



That all may
have life
to the full

30 years
of
Caring & Serving



Methodist
Welfare
Services

Methodist Welfare Services Annual Report 2010/11

30 Years of Caring and Serving

This year marks Methodist Welfare Services' 30th year of community service to the poor and needy. Back in 1981, a few dedicated Methodist pioneers decided to do put into action God's call to love our neighbour as ourselves. They planted a small seed which has since grown into a thriving organisation dedicated to making the lives of the underprivileged and needy in our society that much better, giving them hope for the future.

Through our services, we continue to strive to meet the ever-pressing needs of the community who need financial, emotional and psychological support, particularly the under-served segment of our society.

We are able to do all these...

1 By **working closely** with our community partners

Government organisations, other NGOs, corporate bodies and our Methodist churches

2 With the **unstinting support** of our loyal and generous donors

3 Through the **sacrificial giving** of our many volunteers

4 By **God's Almighty Grace**

Our Vision

To be a leading organisation that exemplifies God's love, enabling the poor and needy to have life to the full

Our Values

T	Trust
R	Respect worth and dignity of people
U	Uncompromising Integrity
S	Service before Self
T	Teamwork
S	Sound Governance

Contents

Our People

Our Patron shares	2
Chairman's Message	4
Board of Governance	6
Executive Summary from Group	
Executive Director	7

Children & Youth Services	8
Family Service Centres	16
Elderly, Sick & Destitute	28
Our Volunteers	37
MCS 125 th Anniversary Community	
Outreach Project	38

Organisation Charts	40
The MWS Family	41
Committees	44
Donation Form	47
Financial Highlights	49



Our Patron shares

My warmest congratulations to the Methodist Welfare Services (MWS) as you celebrate your 30th anniversary this year. It was in 1981 when the ministry of the Council on Social Concerns of the Methodist Church in Singapore (MCS) was taken over by the newly-formed MWS. It then became the new outreach arm of the MCS, thus carrying on the biblical and Methodist tradition of serving the needs of society, and particularly helping the poor and disadvantaged.

From its founding, the MWS was pioneered by a group of faithful people who were fired by the vision of reaching out with the compassionate heart of God. For this to continue, the Spirit of God and the Character of Christ are required at the heart of all the good that is done in the name of Christ. Everything else is secondary to these fundamentals.

The habit of doing good, according to Psalm 37, stands on two feet: trusting God and turning from evil (vv 3, 27). We do good out of a relationship with God as we recognise who He is and learn to trust Him for everything. Indeed, He who began the good work will bring it to completion (Phil. 1:6). Thus, our faith is essentially not in our strategies, resources, abilities or organisation, however good they may be. We must keep returning to our first love and to our Master who keeps all His promises.

Secondly, our doing good is strengthened by our distaste for and rejection of evil. We must be careful that in trying to do good, we do not give any space for evil, for doing good can be mixed with motives and methods that are less than good.

The habit of reaching out with compassion to help those in need is part

and parcel of Christian discipleship. The Lord Jesus told the well-known story of the Good Samaritan in answer to the question: "Who is my neighbour?" (Lk. 10:25-37).

A man lay half-dead on the road. People passed by without helping him. Even religious people did not care, or perhaps they were filled with fear or their feet and hands were too busy with their own work. Then came the Good Samaritan who, with great compassion, lent a practical helping hand to the poor victim. After ensuring that His questioner knew who the hero of the story was (the Good Samaritan), Jesus told him: "You go, and do likewise."

Eugene Petersen sees the ten central chapters in Luke's Gospel as the Travel Narrative, describing the journey of Jesus and His companions between His ministry in Galilee and His martyrdom in Jerusalem. It is a journey that went through Samaria

and represents what we are called to do between our Sundays. Samaria is our world, populated by the victims of prejudice, by people who need God's truth and love. The parable of the Good Samaritan is at the beginning of Luke's Travel Narrative and instructs us how we ought to live our everyday lives.

The Christian life can be summarised as loving God with all our hearts and loving our neighbours as ourselves (Lk. 10:27). What the MWS does, therefore, is an essential part of Christian living. Our prayer is that an increasing number of people will join in – as an act of obedience to Christ, and as an act of compassion towards our fellow human beings who are in need of our love and attention.

May all those involved in MWS' important ministry be encouraged and

blessed with the favour of God and the presence of Christ. The Lord be with you all.

Bishop Dr Robert Solomon

会督的话

首先，我要祝贺卫理福利服务（MWS）今年迈入第30个年头。1981年，新成立的卫理福利服务接管新加坡卫理公会（MCS）的社会关怀理事会事工。它秉持着圣经文化和卫理传统，为社会尤其是贫困者提供服务，成为新加坡卫理公会的新外展中心。

卫理福利服务从成立以来一直由一群忠诚的人所领导。他们以上帝的仁慈之心，为外展的异象。所有以基督为名的善行都必须要有上帝的灵和基督的特性，才能持续下去。除此以外，其他的都是次要。

根据《诗篇》第37章，行善基于两个重点：依靠耶和华而行善，以及离恶行善（第3和第27节）。我们出于跟上帝的关系而行善，因为我们接受上帝，并认识祂并一切信靠祂。的确，那在你们心里动了善工的，比成全这工（《腓立比书》第1章第6节）。

所以，我们的信心不在我们的战略、资源、能力或组织有多么棒。我们必须时刻回到我们最初的爱和我们那信实成就所有应许的主耶稣。

其次，我们对邪恶的厌恶和抗拒，使我们行善的意志力更加坚固。我们在行善时必须小心谨慎，不要给邪恶留下一丝空间，要不然行善可能会被不太良好的动机和方法所蒙蔽。

怀抱着怜悯之心帮助有需要的人，是基督教门徒训练的一部分。主耶稣在回答“谁是我的邻舍呢？”时，述说了著名的好心撒玛利亚人的故事（《路加福音》第10章第25至第37段）。

有个人奄奄一息地躺在路上。路过的人都没有帮助他，就连宗教人士也不理会，或许他们心生恐惧，又或许他们的手脚都在忙。后来，好撒玛利亚人路过，满怀慈悲的对这个可怜的伤者伸出了援手。耶稣确定提问者知道谁是故事中的英雄（好撒玛利亚人）后，对他说：“你去照样行吧。”

尤金·毕德生（Eugene Petersen）把《路加福音》的中间10章视为旅程文学，描述了耶稣及其同伴在加利利的事工和耶路撒冷的殉道之旅。那是一趟途经撒玛利亚的旅程，也就是主呼召我们

在主日以外去做的事。撒玛利亚是我们的世界，这里有很多生活在偏见之下的受害者，以及需要上帝真理和爱的人。路加的旅程文学一开始就述说了好撒玛利亚人比喻，指示着我们应该如何活出我们的每一天。

基督徒的生活可以概括为尽心尽意地爱上帝和如同爱自己一样爱邻舍（《路加福音》第10章第27段）。因此，卫理福利服务所做的，就是基督徒生活中必不可少的一部分。我们祈求更多人会加入这个行列，以示他们对基督的顺服，以及对需要爱与关怀的人的慈爱。

愿上帝的恩惠和基督的同在，勉励祝福所有进行卫理福利服务重要事工的同工。愿主与你们同在。

苏诺铭会督





Chairman's Message

As I look back at 2010, I am indeed thankful to God for enabling Methodist Welfare Services (MWS) to mark a few milestones in our endeavour to serve the poor and needy.

MWS was awarded the "Non-Profit Organisation of the Year 2010 (Philanthropy Management)" by the National Volunteerism and Philanthropy (NVPC). This award acknowledges MWS as a charity that has shown excellence in donor management and fundraising. This is the result of the combined effort and contribution of the MWS family, including the Methodist community: our supporters, volunteers, donors and the Methodist churches. I believe that this award also affirms our faithful supporters that MWS exercises utmost care and strict governance to ensure that funds so generously-donated benefit the needy in the most accountable way.

As an integral part of the Methodist Church in Singapore (MCS) as well as being an Institution of Public Character under the purview of the Ministry of Community Development, Youth and Sports, MWS is able to provide a unique blend of quality, compassionate programmes and services for our beneficiaries. Through our 14 centres and outreach services, we have continued to serve the poor and needy, supported by funds from generous donors and time from willing and dedicated volunteers, we give young children care and supervision, shelter to the destitute, and medical care to the aged who are sick and dying.

Last year, to celebrate the MCS 125 years in Singapore, MWS initiated and launched a large-scale project to serve the chronically-poor. With the close and successful collaboration between MWS and

the Methodist churches for the MCS 125th Anniversary Community Outreach Project, we were able to raise over \$1.7 million from members of the Methodist church, surpassing our target of \$1.25 million.

Over 2,000 Methodist befrienders from all 44 churches were recruited. The Project galvanised the church into a greater awareness of the plight of the chronically-poor families. As the church befrienders went out faithfully every month to deliver the \$125 cheque to the families, they themselves were blessed by their selfless giving of time, month after month. I want to thank the MWS team, the Methodist churches and their members for their efforts in making an impact on the community with this project.

Going forward, I can foresee the changes needed for us to grow as a

significant charity organisation in the social service sector. As the social concerns arm of the MCS, we need to be always aware of the core reason of our service: to show the love of Christ. We thank God that we are celebrating our 30th year of community service this year and with His continuing grace and guidance, I am sure that MWS will meet all the challenges ahead.

Grateful to be able to serve,
Albert Lim Song Kiang

主席的话

当我回顾2010年时，我非常感激上帝让卫理福利服务能在我们奋力为贫困者提供服务的过程中奠定几个新的里程碑。

卫理福利服务获新加坡全国志愿服务与慈善中心颁发“2010年非营利机构奖（慈善管理）”。作

为一家慈善机构，这个奖项肯定了卫理福利服务在捐献者管理及募款方面的优异表现。这是卫理福利服务大家庭，包括我们的支持者、义工、捐献者和卫理公会，共同努力与贡献的成果。我相信，这个奖项也向我们的忠实支持者肯定，卫理福利服务悉心照料和严格管理社会人士慷慨捐献的资金，以最负责任的方式确保贫困者受益。

作为新加坡卫理公会的一部分，以及社会发展、青年及体育部监管的慈善机构，卫理福利服务能为我们的受助者提供一套独特联合高素质及关爱的计划与服务。我们通过14所中心及外展服务，藉着慷慨的捐赠者的善款和热忱的志愿者付出的时间，不断地为贫困者提供服务，为儿童提供托管服务，为贫困者提供庇护所，为生病及临终的老人提供医疗照顾。

去年，为了庆祝新加坡卫理公会成立125周年，卫理福利服务展开了一项帮助长期贫困者的大规模计划。卫理福利服务与卫理公会密切合作，成功进行新加坡卫理公会125周年社区外展计划。我们向

卫理公会会友筹得\$1,700,000，超越我们的原定目标\$1,250,000。

我们从44所教会招收了2,000多名卫理公会亲善员。这项计划也促使教会长期对贫困家庭面对的困境有更强烈的意识。教会亲善员每个月风雨不改地把\$125支票送到贫困家庭，他们也因每月无私付出时间而得到祝福。我要感谢卫理福利服务团队、卫理公会教会及他们的会友，通过这项计划对社区付出一份力。

展望未来，我可以预见，要发展成社会服务领域中一个显著的慈善机构，我们必须作出改变。作为新加坡卫理公会的社会关怀机构，我们必须记住我们提供服务的核心原因，即宣扬耶稣基督的爱。我们为今年庆祝卫理福利服务成立30周年及上帝持续的恩典与指引，我确信卫理福利服务将会克服未来所有的挑战。

为能够服务而感恩的
林松强



Board of Governance



Front Row (from left to right)

Mrs Laureen Ong
Co-opted

Mr Joseph Toh Guan Kiat

Honorary Secretary

Mr Albert Lim

Chairman

Mrs Jenny Bong

Group Executive Director

Mrs Loh Chay Leng

Member

Back Row (from left to right)

Mr David Wong Cheong Fook

Member

Mr Lam Wei Choong

Member

Ms Dorothy Lim

Co-opted, GC-WSCS President

Mrs Tan Ee Leng

Co-opted

Mr Robin Cheong Chak Khiong

Co-opted

Mr Leow Kim Liat

Member

Not in Picture

Rev William Sam

Vice-Chairman

Mrs Fong Loo Fern

Assistant Honorary Secretary

Mr Chim Howe Lai

Honorary Treasurer

Mr Chay Kim Fun

Assistant Honorary Treasurer

Mr Aubeck Kam Tse Tsuen

Co-opted

Mr Kulandaisamy Premkumar Sagayaraj

Co-opted, ETAC BOSC Representative

Mr Wendell Wong Hin Pkin

Co-opted

Mr Gan Kok Beng

Co-opted

Rev Dr Daniel Koh Kah Soon

Co-opted

Mr Chan Kum Kit

Member

Mr David Alexander Ong Liang Bong

MCS Representative

BOSC Board of Social Concerns
ETAC Emmanuel Tamil Annual Conference

GC-WSCS General Conference Women's Society of Christian Service
MCS Methodist Church in Singapore

Details of Key Office Holders

Chairperson

Mr Albert Lim Song Kiang

General Manager, El-Shaddai Resources Pte Ltd

Appointed 12/09/2009 as Chairman,

Appointed 8/9/2007 as Vice-Chairman

Appointed 7/30/2005 as Vice-Chairman

Appointed 28/6/2003 as Hon Secretary

Appointed 23/6/2001 as Asst Hon Secretary

Vice-Chairperson

Rev William Sam Kin Leong

Pastor, Aldersgate Methodist Church

Appointed 12/09/2009 as Vice-Chairman

Honorary Secretary

Mr Joseph Toh Guan Kiat

Chief Financial Officer, Bata Shoe (Singapore) Pte Ltd

Appointed 12/09/2009 as Honorary Secretary

Appointed 7/30/2005 as Hon. Treasurer

Asst Honorary Secretary

Mrs Fong Loo Fern

Managing Director, CYC Shanghai Shirt Company Co Pte Ltd

Appointed 12/09/2009 as Asst Hon Secretary

Honorary Treasurer

Mr Chim Howe Lai

Self Employed

Appointed 12/09/2009 as Honorary Treasurer

Appointed 8/9/2007 as Asst Hon Treasurer

Assistant Honorary Treasurer

Mr Chay Kim Fun

Retired

Appointed 12/09/2009 as Asst Hon Treasurer

Past Chairpersons

1980-1981

Mr Richard Tambyah (Protem Committee)

1981-1982

Mr Richard Tambyah

1982-1983

Mr Lee Liat Cheng

1983-1984

Mr Lee Liat Cheng

1984-1985

Mr Richard Tambyah

1985-1986

Mr Richard Tambyah

1986-1987

Mr Khoo Hock Nam

1987-1988

Mr Khoo Hock Nam

1988-1989

Mr Richard Tambyah

1989-1990

Dr Patrick Kee Chin Wah

1990-1991

Dr Patrick Kee Chin Wah

1991-1992

Mr David Alexander Ong Liang Bong, JP, PBM

1992-1993

Mr David Alexander Ong Liang Bong, JP, PBM

1993-1995

Dr Patrick Kee Chin Wah

1995-1997

Dr Patrick Kee Chin Wah

1997-1999

Mr John Cheong

1999-2001

Mr John Cheong

2001-2003

Mr Chan Kum Kit

2003-2005

Mr Chan Kum Kit

2005-2007

Mrs Tan Ee Leng

2007-2009

Mrs Tan Ee Leng

2009-2011

Mr Albert Lim

Executive Summary from our Group Executive Director

Methodist Welfare Services (MWS) will be 30 years old this year. We pay tribute to the pioneers of MWS, men who had the vision to give the less fortunate a hope for the future. They sought to obey God's commandment, to first love God with all our heart and soul and then to love our neighbor as ourselves. Today, the seed they have sown have sprouted into multiple MWS social services in the community.

Increasingly, non-profit organisations have been asked to demonstrate our impact and to improve our accountability to donors and the public. As far as possible, MWS measures our social impact through the use of the logic framework which, in a nutshell, emphasises an organisation's outputs, outcomes and its impact on society.

In the measurement of our outputs, numerous persons have been helped through our family service centres, children have been nurtured in our student care centres, and the homeless and sick have found refuge and solace in our residential homes. Outcomes that have been achieved can be seen in the strained relationships restored and skills learnt to cope with life's stressors and uncertainties. To measure our impact over the longer

term is more challenging. This is because the outcomes are at times influenced by multiple factors that affect impact.

In the past year, we have intentionally clustered our various services and provided platforms for learning amongst staff, and collaboration across the different entities of the organisation. It is our belief that creating and sustaining high performance in MWS will lead to greater social impact in the community.

Our focus on building organisational capacities has enabled us to clinch the Non-Profit Organisation of the Year Award (Philanthropy Management). With good organisational processes, we were able to carry out a large-scale project that reaches out to more than 1,000 chronically-poor families, while mobilising 2000 befrienders. With our capacity to build programme development processes, we launched the Wesley Seniors Activity Centre, conceptualised and developed Singapore's first Girls' Hostel for troubled teens, and expanded our programmes for children at our student care centres.

Lastly, from our extensive network of community partner organisations, strong

support of the Methodist community, and committed donors and volunteers, we are very grateful for these relationships that have also contributed to MWS' social impact in the community. Forging ahead, it is our desire that we will carry on the baton of our early pioneers, serving the poor and needy so that they may have life to the full.

Jenny Bong

卫理福利服务执行主任的执行纲要

今年10月，卫理福利服务将迈入第30个年头。我们向卫理福利服务以“为较不幸者的未来点燃希望”为异象的先驱者，致以崇高的敬意。他们寻求遵从上帝的诫命，即先全心全意地爱上帝，然后如同爱自己一样地爱邻舍。他们播下的种子，如今已发芽成长，发展成社区里的多个社会服务。

非营利机构如今面对越来越强的要求，证明我们的功效，以及改善我们对捐献者和公众的交代制。卫理福利服务尽可能通过逻辑分析框架的运用，来衡量我们对社会的影响力，简而言之，就是强调一个组织对社会的服务、成果及其影响力。

提到付出的衡量，很多人通过我们的家庭服务中心受惠，很多儿童在我们的学生托管中心获得悉心栽培，很多无家可归和有病患也在我们的疗养院找到了庇护和慰藉。许多紧张的关系得以修复，许

多人学到了应付生活压力和不确定性的技巧，这就是我们的成果。要衡量我们在较长远的影响力比较具挑战性，因为成果有时会被多个因素所影响。

在过去一年，我们特意组织各项服务，为我们机构的各单位提供让职员互相学习和联系的平台。我们相信在卫理福利服务建立和维持高效能将为社区带来更大的影响。

我们因强调机构能力，获颁年度非盈利组织（慈善事业管理）奖。拥有优良的组织程序，让我们展开了一项大规模的项目，动员2000名亲善员，帮助超过1000个长期贫困的家庭。藉着我们的项目发展能力，我们开始了卫理乐龄活动中心的服务，绘出为庇护边缘少女的概念而设立新加坡第一所女生宿舍，及扩展我们在学生托管中心的服务。

最后，我们拥有强大的社区伙伴组织网络，卫理社群和忠诚捐献者及义工的强力支持，对于这些帮助卫理福利服务对社会产生影响力的关系，我们由衷感激。展望未来，我们希望承接我们早期先驱者的愿景，继续为贫困者提供服务，叫他们的生命过得更丰盛。



Children & Youth Services

Overview

Student care centres (SCCs) offer care for school-going children aged seven to 14 years. Besides providing children with a safe place to rest and study before or after school hours, SCCs also optimise their holistic development through enrichment and recreational activities.

There are over 200 SCCs in Singapore and more than half are run by non-profit or voluntary welfare organisations (VWOs). Singaporean families that are unable to pay the full SCC fees can apply for Student Care Fee Assistance through VWOs or commercially-run SCCs. The monthly subsidy ranges from \$60 to \$180 for each child in a regular SCC.

Our SCCs & their unique features

Methodist Welfare Services (MWS) runs four SCCs: D'Joy Children's Centre, which also comprises a childcare, iConnect Student Care, Sembawang Family Service Centre SCC and Daybreak SCC.

Our SCCs were set up to respond to the needs in the community. Located in HDB heartlands and older estates, our affordable services are within easy reach of low-income families, apparent from the significant number of children receiving government subsidy.

This year, 63 out of 185 children (34%) received government subsidy. This is slightly lower than last year's figure of 41% (see table on pg 9). All families earning \$2,500 and below can apply for student care subsidies.

However, there were families that still struggled to pay subsidised fees. Our Centres tap on other sources, such as partnering churches, to reduce the fee or underwrite accumulated arrears.

Some children were disadvantaged in other aspects. Forty (22%) of them were from single-parent homes and some children showed symptoms of learning difficulties.

In addition, families that struggled with multiple issues and financial instability received further assistance through case management. A social worker or counsellor would work with the family to help them achieve stability through connection with community resources or personally help them cope better.

A new tutoring programme

With a sponsorship from a donor and his friends, MWS launched a tutoring programme for SCC children in early 2011. The programme is meant to support primary school children who need assistance in their studies and to provide tertiary students from lower-income families an opportunity to earn extra income.

The first group of 16 tutors helped 31 children in English, Mathematics and Science for at least three hours weekly. Those who needed intensive tutoring had one-on-one sessions with their tutors.



Number of SCC Students Subsidised in 2010-2011

Household Income	D'Joy	Daybreak	iConnect	Sembawang	Total
Below \$1,500	9*	10	15	5**	39
\$1,501-\$2,000	2	5	2	4	13
\$2,001-\$2,500	0	2	7	2	11
Above \$2,500	11	36	28	47	122
Total Number of Students	22	53	52	58	185
Total Number of Subsidised Students	11	17	24	11	63
% of Subsidy Recipients	50	32	46.1	18.9	34

*This includes 2 children who received more than the normal subsidy of \$180 and one who was fully subsidised.

** One child received a higher than normal subsidy.

Supporting preschoolers and their parents

Childcare centres support parents who need to supplement the family income by going out to work. The centres provide half- and full-day care for children aged between 18 months to six years. Basic programmes offered include phonics, supervised play, and music and movement.

The government subsidises the children's fees. Those whose mothers or single fathers are employed full-time receive \$300 while those with stay-at-home mothers receive \$150. Families earning less than \$1,800 are also eligible to apply for Childcare Centre Financial Assistance, which could subsidise up to \$340 monthly.

Last year at D'Joy Childcare Centre, 13 of 46 children received extra subsidies, in addition to the Childcare Centre Financial Assistance scheme.



D'Joy Children's Centre

(A community outreach of MWS and Hinghwa Methodist Church)

D'Joy Children's Centre consists a childcare and a student care centre. Both facilities provide full-day programmes for 66 children who come from low-income families living within the Jalan Besar community.

D'Joy Childcare Centre is meant for young children from two to six years old. In early 2010, an integrated curriculum and project work programme was introduced for them to get a good headstart in schooling.

D'Joy Student Care Centre caters to primary school children from seven to 12 years old. New programmes were introduced the past financial year:

- Students were taught life skills such as cooking, sewing and ironing
- A tutoring programme was rolled out to help students from disadvantaged families with their school work

Our Volunteers

- Trackers helped out with the Centre's repairs and cleaning, coached students' homework and organised indoor activities for children
- Students from ACS (Barker Road), Anglican High, Singapore Chinese Girls'



School, Anderson Secondary, and youth from GO4World Mission helped with primary school students' school work

- Anderson Junior College students organised a mini sports carnival for the Student Care
- Hinghwa Methodist Church's volunteers conducted regular moral lessons and helped with Chinese homework at the Student Care

Case story

When Betty's* mother left the family, Betty and her father, Mr Tan, were stranded in a foreign country (he married a foreigner and subsequently migrated overseas). He decided to bring his baby daughter back to Singapore but they had no home, as he sold his flat in Singapore before his migration. They stayed at void decks of HDB flats until they were caught by the police.

Mr Tan then rented a small room from his friend but he could not pay the rent. He was unable to work as there was no one to look after Betty. With no solution in sight, he contemplated suicide. But a social worker subsequently referred him to D'Joy Childcare Centre, where Betty is now enrolled into the full-day nursery programme, allowing Mr Tan to work full-time.

**Not her real name*





Daybreak Student Care Centre

Daybreak Student Care Centre (DSCC) provides after-school care for 53 students from Naval Base Primary School. They range from six to 12 years old.

Some of the children received subsidies from Central Singapore CDC and NorthWest CDC for their student care fees.

DSCC provides after-school care and academic supervision to the primary school

students. In addition, the Centre conducts various activities like:

- **Storytelling, outdoor activities, piano lessons, general knowledge quizzes**
- **One-to-one weekly coaching for the academically-weak and those from low-income families**
- **Paid tuition, sponsored by donors, to assist children in their academic work**

Case story

David*, a 10-year-old dyslexic boy, lives with his parents and grandmother. At DSCC, he would skip lunch, defy the teachers, destroy school and centre properties, and practise poor hygiene. He even stole from his friends, used vulgarities and refused to do homework.

DSCC instilled firm discipline and introduced a new system that was able to monitor David better. At the same time, staff was encouraging, and often rewarded him with extra playtime and gave him responsibilities like taking care of the class. His behaviour and attitude has since improved significantly.

**Not his real name*

The Centre operates full-day during the school holidays. Some of the activities organised include:

- **Outings, educational trips and excursions**
- **Social skill development through teamwork**
- **General knowledge quizzes**
- **Archery class**

These programmes and activities are meant to develop the children's teamwork, listening skills and general knowledge. They also help to develop the children holistically – social, emotional and physical well-being. And as some DSCC children have special needs, all the students are taught to accept one another.

Our Volunteers

Staff and volunteers from Yishun Methodist Mission visited monthly to share character stories with the children. Anderson Junior College's students came regularly to mentor the students. Singapore Management University's students held a balloon sculpting workshop, but more than just sculpting, they were taught perseverance, determination and strong self-esteem.



Case story

Ahmad* was a very quiet boy. He was (and still is) an obedient boy with a tender heart but he also exhibited extreme mood swings. He has physically struck his friend out of anger before but he would feel very remorseful after that.

When he first arrived at iConnect, he ate very little and only consumed chocolate products. With deficient nutrition, he had hair loss and reduced energy. He even had difficulty carrying his school bag. But iConnect's staff were very patient with him and gradually helped to increase his nutritional needs and food intake.

Today, he can finish a full meal, is energetic and has a full head of hair. It is indeed an amazing transformation.

**Not his real name*

iConnect Student Care

(A community outreach of MWS and Toa Payoh Methodist Church)

iConnect Student Care (iConnect) is a school-based student care centre located at First Toa Payoh Primary School. It had an average monthly enrolment of 52 children and almost 45% of them came from low-income families.

These children received monthly subsidies under the Student Care Finance Assistance (SCFA) scheme from the Community Development Council (CDC). In addition, Toa Payoh Methodist Church

(TPMC) ran the "Sponsor-A-Child" programme. Over the past year, about \$9,000 was collected, touching many children's lives.

iConnect's staff guide the children with their homework daily. A weekly tutoring programme was also introduced to help children with revisions and to boost their confidence.

During school holidays, iConnect planned a wide range of programmes and activities like outdoor games, swimming sessions, nature trips and art lessons.

Our Volunteers

A group of volunteers faithfully coached the children. They are Mei Poh, Mr and Mrs Low, Ryan, Zara, Xiao Jun, Dawn, Andrew, Sarah, Matthew, Betty, Vivian, Cherly and her youth, and Angeline.

We also appreciate the following volunteers for their enthusiasm and creativity:

- The Red Dot Restaurant and staff
- Students from Singapore Polytechnic, Singapore Management University, Anglo-Chinese Junior College, Methodist Girls' School, Raffles Girls' School and Queenstown Secondary School
- Trackers who were attached to iConnect for an internship





Sembawang FSC SCC

(A community outreach of MWS and Covenant Community Methodist Church)

Sembawang Family Service Centre Student Care Centre (SFSC SCC) had an average enrollment of 58 children, with 19% receiving Student Centre Financial Assistance. The Centre is also passionate about fostering relations with the parents. Parent-Teacher dialogue sessions were organised for parents to show their support and give their feedback. Children performed skits for their parents and parenting talks on raising their child's self-esteem were conducted.

Past SFSC SCC's students formed the Alumni Club three years ago, and they actively participated and helped with the

Centre's activities. The Club's Executive Committee and members came back to volunteer during their school holidays and organised the annual camp in June 2010.

The Centre was blessed with many sponsors and donors, especially during the school holidays. They organised festive parties, excursions and outings for the children.

SFSC SCC would like to thank these volunteers for their support:

- Management and staff of Unilever
- Staff of Dell Singapore
- Orchard Road Presbyterian Church
- Lions Club of Singapore South
- Singapore Management University's students
- Mayfair Park Neighbourhood Committee



Case story

JN's* parents are divorced, and his main caregivers are his paternal aunt and grandmother. At SFSC SCC, he refused to obey instructions, would spout expletives and roam around without permission. The teachers struggled to control his behaviour and eventually referred him to SFSC for counselling.

Since then, he has become more co-operative and asks for permission before he does anything. His behavior has also improved particularly during the lunch and tea breaks too. He is delighted when teachers praise him on his overall improvement.

**Not his real name*



天乐儿童中心

(卫理福利服务与天道堂 联合的外展社区计划)

天乐儿童中心分为一所儿童托管中心和一所学生托管中心，为66名来自惹兰勿剎区低收入家庭的孩子提供全天托管服务。

天乐儿童中心专为2岁至6岁的儿童而设。2010年初，中心推出了一项综合课程与专题作业的计划，帮助这些儿童在学校有个好的起步。

天乐学生中心专为7岁至12岁的小学生而设。在过去的的一个财政年度里，中心开办了新课程，其中包括：

- 向学生传授生活技能，如烹饪、裁缝和烫衣服
- 开办补习课，对贫困学生进行课业辅导

我们的义工

- Trackers协助中心的维修和清洁工作、指导学生做作业，以及为孩童举办室内活动
- 英华学校（巴克路）、圣公会中学、新加坡女子学校、安德逊中学的学生和全方位教会的青少年帮助小学生做学校作业
- 安德逊初级学院的学生为学生中心举办一场小型运动会
- 天道堂的义工常在学生中心开设道德教育课和指导学生的中文作业

个案

贝蒂*的母亲离开了家，她和父亲陈先生在国外无依无靠（他娶了外国人，随后移民到国外）。于是，陈先生决定带他的女婴回新加坡。他移民之前把新加坡的房子卖了，所以他们回国后无家可归，一直睡在组屋底层，终于被警察逮捕。

之后，陈先生向朋友租了一间小房间，但他还不租房。没有人能够照顾贝蒂，所以陈先生无法出

外工作。他走投无路，想要自杀，所幸一个社工介绍他来天乐儿童中心。如今，贝蒂接受中心的全天托管服务，以便陈先生可以安心工作。 *非本名

晨光学生中心

晨光学生中心（DSCC）为53名军港小学的学生提供课后托管服务。这些学生的年龄介于6岁至12岁。

在学生中心费用方面，一些学生获得中新加坡社区发展理事会和西北社区发展理事会的津贴。

晨光学生中心在小学生放学后照顾他们和监督他们的课业。此外，中心也主办各种活动，如下：

- 讲故事、户外活动、钢琴课、常识问答比赛
- 每周为成绩不理想和低收入家庭的学生进行一对一补习
- 由善心人士资助的补习服务，以辅助学生的学业

晨光学生中心在学校假期期间也会照常营运并举办一些活动，如下：

- 郊游、教育之旅和远足
- 通过团队合作增进社交技巧
- 常识问答比赛
- 射箭班

这些课程和活动旨在培养学生的团队精神，以及提高他们的听力技巧和常识。此外，我们也希望学生能够在社交、情绪和体能各方面得到全面发展。由于有些学生有特殊的障碍，因此中心常教导学生要互相包容。

我们的义工

义顺卫理北宣站的职员和义工每个月都会来探访中心的学生，跟他们分享一些寓言故事。安德逊初级学院的学生也常来指导中心的学生。新加坡管理大学的学生也举办气球造型工作坊。在学习气球造型之余，这群小学生也学习如何培养毅力和决心，以及增强自信心。

个案

10岁的大卫*跟父母亲和奶奶一起住。他是个有阅读障碍的孩子。在晨光学生中心里，他不吃午餐、违抗教师、破坏学校和中心的公物，以及不照顾个人卫生。他甚至偷朋友的东西、骂脏话和不做功课。

晨光学生中心采取严格的纪律和进行一套能更好监督大卫的新系统。与此同时，中心职员时常鼓励他和奖励他额外的游戏时间，以及给他一些如帮忙处理班级事务的责任。他的态度和行为举止都有渐进的改善。 *非本名

爱联学生中心

(卫理福利服务与卫理公会大巴窑堂 联合的外展社区计划)

位于大智小学的爱联学生中心（iConnect），是一间以学校为本的学生中心。每月平均有52名学生加入爱联学生中心，其中45%的学生来自低收入家庭。

每个月，这些学生都会通过社区发展理事会（CDC）的学生中心经济援助（SCFA）计划，获得一笔津贴。此外，卫理公会大巴窑堂（TPMC）也推行了“赞助儿童”计划，在过去的一年内筹获\$9,000，让更多孩童受惠。

爱联的职员每天都会督促学生做功课，每周也会安排补习课，帮助学生进行课后复习和提高他们的自信心。

在上个学校假期里，爱联学生中心安排了一系列的节目和活动，包括户外游戏、游泳项目、亲近大自然之旅、和艺术课。

我们的义工

我们有一群义工忠心指导这些学生，他们是Mei Poh、刘氏夫妇、Ryan、Zara、Xiao Jun、Dewn，以及卫理公会大巴窑堂会友Andrew、Sarah、Matthew、Betty、Vivian、Cherly和Angeline。

我们也感谢以下这些富有热忱和创意的义工：

- 红点餐厅及其员工
- 新加坡理工学院、新加坡管理大学、英华初级学院、美以美女中、莱佛士女子中学和女皇镇中学的学生
- 到爱联学生中心的Trackers实习生

个案

阿曼*是个很文静的男孩。他一向来都是一个乖巧听话、心地善良的男生，但他也有情绪波动非常大的现象。他曾经很生气的动手打他的朋友，但事后却感到非常懊悔。

他刚来爱联学生中心时，吃得很少，而且只吃巧克力食品，导致他脱发和身体虚弱。他甚至没有力气提他的书包。可是，中心职员很有耐心，以Oreo饼干作为奖赏，渐渐增加他每一餐的分量和营养。

如今，他可以吃完一餐饭，充满活力，还有一头密发。这真是一个奇妙的蜕变。 *非本名

三巴旺家庭服务中心的学生中心

(卫理福利服务与Covenant Community Methodist Church 联合的外展社区计划)

每个月平均有58名学生加入三巴旺家庭服务中心的学生中心, 其中19%的学生获得学生中心经济援助。此外, 中心也极力跟家长建立良好的关系, 举办了两场家长—教师对话会, 让家长表达他们的支持和意见。在其中一场对话会中, 儿童为家长呈献了两出短剧。在另一场对话会中, 中心安排了亲子讲座, 教导家长如何提高他们孩子的自信心。

三年前, 已离开中心的学生组成校友俱乐部。他们积极参与中心的活动。在学校假期期间, 俱乐部的行政委员会和会员回来中心当义工, 也在2010年6月举办一年一度的营会。

中心得到很多善心人士的赞助和捐赠, 特别是在学校假期期间。他们为中心的孩童举办节庆派对、远足和郊游活动。

中心在此感谢以下这些义工的支持:

- 联合利华 (Unilever) 的管理层和职员
- 戴尔 (Dell) 新加坡公司的职员
- 乌节路长老会
- 新加坡南部狮子会
- 新加坡管理大学的学生
- 玫菲园邻里委员会

个案

JN*的父母亲已离婚, 奶奶和姑母是他的主要监护人。在三巴旺家庭服务中心的学生托管中心里, 他拒绝服从指示, 还骂脏话和常常擅自离开座位。教师对他的言行举止无计可施, 最终把他送到三巴旺家庭服务中心进行辅导。

从那时起, 他变得比较听话。在做任何事之前, 他会先请准教师。吃午饭和茶点时, 他也很守规矩。当教师称赞他的整体表现时, 他会感到很高兴。

*非本名

Bursary Programme

The Methodist Welfare Services (MWS) Bursary Programme was started in 1986 to provide financial assistance to needy children with their school-related costs like books, fees and stationery supplies. In 2010, MWS awarded 856 bursaries to successful applicants, more than twice the number (352) given out the previous year.

Over 1,000 applications were received, an increase of 45% from 2009. This increase was partly due to the change in qualifying criterion of the minimum per capita income of the applicant's family from \$350 to \$450, in view of the rising costs of daily living.

In total, \$292,000 was distributed to 483 needy primary school students, 364 secondary school students and nine junior college students. We are grateful to our donors who have made it possible for us to support more students this year. In particular, we would like to thank Grace Methodist Church and the GC WSCS for their invaluable contribution.

Methodist churches who partnered us in disbursing the funds

MWS partnered with the following Methodist churches to present the awards to the recipients: Ang Mo Kio MC, Covenant Community MC, Grace MC, Living Hope MC, Pentecost MC, Telok Ayer MC, The Methodist Church of the Incarnation, Faith MC, and Sembawang Tamil MC.



助学金计划

卫理福利服务 (MWS) 从1986年开始开展助学金计划, 为贫困孩童提供经济援助, 帮助他们应付学校的费用, 如书本、学费和文具。2010年, 卫理福利服务颁发助学金给856个获批准的申请者, 比前一年 (352) 多了两倍。

我们收到超过1,000份申请, 比2009年增加了45%。部分原因是我们考虑到生活费高涨而把申请家庭的最低人均收入从\$350提高到\$450。

总的来说, 我们颁发了\$292,000给483个贫困小学生、364个中学生和9个初级学院生。

我们感谢我们的捐赠者, 让我们今年得以帮助更多学生。我们也要特别感谢卫理公会恩典堂和大会—基督徒妇女服务 (GC WSCS) 的宝贵贡献。

协助我们颁发助学金的卫理公会堂会

以下这些卫理公会堂会协助我们颁发助学金给受惠者: 卫理公会宏茂桥堂、CCMC、卫理公会恩典堂、卫理公会道生堂、卫理公会五旬节堂、卫理公会直落亚逸堂、卫理公会道生堂、卫理公会思珍堂和卫理公会三巴旺淡米尔堂。



Family Service Centres

Though the financial cases have dropped from previous financial year's high of about 40%, the complexity of their financial problems increased. Most of them were chronically-poor and required intensive and longer term intervention.

The need for marital and parenting help also saw a significant increase. One unfortunate trend was that families only sought help when the situation had reached a breaking point. It is envisaged that more outreach and preventive efforts can be adopted to raise the awareness of these issues.

Housing is another growing concern as the number of families seeking help doubled from the previous year. Due to poor money management, lack of knowledge of HDB rules, and little or no extended family support, it would take many hours of mediation and working with community resources to arrange for practical immediate short-term solutions.



Overview

In recent years, MWS' four family service centres (FSCs) have seen a shift in several presenting problems when families sought help. The top four issues were:

Financial – 33%

Parenting – 28%

Marital Issues – 28%

Housing – 11%

**Percentages above are approximate and are the average figures of four FSCs*

The trend seen at MWS FSCs indicate that many more cases are requiring immediate intervention and intensive case management, which may require additional resources and family intervention in the near future.

Financial

Mr and Mrs Ho*, both in their late 40s had only primary school education. Their combined gross salary was not more than \$1800, so they struggled to pay for their HDB arrears, and support their four children,

aged 16, 14, 13 and seven years. To save costs, their nutritional diet was limited to carbohydrates and the occasional meat. With the help of special donation efforts like the MCS 125, the family was able to receive additional support to ease their burden and hence, their children were able to have a better quality of life.

Parenting

Helen* is a mother of two boys and a girl, aged 15, 12 and nine years. Together with her husband, John, she works to support

her family. However, they had difficulties managing their 12-year-old son. He was hostile, defiant, absent from school and often returned home late. It will require many hours of work with the family to revisit the family relational patterns, re-introduce the boy to the school environment, while respecting each child's space to grow within acceptable and agreeable new family rules.

Marital

Peter* wanted counselling because of his ambivalence on how to rebuild his marital relationship with Joanne*. Peter described Joanne as very volatile, and he needed to "walk on eggshells" to soothe her explosive anger and violence. He was at his wits' end and decided to seek counselling in a desperate attempt to save the relationship, and protect his two young daughters from possible harm.

Housing

Mr and Mrs Chen* were desperately in need of housing after being asked to leave their siblings' flat due to a family dispute. They had previously bought and sold their flat twice in an effort to clear their outstanding debts. However, their troubles emerged again as they struggled to pay their room rental. They were also unable to hold on to a permanent job. Not wanting to be a burden to their extended family, they left to find their own accommodation, with family service centre's help.

**Not their real names*





Covenant FSC

(A community outreach of MWS and Paya Lebar Methodist Church)

Covenant Family Service Centre (CFSC) was established in August 1987.

As a family service centre, CFSC undertakes two core responsibilities – Casework & Counselling (C & C) and Enhanced Information & Referral (EI & R).

In the last financial year, CFSC has served a total of 551 clients from various economic backgrounds. However, 59% of them have a household income of \$1,500 and below, and 19% are from single-parent families. The majority resided in three- and four-room flats (66%), with 23% in five-room HDB or Executive flats. The Social

Workers and Counsellors also counselled 29 mandatory family violence cases.

CFSC also collaborated with North East CDC, Singapore Prison Service and Yellow Ribbon through the Rekindle 2 Programme. The Centre provided after-care support and services to eight ex-offenders, to assist them in re-integrating with their families and the community.

Through the EI & R, 2,816 clients were assessed, and matched with social services or given relevant information and consultation. About 71% of these clients had approached the Centre personally or through their friends and relatives. More than 98% of the clients were successfully linked with suitable resources too.

Case story

The past 10 years have been a nightmare for Mrs Lim*. Her husband would reek of alcohol when he came home every night. He was even imprisoned once when he breached a personal protection order. Mrs Lim often lived in fear of violence from Mr Lim and she was afraid he would attack their children.

The Lim family approached CFSC for help. Mrs Lim took quite some time to finally feel empowered to break the cycle of violence through counselling. She wanted to divorce him but also felt sympathy for him as he had no family. However, he continued his violent behaviour.

It was only after a home visit and several counselling sessions that Mr Lim had a breakthrough. He was asked to reflect on how he wants his children to remember him. He then wrote letters of apology to his family and admitted himself into a detoxification programme. He has been sober since and has found a stable job at a halfway house. The relationship between family members have also improved significantly.

CFSC worked with various agencies to assist the family with vouchers, food rations and financial assistance. They managed to clear their financial arrears by working and downgrading to a rental flat. Mrs Lim is also now able to manage her three teenage children better. Her eldest daughter is motivated to upgrade herself and is working to support the family.

**Not her real name*

Community Collaborations

- Forty-two networking meetings were conducted and 13 joint outreach projects were organised with our community partners
- Partnered the Comcare Local Network @ North East CDC and participated in focus group discussions and capability-

building workshops initiated by North East CDC

- Together with Paya Lebar Methodist Church (PLMC), CFSC continued to help needy families by providing financial aid and sponsorship of family bonding activities. Students and staff of Xinmin Secondary

School worked with CFSC to deliver hampers to 57 needy families. The school and the Ang Mo Kio Police Division also collaborated to reach out to at-risk students.

- With the Institute of Mental Health (IMH), two workshops were organised for 20 children whose parents have psychiatric illness to help them develop resilience and understand mental illness. Also, a four-day Cyberwiz programme was jointly conducted, to help youth break their dependency on computers.

Community Programmes

Guiding Individual Families Towards Self-Reliance (GIFTS) programme assists low-income families to cope with their financial situation and achieve economic independence.

- CFSC helped 48 parents and 71 children and youth
- Family education workshops on homework supervision, health and budgeting were conducted in English, Mandarin and Malay
- Literacy and lifetool activities helped the children and youth acquire pertinent knowledge and skills that will help them to remain in school
- Family bonding activities were organised for 25 families to enhance parent-child

bonding and encourage parents to spend quality time with their children

Family Education Programme

- Parenting talks on parenting with love and limits, understanding and managing teenagers, managing difficult behaviour and computer addiction were conducted

“Managing Computer Addiction” workshops were conducted for parents at Tampines North Primary School and Chung Cheng High School. Marriage Preparation Courses and Individual Couple Programmes were conducted for couples. The Parent Helpline received 250 calls. Most callers (79%) sought advice and counselling. The most common issues presented include dealing with teenage children.

Our Volunteers

Volunteers from PLMC, Anglo-Chinese School (Independent), Singapore Polytechnic, Serangoon Junior College and Nanyang Girls' High School made it possible for CFSC to reach out and serve the disadvantaged families in the community.



Daybreak Family Service Centre

Daybreak Family Service Centre (DFSC), like all family service centres, has two core services: Casework & Counselling (C & C) and Information & Referral (I & R).

In the last financial year, DFSC served 542 clients through C & C, with about half of them seeking financial help. Other issues include parenting, marital, family violence, and housing and shelter issues.

For the I & R service, the Centre attended to 777 phone and walk-in enquiries. They are subsequently referred to other community resources or given consultation on their problems.

Apart from its core services, DFSC also conducts other programmes that will directly benefit its clients. Some that were organised the past year are:

Marriage Preparation Programme

- Targeted at couples who are getting married, this programme covers topics like conflict resolution and setting priorities.

Parenting Talk & Parents' Support Group

- Parenting talks and follow-up groupwork sessions were held for Chung Cheng High School (Yishun) in early 2011. Some of the topics included transition to Secondary One, boy-girl relationship issues, Internet gaming and self-care for parents. These sessions were well-received by the parents.

Wow! Children's Holiday Programme

- Meant for children from low-income families, these outings take place at a subsidised rate and/or with the help of kind sponsors. These children are either former or current recipients of the Straits Times School Pocket Money Fund. More than 30 children benefited from this programme the last financial year. They were brought to various places of interest like Escape theme park.



Case story

A widow, Mdm Lee*, has a son but she was issued a medical certificate that stated she was unfit to work for a number of months due to a medical condition. Hence, she had no other sources of income. She relied on the grassroots, CDC and the Methodist Church in Singapore's 125th Anniversary Community Outreach Project.

Mdm Lee faced further financial difficulty last year and sought help to manage her only son who is in primary school. Despite a lack of family support, she remained resilient. DFSC's social workers counselled her and linked her up with several resources. Her son is now in a student care centre, she receives financial aid, and enjoys subsidised healthcare fees at the polyclinic. She has become a stronger woman emotionally as well.

**Not her real name*



Case story

Caleb*, 20, was serving his National Service when his three-year-old sister was diagnosed with terminal-stage cancer. Caleb's mother, who was divorced, could not handle the news and suffered a mental breakdown. She was then admitted into the Institute of Mental Health (IMH).

No one looked after his sister and the family could not afford the medical expenses. He was then referred to SFSC. Caleb expressed his concern for his sister and hoped that she would receive the best care available.

His prayers were answered when SFSC linked him up with IMH's medical social worker for his mother's medical bills. SFSC also assisted him with a letter to his officer to request leave from National Service to look after his sister until his mother is discharged. Caleb was very thankful for the help he received.

**Not his real name*

Sembawang Family Service Centre

(A community outreach of MWS and Covenant Community Methodist Church)

Sembawang Family Service Centre (SFSC) was established in 2001.

Casework & Counselling (C & C)

In the last financial year, SFSC has served more than 2181 people. There were 523 C & C cases, and majority of the clients are Singaporean, female and married. Their primary concerns were financial, marital, parenting, family and housing issues.

Financial issues remain predominant, with 201 low-income families receiving aid from the Straits Times School Pocket

Money Fund, Emergency Relief Fund contributed by CCMC, the Methodist Church in Singapore's 125th Anniversary Community Outreach Project financial assistance and food rations.

The Centre also managed 88 mandatory counselling cases involving family violence.

However, SFSC faced challenges with home shelter issues. The children from these low-income families did not go to school regularly, and parents were not highly-educated and skilled.

Some of the challenges faced include resource constraints, lack of manpower and time, limited shelter resources, and long waiting lists for home shelters. But despite

that, many clients appreciated SFSC staff's work.

Enhanced Information & Referral (EI & R)

More than 860 clients were assessed to determine their needs. SFSC matched them with appropriate social services, community and national resources.

Community Collaboration & Outreach

- Networking meetings were conducted with our community partners like the North West CDC, HDB Sembawang Branch, Police and various schools. One of the schools commented that "the role

of SFSC in helping the schools with family problems is much appreciated".

- The HDB Sembawang Branch thanked the Centre for its outreach and networking efforts. They were impressed by "the client interest, dedication and professionalism in which the team displayed and advocated for the clients".
- SFSC organised a Family Day for 110 participants. Parents attended the financial workshop, Budgeting Works!, and learnt to plan and implement effective budgeting.



Tampines Family Service Centre

(A community outreach of MWS and Pentecost Methodist Church)

Tampines Family Service Centre (TFSC) served 1258 clients in the last financial year, through two core services – Casework & Counselling (C & C) and Enhanced Information & Referral (EI & R). For the latter, the bulk of the calls pertained to issues like financial problems, parenting, marital and shelter.

Apart from its core services, TFSC planned and organised programmes for various groups of people too. The Centre actively collaborated with community

partners like Members of Parliament, grassroots leaders and North East CDC.

Children's Programmes

As part of the partnership with the United World College South East Asia (East Campus), TFSC's underprivileged kids could interact and exchange ideas with peers from the international school. Through creative programmes, both groups are able to expand their knowledge and appreciate cultural differences and diversity.

At TFSC's 44th Street Children's Club, primary school children under the School Pocket Money Fund (SPMF) scheme took

part in programmes like weekly tuition. A pool of committed volunteers taught English, Mathematics and Science

Family Programmes

Couples attended the Marriage Preparation Programme, Duets, that was conducted throughout the year.

The Support Group for Stepfamilies discussed about parenting their children and stepchildren, and shared tips on managing teen behaviour. Other topics included managing relationships with ex-spouses, and children's struggles when they have to choose between loving their biological parent and step-parent.

Financial Resiliency Programmes

- \$29,475 was disbursed to primary school students and \$30,480 to secondary school students under the SPMF scheme
- Under the North East CDC – Koufu School scheme, 69 primary school students received Bata and Popular Bookstore vouchers, school bags and stationery
- Low-income families on financial assistance benefited from budgeting workshops organised by TFSC, Temasek Polytechnic,

Mendaki, Darul Ghufuran mosque, North East CDC, and the Methodist Church in Singapore's 125th Anniversary Community Outreach Project

- TFSC blessed 50 families during Christmas, with the help of MediCorp's Brick Fund

Case story

Mr Koh* was diagnosed with loss of his eyesight due to a neurological dysfunction. He sought assistance from TFSC as he felt very lost, without any family support and living alone. Through a strong community network, TFSC's social worker managed to enrol Mr Koh into a masseuse therapy course at a highly-subsidised rate.

He eventually graduated and found employment in late 2010. By then, he had lost his vision completely. But he continued to work. Mr Koh is an inspiration as he did not give up, providing for himself and contributing back to the society. While it is not easy and he still struggles, he has accepted his circumstances and is living the best way possible.

**Not his real name*



- North East and South East CDCs' Gift of Mobility Scheme helped TFSC's needy and frail clients with taxi-transfers
- HDB and the Boys Brigade donated food rations to more than 70 clients

Guidance Programme

The Ministry of Community Development, Youth and Sports (MCYS), Police and TFSC reached out to at-risk youth between 13 and

19 years old with counselling and group-work sessions.

TFSC also encouraged youth to participate in community service activities like packing food rations for the low-income families.

Community Outreach

In partnership, TFSC and Tampines East's grassroot organisations (GROs) sent invitations to needy residents and their families to participate in fully-sponsored



community events. Two of the key events were Inter-Generational Games and Sports Carnival Day.

TFSC delivered training to befrienders of Tampines Changkat Silver Connect.

Our Volunteers

TFSC appreciates the support and dedication of its hardworking and faithful volunteers:

- Volunteers from Pentecost Methodist Church helped with the kids' tuition

programme, children's club activities, EI & R services and ad-hoc programmes

- Young adult volunteers consistently reached out to youth-at-risk in the Guidance Programme
- Corporate volunteers conducted a variety of creative programmes throughout the year to engage kids from the 44th Street Children's Club



誓约家庭服务中心

(卫理福利服务与巴耶利峇卫理堂联合的外展社区计划)

誓约家庭服务中心 (CFSC) 成立于1987年8月, 是卫理福利服务和巴耶利峇卫理堂的社区外展中心。

作为一间家庭服务中心, 誓约具有两项核心职责——个案和辅导 (C & C)、加强资讯与推介服务 (EI & R)。

在过去一个财政年度里, 誓约家庭服务中心为551名不同经济背景的人提供服务, 其中家庭收入只

有\$1,500或以下的人占59%, 而单亲家庭占19%。大部分人居住在三房式和四房式组屋 (66%), 23%的人住在五房式或公寓式组屋。社工和辅导员也负责29个强制性家庭暴力个案。

誓约家庭服务中心也跟东北区社理会、新加坡监狱署和黄丝带合作。此外, 中心也为8名前囚犯提供出狱后支援与服务, 帮助他们重新融入家庭和社区, 从而降低他们重犯的机率。

誓约家庭服务中心通过加强资讯与推介服务, 为2,816人进行评估, 然后介绍合适的社会服务或给予

相关资料和咨询。有71%的人亲自或通过亲朋好友向中心求助。超过98%的人成功找到合适的资源。

社区合作

- 跟我们的社区伙伴举办了42个网络会议和13个联合外展计划。
- 跟东北区社理会的社区关怀网络合作, 以及参与东北区社理会主办的专题小组讨论会和提升才能工作坊。
- 跟巴耶利峇堂联合提供经济援助, 以及赞助巩固家庭凝聚力的活动。巴耶利峇堂的职员和会员也参与一个半天的“设身处地为贫困者着想”模拟工作坊。
- 跟新民中学的学生和职员一起把礼篮送给57个贫困家庭。新民中学也跟宏茂桥警局合作, 帮助边缘学生。
- 跟心理卫生学院 (IMH) 联合为20名父母亲罹患精神病的儿童开办两个工作坊, 帮助他们提高适应力和了解精神病。中心也跟心理卫生学院联合主办为期四天的活动, 帮助青少年摆脱对电脑的沉迷。

社区计划

引导个别家庭自力更生计划 (GIFTS) 有助于低收入家庭应对他们的经济困境和实现经济独立。

- 誓约家庭服务中心帮助了48个家长和71个儿童及青少年。
- 举办以英语、华语和马来语为主的家庭教育工作坊, 教导家长如何监督孩子的功课, 以及传授健康和理财知识。
- 读写能力和生活技能有关的活动, 以便儿童和青少年能够汲取相关知识与技能, 让他们继续上学。

- 中心也为25个家庭举办巩固家庭凝聚力的活动, 以促进亲子关系和鼓励家长花优质时间陪伴孩子。

家长教育计划

- 举办亲子讲座, 主题包括疼爱与溺爱孩子、了解和管教青少年、应对问题行为和电脑成瘾行为。
- 为淡滨尼北小学和中正中学的家长举办“应对电脑成瘾行为”工作坊。
- 为情侣开办婚前预备课程和个别情侣计划。
- 家长热线接获250通电话。多数来电者 (79%) 征求意见和辅导。最常见的问题包括如何应对十几岁的孩子。

我们的义工

我们有来自巴耶利峇堂、英华自主中学、新加坡理工学院、实龙岗初级学院和南洋女中的义工, 让誓约家庭服务中心得以在社区内的贫困家庭提供服务。

个案

过去10年对林太太*来说是场噩梦。她的丈夫每晚回家时都是一股酒味。他也曾因违反人身保护令而坐牢。林太太整天生活在暴力和恐惧中, 而且她担心丈夫会攻击她们的孩子。

她们向誓约家庭服务中心求助。她接受多次辅导后, 终于鼓起勇气打破暴力的恶性循环。她很想和丈夫离婚, 但她也很同情丈夫, 因为他没有其他亲人。她的丈夫还是不知悔改, 继续上演暴力行为。

在一次家访和几次辅导后, 誓约家庭服务中心才取得突破性的进展。我们问林先生他想要在孩子的心目中留下怎样的印象。他随后写了一封道歉信



给他的家人，并参与心理卫生学院的戒酒计划。他不再酗酒，而且在中途之家找到一份稳定的工作。一家庭的关系也进步了很多。

誓约家庭服务中心跟几个机构合作，为这个家庭提供优惠券、粮食和经济援助。他们打工赚钱，搬进租赁组屋，终于还清所有欠款。如今，林太太能够更好地养育她那三个十多岁的孩子。她的大女儿也在工作养家，而且积极地自我增值。

*非本名

晨光家庭服务中心

如同所有家庭服务中心，晨光家庭服务中心（DFSC）有两项核心服务：个案和辅导（C&C）、资讯与推介服务（I&R）。

在过去一个财政年度里，晨光家庭服务中心通过个案和辅导为542人提供服务，其中将近一半的人面对经济困难。其他问题包括亲子关系、婚姻关系、家庭暴力和住房问题。

至于资讯与推介服务，中心回应了777个电话和面对面查询，并提供咨询或把他们推介给其他社区资源。

除此之外，晨光家庭服务中心也推出其他让求助人直接受益的计划。去年，中心举办过的活动是：

婚前预备计划

- 针对要结婚的情侣，探讨一些婚姻关系中的课题如消解冲突的方式和优先次序。

亲子讲座与家长互助小组

- 2011年初，中心为中正中学（义顺）举办了亲子讲座和跟进小组讨论会。探讨的课题包括升中一的过渡阶段、男女关系、网络游戏和自我照顾。这些活动获得家长的热烈回应。



哇！儿童假日游活动

- 旨在让低收入家庭的孩子有机会以优惠价，以及在善心人士的赞助下出游。这些孩子是或曾经是《海峡时报》学校零用钱基金的受益人。在过去一个财政年度里，超过30人从中受益。他们参观了许多景点如Escape主题乐园。

个案

李女士*丧夫并育有一子，但因健康问题，医生证明书说她不宜工作。因此，她没有其他收入来源，只能依靠基层、社理会和新加坡卫理公会125周年社区外展计划的资助过活。

去年，李女士在经济上进一步陷入困境，并寻求中心援助他唯一在读小学的儿子。虽然缺乏家人

的支持，但她还是保持刚强。中心社工对她进行了辅导，并帮助她申请几项援助计划。目前，她儿子被安排在一间学生中心，而她也获得经济援助和诊所的医疗津贴。她在情感上也变得更加坚强。

*非本名



三巴旺家庭服务中心

(卫理福利服务与Covenant Community Methodist Church 联合的外展社区计划)
三巴旺家庭服务中心 (SFSC) 成立于2001年。

个案和辅导 (C & C)

在过去一个财政年度里, 三巴旺家庭服务中心为超过2181人提供服务。我们接获523个C & C个案, 受助者多半是已婚新加坡女性。他们主要关注的课题包括经济、婚姻、亲子关系、家庭和住房问题。

经济困难还是首要问题。有201个低收入家庭获得《海峡时报》学校零用钱基金、CCMC的紧急救援基金、新加坡卫理公会125周年社区外展计划的经济援助和粮食供应。

中心也处理了88个涉及家庭暴力的强制性辅导个案。

虽然如此, 中心仍然面对住屋不足问题的挑战。这些低收入家庭的孩子经常缺课, 父母亲的学历和技能水平不高。

其他挑战还包括资源有限、缺乏人力和时间、住屋资源短缺, 以及庇护所等候名单很长。但很多人还是对中心职员的帮忙深表感谢。

加强资讯与推介服务 (EI & R)

中心评估并帮助超过860人找到合适的社会服务、社区和国家资源, 以满足他们的需要。

社区合作与外展计划

- 跟我们的社区伙伴如西北区社理会、建屋发展局三巴旺分行、警局和几所学校进行网络会议。其中一所学校表示“非常感激三巴旺家庭服务中心协助校方解决家庭问题”。
- 建屋发展局三巴旺分行感谢中心在外展服务和网



络方面的贡献。“中心团队对受助者的关注、专业和奉献精神”给他们留下了深刻的印象。

- 三巴旺家庭服务中心举办家庭日, 吸引了110人参加。家长参与中心的财务管理工作坊、“理财有方”工作坊, 学习规划和实行有效的理财计划。

个案

20岁的迦勒*在服役时, 他3岁的妹妹被诊断出患有末期癌症。他的父母亲已经离婚。他母亲无法承受这个打击, 精神崩溃, 被送进心理卫生学院 (IMH)。

没有人能够照顾她妹妹, 他们也没有能力负担医疗费。于是, 他被推介到三巴旺家庭服务中心。迦勒对妹妹的情况感到非常担忧, 他希望妹妹可以得到最好的治疗。

迦勒的心愿得到了上帝的眷顾。三巴旺家庭服务中心把他推介给心理卫生学院的医务社工, 解决了他母亲的医疗费。中心也帮他写了一封请假信给他的军官, 让他能够照顾妹妹, 直到母亲出院为止。非常感激中心给予的帮助。

*非本名

淡滨尼家庭服务中心

(卫理福利服务与卫理公会五旬节堂联合的外展社区计划)

在过去一个财政年度里, 淡滨尼家庭服务中心 (TFSC) 通过两项核心服务——个案和辅导、高级资料与推介服务, 为1258人提供服务。在高级资料与推介服务方面, 大部分来电咨询的问题包括经济问题、亲子关系、婚姻关系和住房问题。

除此之外, 淡滨尼家庭服务中心也为不同组群

的人计划和举办各种活动。中心也跟社区伙伴如国会议员、基层领袖和东北区社理会密切合作。

儿童计划

淡滨尼家庭服务中心跟东南亚联合世界学院 (东校区) 合作。贫困儿童有机会跟国际学校的同龄学生互相交流。双方能够通过一些富有创意的活动, 增长见闻和尊重彼此的文化差异。

在44街儿童俱乐部里, 参与学校零用钱基金计划的小学生参加了各种活动, 其中包括为而设的每周补习班, 由一群义工指导英语、数学和科学。

家庭计划

中心全年进行的婚前预备计划和二人表演, 吸引了情侣参加。



中心也为再婚家庭举办互助小组讨论会。主要讨论的课题包括养育他们的亲生子女和继子女，以及共享如何管教青少年的行为。其他课题包括处理跟前配偶的关系，以及孩子在必须选择爱他们的亲生父母或继父母时的挣扎。

经济援助计划

- 通过学校零用钱基金计划，分发\$29,475给小学生和\$30,480给中学生
- 69名小学生通过东北区社理会一口福学校计划，获得Bata和大众书局优惠券、书包和文具
- 低收入家庭获得各种机构和计划的经济援助，如淡滨尼家庭服务中心举办的理财工作坊、淡马锡理工学院、回教社会发展理事会、达鲁古法兰回教堂、东北区社理会、新加坡卫理公会125周年社区外展计划

- 淡滨尼家庭服务中心跟新传媒的砖块基金合作，让50个家庭度过一个愉快温馨的圣诞节
- 通过东北区和东南区社理会的爱心代步计划，让贫困病人可以乘坐德士到医院
- 建屋发展局和少年旅捐赠粮食给70多人

引导计划

社会发展、青年及体育部（MCYS）、警方和淡滨尼家庭服务中心通过辅导和小组讨论会，帮助13岁至19岁的边缘青少年。

淡滨尼家庭服务中心鼓励青少年参与社区服务活动，如包装送给低收入家庭的粮食。

社区外展计划

淡滨尼家庭服务中心跟淡滨尼东基层组织合作，邀请贫困居民和他们的家人一起参加免费

的社区活动。其中两项主要活动是跨代游戏和运动会。

中心协助培训淡滨尼尚育银联计划的扶助者。

我们的义工

淡滨尼家庭服务中心感谢以下这些义工的支持和奉献：

- 卫理公会五旬节堂，在儿童补习计划、儿童俱乐部活动、高级资料与推介服务和特备活动中出一份力
- 较年轻的成年义工，持续通过引导计划帮助边缘青少年
- 企业义工全年为44街儿童俱乐部的儿童举办各种富有创意的活动

个案

独居的许先生*因患有神经功能障碍而导致视力衰退。他无依无靠，感到非常茫然，于是他向淡滨尼家庭服务中心求助。中心社工利用强大的社区网络，帮助许先生以非常低的学费报读按摩治疗课程。

2010年底，他完成课程并找到一份工作。他那个时候已完全失明，但他没有放弃，继续努力工作。让人鼓舞的是，他照常生活、养活自己和回馈社会。虽然日子艰难，他也在苦苦挣扎，但他已接受事实，并继续努力让自己过得更好。

*非本名





Elderly, Sick & Destitute

Overview

There are many challenges ahead for the social service sector as the Singapore population ages rapidly. The needs of the aged who are poor and needy, i.e. the sick, abandoned and those unable to fend for themselves will grow increasingly acute, as more become senior citizens in the coming years.

Today, about 9% of Singapore residents are aged 65 and above. By 2030, this will swell to 20% (extracted from *Census of Population 2010*).

Care for the elderly is multi-faceted and involves expertise from many fields: medicine, psychiatry, psychology, physiology and social work. For the elderly needy and poor, different

groups require a spectrum of care, from community-based services like drop-in centres, to community homes, nursing homes and hospices.

To this end, MWS' services cater to the elderly in the community who are at risk of social isolation as well as those who are sick, destitute and with advanced illnesses.

Through our four centres and services, MWS cares for over 700* needy elderly at any one time. For those who are able-bodied and living in the community, either with their families or alone, Wesley Seniors Activity Centre provides a place where the elderly living within the Jalan Besar vicinity can drop in to participate in a host of activities and programmes that will keep them socially-active and engaged in society.

At Christalite Methodist Home, we provide shelter and care for the destitute, 70% of the 200 residents are over 70 years

old, and a number of them suffer from dementia and psychiatric conditions.

Bethany Methodist Nursing Home caters to the elderly sick, whose residents (97% of them) need constant and a high-level of care (e.g. wheelchair-bound, bedridden, with psychiatric or behavioural problems) from doctors, nurses and other healthcare professionals.

For those with advanced illnesses, Agape Methodist Hospice (AMH Homecare) offers palliative home care services. A qualified doctor and a team of nurses are available anytime of the day to offer medical and emotional support for patients and their families.

*All centre statistics as at 31 March 2011





support through befriending; and loan of medical equipment such as hospital beds and wheelchairs.

All our patients reside island-wide and most are from needy families.

Patients cared for

In the last financial year, we served a total of 145 new patients. Twenty-nine of them have been discharged from our service.

Most of the patients stay in two- to four-room flats.

In the past year, a total of 2277 visits were made by doctors, nurses and volunteers.

AMH Homecare Gala Dinner “Autumn Sonata”

On 22 October 2010, AMH Homecare held its first fundraising gala dinner at the Shangri-La Hotel, with Dr. Vivian Balakrishnan, then Minister of Community Development, Youth & Sports, as the Guest-of-Honour. The event was a success and raised \$300,000. We thank the organising committee: Ms Catherine Lam, Mrs Helen Tan, Mr Chan Wing Leong, Mrs Tan Ee Leng, Mrs Dolly Lee and Ms Caroline Wee.

Case story (written by Rebecca Indira, Staff Nurse)

Before Mr Tee* was diagnosed with advanced colon cancer, he was a successful businessman. As his disease progressed, he gradually became frail and weak.

Mr Tee had a tough time during his illness but what I saw was a graceful transformation of life. As he was reaching the end of life’s journey, he dealt with unfinished tasks like claiming insurance for his family, settling outstanding loans and paying off his flat’s mortgage. More significantly, he also began to let go of emotional pain and wounds. He forgave others, accepted his condition well, thanked his wife for everything, and showed his appreciation to us.

He also drew nearer to God by seeking spiritual strength and praying for a “peaceful demise”. I was touched by the amount of preparation Mr Tee went through to achieve a complete and peaceful closure.

**Not his real name*

Agape Methodist Hospice

Agape Methodist Hospice (AMH Homecare) provides palliative home care services to those suffering from advanced illnesses, regardless of age, race or religion. Hospice care involves relieving patients’ suffering with early identification, careful assessment, pain and symptom control, so that he or she may live life fully, even at the final stage of illness.

Our doctor and nurses visit patients in their own homes, providing 24-hour on-call support for patients and their families. Services provided include medical and nursing support for symptom control and nursing needs; emotional and spiritual

Bethany Methodist Nursing Home

Bethany Methodist Nursing Home (Bethany) is a 303-bed facility providing nursing care for the destitute and persons from low-income families who have no alternative homecare arrangements.

The youngest Bethany resident is 23 years old while the oldest is 104 years old. They suffer physical and mental health conditions like dementia. More than 75% of the residents require high-level nursing care and assistance in their daily living activities.

Bethany operates at full capacity and accepts referrals through the Agency for Integrated Care (AIC).

Bethany's team of professional caregivers comprises in-house doctors, nurses, therapists and visiting specialists. Bethany's holistic care approach is further supported by the case management and community partnership teams.

New initiatives

In partnership, and with the support of the AIC and Ministry of Health (MOH), Bethany embarked on these initiatives to improve and upgrade work systems:

- Multi-dose Medication Distribution System
- ILTC Innovation Programme
- Shared Procurement Services
- Work Place Safety
- National Care Assessment Framework

Facilitating learning and knowledge-sharing

Bethany was a sought-after platform for learning and exchange on nursing home operations by these local and foreign groups:

- Students from Faculty of Medicine, NUS
- NUH medical social workers
- Kwang Chow Province government officials
- Dean and Associate Professors from Shanghai University of Finance and Economics
- Senior volunteers from combined Hong Kong Christian churches
- Co-workers from MOH, AIC and other nursing homes

Major events

- Nursing Day: Recognise the contribution of nursing staff and build teamwork



- Mid-Autumn Festival: Eu Yan Sang and CraftMark staff celebrated Mid-Autumn Festival with games, activities and gifts
- Penang Hawker Fair: Residents were treated to Penang fare sponsored by Wesley MC
- “Bethany Daily Bread”: Launched by Covenant Community MC, church members donated cash and in-kind
- “Beautiful Minds, Beautiful Music”: A mini concert was put up by a group of Christian music professors from Korea
- National Occupational Therapists’ Day: Occupational therapists from National University Hospital conducted rehabilitative games with residents

Our volunteers

Volunteers complement staff's work, enabling us to provide quality and holistic care.

Medical volunteers

We are grateful to the following doctors who provided medical services to our residents:

- Neurophysiologist Dr Tong Hoo Ing
- Neurologist Dr Michael Yap H.L.
- Dermatologist Dr Tay Yong Kwang
- General practitioners Dr Vida Chou and Dr David Cheong
- Dentists Dr Goh Siew Hor, Dr Joanna Nga and Dr Clara Loo

Church volunteers

- Methodist: Barker Road MC, Bedok MC, Bukit Panjang MC, Charis MC, Covenant Community MC, Fairfield MC, Grace MC, Kampong Kapor MC, Methodist Church of Incarnation, Pasir Panjang Tamil MC, Paya Lebar MC, Queenstown Chinese MC, Toa Payoh MC, TRAC GYM Ministry, Trinity MC, Wesley MC and the Sunshine Group.
- Other denominations: Central Christian Church, Church of Resurrection, Covenant Evangelical Free Church, Korean Presbyterian Church, Mt Hermon Bible Presbyterian Church, New Creation

Church, NUSVarsity Christian Fellowship, Reformed Evangelical Free Church and Victory Family Centre.

Other dedicated volunteers

- Dog Therapy Singapore, Fei Yue Neighbourhood Link Seniors, Queenstown Community Centre Seniors, The Fingerplayers, Yiwang Dragon and Lion Dance Troupe
- Staff of Ascendas, CraftMark, Eu Yan Sang, Jurong Shipyard and SAFALTC
- Students from ACS (Independent), CHIJ, Boon Lay Garden Primary, Fairfield Secondary, Hwa Chong Institution, ITE West, Methodist Girls' School, National Junior College, Northland Secondary, Pioneer Junior College, Regent Secondary, Seng Kang Secondary, Tanglin Secondary, Teck Whye Secondary
- Pastor Rev Tan-Yeo of Charis MC, Father Edmund Chong from St Joseph's Church and Pastor Bandara of Covenant Presbyterian Church

Case story

Mr Soon*, 52, is married with two school-going children. He was admitted to Bethany in November 2007 after a stroke. At that time, Mr Soon was on Ryles-tube feeding, using diapers and required assistance for his daily needs. He was emotionally affected by his condition and felt a sense of helplessness.

His wife became the family's sole breadwinner and worked as an office cleaner. To ease their financial burden, Bethany only charged a token fee of \$50 per month.

Gradually since then, Mr Soon has weaned off the Ryles tube and is on a normal diet. Although still wheelchair-bound, he can go to the toilet himself and no longer needs diapers. Because of his improvement, he feels better and works hard at rehabilitation exercises so that he can return home to his family.

**Not his real name*



Christalite Methodist Home

(A community outreach of MWS and Christ Methodist Church)

Christalite Methodist Home (CMH) started operations in 1997 as a gazetted home for the destitute, under the purview of the Ministry of Community Development, Youth & Sports (MCYS). The Home cares for the homeless found begging or living on the streets.

Last financial year, CMH saw an average of 200 residents and about 70% of them are aged 70 years and above. About 43% of the residents suffer from psychiatric illnesses and another 20% are wheelchair-bound, requiring additional nursing care and special dietary needs.

CMH employs occupational and physiotherapists to maintain residents' cognitive and physical functions. Games such as Mahjong and Bingo, and activities like reality orientation programme and reminiscence therapy, help to prevent or delay the onset of dementia.

In addition, group and individual outings and festive celebrations are organised. To motivate and build self-esteem in residents who are independent, the Home Earning Scheme (HES) offers them employment within CMH like cleaning, gardening, doing laundry or providing security services. CMH has about 40 residents on this scheme currently.

Through our generous donors, we replaced old beds with new ones for our residents, making it more comfortable for them.

Our volunteers

The Heartwarmers have been regular volunteers at CMH for almost four years. Every Saturday, they delight the residents by serving breakfast, organising activities and games, and singing songs. They are especially

caring towards our wheelchair-bound residents who do not have the opportunity to join in most outdoor activities and programmes. They would bring the wheelchair-bound residents out for lunch.

Case story

Mr Low* was admitted to CMH after being found living on the streets. Divorced with four adult children, he was abandoned by his family because he did not take care of the house and had an extramarital affair prior to his divorce.

Upon admission, he suffered from many medical conditions including hypertension, ischaemic heart disease and diabetes. Now, he needs diapers, help with walking and has failing memory.

Mr Low also suffered from depression due to his family problems. But with the help of social services in establishing contact with his children, he is now slowly rebuilding a relationship with his daughter.

**Not his real name*



Wesley Seniors Activity Centre

(A community outreach project of MWS and Wesley Methodist Church)

In response to the growing needs of community services for the elderly, Wesley Seniors Activity Centre (WSAC) was launched on 22 November 2010.

WSAC is a drop-in centre for vulnerable or socially-isolated senior citizens living in the designated neighbourhood area. WSAC reaches out to those aged 60 years and above, living in two-room rental flats, and three- and four-room HDB flats.

The Centre provides a warm, receptive and familiar environment for

seniors to gather and socialise. Full-time staff conduct social and recreational activities to engage seniors, and volunteers provide vital support.

As of March 2011, there are 161 seniors registered with WSAC. The activities' participation rate has been very encouraging, with about 60% engaged in at least one activity a month. Birthday celebrations were the most popular, with more than 70% participating.

Core programmes & services

- **Daily morning exercise:** The exercise programme began with only four seniors. Within a couple of months, it was attended by a regular group of 25 to 40 seniors.
- **Breakfast:** A simple breakfast of bread and steamed buns were served throughout the week. Seniors enjoyed freshly-brewed coffee. About 35 to 40 people come for breakfast daily.
- **Karaoke:** A group of eight to 10 seniors gather every Tuesday and Thursday afternoons for karaoke. Other seniors, who do not enjoy singing or are shy, would still attend. Up to 25 people could gather at these sessions.

Outings

- In February 2011, 14 seniors went to the cinema to watch a local film production, "It's a Great Great World". It was a nostalgic experience for them.
- More than 20 seniors were invited by Hinghwa Methodist Church to watch the Chingay Parade at the Flit. For many, it was the first time they were at a "live" parade and they enjoyed themselves.

Our volunteers

WSAC is supported by a pool of regular volunteers.

- Volunteers from Wesley Methodist Church's Befrienders Outreach Programme support the exercise and breakfast sessions, games, arts & craft, and computer learning. They draw on their befriending training and experiences to interact with the seniors.
- Volunteers from Hinghwa Methodist Church
- Volunteers from the community without church affiliation
- For larger events, volunteers from Wesley Methodist Church supported on an ad-hoc basis



爱加倍卫理慈怀

爱加倍卫理慈怀为不同年龄、种族和宗教信仰的重病患者提供居家慈怀护理服务。慈怀护理包括及早发现、谨慎评估、疼痛与症状控制，以舒缓病人的痛楚，让他或她即使在临终阶段也能过得充实自在。

我们的医生和护士在接电后亲临病人的家，为病人及其家人提供24小时的支援。

我们的服务包括为控制症状和护理需要提供医疗及护理服务；扶助病人以提供情绪和精神上的支持；和借出医用设备，如病床边和轮椅。

我们的病人分布在全岛各地，而且多数来自贫困家庭。

我们照顾的病人

在过去一个财政年度里，我们有145个新病人。其中29人不再需要我们的服务。多数病人住二房式至四房式组屋。我们的医生、护士和义工总共做了2277次的造访。

爱加倍卫理慈怀晚宴“秋天奏鸣曲”

2010年10月22日，爱加倍卫理慈怀首次在香港格里拉酒店举行筹款晚宴，并邀请到维文医生，前社区发展、青年及体育部的部长，当主礼嘉宾。当晚，我们成功筹得\$300,000。我们感谢筹委会成员，包括Helen Tan、陈永良、陈绮玲、Dolly Lee和Caroline Wee。

个案（由医院护士Rebecca Indira提供）

郑先生*被诊断出患有末期结肠癌之前，是个健壮有力的商人。随着病情的恶化，他变得越来越瘦弱。

在患病期间，郑先生经历了一个艰难时刻，但我看到的却是一种优雅的生活转变。当他走到人生尽头时，他依然积极地处理一些未尽的任务，如为家人索求保险赔偿、还清欠款和缴付组屋贷款。更重要的是，他也开始放开情感上的疼痛和创伤。他原谅其他人、接受现况，以及感激太太和我们所做的一切。

他也开始走近上帝，寻找精神上的力量，祈求“死于安乐”。我看着郑先生做好一切准备，使生命圆满结束，着实让我很感动。 *非本名

伯大尼卫理疗养院

伯大尼卫理疗养院目前有303张床，为贫困者和没有其他居家护理选择的低收入家庭提供医疗护理服务。

在伯大尼住院者当中，年纪最小的是23岁，而年纪最大的是104岁。他们面对生理和心理方面的健康问题，如失智症（又称老年痴呆症）。超过75%的住院者在日常生活中需要高度照料和帮助。

伯大尼目前已额满，接受护联中心（AIC）的转介。

伯大尼的专业护理团队包括本院的医生、护士和治疗师，以及一群外来的专家。伯大尼也得到个案管理和社区伙伴团队的支持，进一步为住院者提供全面的护理服务。

新计划

伯大尼得到护联中心和卫生部（MOH）的支持，展开了一系列计划，以改善和提升工作系统：

- 多剂量药物分配系统

- ILTC创新计划
- 共享采购服务
- 工作场所的安全
- 全国护理评估框架

促进学习和知识分享

伯大尼吸引了本地和外国团体来学习和互相交流有关疗养院运作方面的知识。

- 国大医学院的学生
- 国大医院的医疗社工
- 广州市政府官员
- 上海财经大学的院长和副教授
- 香港基督教联合教会的资深义工
- 卫生部、护联中心及其他疗养院的同工

主要活动

- 护士节：肯定护士的贡献和建立团队精神
- 中秋节：余仁生和手工艺马克的职员跟伯大尼住院者一起庆祝中秋节，带来了表演、游戏和礼物。
- 槟城美食嘉年华会：住院者享受卫理公会卫斯理堂准备的槟城美食。
- “伯大尼的每日粮食”：由CCMC发起，带动教会成员捐赠现金或其他物资。
- “美丽心灵，美丽音乐”：韩国的基督教音乐教授举行了一场小型演奏会。
- 全国职业治疗师日：国大医院的职业治疗师跟住院者进行康复游戏。

我们的义工

义工的辅助让我们得以以为住院者提供优质且全面的护理服务。

医疗义工

我们感谢以下这些仁慈的医生，为我们的住院者提供医疗服务：

- 神经生理学家Tong Hoo Ing医生
- 神经科Michael Yap H.L. 医生
- 皮肤科Tay Yong Kwang医生
- 普通医生 Vida Chou和David Cheong医生
- 牙医Goh Siew Hor、Joanna Nga和Clara Loo 医生
- 教会的义工

卫理公会

巴克路堂、勿洛堂、武吉班让堂、颂恩堂、CCMC、花菲堂、恩典堂、甘榜加卜堂、道生堂、西班牙让淡米尔卫理公会、巴耶利峇堂、卫理公会女皇镇礼拜堂、大巴窰堂、三一年议会主的行动青年事工、卫理公会三一堂、卫斯理堂和阳光集团。

其他基督教教派的团契

中央基督教堂、复活堂、圣约播道会、韩国长老教会、黑尔门山圣经长老教会、新造教会、国大大专基督徒团契、归正播道会和胜利家庭中心。



其他义工:

- 新加坡狗疗中心、飞跃邻里服务中心（乐龄中心）、女皇镇社区中心（乐龄中心）、十指帮和双溪威群乐龙狮团
- 腾飞集团、手工艺马克（Craft Mark）、余仁生、裕廊船厂和新加坡空军后勤与训练中心的职员
- 英华中学、圣婴女校、文礼文园小学、花菲中学、华中、工艺教育学院西区、美以美女中、国家初级学院、德景中学、先驱初级学院、励正中学、成康中学、东林中学、德惠中学
- 颂恩堂的Tan-Yeo牧师、圣若瑟教堂的Edmund Chong神父和圣约堂的Bandara牧师

个案

52岁的孙先生*已婚并育有两名还在念书的女儿。2007年11月中风后，他被送进伯大尼卫理疗养院。当时，他须要依靠鼻胃管进食、使用尿片，而且生活起居都需要人帮助。他感到很无助，情绪大受打击。

他的太太当公司清洁工人，顿时成了家庭唯一的经济支柱。为了减轻他们的经济负担，伯大尼每个月只象征性地收取\$50的费用。

孙先生渐渐地恢复正常饮食，不再须要依靠鼻胃管进食。虽然孙先生还需要坐轮椅，他可以上厕所，不再须要使用尿片。他的情况进展良好，让他感觉好多了。他努力进行康复治疗，以便可以回家跟家人团聚。

*非本名

基督之光卫理关怀院

(卫理福利服务与基督卫理公会联合的外展社区计划)
基督之光卫理关怀院（CMH）从1997年开始投入服务，是一家受社区发展、青年及体育部（MCYS）管制的贫困者庇护所。本院为无家可归的乞讨者和街头露宿者提供服务。

在过去一个财政年度里，基督之光卫理关怀院有大约200位住院者，其中70岁或以上的占约70%。将近43%的人患有精神疾病，20%的人须要坐轮椅、得到额外护理和拥有特殊饮食需要。

基督之光卫理关怀院聘请专业医护人员和物理治疗师，维持住院者的认知能力和体能。我们也进行各种活动如打麻将、宾果游戏、现实模拟训练和回忆疗法，帮助住院者预防或延缓痴呆症。

此外，我们组织各种社交活动和佳节庆祝活动。我们也实行院内就业计划（HES），为能够自食其力的住院者提供简单的工作如打扫、园艺、洗衣和保安，以便激励他们和帮助他们建立自信心。目前，有40名住院者参与这项计划。

我们得到善心人士的捐赠，替换旧床而添置了更舒适的新床。

我们的义工

这四年来，Heartwarmers的成员常到基督之光卫理关怀院做义工。他们每个星期六都会为住院者提供早餐、安排活动和游戏，以及唱歌，为住院者带来欢乐。他们也特别关怀无法参与大多数的户外活动和节目的坐轮椅住院者。义工们也会带他们吃午餐。

个案

露宿街头的刘先生*被安排住进基督之光卫理关怀院。他已离婚，育有四名成年子女。刘先生因有婚外情和不顾家而遭家人抛弃。

刚进入关怀院时，他多病缠身，包括高血压、缺血性心脏病和糖尿病。如今，他须要包尿片、走路时需要人搀扶，而且记忆力也逐渐衰退。

刘先生也因家庭问题而患上抑郁症。但在社工的帮助下，他开始跟儿女恢复联系，现在慢慢地和女儿建立感情。

*非本名

卫斯理乐龄活动中心

(卫理福利服务与卫理公会卫斯理堂联合的外展社区计划)

为了满足日渐增加的乐龄人士社区服务需要，卫斯理乐龄活动中心（WSAC）在2010年11月22日开始投入服务。

卫斯理乐龄活动中心让住在指定邻里比较脆弱和孤僻的乐龄人士有个活动的场所。卫斯理乐龄活动中心的主要目标是60岁或以上且住在二房式租赁组屋和三房式及四房式组屋的长者。

乐龄活动中心提供一个温馨、接纳和熟悉的环境，让乐龄人士聚集在一起聚集和社交。全职员工为乐龄人士安排各种社交和娱乐活动让他们参与，义工的支持是不可缺的。

截至2011年3月，报名加入中心的乐龄人士有161人。约60%的会员一个月内至少参加一项活动，参与率令人鼓舞。最受欢迎的活动是庆生会，有超过70%的人参加。

核心计划与服务

- 每日早操
这项活动开始时有4人参加。在几个月内，有25至40人定时出席这项活动。
- 早餐
本中心每天都会提供简单早餐，如面包和蒸馒头。年长者喜欢喝现煮咖啡。每天有大约35至40人来吃早餐。
- 卡拉OK
每个星期二和星期四下午，有8至10人会聚在一起唱卡拉OK。其他不喜欢唱歌或害羞的年长者，也会一起来听歌作乐。这个活动可吸引多达25人。

出游

- 2011年2月，14名年长者去戏院观赏本地电影《大世界》，再次体验昔日情怀。
- 天道堂邀请多达20名年长者到F1维修站观赏艺术大游行。对许多人来说，这是他们第一次在现场看游行，兴致都很高昂。

我们的义工

卫斯理乐龄活动中心拥有一群固定的义工。

- 其中一组来自卫理公会卫斯理堂扶助外展计划的义工，他们支持在早操和早餐时段、游戏、工艺品课和电脑课。他们都有亲善训练和经验来跟年长者互动。
- 来自卫理公会卫斯理堂的义工。
- 来自没有教会联系的意愿者。
- 至于大型活动，卫理公会卫斯理堂的义工都会专程来帮忙。

Our Valuable Volunteers

DILLON TAY, 20, Tracker at Bethany Methodist Nursing Home

"At Bethany, I learnt many things from hands-on work with the residents. There're many details to observe in caring for the elderly residents, like thickening drinks for easier consumption and operating a wheelchair properly.

"And I really enjoyed my time there. Not only because of the meaningful nature of the work, but also the good working environment. The staff were friendly and easy-going. They were helpful and caring to both residents and people around them. They also possessed joy and a sense of purpose when working."

WEN QING, volunteer at Christalite Methodist Home

"I started volunteering at CMH at the end of 2009. It was a new experience for me then.

"My command of dialect is pretty poor, but I could still converse with the elderly in basic Hokkien. I love getting to know more about the elderly. Seeing their smiles and their enthusiasm when they see you, it makes volunteering all the more worthwhile.

"However, working with these elderly requires patience. There're always some who

are hard to handle, so you don't have to be disheartened when you encounter problems. The senior volunteers will be glad to advise you.

"I believe that only when you find joy in volunteering, will you be able to extend this joy to the elderly."

CHAN LAY HEONG, 52, volunteer at Wesley Seniors Activity Centre

"When I first approached WSAC to explore volunteer opportunities, I was pleased to find out that it had a nice karaoke room. I started out volunteering just once a week but soon became a regular.

"I'd drop by in the mornings to help with breakfast and come again after lunch to play table games with the seniors. The elderly and I have a good rapport, and we're more like friends now.

"I really like WSAC and what it provides for the seniors in my neighbourhood. More importantly, I feel this is the place which God has brought me to serve. I enjoy

singing and I love to interact with the seniors. It just feels so natural."

MAISIE KOH, 18, Tracker at Daybreak Student Care Centre

"There were four of us helping at DSCC, and some of our tasks included guiding the children with their homework, answering academically-related questions, and imparting moral values to them.

"I learnt to correct without condemning, rebuking the sinner and not the sinner. Also, I've learnt to be flexible to changes and cope with children's over-inquisitive questions. Each one of them is lovable and unique. My fellow Trackers and I sought to express our love for them so that they can grow up in an environment where they'll know how to love one another."



MCS 125th Anniversary Community Outreach Project

In celebration of the 125th Anniversary of The Methodist Church in Singapore (MCS), the MCS, through its social service arm, Methodist Welfare Services (MWS), launched a large-scale project in February 2010 to bless the community.

The MCS125 Community Outreach Project was organised to provide a platform for Methodists to be engaged communally and actively, through fundraising and befriending.

The Project identified the 'chronically poor' - those in the bottom 10% of the socio-economic ladder – managing a monthly per capita income of \$350 or below with nil or minimal savings and staying in one-, two- or three-room rental flat, to benefit from the Project.

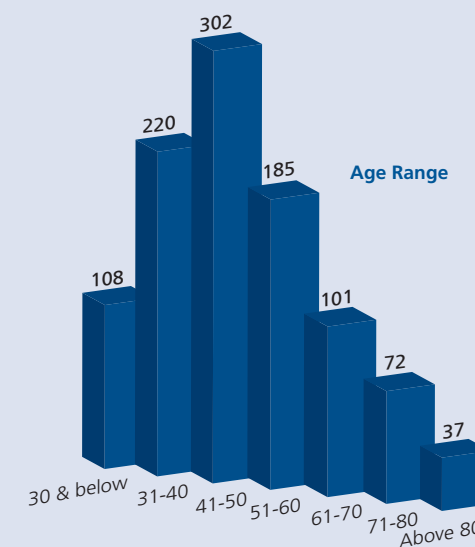
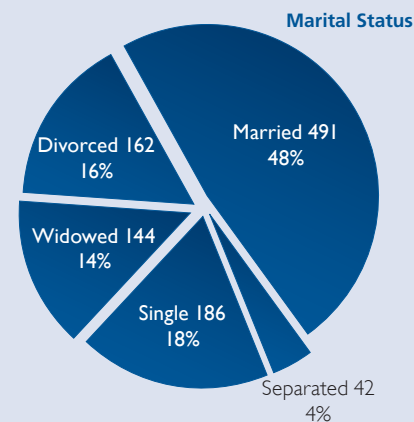
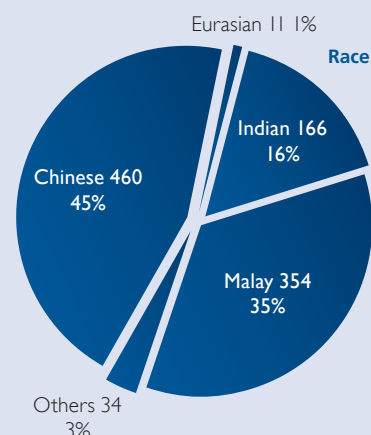
Other eligibility factors include those who are lacking in family support,

education or job prospects, or families with adult members who are too ill to work, with mental and/or physical disabilities or are incarcerated.

1,241 referrals were received from 65 organisations, mostly from family service centres, community development councils and government hospitals. Of which, 20 Methodist churches also helped identify needy families and individuals living within the vicinity of the churches to be assessed for eligibility by social workers.

Originally targeted to raise \$1.25 million to help 834 chronically poor families and individuals, the Project (as at 31 March 2011) received \$1,792,129 that contributed towards benefiting 1,025 families and individuals.

Brief Profile of Families and Individuals



82% of beneficiaries do not have support from their immediate or extended families. A large proportion has accumulated multiple arrears, mostly owing on utilities, mortgage or rent.

71% of beneficiaries have chronic illness and/or mental health illness, many of whom are females.

Blessings of Time & Money

2,198 Methodists participated in the befriending project and were progressively briefed and assigned to chronically poor families and individuals from April to December 2010.

For most befrienders, the experience has been enriching as they went about with the monthly home visitations with their spouses or church friends to disburse the \$125 cheque, dropping in for a friendly chat or to provide a listening ear.

We thank the following 46 Methodist churches and Preaching Points for making the project possible through their generosity and commitment:

Trinity Annual Conference

Agape Methodist Church
Aldersgate Methodist Church
Ang Mo Kio Methodist Church
Barker Road Methodist Church
Bedok Methodist Church
Bukit Batok Preaching Point
Cairnhill Methodist Church
Christ Methodist Church
Crystalite Methodist Chapel
Covenant Community Methodist Church
Fairfield Methodist Church

Faith Methodist Church
Holland Village Preaching Point
Kampong Kapor Methodist Church
Living Hope Methodist Church
Living Waters Methodist Church
Methodist Church of the Incarnation
Paya Lebar Methodist Church
Pentecost Methodist Church
Toa Payoh Methodist Church
Trinity Methodist Church
Wesley Methodist Church

Chinese Annual Conference

Ang Mo Kio Chinese Methodist Church
Bukit Panjang Methodist Church
Charis Methodist Church
Foochow Methodist Church
Geylang Chinese Methodist Church
Grace Methodist Church
Hakka Methodist Church
Hingwa Methodist Church
Holy Covenant Methodist Church
Kum Yan Methodist Church
Paya Lebar Chinese Methodist Church
Paya Lebar Chinese Methodist Mission
Queenstown Chinese Methodist Church

Sengkang Methodist Church
Telok Ayer Chinese Methodist Church
Toa Payoh Chinese Methodist Church
Yishun Methodist Mission

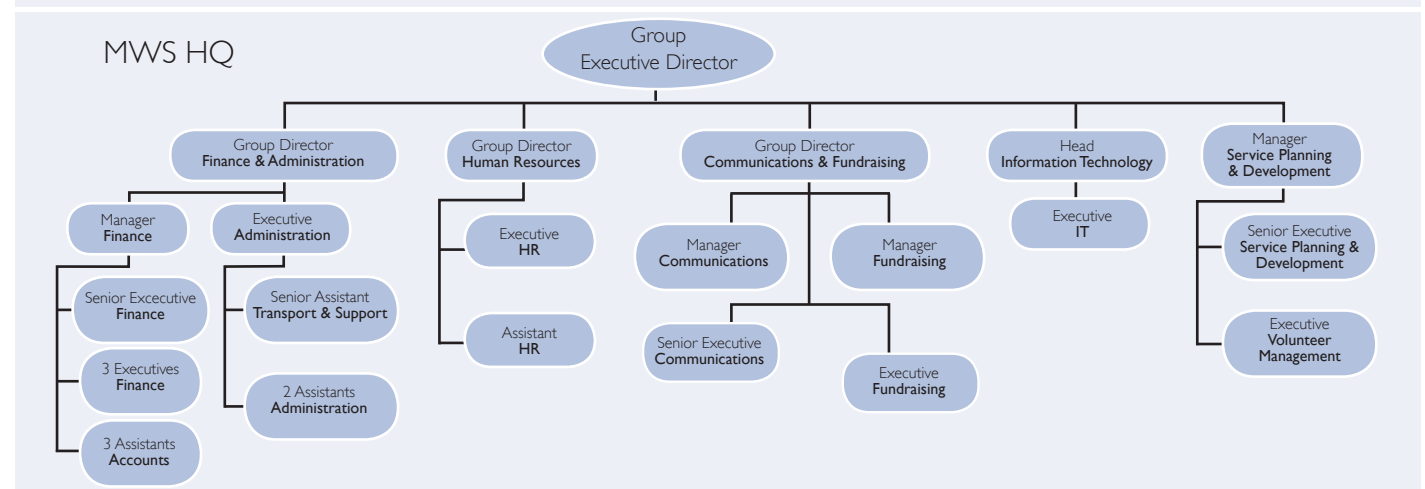
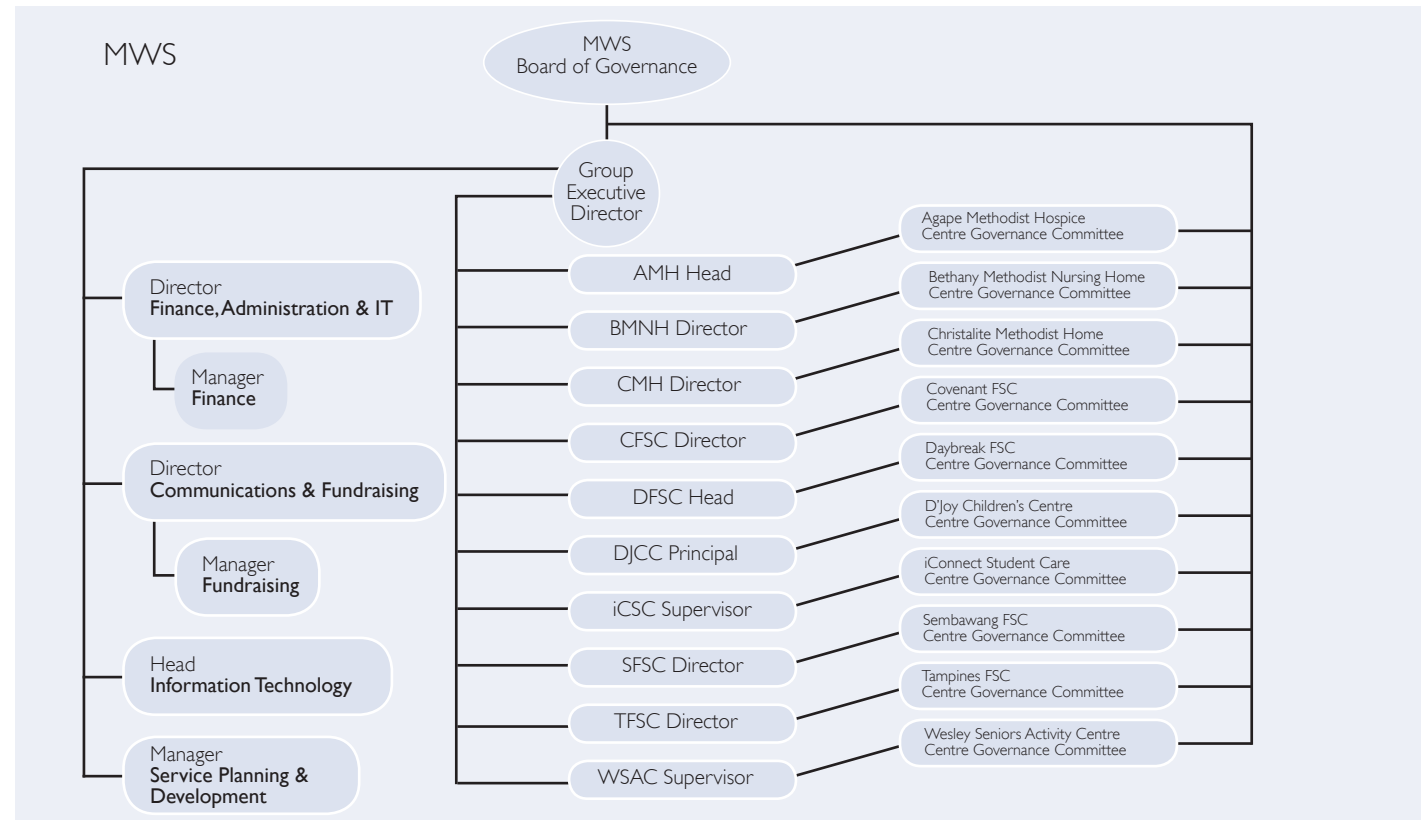
Emmanuel Tamil Annual Conference

Ang Mo Kio Tamil Methodist Church
Jurong Tamil Methodist Church
Pasir Panjang Tamil Methodist Church
Seletar Tamil Methodist Church
Sembawang Tamil Methodist Church
Short Street Tamil Methodist Church
Toa Payoh Tamil Methodist Church

We also extend our appreciation to all referring organisations for their support towards the Project, particularly the social service professionals.



Organisation Charts



The MWS Family



MWS Head of Centres

Front Row (left to right)

- Mdm Ho Sau Kuen**
Director, Sembawang Family Service Centre
- Mr Martin Chok**
Head, Daybreak Family Service Centre
- Mrs Jenny Bong**
Group Executive Director, MWS
- Ms Pearl Lee**
Group Director (Communications & Fundraising)
- Ms LesValene Ngion**
Group Director (Human Resources)

Back Row (left to right)

- Ms Janet Leong**
Principal, D'Joy Children's Centre
- Mrs Florence Ho**
Director, Christalite Methodist Home
- Ms Fong Mee Sim**
Group Director (Finance & Admin)
- Ms Kwok Sian Yee**
Supervisor, Wesley Seniors Activity Centre
- Ms Esther Chai**
Supervisor, iConnect Student Care
- Mrs Florence Lim**
Director, Covenant Family Service Centre

Not in picture

- Mr Joachim Lee**
Director, Tampines Family Service Centre
- Dr Jason Hung** *(has left the organisation)*
Head, Agape Methodist Hospice Homecare
- Ms Yip Moh Han** *(has left the organisation)*
Director, Bethany Methodist Nursing Home



MWS HQ staff

The MWS Family



1 Sembawang Family Service Centre, 2 Bethany Methodist Nursing Home, 3 D'Joy Children's Centre,
4 Daybreak Family Service Centre, 5 Daybreak Student Care Centre



1 iConnect Student Care, 2 Agape Methodist Hospice, 3 Tampines Family Service Centre, 4 Covenant Family Service Centre, 5 Christalite Methodist Home

Centre Governance Committees

AGAPE METHODIST HOSPICE

Chairperson	Mr Chan Wing Leong
Vice-Chairperson	Mrs Catherine Lam
Members	Dr Chen Ai Ju Dr Agnes Ng Dr Ting Wen Chang Mr David Row Ms Lai Bew Meng Mr David Ong <i>(till 12 April 2010)</i> Mrs Tan Ee Leng
MWS BOG Rep.	

BETHANY METHODIST NURSING HOME

Chairperson	Mr Chan Kum Kit
Treasurer	Mr Vincent Fong
Members	Mr Chay Kim Fun Mr Chim Howe Lai Mr Andrew Lee Mrs Ng Soo Kheng Dr Cynthia Chee Bin Eng Dr Chen Ai Ju Dr Ong Peck Leong Mdm Doreen Lerh Beng Har Mrs Laureen Ong Dr Lydia Seong Peck Suet <i>(till 4 June 2010)</i> Dr Keow Yeong Ming <i>(till 31 March 2011)</i> Mr Albert Lim Siong Khiang
Ex-Officio	

CHRISTALITE METHODIST HOME

(Partner Church: Christ Methodist Church)	
Chairperson	Col (Retd) Raymond Tan
Secretary	Ms Florence Lee
Treasurer	Mrs Soon Yang San
Members	Mrs Heng-Lim Gaik Kee Mr Stanley Lee Dr Peter Ng Mr Michael Tan Mr Dennis Wee Mr Ling Ting Soo Dr Tan Eng Hoe
Ex-Officio	Rev Tay Kay Leong Mr John Ho Rev Edmund De Souza Mr Joseph Toh Guan Kiat
MWS BOG Rep.	

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

DAYBREAK FAMILY SERVICE CENTRE

Chairperson	Mr Ronnie Gan Seow Khaw
Vice-Chairperson	Mrs Joscelyn Foo
Secretary	Mrs Teresa Kuek
Treasurer	Mr Yuen Chee Onn
Member	Mrs Linda Haverkamp - Heng Phek Lang
Ex-Officio	Mr Albert Lim Song Khiang

D'JOY CHILDREN'S CENTRE

(Partner Church: Hinghwa Methodist Church)	
Chairperson	Mrs Maggie Khoo
Hon. Treasurer	Mrs Agnas Au
Member	Mrs Betty Yen Mrs Mary Seah Mr Soon Kay Hock Mdm Yong Joo Yeap Mr Yap Chee Heng Mr Raymond Ng Kok Hui Mr Poh Peng Mrs Fong Loo Fern Rev Dr David Koh Ah Chye
LCEC Chair	
MWS BOG Rep.	
Ex-Officio	

iCONNECT STUDENT CARE

(Partner Church: Toa Payoh Methodist Church)	
Chairperson	Mr Andrew Tan
Members	Mr Albert Yeo Yong Huat Mr Egbert Yau Kam Chan Mr Peter Ong Siew Kwee Ms Sarah Lim
MWS BOG Rep.	Mr Joseph Toh Guan Kiat
Ex-Officio	Mr Wee Hian Woon

SEMBAWANG FAMILY SERVICE CENTRE

(Partner Church: Covenant Community Methodist Church)

Chairperson **Ms Jacqueline Khoo**
Vice-Chairperson **Mrs April Ong**
Treasurer **Mr Peter Tan S.C.**
Members **Ms Rosalind Sun**
Ms Wee Ghim Choo
Ex-Officio **Ms Anita Fam**
MWS BOG Rep. **Mr Chay Kim Fun**

TAMPINES FAMILY SERVICE CENTRE

(Partner Church: Pentecost Methodist Church)

Chairperson **AP Debbie Ong Siew Ling**
Treasurer **Ms Sandra Lee Siew Eng**
Members **Dr Tan Kee Wang**
Mr Raymond Khoo
Mrs Khoo Chor Lin
Ex-Officio **Rev Aaron Tay**
MWS BOG Rep. **Mrs Lauren Ong**

WESLEY SENIORS ACTIVITY CENTRE

(Partner Church: Wesley Methodist Church)

Chairperson **Mr Daniel Chan**
Vice-Chairperson **Mr Leow Kim Liat**
Members **Ms Shirley Koo**
Dr Ng Chee Keong
Mr Tang Ang Cheong, PBM
Mr Woo Sui Kee
MWS BOG Rep. **Mr Chim Howe Lai**
Ex-officio **Mr David Wong, BBM, PPA, PBM**
Rev Melvin Huang
Adviser **Ms Denise Phua**



1 Bethany Methodist Nursing Home, 2 Sembawang Family Service Centre, 3 D'Joy Children's Centre, 4 Tampines Family Service Centre, 5 Covenant Family Service Centre, 6 Christalite Methodist Home, 7 Daybreak Family Service Centre, 8 iConnect Student Care, 9 Agape Methodist Hospice

Sub Committees & Project Committee

AUDIT SUB-COMMITTEE

Chairperson Mr Chan Kum Kit
Members Ms Winnie Liew
Mr David Wong Cheong Fook

BURSARY STANDING COMMITTEE

Chairperson Mr Terence Wee Jin Zoo
Members Ms Dorothy Lim
Mrs Lee Siew Choo
Mrs Christine Ho
Mrs Pauline Tan
Mrs Amy Chan
Mrs Irene Chan
Mrs Laureen Ong
Mr Gan Kok Beng
Mr Leow Kim Liat
Mr Kulandaisamy Premkumar
Sagayaraj

CHAPLAINCY SUB-COMMITTEE

Chairperson Mr Albert Lim Song Khiang

COMMUNICATIONS SUB-COMMITTEE

Chairperson Mrs Tan Ee Leng
Members Mr Lam Wei Choong
Mr Terry Ng
Mrs April Ong
Mr Leow Kim Liat
Ms Kim Faulkner
Mr Aubeck Kam Tse Tsuen
(Till 21 October 2010)
Mr David Alexander Ong Liang Bong
(Till 12 April 2010)

FINANCE SUB-COMMITTEE

Chairperson Mr Chim Howe Lai
Members Mr Chay Kim Fun
Mrs Ng Soo Kheng
Mr Albert Lim Song Khiang
Mr David Wong Cheong Fook

FUNDRAISING SUB-COMMITTEE

Chairperson Mr Albert Lim Song Khiang
Members Mr Rodney Tan
Mr Aubeck Kam Tse Tsuen
Mr Gan Kok Beng
Mr Lee Chong Min
Mrs Fong Loo Fern
Mr Christopher Tay
Mr David Alexander Ong Liang Bong
(Till 12 April 2010)

HUMAN RESOURCE SUB-COMMITTEE

Chairperson Mrs Loh Chay Leng
Members Mr Koh Juan Kiat
Mrs Heng-Lim Gaik Kee
Rev David Wee CS
Mr Aubeck Kam Tse Tsuen
Mr Siew Heng Kwok (Till 10 Nov 2010)

INFORMATION TECHNOLOGY SUB-COMMITTEE

Chairperson Mr Lam Wei Choong

INVESTMENT SUB-COMMITTEE

Chairperson Mr David Wong Cheong Fook
Members Mr Joseph Toh Guan Kiat
Mr Yow Chi Mun
Mr Chim Howe Lai

REVIEW OF MWS CONSTITUTION

Chairperson Mr Chan Kum Kit (Till 25 February 2011)
Mr Wendell Wong Hin Pkin
(Effective 26 February 2011)
Members Mr Chan Kum Kit (Effective 26 February 2011)
Mr David Ong
Mr Steven Seah

NOMINATION SUB-COMMITTEE

Chairperson Mr Albert Lim Song Khiang
Members Rev William Sam Kin Leong
Mr Joseph Toh Guan Kiat
Mrs Loh Chay Leng
Mrs Tan Ee Leng
Rev Dr Daniel Koh Kah Soon
Rev David Wee CS

SERVICE PLANNING & DEVELOPMENT SUB COMMITTEE

Chairperson Rev William Sam Kin Leong
Member Mr Leow Kim Liat

VOLUNTEER DEVELOPMENT SUB COMMITTEE

Chairperson Mr Aubeck Kam Tse Tsuen

PROJECT COMMITTEE

“FELLOWSHIP ON THE GREENS” 2010 ORGANISING COMMITTEE

Convening Church Barker Road Methodist Church
Committee Chairman Mr Ho Kah-Choy
Tournament Director Mr Wong Weng Yew
Fundraising Team Mr. Loke Beng Fong
Treasurer Rev Dr Gordon Wong



Postage will be
paid by
addressee.
For posting in
Singapore only

BUSINESS REPLY SERVICE
PERMIT NO. 02007



METHODIST WELFARE SERVICES
70 BARKER ROAD #05-01
SINGAPORE 309936

Financial Highlights

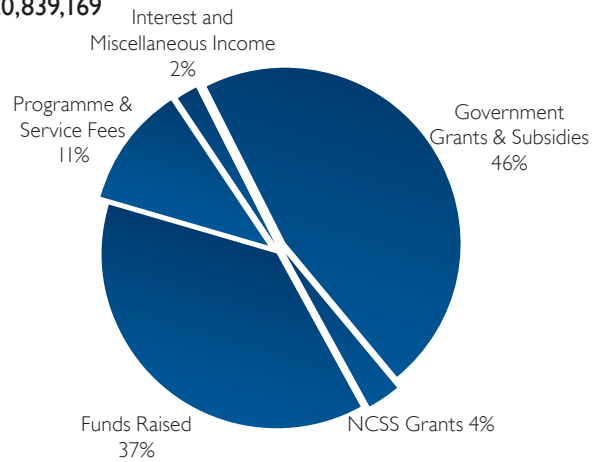
FOR THE FINANCIAL YEAR ENDED 31 MARCH 2011

Distribution of Income & Expenditure

费用筹款比率

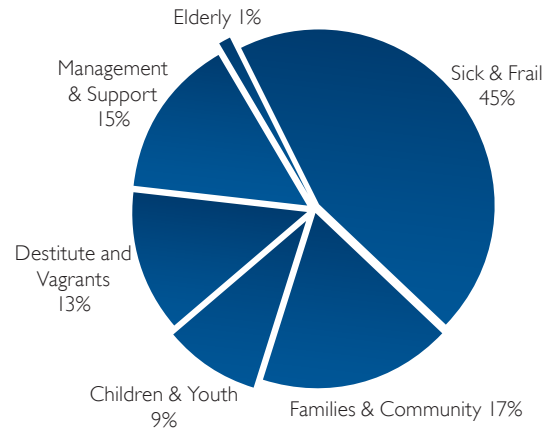
Source of Income

Total: \$20,839,169



Operating Expenditure

Total: \$16,221,020



Gross Annual Salary Bands with Corresponding Number of Employees as at 31 March 2011

2011年3月31日与员工人数相等的总年薪段

Gross Annual Salary Range (S\$)	Number of Employees	
	2010/11	2009/10
< 50,000	296	310
50,001 - 100,000	45	31
100,001 - 150,000	5	2
Total	346	343

Fundraising Efficiency Ratio

费用筹款比率

	2011 \$	2010 \$
Donations	4,057,032	3,544,955
Sponsorships	70,593	18,289
Total donations and sponsorships	4,127,625	3,563,244
Direct fundraising expenses	337,069	172,673
Sponsorships	70,593	18,289
Indirect / Allocated Costs	1,689	1,466
Total fundraising expenditure	409,351	192,428
Surplus	3,718,274	3,370,816
Fundraising Efficiency Ratio before sponsorship	0.08	0.05
Fundraising Efficiency Ratio with sponsorship	0.10	0.05

Remuneration and Benefits received by Board Members for the financial year ended 31 March 2011

2011年3月31日与员工人数相等的总年薪段

	Remuneration	Benefits
Board Members	0	0

MWS Centres & Outreach



CHILDREN & YOUTH

- A D'Joy Child Care Centre & D'Joy Student Care Centre**
Blk 1 Maude Road #03-30
Singapore 200001
☎ 6294 9960 ☎ 6294 9597
✉ admin@djoy.mws.org.sg

MWS Bursary Programme
(administered by MWS HQ)
- B Daybreak Student Care Centre @ Naval Base Primary School**
7 Yishun Avenue 4
Singapore 769028
☎ 6757 2907 ☎ 6757 0795
✉ dfscscc@daybreak.mws.org.sg
- C iConnect Student Care @ First Toa Payoh Primary School**
7 Lorong 8 Toa Payoh
Singapore 319252
☎ 6352 5996 ☎ 6252 5321
✉ admin@iconnect.mws.org.sg
- D Sembawang FSC Student Care Centre**
Blk 326 Sembawang Crescent
#01-44, Singapore 750326
☎ 6754 2890 ☎ 6754 0112
✉ admin@sfsc.mws.org.sg

FAMILY SERVICE CENTRES

- E Covenant Family Service Centre**
Blk 613 Hougang Ave 8
#01-432, Singapore 530613
☎ 6282 8558 ☎ 6283 6361
✉ admin@covenant.mws.org.sg
- F Daybreak Family Service Centre**
Blk 855 Yishun Ring Road
#01-3539, Singapore 760855
☎ 6756 4995 ☎ 6752 4709
✉ admin@daybreak.mws.org.sg
- G Sembawang Family Service Centre**
Blk 326 Sembawang Crescent
#01-52, Singapore 750326
☎ 6754 7050 ☎ 6754 0112
✉ admin@sfsc.mws.org.sg
- H Tampines Family Service Centre**
Blk 470 Tampines St 44
#01-194, Singapore 520470
☎ 6787 2001 ☎ 6787 4459
✉ admin@tampines.mws.org.sg
- I FamilyWorks Community Services**
Sengkang Central Post Office
PO Box 865, Singapore 915408
☎ 9769 5892 ☎ 6787 4459
✉ irmanhalim@familyworks.mws.org.sg

ELDERLY, SICK & DESTITUTE

- J Agape Methodist Hospice (Homecare)**
Administrative office:
70 Barker Road, #05-03
Singapore 309936
☎ 6478 4725 ☎ 6478 4765
✉ admin@amh.mws.org.sg
- K Bethany Methodist Nursing Home**
9 Choa Chu Kang Ave 4
Singapore 689815
☎ 6314 1580 ☎ 6314 1576
✉ admin@bethany.mws.org.sg
- L Christalite Methodist Home**
51 Marsiling Drive
Singapore 739297
☎ 6368 5179 ☎ 6368 7127
✉ admin@cmh.mws.org.sg
- M Wesley Seniors Activity Centre**
Blk 25 Jalan Berseh
Singapore 200025
☎ 6298 0195 ☎ 6298 0245
✉ LewisKoh@wsac.mws.org.sg

Copyright ©2011 MWS. All rights reserved.

To be a leading organisation that exemplifies God's love, enabling the poor and needy to have life to the full.



MWS is a Member of NCSS Central Fund
IPC Status has been renewed until 30 September 2011
Charity Regn No: 00166
UEN: S81SS 0088H

MWS Headquarters
70 Barker Road, #05-01, Singapore 309936
☎ 6478 4700 ☎ 6478 4701
✉ admin@mws.org.sg 🌐 www.mws.org.sg