126的津贴，因为他们的家庭收入低于\$1,500；
- 19%接受\$42至\$84不等的津贴，因为他们的家庭收入在\$1,500至\$2,500之间。

社区发展理事会（CDC）是主要的津贴来源。那些仍无法支付中心学费的人可进一步向社区发展、青年及体育部申请经济援助，这意味着他们的父母不须支付中心学费或只须支付\$20。

除了为了在本财政年里给放学后的儿童提供安全融洽的环境和课业指导，晨光学生托管中心还：

- 安排讲故事活动、工艺品制作、户外活动、音乐与律动、烘焙与科学课、英语/电脑知识课，以满足儿童不同的学习需要和休闲兴趣；
- 每周为特殊需要和功课不好的儿童提供一对一的指导；
- 为军港小学低年级学生开办每周一次的培育计划；
- 为儿童和他们的父母提供非正式的辅导；
- 定期举办性格培育课程。

学校假期活动包括参观一些公共设施，如图书馆、游泳池和公园、主题公园、圣淘沙，以及为期两天的露营。我们还主办工作坊，

如帮助儿童克服学习挑战、培养自我保护与环保意识等，以及举行由中区社区发展理事会赞助的圣诞音乐会和圣诞嘉年华。

学生的父母往往会担心参观景点的费用，因此我们在策划假期活动时特别谨慎。我们也为一些贫困儿童缴付入门票或交通费。

我们感谢安德逊初级学院的学生义工每周为特殊需要和功课不好的学生提供一对一的指导，以及新加坡管理大学的学生举办环保意识工作坊。我们也感谢许多的义工让各种提升课程能顺利推行。

iConnect Student Care @ FTPPS



■ Connect Student Care @FTPSS (iCSC), is a school-based student care centre (SCC), located within the secure school environment of First Toa Payoh Primary School (FTPSS). In the last financial year, we had a monthly average enrolment of 50 children. Twenty-seven of them received subsidies on their monthly fees from the Ministry of Community Development, Youth and Sports. Out of these 27 children, several of them also received extra financial assistance from community organisations and our partner church Toa Payoh Methodist Church (TPMC). This has enabled many of the lower income families to continue placing their children in iCSC.

As all our students are enrolled in FTPPS, our activities are designed to complement the children's learning experience both in school and at home. In addition to seeing to the children's basic needs like meals, cleanliness and rest, and supervising their homework, our staff organise

meaningful activities for the children like art and craft, indoor games and journal writing.

The Centre has received good feedback on our services. In a recent evaluation, 80% of our children indicated that they were happy to be in the Centre where they have friends and enjoy activities together. An overwhelming 97% of parents reported that they were satisfied with our service.

Highlights

Programmes

We were encouraged to see an increased involvement from members of TPMC. Church members visited the Centre weekly and during the June holidays, youth from TPMC engaged the children with games and sandwich making competitions. A two-day camp was also conducted for the children in November 2008.

In anticipation of the Youth Olympic Games in 2010, the Interact Club of Raffles Junior College carried out a

one-day Sports Clinic in November 2008. They introduced the children to new sports such as floorball and touch rugby as well as playing favourites such as captain's ball and various telematches. Another such clinic is being planned for 2009.

Donor Support

TPMC has been faithfully sponsoring part of the fees of needy iCSC children every month. At the annual Staff Dedication Service on 22 February 2009, iCSC introduced a 'Sponsor a child' scheme where members can donate a monthly sum of \$30 or \$50 for a period of three months, six months or a year to help support a needy child's fees. The scheme was well received and church members gave generously. This has helped to reduce the financial burden of many parents.

Our Faithful Volunteers

Most of our volunteers come during study time to help the children with their homework. The centre relies on its five volunteers weekly during study time to help give extra coaching to students who need more help. Others come during the holidays to run programmes for the children or accompany us on outings.

Mei Poh has been volunteering with iCSC since 2002. Like some of the staff in the Centre, she has seen many of the children grow up and leave primary school. Over the years, Mei Poh has taught many children during study time and accompanied us on many outings during holidays as well. Her warm friendship has brought much joy to the children and staff in iCSC.

爱联学生中心



Members of staff of iConnect Student Care

In the present economic downturn, many families will find it difficult to afford the student care fees even though their children do need care while they work.

We will continue to support these children by giving additional subsidies through linking them with or sourcing for donors who will give specifically to the children's fees. This will be an additional form of support for many families that are struggling to meet their daily needs.

提供校内服务的爱联学生中心位于安全环境的大智小学内。在上一个财政年里，我们每月平均有50名儿童报名，其中27名儿童的月费获得社会发展、青年及体育部的补贴。在这27名儿童当中，有数名儿童还获得一些社区组织和伙伴教会大巴窑堂的额外经济援助。因此，许多低收入家庭能继续把他们的孩子送到爱联学生中心。

我们的学生都在大智小学上学，因此我们配合他们在学校和家里的学习经验来安排活动。除了照料儿童的基本需要如膳食、清洁和休息，以及指导他们做功课外，我们的职员还为他们安排一些有意义的活动，如手工艺制作、室内游戏和写日记。

我们的服务获得了各界的好评。在最近的一项评估中，80%的儿童表示他们喜欢待在中心，因为他们可以和朋友一起参与活动。97%的家长则表示他们满意我们的服务。

要点 活动

令人鼓舞的是，越来越多大巴窑堂的会友参与我们的活动。他们每个星期都会到访我们的中心。在六月份学校假期期间，大巴窑堂的青年带领儿童玩游戏和参加三文治制作比赛。2008年11月，中心的儿童也参加了为期两天的露营。

为了配合2010年青奥会，莱佛士初级学院义工团体在2008年11月举办了一天的体育诊所。他们向中心的儿童介绍新的体育项目，如地板钩球和触式橄榄球，以及玩大家最喜欢的团队球和竞技比赛。他们也会在2009年举办类似的活动。

捐助人的支持

大巴窑堂每个月都赞助爱联学生中心贫困儿童的部分学费。2009年2月22日，爱联学生中心在一年一度的职员奉献礼上提出了一项“赞助儿童”计划，会友可每月捐\$30或\$50，为期三个月、六个月或一年，以资助一名贫困儿童的学费。这项计划获得了会友们的积极响应。这有助于减轻许多家长的经济负担。

我们忠诚的义工

我们大多数的义工都在儿童的学习时间前来辅导他们的功课。我们的中心每周有五名义工在学习时间给予需要的儿童额外的指导。其他义工则在假期时前来为儿童安排活动或陪同我们出游。

美宝在2002年加入爱联学生中心的义工行列。和其他中心职员一样，她看着很多儿童长大，然后离开小学。这些年来，美宝在学习时间指导过很多儿童，以及在假期陪同我们出游。友善的她为爱联学生中心的儿童和职员带来了欢乐和喜悦。

目前经济不景气，尽管孩子在父母工作时需要照顾，但许多家庭还是负担不起学生中心的费用。

我们将通过寻找乐意资助特定儿童的捐助人，继续给予这些儿童额外的补贴。这无疑将给许多还要为生计奔波的家庭注入一支强心针。

Sembawang

FSC Student Care Centre



The Sembawang Family Service Centre Student Care Centre (SCC) served a total of 56 students. Twenty-nine of them were from Primary One to Three and 27 from Primary Four to Six. Almost one in every three children received additional subsidies on the Centre's fees.

The Centre provides before and after school care, guidance for homework and supervised study sessions. We also help the children acquire discipline, better social skills and healthier eating habits. Parents also pick up useful parenting tips during the Parent-Teacher dialogues.

Significant Events:

- June 2008: SCC June Camp 2008, held at the PA Campsite in Pasir Ris

- November 2008: Project Inspire Leadership Training Camp for SCC Alumni Club, held at Bishan Park
- December 2008: Christmas Party, sponsored by Covenant Community Methodist Church
- November 2008 and March 2009: Parent-Teacher Dialogues, over 20 parents attended each time

Case Story

Every year, Mrs P sends us a Chinese New Year card and delicious cookies. While we enjoy eating them, the bigger satisfaction comes from seeing how her three children have developed through attending the SCC. Her eldest son who is now in Secondary Two has been in our Centre for six years and has transformed from a resentful boy to a polite, helpful and responsible one. He is a member of our SCC Alumni Club and volunteers with us.

His younger brother who joined the SCC in Primary One used to refuse to go to school and was uncooperative. Through a lot of care and patience, he is now a lot more responsible and cooperative.

With our encouragement, Mrs P's youngest daughter, a sensitive girl, has also gained better self-esteem and self-confidence.

"The teachers in this centre are very hardworking, I thank all of you for all the things that you have done for my children. Without the teachers here, I will not be able to look after and discipline them on my own." says Mrs P.

三巴旺家庭服务中心 的学生托管服务



Members of staff of Sembawang FSC Student Care Centre

三巴旺家庭服务中心的学生托管中心有56名学生，其中29名是小一至小三的学生，其余27名是小四至小六的学生。几乎每三名学生就有一个在中心学费上获得额外津贴。

我们的中心提供课前课后托管、课业指导和学习监督。我们也培养儿童的纪律、更好的社交技巧和更健康的饮食习惯。家长也通过家长教师对话会汲取一些实用的亲子心得。

重大活动:

- 2008年6月：在白沙人协露营地举行六月露营2008
- 2008年11月：在碧山公园为校友俱乐部举行项目启发领袖训练营
- 2008年12月：圣诞派对，由CCMC赞助
- 2008年11月和2009年3月：家长教师对话会，每次有20多位家长出席。

案例

P女士每年都会送我们农历新年贺卡和美味的曲奇饼。我们很喜欢她做的曲奇饼，但看到她三个孩子在中心的进展更让我们感到欣慰。她的长子读中二，六年前来中心时是个愤世嫉俗的孩子，现已变成一个彬彬有礼、乐于助人和负责任的孩子。他是我们校友俱乐部的成员，也是我们的义工。

他的弟弟在小一时加入我们的学生托管中心，过去经常不愿上学，也不愿意和我们配合。我们花了很多心血耐心接触，他才愿意合作，变得更有责任感。

P女士的小女儿是一个敏感的女孩，但经过我们的鼓励，她的自尊心和自信心渐渐获得提升。

P女士说：“中心的老师不辞劳苦，我感谢你们对我的孩子所做的一切。没有你们，我将无法独力照顾和管教他们。”

Methodist Children and Youth Centre

Key New Programmes launched in 2008 for STEP-UP schools

Methodist Children and Youth Centre (MCYC) worked with seven schools under the STEP-UP funding by the Ministry of Community Development, Youth and Sports (MCYS), as well as two other schools not under STEP-UP funding, serving about 6000 students.

For Students

1. *Character Development*
Five assembly talks conducted at Keming Primary School encouraged participants to learn and practice values like Respect, Resilience, Care, Responsibility & Integrity, and Harmony.
2. *The Internet and Me*
Students are exposed to the dangers of the Internet, particularly online predator threats and pornography.
3. *Sexuality Programme*
This programme helps upper primary school children of Keming Primary School understand their gender roles and relate to others better. Ethical and moral issues are addressed to inform students of inappropriate intimate behaviour and its consequences.
4. *Standing Tall*
Ninety Secondary One peer support leaders at Bukit View Secondary School were equipped with relevant skills before they started duty the following academic year.
5. *Friendship Connection*
This programme was conducted for Primary 3 students of Bukit Panjang Primary School. It aims to help students understand the importance of having friends with positive influence, and to teach them skills on how they can build their friendships with peers.

For Parents

1. *Money is Enough*
'Money is Enough' equips parents with effective budgeting skills through hands-on activities and discussions, and learn about available financial assistance schemes.

2. *Helping Your Child in His Transition*

Parents learn to build trusting relationships with their children and to overcome challenges and influences faced in adolescence, especially, when transitioning from primary to secondary school.

For Teachers

1. *Understanding Adolescent Problems*
This workshop helps teachers better understand teenage students' challenges at home, in school and among their peers. Through discussions, teachers become more sensitive towards their students' feelings; hence they can help with common teenage issues.
2. *Effective Communications with Students*
Teachers can sharpen their interpersonal skills like listening, discussion techniques, and managing teenage viewpoints, and also learn simple counselling techniques for classroom use.

On-going Programmes in 2008

1. *Windows_To_Literacy*
Windows_To_Literacy continued to bridge literacy skill gaps of students with learning needs in mainstream schools. Seventy-five students benefited from this intervention programme. They also attended social character building programmes during the June and November/December school holidays. Their parents attended talks to help them relate to their children better, and encourage positive social character development.
2. *Triple P*
We ran two groups of Triple P parenting training for 10 parents in the community – one in English and another in Mandarin. We also conducted a Triple P training session and individual training for parents who had been mandated by MCYS to attend.

3. *Youth Gambling Prevention Roadshow*

We continued to run the Youth Gambling Prevention Roadshow (YGPR), and reached out to 10 more schools and over 6000 students.

4. *Theft Intervention Programme*

We continued to run the Theft Intervention Programme on behalf of MCYS for 47 youths, from Singapore Boys' Home and the Singapore Girls' Home, who had committed theft.

5. *Foster Parents Recruitment*

MCYS appointed us to recruit volunteers who support MCYS' Foster Parents Scheme to help children of dysfunctional families. We screened over 600 enquiries, interviewed 49 potential candidates and recruited 27 foster parents.

Community Programmes

Together with Oasis 153, a Christian volunteer group from Barker Road Methodist Church (BRMC), we continued the Tuesday and Saturday tuition programme for 30 students from needy families. We also worked with BRMC's Outreach and Social Concerns Committee and the Miss Ti Sui Tsu Memorial Fund to give out education grants and bursaries to 82 needy students.

Becoming a New Social Work Organisation

Due to the growth of MCYC's services, MWS' Board of Governance and BRMC's Local Church Executive Committee agreed that MCYC would operate as a separate organisation.

The new organisation, known as MCYC Community Services Society, has been approved by the Registry of Societies. The National Council of Social Services (NCSS) granted MCYC Community Services Society full membership with the NCSS, and charity and Institution of a Public Character (IPC) status. With effect from 1 January 2009, MCYC Community Services Society began operating as an independent entity.

卫理儿童与青年中心

2008年为参与伸展潜能计划的学校推行的新重大项目

我们与九所学校合作,也帮助其中七所推行由社青体部资助的伸展潜能计划,大约6000名学生从中受惠。

学生

1. 个性发展
我们在克明小学进行五场演说,鼓励学生实践尊重、忍耐、关怀、负责任、诚实与和平相处等价值观。
2. 互联网与我
向学生讲解网络世界的危险,尤其是网络诈骗子和色情的危害。
3. 性教育课
让克明小学的高年级学生了解他们的性别角色、如何恰当地与他人相处,以及不恰当的亲密接触和行为后果所引发的伦理与道德问题。
4. 领袖风范
我们为90名获同学支持的百德中学中一学生提供相关技能,以便在下一学年开始执行任务。
5. 友谊联系
这个项目帮助武吉班让小学三年级的学生。让他们学会了解有正面影响朋友的重要性,也教他们如何培养和同辈的友谊。

家长

1. 钱够用了
通过实务活动与讨论教导家长有效的理财方法和介绍现有的经济援助计划。

2. 关怀转型中的孩子
教导家长如何与孩子建立相互信任的关系及帮助他们面对青春期(特别是从小学到中学的转型期)的挑战和影响。

教师

1. 了解青少年问题
让教师更了解青少年在家、学校和与同学相处时所面对的挑战。我们通过讨论指导教师更关注学生的感受和处理常见的青少年问题。
2. 师生之间的有效沟通
帮助教师提升他们的社交技巧,如聆听、讨论技巧和调整青少年的观点,以及提供课堂上适用的简易辅导技巧。

2008年的活动

1. 识字之窗
我们继续通过这项计划提高学生的读写能力,以达到正规学校的学习要求。75名学生从这项计划中受益。他们也参加了6月和11月/12月学校假期期间举办的社会个性发展课程。他们的父母也出席了讲座,学习亲子间的有效沟通,以及鼓励孩子正面的社会个性发展。
2. 3P亲子教育课程
我们为10个家长开办了中英两组课程,以及为由社青体部指定参加的家长开办了个人和小组课程。

3. 预防青年嗜赌宣传活动
我们继续向另外10所学校的6000多名学生展开这项活动。
4. 预防偷窃计划
我们继续代表社青体部向47名感化院的男女缓刑犯进行宣导活动。
5. 征求领养家庭
我们代社青体部征求支持社青体部领养家庭计划的义工,以帮助破碎家庭的儿童。我们筛选了600份申请,面试了49个申请者,并成功甄选了27个领养家庭。

社区活动

我们和卫理公会巴克路堂的基督徒义工团队Oasis 153继续在每周二和周六为30名贫困学生补习。我们也和卫理公会巴克路堂的社会关怀与外展委员会及Ti Sui Tsu纪念基金会颁发教育津贴和助学金给82名贫困学生。

成为新的社工组织

由于我们的服务发展成功,卫理福利服务管治会和卫理公会巴克路堂的本地教会执事会同意让我们独立运作。

我们的新组织卫理儿童与青年中心社区服务协会已获得社团注册局的批准。国家福利理事会也接纳我们为正式会员,并授予我们慈善团体和公共性质团体的身份。新组织从2009年1月1日起正式运作。

MWS Bursary Programme

卫理福利服务助学金计划

We saw a 45% increase in the number of applicants, from 350 in 2007 to 509 in 2008. We were blessed with more donations to the bursary fund, despite the bleak economy. At the same time, we also increased the quantum of bursaries for the recipients in the various educational levels. In total, Methodist Welfare Services (MWS) disbursed \$91,600 bursaries to 266 applicants.

The 158 recipients in primary level received \$300 each, while the 103 secondary students received \$400 each and the five junior college attendees received \$600 each. The majority of the recipients (193) came from households with a per capita income of \$350 and below.

For the first time 13 Methodist churches partnered MWS in disbursing the awards. The churches are Ang Mo Kio Methodist Church, Fochow Methodist Church, Faith Methodist Church, Grace Methodist Church, Kampong Kapor Methodist Church, Paya Lebar Methodist Church, Pentecost Methodist Church, Queenstown Methodist Church, Sembawang Tamil Methodist Church, Telok Ayer Chinese Methodist Church, Toa Payoh Methodist Church, Trinity Methodist Church and Wesley Methodist Church. Some of the churches awarded the bursaries at the recipients' homes while others hosted a party cum bursary awards ceremony.

The MWS Bursary Programme reaches out to needy, low-income and disadvantaged school children. The financial assistance helps the students' families in the purchase of textbooks, school uniforms and stationery.

Without faithful supporters, such as the General Conference - Women's Society of Christian Service and individual donors like Mr Terence Wee, MWS Bursary Programme would not have been able to do much for needy families. We take this opportunity to thank all of them for their generosity and compassion.

Our Client's Story

Zem*, an active and intelligent eight year old, lives with her mother and father in a two-room rental HDB flat. Her father brings home \$800 a month from his work as a salesman, barely enough for the family of three to meet basic needs. Her mother is unable to work.

One of our family service centres assisted Zem to apply for The Straits Times School Pocket Money Fund and the \$35 helped with her daily expenses. The \$300 she received from the MWS Bursary Programme in December 2008 helped Zem's family take care of her textbooks, stationery and other school needs.

**Not her real name*

我们的助学金申请人数增加了45%，从2007年的350人增至2008年的509人。虽然经济不景气，但我们的助学基金获得的捐款有增无减。与此同时，我们也提高了各个教育程度的受益人所获得的助学金额。卫理福利服务总共颁发了\$91,600给266名助学金申请者。

158名小学生各获得\$300，103名中学生各获得\$400，而五名初院生各获得\$600。大多数的受益人（193人）来自人均收入\$350或以下的家庭。

卫理福利服务首次和卫理公会协力颁发助学金。这些堂公会包括宏茂桥堂、卫理公会基金会督堂、卫理公会思珍堂、卫理公会恩典堂、卫理公会甘榜加卜堂、巴耶利峇堂、卫理公会五旬节堂、女皇镇堂、三巴旺印度堂、直落亚逸礼拜堂、大巴窰堂、三一卫理公会和卫理公会卫斯理教堂。有些堂公会将助学金直接送到受益人家里，有些则举办聚会暨助学金颁发仪式。

卫理福利服务助学金计划的对象包括贫困、低收入和弱势的学生。这笔助学金可以让他们的家人购买所需的课本、校服和文具。

如果没有像年议会—基督徒妇女服务会和个人捐助者 Terence Wee 这样的忠实支持者，卫理福利服务助学金就无法为贫困家庭提供更多援助。在此，我们感谢大家的慷慨和怜悯。

受益人的故事

现年八岁的泽姆*活泼聪明，和父母住在二房式租赁租屋。她的父亲是一名推销员，每月仅得\$800，勉强足以维持一家三口的生计。她的母亲无法在本地工作。

我们其中一间家庭服务中心帮泽姆申请到海峡时报学校零用钱基金的\$35，以支付她的日常开销。2008年12月，她获得卫理福利服务助学金计划颁发的\$300，减轻了她家人购买课本、文具和其他学校用品的负担。

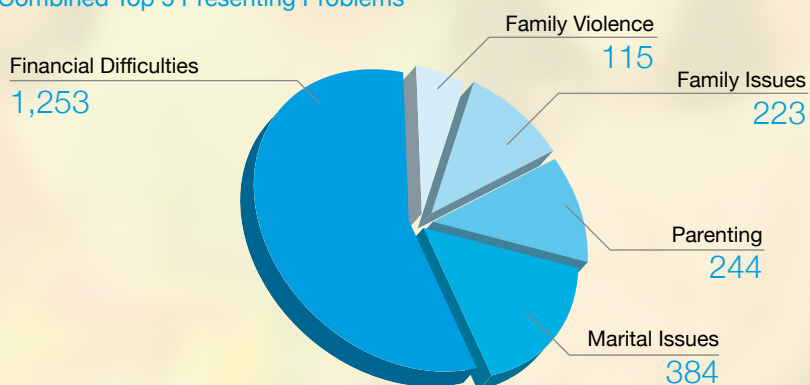
**不是真名*


Family Service Centres (FSCs) 家庭服务中心

Family Service Centres (FSCs) are neighbourhood-based family resources that everyone can turn to on any family-related matters. Located within the community to make social services more accessible to the public, FSCs provide an information and referral service to link people in need with appropriate community resources if they are unable to serve the clients' needs; case management and counselling as their core services.

With the intervention of social workers and social service practitioners, families and individuals are able to explore issues affecting them and find suitable ways of dealing with them.

Combined Top 5 Presenting Problems



 Calls doubled in the last Financial Year. We had 14,361 people contacting our FSCs, as compared to 7,189 in 2007/08.

Top 5 Presenting Problems at MWS FSCs

FSC	Covenant	Daybreak	Kampong Kapur	Sembawang	Tampines
1 st	Financial Difficulties (253)	Financial Difficulties (233)	Financial Difficulties (296)	Financial Difficulties (234)	Financial Difficulties (237)
2 nd	Family Issues/ Conflict (71)	Family Violence (47)	Marital Issues (87)	Marital Issues (65)	Parenting (131)
3 rd	Marital Issues (69)	Marital Issues (41)	Family Issues (78)	Parenting (54)	Marital Issues (122)
4 th	Family Violence (50)	Parenting (37)	Care arrangements/ Shelter (44)	Family Violence (18)	Housing/Shelter (57)
5 th	Interpersonal (45)	Family Issues (21)	Parenting (22)	Mental Health (18)	Family Issues (55)

Covenant Family Service Centre



Covenant Family Service Centre was established in August 1987 and is a community outreach of Methodist Welfare Services and Paya Lebar Methodist Church.

We helped 6,897 people in the last financial year, a 68% increase over the previous year.

Casework & Counselling

A total of 576 clients were provided with Casework and Counselling services. Of these, 254 (44%) were financially distressed families. January to March 2009 saw a 77% increase in such clients over the previous quarter.

In addition, 202 children from low-income families were assisted with school pocket money.

Ninety-four out of 95 of the financial aid cases that were closed were able to identify factors contributing to their financial difficulties. 27.4% of our clients achieved objectives such

as spending within their means, or sustaining employment for at least three months.

We also saw an increased number of clients with housing issues.

Enhanced Information and Referral, Networking and Outreach Services

We saw an increase of 89% in Information & Referral clients due to our networking and community projects which had created a greater awareness of our services.

Through this service, 3,695 clients were assessed and matched with social services or given relevant information and consultation.

Partnership with Paya Lebar Methodist Church (PLMC)

PLMC's Christian Outreach & Social Concerns Committee organised donation drives for our Centre in April and November 2008. There was an

overwhelming response from church members in donating food and NTUC vouchers for needy families under our care.

Mazda RX-8 Charity Ride

In January, the "RX-8 Club Singapore" gave our children a treat. Nineteen Mazda RX-8s took 32 excited children on a once-in-a-lifetime ride to Orchard Cineleisure and treated them to a sumptuous lunch and movie.

Needs cum Relocation Preparedness Survey

We completed the Survey with some residents of Blocks 3 and 4 Hougang Avenue 3; many of whom were needy families and the elderly who were affected by a relocation exercise. We followed up with the concerns of 86 residents, including linking them with community resources, and resolving emotional issues associated with relocating.



Parent Helpline

This helpline aims to help parents better cope with the challenges and demands of parenthood. It is the only helpline in Singapore manned by professional social workers and counsellors.

We received a total of 425 calls. Most callers (79%) sought advice and counselling. The most common issues presented pertained to child management and discipline (22%), and dealing with teenage children (52%). Another 16% of callers sought consultation in resolving their marital difficulties.

Guiding Individuals And Families Towards Self Reliance (GIFTS) Programme

GIFTS assists low-income families to cope with their financial situation and achieve economic independence.

The Parent Education Workshops, Discussion Groups, and literacy and life tools activities assisted 60 families and 94 children and youth.

Parent Education Workshops and Parent Discussion Groups

Four workshops on parenting and budgeting were conducted in English, Mandarin and Malay. Eighteen three-hour sessions and a two-session evening workshop were conducted between March 2008 and January 2009. Employment Issues, Communication and Budgeting were covered.

Sixty low-income families participated in the Workshops and 18 parents participated in the three Discussion Groups.

Literacy and Life Tools Programme

Twenty-one primary school students participated in the weekly tuition sessions conducted by 14 volunteers. 85% of the students showed improvement in English or Maths and 65% were also able to sustain this progress for at least six months.

The Reading Programme aimed to help preschoolers learn to read simple English words. Twenty-four children attended the weekly sessions which were conducted by our project coordinator and volunteers from Anglo-Chinese School (Independent) and Raffles Junior College.

Our Client's Story

Abandoned but angry no more

When Madam Ang*'s husband abandoned the family, she was unemployed, had little savings and had two children to take care of.

She felt a deep sense of betrayal and loss, and unable to cope with her frustrations, approached our Centre for help. Through regular counselling, we helped her to explore her fears and hurts from her husband's abandonment, her worries on the impact on her children, and her adjustments as a single parent. The children were also involved in some of the sessions so that they too could deal with their feelings.

Despite having primary school education and being conversant in Mandarin only, she was able to find a job as a domestic helper, earning about \$800 a month. The children were helped with their school pocket money and we hope our life tools programmes encouraged them to stay in the school system.

Madam Ang found the workshops in the GIFTS programme helpful and learnt to manage her role as a single parent and sole breadwinner. She also found much joy in sharing her experiences with other participants, and was able to encourage other participants who were facing difficulties.

* not her real name

誓约家庭服务中心



Members of staff of Covenant FSC

誓约家庭服务中心成立于1987年8月，是卫理福利服务和巴耶利峇卫理教堂合作的社区外展活动中心。

在上一个财政年里，有6,897人从我们的服务受惠，比往年增加了68%。

个案和辅导

576人接受了我们的个案和辅导服务，其中254人（44%）面临经济困境。与前一个季度相比，在2009年1月至3月间寻求经济援助的人增加了77%。

202名低收入家庭的孩童也获得了学校零用钱的资助。

在95件已结束的经济援助个案中，只有一例无法确认他们面临经济困境的原因。27.4%的受益人成功达到一些预期目标，例如量力而出，或维持工作至少三个月。

此外，面临住屋问题的人也越来越多。

提升资料与推介、联系与外展服务

高效率的联系和社区活动让更多人认识我们的服务，通过提升资料与推介服务受益的人也增加了89%。

我们评估了3,695名需要帮助的人，并给予他们适当的社会服务或相关的资料和咨询。

与巴耶利峇卫理堂（PLMC）合作

在2008年4月和11月，巴耶利峇卫理堂基督徒外展与社会关怀委员会为我们的中心举办了两次筹款活动。教会会友反应热烈，积极捐赠粮食和职总优惠券给我们的贫困家庭。

我们也非常感谢经常捐钱或提供米、面包及其他粮食的教会会友和小组组员。

万事达RX-8慈善驾驶乐暨筹款活动

今年1月，新加坡RX-8车友会出动19辆万事达RX-8，载送32名中心的儿童到国泰乌节电影娱乐城，请他们看电影和享用丰盛的午餐。

需要与搬迁准备调查

我们对一些后港三道第三、第四座的居民进行了需要与搬迁准备调查，他们大多数是贫困家庭和年长者，受搬迁计划影响较大。我们跟进86个居民的个案，包括协助他们联系社区资源，以及克服他们因搬迁而面对的情感问题。

家长热线

这项热线服务有助于家长更好地应对为人父母的挑战和要求。这是新加坡唯一由专业社工和辅导员接听的热线。

我们接获425通电话。大多数来电者（79%）征求我们的意见和辅导。常见问题包括管教孩子（22%）和青少年问题（52%）。另有16%的来电者咨询婚姻问题。

引导个人和家庭自力更生（GIFTS）计划

这项计划有助于低收入家庭应付他们的经济困境，达到自力更生的目标。

我们举办了家长教育工作坊、讨论小组，读写能力与生活技能活动，有60个家庭和94名儿童与青年从中受益。

家长教育工作坊与讨论小组

我们以英语、华语和马来语举办了四次亲子关系与理财工作坊。在2008年3月至2009年1月间，我们举办了18个三小时和一个两小时的晚间工作坊，探讨就业、沟通和理财三大课题。

60个低收入家庭参加了工作坊，18个家长则参与了三个讨论小组。

读写能力与生活技能课程

每周一次的补习班由14名义工教导，吸引了21名小学生参加。85%学生的英文或数学有进步，而65%学生能维持进度至少半年。

每周一次的阅读课程旨在帮助学前儿童学会阅读简单的英文字，吸引了24名儿童参加。我们的项目协调员及英华自主中学和莱佛士初级学院的义工负责指导。

受益人的故事

克服被抛弃的情绪

当洪女士*的丈夫抛弃他们时，她没有工作，很少积储，还须要照顾两个孩子。

洪女士深切地感到被丈夫背叛，而且无法面对这样的挫折，于是她到我们的中心来寻求帮助。我们不断给予她辅导，帮助她面对被丈夫抛弃的恐惧和伤害、克服她担心孩子受影响的忧虑，以及应付成为单亲家长的心理调适。有些时候，我们也让她的孩子一同参与，以便他们也能够处理自己的情绪问题。

洪女士只有小学教育程度，而且只会说华语，但她还是找到一份月入\$800的工作——当家庭帮佣。她的孩子也获得学校零用钱的津贴。我们希望他们能够通过我们的生活技能课继续受教育。

洪女士认为引导个人和家庭自力更生计划的工作坊能帮助她学习作好单亲家长和唯一家庭经济支柱的角色。她也通过与其他参与者分享经验和鼓励面对困难的参与者，重新发现生活的乐趣。

*不是真名

Daybreak Family Service Centre



Marriage enrichment programme participants

Daybreak Family Service Centre (FSC) was established in 1999 as a community outreach of Methodist Welfare Services.

Casework & Counselling

We served 491 clients during the year. One in three of our casework and counselling clients had financial issues. They were largely lowly educated and were relying on a single income. We also saw 47 mandatory counselling cases involving family violence.

Enhanced Information & Referral Service

A total of 975 families and individuals were served through our Information & Referral Service, the majority were financial in nature.

Preventive & Developmental Programmes

My Home

The programme targets three groups of participants: couples preparing for marriage, newly weds and married couples with children.

During the year, 20 couples attended our marriage preparation sessions, 11 newly-weds and soon-to-be-married couples came for the talks on Sexual Intimacy and Planning for Parenthood.

Some 150 parents attended talks catering to parents' specific interests such as positive parenting skills; overcoming learning challenges;

building resilience in children; internet and gaming addiction; and preparing pre-school children for primary school.

Special Event – Romancing in the Air

Eight couples spent time away from their children to rekindle their closeness and intimacy aboard the Singapore Flyer. Prior to this, they attended a workshop on Couple Communication – *The Five Love Languages*. The workshop helped the participants to know their spouses better and to learn new ways to relate with each other.

Strengthworks

This programme aims to strengthen families in financial difficulty and journey with them towards financial

stability. In the process, we try to help them achieve family cohesion.

The families in this programme have very young and/or adolescent children. They are former or current recipients of The Straits Times School Pocket Money Fund, or have come to know us through referrals from schools, Community Development Councils, newspapers and other social service organisations.

Workshops and activities are conducted at our Centre and cater to the following groups:

Parents:

Through a programme called **Strength Talks**, life skills are imparted, such as budgeting, handling stress, where and how to avail of community resources, and job assistance. Fifty-one parents were served through Strength Talks.

Children:

Two programmes cater to this group. **Strength Kidz** tries to enhance the children's life skills through sessions such as budgeting. Eleven children are currently enrolled. Through **WOW Children's Holiday Programme**, trips to theme parks, cinemas and learning journeys are organised at subsidised rates or through sponsorships. 141 children had the opportunity to enjoy this programme.

Mothers:

Through a programme called **Sunflower Blossoms**, self-care sessions, such as make-up workshops, are held. Eleven women regularly attend this programme.

Our Client's Story

Single father back on his feet again

Mr Ali*, 52, was retrenched in December due to the economic downturn. Divorced, he single-handedly looked after his four children, aged between eight to 15 years old, and his elderly mother who was staying with them.

Although he was embarrassed about his plight, Mr Ali was equally anxious to provide food for his family and pocket money for the children's schooling. Causing him further distress was the hospitalisation of one of his children.

Before coming to the Centre, Mr Ali had been actively looking for a job and had applied to the Housing Development Board to downgrade from his five-room flat. Our Centre provided food rations and helped him to apply for the School Pocket Money Fund under exceptional cases, which was quickly approved.

Two months after approaching us, Mr Ali found a job. He was very grateful for the Centre's assistance.

** not his real name*

晨光家庭服务中心

晨光家庭服务中心成立于1999年，是卫理福利服务的一个社区外展中心。

个案和辅导

在这一年里，我们为491人提供服务，其中三分之一的受益人面临经济困境。他们多数是低学历并依赖一份收入的家庭。我们也处理了47宗涉及家庭暴力的个案。

资料与推介服务

我们通过这项服务帮助了975个人和家庭，他们大多数都面临经济困境。

预防和发展计划

我的家

这项计划以三个群体为主：准新人、新婚夫妇和有孩子的夫妇。

在这一年里，20对情侣参加了我们的婚前预备计划，11对新婚夫妇和准新人出席了“亲密关系与计划生育”讲座。

我们也针对家长感兴趣的特定课题，如正面的亲子技巧、克服学习挑战、培养孩子的应变能力、上网和电脑游戏成瘾，以及为学前孩童作好上小学的准备，主办了一些讲座，吸引了大约150名家长出席。

特别活动——空中漫游

八对夫妇暂时放下他们的孩子，一同乘坐新加坡摩天观景轮，重温亲昵的感觉。乘坐观景轮之前，他们参加了“夫妻间的沟通——五种爱的语言”工作坊，帮助他们更了解配偶和学习新的相处之道。

能力提升计划

这项计划旨在巩固面临经济困难的家庭，并协助他们渡过难关。在这个过程中，我们也尝试帮助他们增强家庭的凝聚力。

接受这项计划的家庭都拥有年龄幼小和/或处于青春期的孩子。他们曾经或正在接受《海峡时报》学校零用钱基金的津贴，或者通过学校、社区发展理事会、报章和其他社会服务机构的推介向我们求助。

我们主办了各种工作坊和活动，以满足以下的群体：

家长：

我们通过能力提升讲座，传授理财、面对压力、到哪里及如何使用社会资源等生活技能，以及提供就业援助。有51位家长从中受惠。

儿童：

我们进行了两项计划：儿童能力提升计划——我们设法通过理财等课程，增强儿童的生活技能有11位儿童参与；儿童欢乐假期计划——我们以优惠价格或通过赞助，让儿童有机会参观主题乐园、看电影和参与学习之旅。有141名儿童从中受惠。

母亲：

我们通过向日葵计划主办化妆工作坊等自理课程，有11位妇女定期参与这项计划。

受益人的故事

单亲爸爸重新出发

在12月时，52岁的阿里*因经济不景而被裁退。他已经离婚，并独力照顾四个年龄介于八岁至15岁的孩子和与他们住在一起的年迈母亲。

虽然阿里对自己的困境感到难堪，但他同样担心家人的三餐和孩子上学的零用钱。他的一个孩子还进了医院，令他倍感苦恼。

在他向我们求助前，他已经在积极找工作和向建屋局申请到从五房式“降级”到较小的组屋。我们提供干粮，并协助他以立即被批准的特殊身份申请学校零用钱基金。

两个月后，阿里找到了工作。他非常感激我们给予的援助。

*不是真名

Kampong Kapor

Family Service Centre



Kampong Kapor Family Service Centre (FSC) was formed in 1987 and is a community outreach of Methodist Welfare Services (MWS) and Kampong Kapor Methodist Church.

Highlights

Casework & Counselling

Under this service, we were able to serve 772 clients. The top issues presented were: financial (38%), marital (11%) and family (10%). We also saw 44 families with accommodation and shelter problems.

Preventive and Developmental Programmes

LightHouse Programme

a. Supervised Study Group (1 to 1 mentoring session)

Each child (Primary One to Six) is paired with a volunteer mentor who helps them with schoolwork and imparts social skills as they interact with them.

b. Good is Friday (GisF)

Social workers conduct lifeskills groupwork and workshops with the Primary Three to Six children. The sessions are based on the themes of self, family and friends and also aim to engage the family through activities.

School Social Work

We worked with three schools under the STEP-UP (School Social Work To EmPower Pupils To Utilise Potential) Programme: Farrer Park Primary School, Hong Wen School and Balestier Hill Secondary School. Social workers conducted preventive, developmental and remedial programmes in the schools for students identified to be at-risk.

Learning Centre

Twenty-eight students registered for the Learning Centre English Remedial Programme and 17 were on the waiting list. Our learning centre programme is in high demand. Most of the children showed significant improvement in their learning and social skills, as well

as their English grades. Our students also did well in their psychological screenings with more than 90% showing improvements in reading and spelling tests.

kidsREAD CLUB

More than 70 children were served in the three kidsREAD Clubs (kRC). The volunteers, staff and parents were delighted and encouraged by the children's improvement in their written and spoken English. These children were communicating more in English by the end of the programme.

By Elderly For Elderly

By Elderly For Elderly (BE4E) is a core elderly service programme which provides an avenue for senior citizens aged 50 years and above to socialise and spend their time meaningfully. It also aims to enable senior citizens in the community to live independent lives by providing information and referral services, encouraging mutual help, increasing awareness on coping with prevalent issues (eg. loneliness and health), as well as organising social and recreational activities. Programmes include meal services, English language classes, karaoke classes, games and foot reflexology.

For the year 2008, BE4E received extensive support from various institutions and individuals. Most of these collaborations focused on developing intergenerational programmes.



Social Dance Programme with Millenia Institute

A six-session programme for the elderly to learn the key social dance steps. Students practised with the elderly and there was a performance at the end of the programme.

'My Story' with Sengkang Secondary School

A three-session programme that helped students understand the lives of the elderly through interviews and revisiting historical places. Students created a scrapbook for each elderly who participated in the programme as a record of their life and legacy.

'Christmas Reach Out' with Students from Nanyang Technological University

Thirty students from NTU and 15 children from our centre-based programmes joined hands to provide a heart-warming Christmas for 50 elderly in our centre. This three-session programme included a series

of activities such as door-to-door visits and delivery of gifts, crafts and reminiscence games.

Volunteers Appreciation with Sengkang Secondary School

This two-session activity included an outdoor scavenger hunt and show-and-tell to allow elderly volunteers and students to share significant things in their lives. The activities were used to show appreciation for volunteers as well as provide a platform for volunteers of different programmes to network with one another.

Outdoor Programmes organised by the Trackers

A group of youth from The Trackers Programme of the Trinity Annual Conference (TRAC) co-ordinated two outdoor activities for the elderly. The programme allowed them opportunities to get involved with proposal planning, block outreach, food preparation and befriending.

Our Client's Story

Edward* was a special kid. In 2006, when he came to the Centre, he was on medication for Attention Deficit Hyperactive Disorder (ADHD) and found it difficult to cope with his studies, especially the English language. He found it a real challenge learning to spell simple words. However, we patiently guided him through the Orton Gillingham (OG) English Language Remedial Programme recommended by our psychologist. He improved steadily over a two-year period and he can even write compositions! His mother, who is very supportive, is pleased with his improved school grades and willingness to come to the Centre. In fact, Edward now volunteers with us and tries to help the other children.

** not his real name*

甘榜加卜家庭服务中心



Members of staff of Kampong Kapur FSC

甘榜加卜家庭服务中心成立于1987年，是卫理福利服务和卫理公会甘榜加卜堂合作的社区外展事工。

要点

个案和辅导

我们为772人提供了这项服务，主要课题包括：

经济困境（38%）、婚姻问题（11%）和家庭问题（10%），另外，有44户家庭面临住宿和居所问题。

预防和发展计划

灯塔计划

a. 指导学习小组（一对一的指导）

每个义工导师负责指导一名学生（小一至小六），除了指导他们的课业，也在互动中向他们灌输社会技能。

b. 全方位发展计划（GisF）

我们以自己、家庭和朋友三大主题，为小三至小六的学生开办生活技能小组及工作坊。我们也尝试通过各项活动凝聚他们与家人的感情。

校内社会服务

我们与三所学校——华苑小学、宏文学校和博理中学合作推行伸展潜能计划。我们向这些学校的边缘学生展开预防、发展和辅导计划。

学习中心

28名学生报读了学习中心的英语辅导课程，等候报名的还有17人。居民对学习中心课程的需求很大。大多数儿童的学习和社会技巧以及英语成绩都有显著的改善。我们的学生在心理测试方面表现良好，90%的学生在阅读和拼写测验中的表现也有所进步。

儿童启蒙阅读社

我们三个儿童启蒙阅读社（KRC），吸引了70多名学生参加。义工、员工和家長因这些儿童在书写与会话能力的提升感到欣慰。他们在学期末时多以英语来交谈。

长者对长者计划

长者对长者（BE4E）是一项核心的安老服务计划，为50岁或以上的长者提供互相交流和善用时间的管道。我们也希望通过提供资料与推介服务、促进互助精神、提高应对常见问题（如孤独和健康）的能力和筹办康乐活动，帮助年者自食其力。我们的计划包括膳食服务、英语课、卡拉OK、游戏和脚底按摩。

在2008年，这项计划得到了许多社团和善心人士的广泛支持。大部分的合作计划都着重于凝聚两代人的感情。

与励仁高中合作的社交舞课程

我们为长者开办六堂课，教导他们基本的社交舞步。学生与长者一起练习，然后在课程结束时演出。

与成康中学合作的“我的故事”

学生参与了三次活动，通过采访和重温历史古迹，了解老人的生活。学生还为每个参与这项活动的长者制作一本剪贴簿，记录他们的生活和事迹。

与南大生合作的“共庆圣诞”

30名南洋理工大学学生和15名中心的儿童联手为50名中心的长者打造一个温馨的圣诞节。他们分三次进行一系列的活动，包括沿家挨户登门拜访和分发礼物、手工艺品及怀旧游戏。

与成康中学合作的“向义工致敬”

我们进行了两次活动，包括户外寻宝和“展示与讲述”，让长者义工和学生分享他们生活中的点点滴滴。这些活动旨在向义工致敬，以及为不同计划的义工提供交流的平台。

Trackers筹办的户外活动

一群三一年议会（TRAC）Trackers计划的青年为长者筹办了两次户外活动，让他们有机会策划活动、克服难题、准备食物和结识朋友。

受益人的故事

爱德华的故事

爱德华*有别于其他正常的孩子。2006年，当他进来我们的中心时，他还在接受注意力缺乏过动症（ADHD）的治疗，以及面对学习困难。尤其在英文学习上，他觉得学会拼写一些简单词汇的过程很难。但是，我们采用心理学家推荐的Orton Gillingham英文拼音学习法，耐心指导爱德华。经过两年的努力，他的英文逐渐进步，如今还能写出作文！爱德华的学校成绩进步了，而且愿意到中心来。一直鼓励他的母亲看了，感到非常欣慰。事实上，爱德华如今成了我们的义工，并尝试帮助其他儿童。

*不是真名

Sembawang Family Service Centre



Sembawang Family Service Centre (FSC) was jointly established by Methodist Welfare Services and Covenant Community Methodist Church in 2001 to provide services for the family.

Highlights

Casework & Counselling

From April 2008 to March 2009, 448 families were served, a 25% increase over the previous financial year. The main issues were financial (52%), marital (15%) and parenting problems (12%). A sharp increase (from one to 14) in housing/shelter cases was also noted.

Enhanced Information & Referral

The Enhanced Information and Referral Service was started in January 2008 to make sure that no client falls out of the social service system. Sound referral protocols were established with the Canberra Citizen's Consultative Committee – Development and Welfare Fund Committee and a neighbourhood primary school. In addition, we initiated an outreach project and a parents' education programme, with one of the PCF Children Centres and Mendaki. We served 843 families and individuals under the Enhanced Information and Referral Service.

Children and Youth Initiatives

Twenty-nine students attended the Learning English At Pace (LEAP) programme which helps children with reading and speaking difficulties in English. Under the Youth Service Learning Initiatives, 38 junior college and university students conducted three activities that benefited members of the community.

Community Needs Survey

We collaborated with Sembawang Primary School to conduct a survey on their students' needs, to see how both SFSC and the school can use their resources to meet these needs. It was

found that parent-child relationships were strong and that the children found CCAs very enjoyable, an area the school can build on to enhance the protective factor for their children.

KidsREAD Club

A collaborative effort by the National Library Board, the People's Association and five other self help groups, the KidsREAD programme was initiated by Prime Minister Lee Hsien Loong to cultivate good reading habits in children from low income families. The SFSC KidsREAD club was launched on 4 February 2009 and will end by October 2009. The programme has 20 children aged four to eight and is managed by four to six volunteers. Each weekly session lasts for an hour and the children are engaged in reading related activities like board games, craft, poetry and songs. A volunteer, Evonne Tay, 28, recounts her experience: "I have been a volunteer for SFSC KidsRead Club since it started. I always look forward to it because the kids, aged from 4 to 8, never fail to brighten up my day with their innocent smiles and laughter. By reading stories to the kids and doing group activities with them, I realised that each kid is unique and special. I also improved my leadership skills as I lead a group of volunteers in planning and implementing each weekly session."

The Centre is serving the Canberra Secondary School and the Wellington Primary School under the STEP-UP programme.



Members of staff of Sembawang FSC

Our Client's Story

Homeless in Singapore

Mr Rajah*, his wife, and sons (six, 10 and 12) slept at HDB void decks and even at the beach, after their flat was repossessed following instalment arrears in 2005. The two older children were also missing school as their lifestyle was uncertain and disruptive. Mr Rajah struggled to keep his family afloat with his daily rated contract work earnings. Last year, they came to SFSC for help after exhausting the goodwill of their family members and friends.

Shelter, Food and Funds

SFSC referred the family to a temporary shelter. At the same time, the family was given counselling and advice on seeking employment and parenting. Food was provided and we also sought financial assistance to meet the family's needs.

* not his real name

Things took a bad turn when the family was discharged from the shelter due to a breach of terms and conditions and Mr Rajah's contract work ended. SFSC continued to assist with food vouchers and emergency funds but it was difficult to find a roof over their heads.

New Home and New Job

However, things looked up in January 2009 when the family was placed under the Work Support Employment (WSE) assistance programme by the Community Development Council. A month later, Mr Rajah was offered a job and the HDB offered them a rented room for immediate lodging. We continued to provide the family with financial aid.

Although there are still many challenges ahead for Mr Rajah and his family, they now have a roof over their heads and a steady income to depend on.

三巴旺家庭服务中心

三巴旺家庭服务中心于2001年由卫理福利服务和CCMC共同成立，专为家庭提供服务。

要点

个案和辅导

在上一个财政年(2008年4月至2009年3月)里，我们共为448户家庭提供服务，比往年增加了25%。主要问题包括财务(52%)、婚姻(15%)和亲子关系(12%)。住房/居所问题也有显著的增加(从11个个案增加到14个个案)。

提升资料与推介服务

这项服务始于2008年1月，以确保没有任何一个受益人被社会服务制度所忽略。我们和公民咨询委员会社区关怀基金、堪培拉支部及一所邻里小学确立了健全的推介协定。此外，我们同其中一家人民行动党社区基金会的儿童中心及回教社会发展理事会开创了一项推广计划和家长教育课程。这项提升资料与推介服务成功让843个家庭及个人受益。

儿童与青年计划

29名学生参加了逐步学英语课程，这项课程能帮助儿童克服阅读和说英语的困难。38名初院生和大学生在青年服务学习计划下进行了三次活动，让社区成员获益良多。

社区需要调查

我们与三巴旺小学合作，对学生的需要进行了一项调查，以了解如何利用我们和学校的资源来满足他们的需要。调查结果显示，家长与孩子的关系非常稳固，学生很喜欢课程辅助活动，校方可以进行更多这类活动来增强学生的素质。

儿童启蒙阅读社

在国家图书馆、人民协会和其他五个自助团体的协作下，儿童启蒙阅读计划由李显龙总理发动推行，以帮助低收入家庭的儿童培养良好的阅读习惯。三巴旺家庭服务中心在2009年2月4日开办儿童启蒙阅读社，并将在2009年10月结束。这个阅读社有20名年龄介于四岁至八岁的儿童参加，并由四至六名义工管理。我们每周进行一个小时的阅读会，让孩子们玩益智游戏、制作手工艺品、朗读诗歌和唱歌等与阅读有关的活动。28岁的义工Evonne Tay，讲述自己的经历时说道：“我从三巴旺家庭服务中心开办儿童启蒙阅读社时就在这里当义工。我总是满怀期待，因为这些四岁到八岁的小孩天真无邪的笑容和笑声总让人感到心情愉悦。读故事书给他们听和进行团体活动时，我意识到每个孩子都是独一无二的。我带领一组义工策划和进行每周的阅读会，无形中也提高了自己的领导能力。”

受益人的故事

新加坡无家可归的一群

自2005年因拖欠贷款而被建屋局收回组屋后，拉惹*夫妇便和他们的三个儿子(分别是6岁、10岁和12岁)睡在组屋楼下或沙滩上。由于居无定所，他们的大儿子和二儿子也没有上学。拉惹以他每天从包工赚来的微薄收入维持一家大小的生计。去年，他们耗尽亲朋好友施舍的物资后，终向三巴旺家庭服务中心求援。

住所、粮食和资金

三巴旺家庭服务中心替他们找了一个临时住所。同时，我们在求职和亲子关系上给予他们辅导和意见。我们也提供粮食和帮他们寻求经济援助，以满足他们的需要。

后来，他们因违反条例而被迫搬离临时住所，拉惹的包工也结束了，让他们的生活变得更糟糕。我们继续提供食品优惠券和一些钱让他们应急，但要帮他们找个有瓦遮头的地方实在不容易。

新家和新工作

然而，2009年1月，我们将他们纳入社区发展理事会的就业援助计划(WSE)。一个月后，拉惹找到一份工作，建屋局也租了一间房给他们，并让他们立刻搬进去。我们继续为他们提供经济援助。

虽然拉惹一家人还要面对许多挑战，但他们现在至少有个家和一份稳定的收入。

*不是真名

Tampines Family Service Centre



Tampines Family Service Centre (FSC) was established in 1991 by MWS and has been supported by Pentecost Methodist Church since 2003.

Casework & Counselling

Tampines FSC's casework and counselling service is one of the core services we provide in our mission to journey with families, youth and children to enhance their life skills.

We served a total of 816 cases. There was a sharp increase in the last quarter with more clients seeking financial assistance due to the economic downturn. Clients with financial issues comprised the highest number of cases handled (29%), followed by Parenting/Child Management (16%), Marital Issues (15%), housing and shelter (7%) and family issues (6.7%).

Preventive and Developmental Programmes

44th Street Children's Club

The Club aims to equip children with life skills through empowering activities.

We actively promoted our club's workshops and holiday activities to schools and members of the public through our quarterly newsletter and flyers. As a result, there was an increase in enquiries and club membership.

2008 highlights include a December camp to instill positive identity assets such as self-esteem, personal power and sense of purpose; cooking and baking classes; Captain's Ball games including a friendly match against iConnect Student Care.

Marriage Preparation Programme (MPP) – Couple Connections

The team worked with 33 couples during the year. Topics ranged from foundational understanding of marriage, oneself and fiancé/fiancée, to enhancing knowledge and skills to build a strong marriage.

Support Group for Stepfamilies – Stepfamilies in Progress

The three-year old support group is conducted monthly with five committed couples who share their struggles as blended families. The couples support each other by providing suggestions

or sharing their own experiences on how they overcame marital and family challenges.

Guidance Programme

The Guidance Programme is a six-month counselling and rehabilitative programme for youth offenders who have committed petty crimes.

The programme served 55 youth, 37 males and 18 females during the year.

Significant events include the Outward Bound Camp in June, and a community service visit to Simei Care Centre, which runs a programme for young adults with mental disabilities. The youth also attended an interactive workshop on HIV organised by AIESEC Singapore. The year closed with a Christmas Party hosted by the youth of our partnering church.

Financial Resilience Programme

National University of Singapore students partnered us to run discussion groups for clients who are recipients of the School Pocket Money Fund. They formulated financial toolkits in Mandarin and English which



Members of staff of Tampines FSC

were used for the discussion groups. Feedback to the pilot run in March 2009 was positive.

The team also kept up collaborations with community organisations, to ensure clients received help efficiently.

Community Collaborations

The Tampines-Changkat Silver Connect programme, an initiative of Member of Parliament Irene Ng, aims to plug the gap in caring for the elderly through the involvement of the community. One of the identified needs was befriending.

To date, TFSC has conducted five sessions to train befrienders to become more effective in helping the elderly. Many of our befrienders are the themselves elderly and have kept an active lifestyle by volunteering in the programme.

With the Multi-Service Centre, we continued to collaborate with Tampines East Constituency and the MP to reach out to more needy residents. We also created greater awareness of our services to the Tampines North residents through their Residents' Committees.

Volunteers

We are grateful to our volunteers for their dedication and hardwork: they helped look after members of the 44th Street Children's Club on a weekly basis; provided administrative support and tuition to children from low-income families; helped at the children's club during the school holidays and even spring-cleaned our premises.

In March, five youth from the Trinity Annual Conference's youth discipleship programme, Trackers, interned at Tampines FSC. They assisted with a variety of tasks: from data entry to planning a sports day for youth and even painting a doll house for the kids.

Our Client's Story

Mr Sim*, 58, had numerous issues, which caused his depression. He was involved in an accident in mid 2005, causing severe back and leg pains. He could not walk without a walking stick.

Mr Sim's relationship with his wife and grown-up children was strained as he had lost a huge sum of money in a failed investment. Because of Mr Sim's condition, his wife became the sole breadwinner and main supporter of her elderly parents. This aggravated the Sims' marital relationship. Mr Sim also missed many of his medical appointments, as he did not have any cash for bus fare or for consultation fees.

Mr Sim started seeing a counsellor at TFSC through the help of his brother. Although he was not eligible for any assistance schemes as he lived in a 5-room flat, he was given some financial and emotional assistance which enabled him to seek medical attention and to consult a psychiatrist. His medical condition improved and he was able to manage his depression with medication. Mr Sim received his insurance claims in late 2008 and since then, he has become financially independent and psychologically better.

*Not his real name

淡滨尼家庭服务中心



Guidance Programme activity

卫理福利服务于1991年成立淡滨尼家庭服务中心。卫理公会五旬节堂从2003年就开始给予支持。

个案和辅导

个案和辅导服务是淡滨尼家庭服务中心其中一项核心服务，旨在提高家庭、青年和儿童的生活技能。

我们共处理了816宗个案。在最后一个季度，因经济不景而上门寻求经济援助的人显著增加。在我们处理的个案中，面临经济困境的个案占大多数(29%)，接下来依次为亲子关系/儿童管教(16%)、婚姻问题(15%)、住房和居所(7%)及家庭问题(6.7%)。

预防和发展计划

第44街儿童俱乐部

这个俱乐部旨在通过一些增强能力的活动来提升儿童的生活技能。

我们通过季刊和宣传单积极向学校和会员宣传这个俱乐部的工作坊和假期活动。结果，查询和加入会员的人数增加了。

2008年的重点活动包括12月的生活营，灌输积极的价值观，如自尊、个人的力量和使命感；烹饪和烘焙课；团队球赛，如和爱联学生中心的一场友谊赛。

婚前预备计划 (MPP) —— 夫妻关系

在这一年里，我们服务了33对夫妻，探讨了对婚姻、自己和未婚夫/未婚妻的基本认识以及提高知识与技能等课题，以帮助他们建立稳固的婚姻关系。

维再婚家庭支持团体

三年前开办的再婚家庭支持团体每月举行一次，每次有五对夫妻分享他们在家庭所面对的困扰。这些参与者互相鼓励，并提供意见和分享他们克服婚姻与家庭问题的经验。

引导计划

我们通过引导计划为犯轻罪的青年提供为期六个月的辅导和康复课程。

55名青年参与了这项计划，其中37名为男性，18名为女性。

重点活动包括六月的户外训练营，以及造访四美关怀中心的弱智少年。他们还参加了由新加坡AIESEC主办的爱之病毒互动式交流工作坊。

年底，我们同协作兄弟教会的青年一起举行了圣诞派对。

财务弹性计划

我们和国大学生以及学校零用钱基金的受益人进行了小组讨论。这群学生制定了中英文的理财方案，让淡滨尼的居民也能受益。2009年3月的小组讨论获得良好反馈。

我们也和社区组织密切合作，以确保受益人得到实质的帮助。

社区合作

尚育银联计划由国会议员伍碧虹提出，旨在通过社区的参与，为年长者提供足够的关怀。其中一个被确认的需要是结识朋友。

迄今为止，我们为援助者提供了五次培训，教导他们如何更有效地帮助年长者。许多援助者本身也是年长者，他们参与这项计划，令生活过得积极、充实而富有意义。

有了多元服务中心，我们继续和淡滨尼东选区及国会议员密切合作，以帮助更多贫困居民。我们也通过淡滨尼北的居民委员会向当地居民大力宣传我们的服务。

义工

我们向不辞劳苦、真诚服务的义工表示由衷的感激——他们每周帮忙照顾第44街儿童俱乐部的会员；替低收入家庭的儿童补习和处理日常事务；在学校假期期间到儿童中心帮忙，甚至还帮忙打扫我们的中心。

三月，三一年议会青年信徒计划Trackers的五位青年到淡滨尼家庭服务中心实习。他们帮忙输入资料、筹划青年运动会和装饰一间娃娃屋给小孩等。

受益人的故事

58岁的沈先生*面对许多问题，令他患上忧郁症。他在2005年年中发生车祸，造成严重的背部和腿部疼痛，必须依靠拐杖走路。

自从沈先生投资失败损失惨重后，他与妻儿的关系不再和谐。由于沈先生行动不便，他的妻子成为家里唯一的经济支柱。此外，她还须要照顾她年迈的父母。这让他们的夫妻关系恶化。沈先生也多次没去复诊，因为他没钱搭车和缴付医药费。

沈先生在他兄弟的协助下开始和淡滨尼家庭服务中心的辅导员会面。由于他住在五房式组屋，因此他不符合任何援助计划的申请条件。但我们还是提供一些经济和情感辅导，帮助他获得医疗照顾和心理医生的咨询。他的病情好转了，他的忧郁症透过药物治疗也得到了控制。沈先生在2008年下半年获得了一笔保险赔偿金。自此，他的经济和心理状况都大为改善。

*不是真名

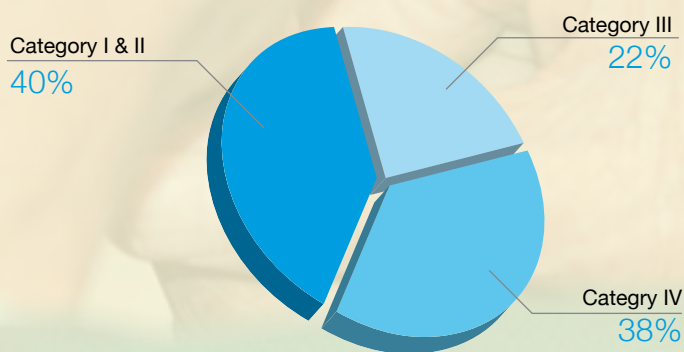
Services for those with Life-limiting Illnesses, the Elderly and Destitute 疗养和慈怀服务

A monthly average of 33 patients were cared for under the AMH palliative homecare service.

Some facts:

- Cause of death for the majority is cancer.
- Age range of patients varies from 28 to 101 years old.
- Patients were under AMH's care for between 2 to 323 days.
- Most patients chose to spend their last days in their own homes, and for the majority, AMH provides care till the very end. This includes alleviation of pain and other distressing symptoms, supporting both the patient and family caregivers during these difficult times.
- 56% of patients passed away at home. 44% of patients passed away in the hospital, inpatient hospice or nursing home as families were unable to care for them at home.

Categorisation of Residents at Nursing and Destitute Homes



Explanatory notes to functional status of residents

Category I & II residents are least dependent; semi-ambulant and/or mildly senile. A certain degree of assistance and supervision may be needed in activities of daily living (ADL) such as mobility, feeding, toileting.

Category III residents are either wheelchair bound and/or suffering from dementia, requiring help in ADL and supervision most of the time.

Category IV residents are mainly bedridden and require total assistance and supervision for every aspect of ADL.

Notes:

- A monthly average of 453 residents are served at Bethany Methodist Nursing Home (BMNH) and Christalite Methodist Home (CMH).
- 64% of BMNH's residents are in category IV whereas 92% of CMH residents are in category I & II.

Agape Methodist Hospice



Agape Methodist Hospice (AMH) provides free palliative home care services to people with life-limiting illnesses; regardless of age, race, nationality or religion. Our services include providing medical and nursing support for symptom control and as well as emotional and spiritual support through befriending. We also loan equipment such as hospital beds, wheelchairs, commodes and oxygen concentrators. The 24-hour support for patients and their families is provided by a locum doctor, two nurses and a team of volunteers trained in hospice care. In addition to providing emotional and spiritual support, the volunteers help the patients and families by running errands and accompanying patients for medical appointments.

Our aim is to improve the quality of lives of the patients and their families by reducing the patients' suffering with early identification, careful assessment and treatment of pain and

other symptoms like breathlessness, vomiting, constipation so that the patient may live comfortably even at the final stage of life.

AMH was officially launched on 4 October 2008. From 11 February 2008 (when AMH began its clinical service) to 31 March 2009, 142 patients were served, aged from 28 to 101. Some of our patients' families are financially strapped after paying for chemotherapy or radiotherapy sessions so donations of diapers, and nutritional feeds like Ensure milk help to make sure that patient care is not compromised. They also need volunteers to befriend them for emotional and psychological support.

Many patients have expressed appreciation for our services as we are able to help alleviate some of their physical suffering and they do not have to travel to clinics to get medical or nursing support. They also feel

that the AMH staff provide a listening ear to their worries. Caregivers feel reassured to have 24-hour access to professional medical and nursing support especially when the patients are distressed by their symptoms or have poor social support.

Our Client's Story

Mr Tay, 72, a former-AMH patient who passed away on 16 March 2009, had frequent falls at home because of the lack of a caregiver at home. His wife had to work as a kitchen helper and part-time cleaner to make ends meet. His only child was serving NS in-camp.

Mr Tay was diagnosed with lung cancer, which had spread to his liver and brain. He needed assistance in his activities of daily living and ambulation and was forgetful. Sometimes, he even forgot whether he had taken his medication. He

爱加倍卫理慈怀服务

also had problems like severe constipation and abdominal pain.

As Mrs Tay was very particular about cleanliness at home; she was often really frustrated and angry at her husband, scolding him whenever he dirtied the floor.

AMH's homecare staff visited him about twice a week to assess his medical condition, bringing donated nutritional feeds, medicine and diapers.

Nearly every day, Mrs Tay would call the AMH hotline, as she was very stressed with caring for him. Her emotions fluctuated from anger - complaining about his bad past behaviours - to crying bouts when his condition deteriorated.

Mr Tay felt that his daily needs were not met, but the family could not afford institutional care. We tried to meet some of the family's needs and they expressed gratitude for our free service; which had helped to relieve his symptoms, provide free medication and supplies as well as emotional and psychological support.



Staff of AMH

爱加倍卫理慈怀服务为各年龄层、种族、国籍和宗教信仰的重病患者提供免费的居家护理服务。我们的服务包括提供医疗和护理服务以控制症状，以及为病人提供情感和精神支柱。我们还借出各种设施，如病床、轮椅、便桶和氧气机。我们有一名代理医生、两名护士和一支受过慈怀训练的义工团队，全天候为病人和家属提供支援。除了提供情感和精神支柱外，我们的义工也为病人和家属处理一些日常琐事，以及陪病人复诊。

我们的宗旨是通过及早确诊、慎密评估和针对疼痛及其他症状如呼吸困难、呕吐、便秘的治疗来减轻病人的痛苦，改善他们和家属的生活素质，使他们在临终前也能过得充实自在。

爱加倍卫理慈怀服务于2008年10月4日正式开始。从2008年2月11日（当爱加倍开始提供临床服务）至2009年3月31日，我们共为年龄介于28岁至101岁的142名病人提供服务。一些病人家属在缴付化疗或放射性治疗的费用后就面临经济拮据。因此，我们捐赠尿布和一些营养食品如Ensure牛奶，以确保病人获得妥善的照料。此外，他们也需要义工给予情感和精神上的支持。

许多病人对我们的服务表示感激，因为他们能帮助他们减轻一些肉体上的折磨，他们也无须到诊所接受医疗或护理服务。他们还认为我们的职员乐于聆听他们倾诉烦恼。护理人员向病人，尤其受疼痛煎熬或缺乏亲友支持的病人，再三保证将提供全天候的专业医疗和护理服务。

受益人的故事

前爱加倍病人郑先生*于2009年3月16日安返天国，享年72岁。由于缺乏照料，他经常在家里跌倒。他的妻子必须出外工作，当厨房助手和临时清洁工，以维持生计。他唯一的孩子正在服兵役。

郑先生被诊断出患有肺癌，癌细胞经已扩散至肝和脑。他健忘，无法自行走动，日常生活起居也需要依赖他人。有时候，他甚至忘了自己是否已经服药。他还有严重便秘和腹痛等问题。

郑太太很爱干净，每当丈夫弄脏地板，郑太太就会感到厌烦而迁怒于他。

爱加倍居家护理人员每周拜访他两次，以评估他的健康状况和带来公众捐赠的营养食品、药物及尿布。

郑太太几乎每天都拨打爱加倍热线倾诉，因为照顾郑先生让她感到疲惫不堪。她气丈夫以往的不良举止(病情恶化时大声哭闹)，情绪激动不已。

郑先生认为他的日常需求没有得到满足，但他的家人负担不起机构护理服务费用。我们尝试满足一些家庭需要，帮助他舒缓症状、提供免费医疗和药物，以及给予情绪和精神上的支持。他们非常感谢我们提供了这项免费的服务。

*不是真名

Bethany Methodist Nursing Home



Bethany Methodist Nursing Home (Bethany) was started on 21 September 2001 by Methodist Welfare Services with the support of the Ministry of Health and Methodist churches in Singapore. It had been purpose-built as a holistic multi-service Home to replace the old models of nursing homes. Residents from MWS' first project, the Methodist Home for the Aged Sick (MHAS) were transferred to Bethany and MHAS ceased operations. Bethany aims to provide healing in an oasis of love and care. We are blessed with a team of dedicated and cheerful staff who deeply care for the residents. The staff comprise Singaporeans, Filipinos, Myanmar and Sri Lankans.

A multi-disciplinary team works with the residents and their families from pre-admission to discharge; providing guidance in areas such as placement, medication, end of life care and preparation as well as helping with applications for Ministry of Health subsidies and other financial assistance.

2008 was a year of consolidation.

There were two rounds of training for staff on caring for residents

with dementia. Presently, about 60% of our residents have dementia or psychiatric/behavioural problems and this is expected to increase in the future.

We also started cyclical maintenance works. Among other things, extensive water leakages, worn out vinyl flooring and badly weather-damaged window and door frames were repaired.

In response to the pressing need for nursing home beds by Singapore's ageing population, Bethany is undergoing construction work to increase its capacity by 21 beds so that we will be able to look after 293 residents.

But due to low demand, Bethany Day Rehabilitation Centre ceased operations on 29 Aug 2008.

Profile of Residents

The Home accepts mainly destitute persons and people from very low income families, regardless of race or religious background.

Nearly 90% of the residents are over 60 years old. The oldest is 100 and the youngest, who has been living in the Home for more than six years, is only

As at 31 March 2009, there were 258 residents. 148 male and 110 female. (12 beds were closed because of the cyclical maintenance works.)

Functional Status Category	Male	Female	Total
I: Physically & mentally independent; may or may not use walking aids; do not need or need minimal assistance in activities of daily living (ADL).	0	0	0
II: Semi-ambulant; require some physical assistance and supervision in ADL; may have mild dementia, psychiatric/behavioural problems.	5	4	9
III: Wheelchair/bed bound; may have dementia or psychiatric/behavioural problems; need help in ADL and supervision most of the time.	49	34	83
IV: Highly dependent; may have dementia, psychiatric/behavioural problems; require total assistance and supervision for every aspect of ADL.	94	72	166
TOTAL	148	110	258

Ethnicity	Male	Female	Total
Chinese	137	99	236
Malay	0	1	1
Indian	10	8	18
Others	1	2	3
TOTAL	148	110	258

34. 96% of all the residents require a very high level of nursing care. They require total assistance in simple daily activities like sitting up in bed, going to the toilet or feeding. Many of them cannot enjoy the pleasures of eating



Photos above and right: Members of staff of Bethany Methodist Nursing Home

or drinking as they have to be fed through tubes.

Need for Volunteers

Individual volunteers as well as groups from schools, Family Service Centres, the Singapore Armed Forces, church groups and corporations regularly bring joy to residents through activities and outings, including Sunday services.

Moving forward, more volunteers will be needed to assist the residents in their physical therapy. As part of the rehabilitation plan, residents who can walk are encouraged to walk everyday. Residents who are wheelchair-bound, are challenged to stand and take a few steps to maintain their exercise tolerance. Those who are bedbound and unable to move their limbs are

engaged in passive exercises - where someone else moves their limbs for them. The goal of this is to improve joint movement and blood circulation, as well as decrease the risk for further contractures. For those who are mostly bedbound, a simple task like sitting up is considered therapeutic.

However, our rehabilitation department is moving away from the traditional model of prescribing physical exercise and towards person-centred, goal-oriented, activity-based programmes to engage our residents meaningfully. The rehabilitation team will need support from many volunteers after we have established the programmes and activities.

Our Client's Story

Going in peace...
the story of Mr Chu

Mr Chu, who suffered from Parkinson's disease and colon cancer, was admitted in June 2007.

Divorced with no children, Mr Chu had only a nephew who was not keen to be involved in his care. Even during Mr Chu's last days, the nephew was reluctant to visit him.

But Mr Chu was never lonely. Moments prior to his passing on, a few staff gathered around him, prayed for him, and sang his way Home. He passed on in the midst of "Turn Your Eyes Upon Jesus".

We hope that Bethany's care of Mr Chu in his last moments, the assurance of God's presence and peace with him during his passing on will be repeated many times in the final farewell of our residents.

伯大尼卫理疗养院



卫理福利服务获得卫生部和新加坡卫理公会的资助，在2001年9月21日成立一家多元化服务的伯大尼卫理疗养院，以取代旧式的疗养院。卫理福利服务第一项计划卫理疗养院已关闭，其住院者都被转送到伯大尼。我们拥有一群热诚开朗的新加坡、菲律宾、缅甸和斯里兰卡员工，为住院者提供无微不至的照顾，力求达到用爱和关怀治疗创伤心灵的目标。

我们的综合专业人员从住院者入院前就开始为他们和他们的家人提供各方面的指引，如安顿问题、医疗、临终护理和准备，以及协助申请卫生部的津贴和其他经济援助，直到他们出院为止。

2008年，我们进行了整顿。

我们对员工进行了两轮的培训，指导他们如何照顾痴呆患者。目前，大约60%的住院者患有痴呆症或精神病/行为问题，我们预计这类患者的人数将持续增加。

我们还进行了周期性的维修工程。此外，我们也解决了多处漏水、破旧的塑料地板和因气候而严重破损的门框及窗框等问题。

为了应付本地人口老化及疗养院床位供不应求的问题，我们也在进行扩建，以期增加21个床位，让伯大尼卫理疗养院可容纳多达293人。

但伯大尼日间康复中心因需求减少而已于2008年8月29日关闭。

住院者的情况

不论任何种族或宗教信仰，只要是流离失所和来自非常低收入家庭的人，我们一概收留。

我们有将近90%的住院者超过60岁，年龄最大的是100岁，而年龄最小的只有34岁，他已经在这里住了超过六年。96%的住院者需要多方面的照顾和护理。他们连简单的日常起居，如在床上坐起来、上厕所或进食，都无法自行打理。大多数的住院者无法享受进食的愉悦，因为他们须插喉管进食。

征求义工

个别义工以及学校、家庭服务中心、新加坡武装部队、教会和企业的义工团体经常举办活动和出游(包括星期天的礼拜仪式)，为住院者带来欢乐。

日后，我们需要更多义工帮助住院者进行他们的物理治疗。在我们的康复计划中，我们鼓励可以走动的住院者每天多走动，活动筋骨。我们也鼓励坐轮椅者站起来走几步，以维持他们的运动耐力。对于卧床且四肢无法活动的住院者，我们会替他们进行肢体按摩，以提高关节运动和改善血液循环，以及降低肌肉进一步挛缩的风险。对于几乎长期卧床的人来说，一个像坐起来这样简单的动作也是有疗效的。

然而，我们的康复部正在摆脱这种传统的身体活动疗法，转向个人化、目标明确、以活动为主的方法，更有效地治疗我们的

截至2009年3月31日，我们有258名住院者，其中男住院者有148人，女住院者有110人。(12张床因周期性维修工程而暂时无法使用。)

健康状况类型	男性	女性	总计
一、身心健全型：可能须要或不须要使用拐杖；日常起居不需要帮助或只需要极少的帮助。	0	0	0
二、行动半自如型；日常起居需要一些体力上的帮助和监督；可能患有轻微痴呆症、精神病/行为问题。	5	4	9
三、坐轮椅/卧床型；可能有痴呆症或精神病/行为问题；多数时候日常起居都需要帮助和监督。	49	34	83
四、高度依赖型；可能有痴呆症、精神病/行为问题；各方面的日常起居都需要全面帮助和监督。	94	72	166
总计	148	110	258

种族	总计	148	110	258
华裔	137	99	236	
巫裔	0	1	1	
印裔	10	8	18	
其他	1	2	3	
总计	148	110	258	

住院者。实施这些计划和活动后，我们的康复团队将需要更多的义工。

受益人的故事

安返天国——小朱的故事

小朱患了帕金森氏症和结肠癌，并在2007年6月入住伯大尼卫理疗养院。

小朱离了婚，膝下无子，他唯一的侄子不愿意照顾他。小朱临终前，他的侄子也不愿意来探望他。

但小朱从不孤独。在他临终前，我们几位员工守候着他，唱圣歌陪伴，为他祷告祈福。当我们唱到“当转眼仰望耶稣”时，他便安返天国了。

我们希望，我们在小朱临终前对他的照顾以及上帝的陪伴，也能在其他住院者身上实现。

Crystalite Methodist Home



photo: Terence Tay www.mtsanguine.com

Christalite Methodist Home is a gazetted home set up in 1997 to care for elderly destitutes and provide them with the warm feeling of "Home". It is a community outreach of Methodist Welfare Services and Christ Methodist Church.

During the year, we had 42 new admissions and successfully discharged 15 residents to live independently. At the end of the financial year, the occupancy at the Home was 90% (181 residents). Among them, about 48 of them are wheelchair bound, 45 are in different stages of dementia and 33 require extra attention with their diet, for example, needing blended or cut food. About one-third of the residents require assistance in their activities of daily living.

Thirty-nine residents were under the Resident Employment Scheme (RES), where they were employed as cleaners, kitchen helpers, gardeners, security guards and hospital escorts.

They were given an allowance ranging from \$10 to \$80 which encouraged and rewarded them, and the activity helped them maintain a healthy mind and body.

Eight residents are employed outside of the home as food stall helpers, MRT customer service assistants as well as cleaners. We encourage such employment as it will help them to reconnect with society, and for some even lead to a discharge from the Home. We also help them save part of their salary so that they will have enough for living expenses when they are discharged.

In order to help keep the residents fit, our three therapists guide them through a series of morning exercises. Approximately 88 residents participate in these sessions each day. The able-bodied are also allowed to go out for two hours everyday. These outings help them to improve their social skills as they are able to mingle with the people living in the neighbourhood. In the afternoon, residents participate in the Reality Orientation Programme, which helps to prevent or delay the onset of dementia.

Volunteers

We thank the individual volunteers, schools and companies who visited, and celebrated festivals and birthdays with the residents.

We are also grateful for the volunteers who revamped our garden and those who organised special meal treats for the residents — simple snacks such as marble cakes, chee cheong fun and yam cake brought much joy, especially to those who do not go out or do not have money to spend.

Our Client's Story

Madam Lim's birth mother was her father's first wife; and as she was raised as the second wife's child, she never recognised her biological siblings and considered herself an only child.

Later in life, her husband took on a mistress who moved into their matrimonial flat. Both of them abused Madam Lim physically and emotionally; including cheating her out of her share of the proceeds from the sale of the flat as well as relegating her to sleep in a corner in the kitchen.

All this time, Madam Lim silently supported her husband and his mistress financially as she felt she had nowhere to go and no one to turn to. When she was no longer able to pay the rent on their apartment, they slept in public areas.

She ended up sleeping in the stairwells of multi-storey car parks where she was constantly harassed by foreign workers. Finally, she sought help from her MP and was given shelter at Crystalite Methodist Home. She turned 46 this year and is in the process of divorcing her husband. She is glad to be staying in Crystalite where she receives lots of moral support to help her get back on her feet again.

基督之光卫理关怀院



Members of staff of Christalite Methodist Home

Clients served

	Total Number of Residents	Admissions	Discharges
April 2007 – March 2008	165	48	14
April 2008 – March 2009	181	42	15

受益人数

	住院总人数	入院	出院
2007年4月至2008年3月	165	48	14
2008年4月至2009年3月	181	42	15

基督之光卫理关怀院成立于1997年，旨在联办关怀贫困的年长者，给予他们“家”的温暖。它是卫理福利服务和卫理公会基督堂联办的社区外展事工。

在这一年里，我们新收了42个人，也成功送走了15个能够自力更生的住院者。在本财政年结束时，我们的入住率高达90% (181人)。在这181人当中，约48人须坐轮椅，45人处于不同阶段的痴呆症，33人对饮食有特别要求，例如他们的食物须要切碎或搅拌在一起。三分之一的住院者的日常起居需要我们的帮助。

39名住院者通过住院者就业计划(RES)¹ 受雇为清洁工、厨房帮手、园丁、保安和医院护卫。他们获得\$10至\$80不等的津贴，以示鼓励和奖励。这些工作有助于维持他们的身心健康。

另有八名住院者在外头找到工作，如食摊助手、地铁乘客服务助理和清洁工。我们鼓励他们出外工作，因为这能让他们重新投入社会，甚至出院自力更生。我们也替他们把部分的薪金存起来，以便他们出院时有足够的生活费。

为了保持住院者的身体健康，我们有三名理疗师指导他们进行一系列的早操。每天大约有88名住院者参与这项治疗。我们也允许身体强健的住院者每天出外走动两小时。这有助于提高他们的社交技巧，因为他们能和邻里的居民交流。下午，我们为他们准备实际定向疗法，以预防或延缓痴呆症的发作。

义工

我们感谢每个造访、与住院者共庆佳节、替他们庆生的个别义工、学校和企业。

我们也感谢修整我们花园的义工，以及那些招待住院者特别餐点的善心人——大理石蛋糕、肠粉和芋头糕等简单小吃为住院者，尤其是为那些不能出外或没有能力消费的住院者，带来了许多欢乐。

受益人的故事

林女士的亲生妈妈是她父亲的第一任妻子。由于她是由继母带大的，所以她不认识自己的亲生兄弟姐妹，并认为自己是独生女。

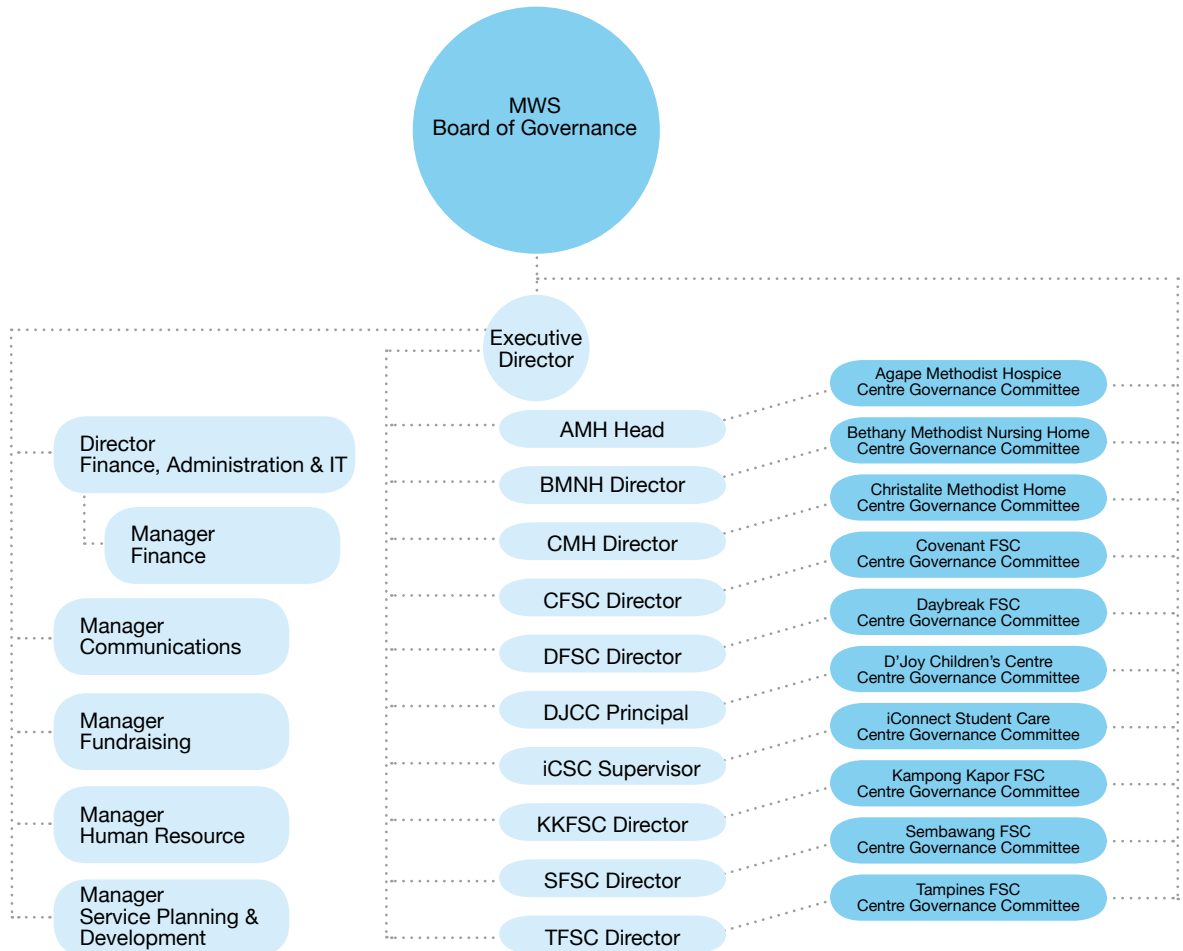
嫁作人妇后，有一天，她丈夫的情妇搬进他们婚时购买的组屋。林女士受到他们的身心虐待，包括被骗走后后来从出售组屋中所得到的钱，以及被迫睡在厨房一隅。

林女士始终默默资助他们，因为她觉得自己无处可去，也没有可求助的对象。当她没有能力支付他们公寓的租金时，他们便睡在公共场所。

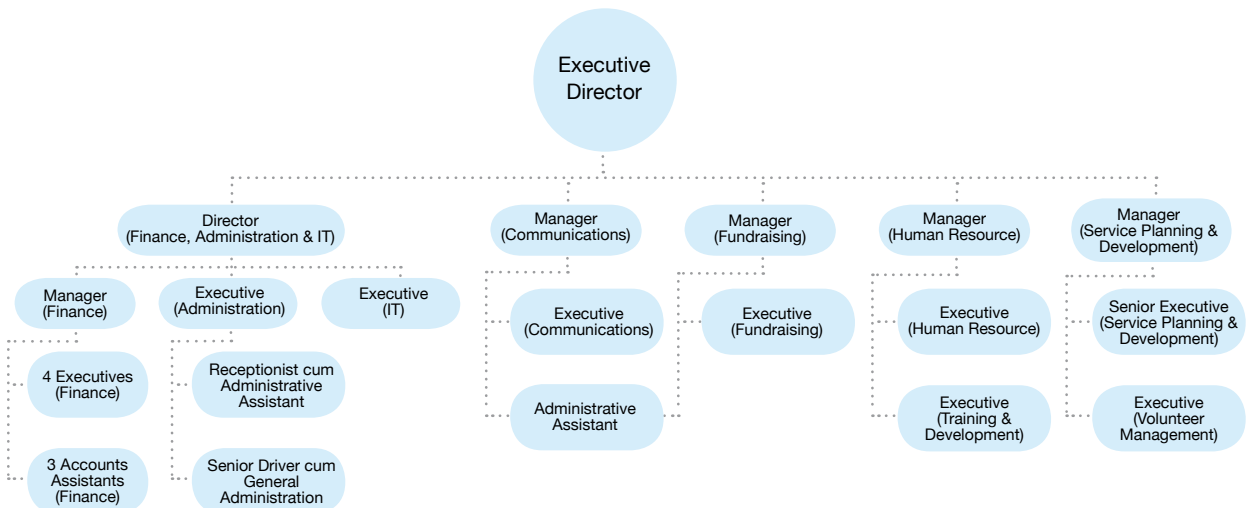
她最后沦落到睡在多层停车场的楼梯间，还常常被外劳骚扰。最后迫于无奈，她向国会议员求助。她被安排住在基督之光卫理关怀院。她今年46岁，正在办理离婚手续。她很高兴可以住在这里，因为我们给了她许多精神上的支持，帮助她重新站起来。

Organisation Charts

MWS



MWS HQ



MWS HQ Staff



Management Team (From left to right):

Jenny Bong, Executive Director, **Mylene Koh**, Manager (Communications), **Wendy Cheong**, Manager (Human Resource), **Fong Mee Sim**, Director (Finance, Admin & IT), **Regina Ling**, Manager (Finance), **Alvin Goh**, Manager (Service Planning & Development), **Clara Lick**, Manager (Fundraising)



Executives
(From left to right):

Janet Gan
(till July 2009)
Executive Officer
(Training & Development)
Chan Pao Ru
Executive Officer
(Finance)
Angeline Kwa
Executive Officer
(Volunteer Management)
Ting Kuo Serng
Executive (IT)
Doreen Chan
Executive Officer
(Finance)

Alex Wu
Executive Officer
(Finance)
Mel Lee
Senior Executive
(Service Planning & Development)
Dorothy Lee
Executive Officer
(Human Resource)
Anna Lee
Executive Officer
(Administration)

Not in photo:
Quinnie Low
Executive
(Fundraising)
Salina Chan
Executive Officer
(Finance)

(from July 2009)
Michelle Tan
Executive
(Communications)
Vanessa Fung
Executive Officer
(Training & Development)

Support Staff
(From left to right):

Pauline Tan
Administrative Assistant
cum Receptionist
Richard Lim
General Administration
cum Senior Driver
Mavis Tan
Administrative Assistant
(Communications & Fundraising)
Grace Tan
Accounts Assistant
Phyllis Lim
Accounts Assistant
Niang Lun Kim
Accounts Assistant



Centre Governance Committees

中心管理委员会

Agape Methodist Hospice



Chairperson **Mr Chan Wing Leong**
 Vice-Chairperson **Mrs Catherine Lam**

Members
Dr Chen Ai Ju
Ms Lai Bew Meng
Dr Agnes Ng Suah Bwee
Mr David Row
Mrs Sally Seow
Dr Ting Wen Chang

MWS BOG
 Representative
 Ex-officio **Mr Peter Foo Moo Tan**
Mrs Tan Ee Leng

Bethany Methodist Nursing Home

Chairperson **Mr Chan Kum Kit**
 Treasurer **Mr Chim Howe Lai**

Members
Dr Cynthia Chee Bin Eng
Dr Chen Ai Ju
Dr Keow Yeong Ming
Mdm Doreen Lerh Beng Har
Mr Ng Cheng Hwa
Mrs Ng Soo Kheng
Dr Ong Peck Leong
Mr Won Ching Hai
Dr Seong Peck Suet (from October 2008)
Mrs Tan Ee Leng

Ex-Officio

Christalite Methodist Home (Partner Church: Christ Methodist Church)



Chairperson **Col (Retd) Raymond Tan Kwang Meng**
 Vice-Chairperson **Mr Vincent Ho Guan Meng**
 Secretary **Ms Gloria Ong Siew Choo**
 Treasurer **Ms Carol Fong** (till January 2009)
Ms Soon Yang San (from February 2009)

Members
Mr Oliver Ho (till January 2009)
Dr Sethi Sunil (till January 2009)
Dr David Tay Hock Seng (till January 2009)

(cont'd)

Mr Mark Chan
Mrs Heng-Lim Gaik Kee
Mr Stanley Lee
Dr Peter Ng
Mr Michael Tan Tuan Seng
Mr Dennis Wee Aik Chuan
Mr Ling Ting Soo (from February 2009)

MWS BOG
 Representative
 Ex-Officios

Mr Joseph Toh Guan Kiat
Rev. Edmund de Souza
 Pastor-in-charge,
 Christ Methodist Church
Rev Christopher Chin (from January 2009)
 Pastor,
 Christ Methodist Church
Mr John Ho
 Chairperson,
 Christian Outreach & Social Concerns,
 Christ Methodist Church

Covenant Family Service Centre (Partner Church: Paya Lebar Methodist Church)



Chairperson **Mr Choi Chik Cheong**
 Vice-Chairperson **Mr Keong Choon Jin**
 Treasurer **Mr Herbert Ng Choon Ling**

Members
Mr Chan Kah Guan
Ms Emily Kang Lay Hoon
Mr Jimmy Leong Yue Wah
Mrs Magdelene Low Siah Ing
Mr Richard Yeo Lee Hock

MWS BOG
 Representative
 Ex-Officio **Mr John Tan Yew How**
Ms Alice Yeo Siew Choo

Daybreak Family Service Centre

Chairperson **Mr Albert Lim Song Khiang**
 Vice-Chairperson **Mr Fong Kim Choy**
 Chairperson **Mrs Teresa Kuek**
 Secretary **Mr Chim Howe Lai**
 Treasurer

Members
Mr John Cheong Puk Fai
Mrs Joscelyn Foo
Mrs Linda Haverkamp-Heng Phek Lang
Mr Yuen Chee Onn
Mr Ronnie Gan Seow Khaw (from August 2008)
Mr Tan Ee Leng

Ex-officio

D'Joy Children's Centre
(Partner Church: Hinghwa Methodist Church)



Chairperson **Mrs Maggie Khoo**
 Treasurer **Mrs Agnas Au** (from April 2008)
 Members **Mrs Mary Seah**
Mrs Betty Yen

MWS BOG
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 Ex-Officio **Rev. Goh Aik Hiang**
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 Hinghwa Methodist Church
Assoc. Prof. James Goh
 Chairperson,
 Local Church Executive Committee
 Hinghwa Methodist Church

iConnect Student Care
(Partner Church: Toa Payoh Methodist Church)



Chairperson **Mr Peter Ong Siew Kwee** (till July 2008)
Mr Andrew Tan Beng Keong (from August 2008)
 Vice-Chairperson **Mr Lye Kuan Loy** (till August 2008)

Members **Mr Samuel Ng Hock Seng** (till March 2009)
Ms Sarah Lim Cheng Boon
Mr Egbert Yau Kam Chan
Mr Albert Yeo Yong Huat
Mr Peter Ong Siew Kwee (from August 2008)

MWS BOG
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Ex-Officios **Ms Rosalind Chia** (till December 2008)
Ms Pearly Ng (from December 2008)
 Principal,
 First Toa Payoh Primary School
Rev Edwin Wong
 Pastor-in-charge,
 Toa Payoh Methodist Church
Mr Wee Hian Woon
 Chairperson,
 Local Church Executive Committee
 Toa Payoh Methodist Church
Mr Steven Seow
 Lay Leader,
 Toa Payoh Methodist Church
Mr Tan Wei Cheng (from August 2008)
 Chairperson,
 iConnect Ministry
 Toa Payoh Methodist Church

Kampong Kapor Family Service Centre
(Partner Church: Kampong Kapor Methodist Church)

Chairperson **Mr Wong Quek Hin**
 Vice-Chairperson **Mr Ho Chee Nen**
 Treasurer **Mr Tan Kim Lam** (till June 2008)
Mr Michael Chia Ping Kheong (from July 2008)

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Mr Ernest Lau Tok Sin
Ms Jane Long Suh Hor
Mr David Tan Sing Hwa

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 Ex-Officios **Rev Gabriel Liew**
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 Kampong Kapor Methodist Church
Mr Rayman Hoo (till July 2008)
Mr Andrew Cheong (from August 2008)
 Chairperson,
 Christian Outreach & Social Concerns
 Kampong Kapor Methodist Church

Sembawang Family Service Centre
(Partner Church: Covenant Community Methodist Church)



Chairperson **Mrs Woo Chu Sin** (till September 2008)
Ms Jacqueline Khoo (from September 2008)
 Vice-Chairperson **Mrs Wee Ai Choo** (till September 2008)
Mrs April Ong (from September 2008)
 Treasurer **Mr Peter Tan Sim Cheng**

Members **Dr Francis Ngui** (till April 2008)
Mrs Choi Ting Chun
Ms Rosalind Sun Peng Lee
Ms Wee Ghim Choo

MWS BOG
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Mrs Ng Soo Kheng (from July 2008)
 Ex-Officios **Rev Fred Tan** (till January 2009)
Rev Khoo Kay Huat (from February 2009)
 Pastor,
 Covenant Community Methodist Church
Ms Anita Fam PBM,
 Representative,
 Local Church Executive Committee
 Covenant Community Methodist Church

Tampines Family Service Centre Governance Committee
(Partner Church: Pentecost Methodist Church)

Chairperson **Assoc. Prof. Debbie Ong Siew Ling**
 Treasurer **Ms Sandra Lee Siew Eng**

Members **Mr Raymond Khoo Peng Ann**
Mrs Khoo Chor Lin
Dr Tan Kee Wang

MWS BOG
 Representative **Mrs Laureen Ong**
 Ex-Officios **Rev Dr Jonathan Seet**
 Pastor-in-charge,
 Pentecost Methodist Church
Pastor Aaron Tay
 Pastor,
 Pentecost Methodist Church

Sub-committees & Project Committees

小组和特别项目委员会

Sub-committees

小组委员会

Audit Sub-committee (from November 2008)

Chairperson **Mr Chan Kum Kit**
Members **Mrs Fong Loo Fern**
Ms Winnie Liew

Bursary Standing Committee

Chairperson **Mrs Lauren Ong**
Members **Mrs Christine Ho**
Mrs Lee Siew Choo
Mr Leow Kim Liat
Dr Gong Ing San
Mr Kulandaisamy Premkumar Sagayaraj
Mrs Irene Chan
Mrs Pauline Tan
Mr Terence Wee Jin Zoo

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Chairperson **Mr Albert Lim Song Kiang**

Communications Sub-committee (from December 2008)

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Members **Mr David Alexander Ong Liang Bong** JP, PBM
Mr John Tan Yew How
Ms April Ong
Ms Pearl Lee
Mr Aubeck Kam Tse Tsuen (from February 2009)
Mr Lam Wei Choong (from February 2009)
Mr Terence Ng (from February 2009)

Finance Sub-committee

Chairperson **Mr David Wong Cheong Fook** BBM, PPA, PBM
Members **Mr Chim Howe Lai**
Mr Albert Lim Song Kiang
Mrs Ng Soo Kheng
Mrs Tan Ee Leng
Mr Joseph Toh Guan Kiat

Fundraising Sub-committee (from December 2008)

Chairperson **Mr David Alexander Ong Liang Bong** JP, PBM
Members **Mr Rodney Tan**
Mr Aubeck Kam Tse Tsuen (from February 2009)

Human Resource Sub-committee

Chairperson **Mrs Loh Chay Leng**
Members **Mrs Heng-Lim Gaik Kee**
Mr Koh Juan Kiat
Mrs Veronica Poore
Mr Siew Heng Kwok

Information Technology Sub-committee

Chairperson **Dr Keow Yeong Ming** (till November 2008)
Mr Lam Wei Choong (from December 2008)

Out-of-Home-Care Steering Committee (from January 2009)

Chairperson **Ms Dorothy Lim**
Members **Mr Albert Lim Song Kiang**
Mrs Veronica Poore
Mrs Lauren Ong
Mrs Lydia Han
Mrs Lydia Sng
Mrs Florence Yee

Service Planning & Development Sub-committee

Chairperson **Mr Albert Lim Song Kiang**
Member **Mr Leow Kim Liat**

Strategic Planning Task Force

Chairperson **Mrs Tan Ee Leng**
Members **Mr Chan Kum Kit**
Mr Albert Lim Song Kiang
Mr Leow Kim Liat
Mrs Loh Chay Leng
Mr David Alexander Ong Liang Bong JP, PBM
Mr David Wong Cheong Fook BBM, PPA, PBM
Mr Christopher Tay Im Hock

Volunteer Development Sub-committee (from July 2008)

Chairperson **Mr Aubeck Kam Tse Tsuen**

Project Committees

特别项目委员会

Conference on "Living with Families in Transition" 2008 Organising Committee

Chairperson **Ms Lee Yean Wun**

Vice-Chairperson **Mr Alvin Goh**

Members **Mr John Tan Yew How**
Mr William Chua
Ms Dorothy Lim

"Fellowship on the Greens" 2008 Organising Committee
(Convening Church: Grace Methodist Church)

Advisor **Mr Soo Kok Leng**

Chairperson **Mr Vincent Ng**

Members **Mr Han Hai Kwang**
Mr Lee Teck Wee
Mr Ross Tan
Mr Richard Tan
Mr Alvin Tan
Ms Ivy Cheo
Mr Lim Tiong Hock
Mr Eric Yeo
Mr Laurence Lim
Mr Gan Kok Beng
Mr Edward Ng
Mr Allan Soh
Mr James Wong

Charity Soccer 2008 Organising Committee
(Convening Church: Aldersgate Methodist Church)

Chairperson **Mr Rayson Seow**

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Fax: 6283 6361
Email: admin@covenant.mws.org.sg

DAYBREAK

FAMILY SERVICE CENTRE

Blk 855 Yishun Ring Road #01-3539
Singapore 760855
Tel: 6756 4995
Fax: 6752 4709
Email: admin@daybreak.mws.org.sg

KAMPONG KAPOR

FAMILY SERVICE CENTRE

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Singapore 200002
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Fax: 6294 2116
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admin@kamponggapor.mws.org.sg

SEMBAWANG

FAMILY SERVICE CENTRE

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Singapore 750326
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Fax: 6754 0112
Email: admin@sfsc.mws.org.sg

TAMPINES

FAMILY SERVICE CENTRE

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Singapore 520470
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Fax: 6787 4459
Email : admin@tampines.mws.org.sg

Help for CHILDREN & YOUTH

D'JOY CHILDREN'S CENTRE

Blk 1 Maude Road #03-30
Singapore 200001
Tel: 6294 9960
Fax: 6294 9597
Email: admin@djoy.mws.org.sg

DAYBREAK

STUDENT CARE CENTRE

@ NAVAL BASE PRIMARY SCHOOL

7 Yishun Avenue 4
Singapore 769028
Tel: 6757 2907
Fax: 6757 0795
Email: dfscsc@daybreak.mws.org.sg

iCONNECT STUDENT CARE @ FIRST

TOA PAYOH PRIMARY SCHOOL

7 Lorong 8 Toa Payoh
Singapore 319252
Tel: 6352 5996
Fax: 6252 5321
Email: admin@iconnect.mws.org.sg

SEMBAWANG FSC

STUDENT CARE CENTRE

Blk 326 Sembawang Crescent
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Email: admin@sfsc.mws.org.sg

MWS BURSARY PROGRAMME

70 Barker Road #05-01
Singapore 309936
Tel: 6478 4700
Fax: 6478 4701
Email: admin@mws.org.sg

Help for THOSE WITH LIFE-LIMITING ILLNESSES

AGAPE METHODIST HOSPICE (PALLIATIVE HOMECARE)

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Singapore 309936
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Fax: 6478 4765
Email: admin@amh.mws.org.sg

Help for THOSE IN NEED OF NURSING CARE

BETHANY

METHODIST NURSING HOME

9 Choa Chu Kang Ave 4
Singapore 689815
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Fax: 6314 1576
Email: admin@bethany.mws.org.sg

Help for THE HOMELESS CHRISTALITE METHODIST HOME

51 Marsiling Drive
Singapore 739297
Tel: 6368 5179
Fax: 6368 7127
Email: admin@cmh.mws.org.sg

Methodist Welfare Services is the social concerns arm of The Methodist Church in Singapore and a registered charity

MWS Headquarters

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- IPC Status renewed until 30 September 2011
- Charity Registration No 00166
- UEN S81SS 0088H

Methodist Welfare Services Headquarters

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