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### ANNUAL REPORT EDITORIAL COMMITTEE

Asst Prof Wernmei Yong Ade | Mr Lee Nian Tjoe | Dr Regina Lee | Ms Shen Xuesheng | Ms Mah Shi Hui  
Unique Entity Number: S62SS0057G



# ABOUT US

Our Patron-in-Chief  
**President  
Halimah Yacob**

Patron for 1000  
Enterprises and 1000  
Philanthropists for  
Children-in-Need

**Mr Teo Chee Hean**  
*Senior Minister and Coordinating Minister  
for National Security*

## OUR MISSION

To bring relief and happiness to  
children in need

## OUR VISION

To be a leading edge organisation in  
promoting the well-being of the child

## OUR CORE VALUES

- Compassion and Caring
- Professionalism
- Integrity
- Commitment
- Openness to Change

Singapore Children's Society protects and nurtures children and youth of all races and religions, especially children, youth and families in need. Established in 1952, its services have evolved to meet the changing needs of children. Today, Children's Society operates 12 service centres islandwide, offering services in the four categories of: Vulnerable Children and Youth, Children and Youth Services, Family Services, and Research and Advocacy.

### Vulnerable Children and Youth

**Protecting Children and Youth who are Abused and/or Severely Neglected**

We provide fundamental care and guidance for vulnerable children and youth and where suitable, collaborate with families to provide safe, stable and permanent care, and with each child's best interests at heart.

### Children and Youth Services

**Supporting, Nurturing and Inspiring our Children and Youth**

We provide value-adding care, nurture and inspire children and youth, to complement what their parents and guardians provide.

### Family Services

**Supporting and Strengthening our Families in Need**

We support and strengthen families in need by working together with them.

### Research and Advocacy

**A Voice for our Children and their Future**

We perform research and advocacy work to protect and promote the well-being of children, youth and their families, as well as to enhance the usefulness of social services to children and youth.



# CHAIRMAN'S MESSAGE



2019 was a year of uncertainties. Tensions from the trade war between the United States and China resulted in a roller-coaster ride for many businesses. The months-long pro-democracy protests in Hong Kong caught all of us by surprise. We also witnessed the escalation of war threats in the Middle East and saw numerous countries affected by extreme weather events due to climate change.

As we enter into a brand new decade, 2020 has started on a shaky footing. The COVID-19 which was first reported in December 2019 in China quickly spiralled into a global pandemic that has engulfed China and over 190 countries worldwide, including Singapore. Thousands of lives have been lost and millions more disrupted, and the economic impacts from this episode will be tremendous.

As the global COVID-19 situation is still evolving rapidly, there remains a significant degree of uncertainty over the severity and duration of the global outbreak, and the trajectory of the global economic recovery once the outbreak has been contained. Taking into account the weaker-than-expected performance of the Singapore economy in the first quarter, and the sharp deterioration in the external and domestic economic environment since February, the GDP growth forecast for 2020 has been further downgraded to “-4.0 to -1.0 per cent” by the Ministry of Trade and Industry.



**The theme for our annual report 2019 is ‘Engaging Lives, Shaping Realities’, which highlights the importance of engaging with donors, partners and volunteers. Doing so will enable us to be innovative and stay ahead of developments in the charity sector to provide the best for our beneficiaries.**



As Singapore grapples with an unprecedented crisis posed by the COVID-19 pandemic and the economy expected to take a beating, Deputy Prime Minister and Finance Minister Mr Heng Swee Keat announced a \$48.4 billion Resilience Budget and an additional \$5.1 billion Solidarity Budget barely two weeks later, to help businesses, workers and families cushion the fallout from the COVID-19 outbreak. More importantly, these measures were introduced to help preserve and create new jobs so that livelihoods of Singaporeans will be protected during the temporary period of heightened measures to curb the spread of COVID-19.

Both Resilience and Solidarity packages will certainly be welcomed as we expect to see more families seeking financial aid, and requiring casework and counselling services. To address their issues and meet their needs, we will have to ensure that our programmes and services remain relevant and useful. This would only be possible if all of us work towards continually improving the lives of our beneficiaries. Hence, the theme for our annual report 2019 is ‘Engaging Lives, Shaping Realities’, which highlights the importance of engaging with donors, partners and volunteers. Doing so will enable us to be innovative and stay ahead of developments in the charity sector to provide the best for our beneficiaries.

In 2019, Singapore Children's Society's calendar was packed with numerous events and celebrations. We launched our 29<sup>th</sup> Project CABIN at Meridian Secondary School in April. This was followed by the publication of a picture book, ‘Jun and the Octopus’, in May as part of our advocacy work in the prevention of child sexual abuse. In June, 634 beneficiaries and members of the public took part in the annual Mettle Challenge at the Singapore Sports Hub. In October, our Student Care Centre celebrated its 40<sup>th</sup> anniversary and our Tinkle Friend service turned 35 in November. More significantly, we wrapped up the year with our biennial Singapore Children's Forum, which provided a platform for children, youth and adults to discuss issues surrounding the theme of inequality.

2019 was also a year when we bade an emotional farewell to two of our long-time volunteers, the late Dr John Elliott and Mrs Ann Elizabeth Wee, both of whom passed away in December. Dr Elliott had delivered our 13<sup>th</sup> Singapore Children's Society Lecture on 12 October, in his last public appearance before his passing. We have included a tribute in this annual report to recognise the contributions of Dr Elliott and Mrs Wee over the last few decades.



In terms of finances, our total income in 2019 was \$21.4 million, 25.8% higher than the \$17.0 million in 2018. This is a good performance, especially when considered against the backdrop of a slower economy in Singapore. Our total expenditure was \$20.0 million, an increase of 16.2% over 2018. Going forward, we will continue to explore effective strategies while expanding relevant services to meet new demands from children, youth and families in need.

At our Singapore Children's Society Awards presentation ceremony in 2019, we were honoured to recognise 33 deserving volunteers and donors. I am grateful to President Halimah Yacob, who gave her valuable time to grace the occasion. My special thanks go to Mdm Rashidah Bte Abdul Rasip, our Ruth Wong Award recipient, for her contribution to our social service development over the years. I also wish to thank all the other Award recipients, whose support had certainly gone a long way in helping us through a tough year.

In conclusion, I would like to express my deep appreciation to the Executive Committee and Standing Committee members, as well as our staff members for their commitment and good work. I am also very thankful to our members, volunteers, donors and well-wishers for their support which saw us through another successful year. I look forward to working closely together with all of you even with the mounting challenges ahead.

**Mr Koh Choon Hui P/G**

**Chairman**

Singapore Children's Society



ABOUT US

HIGHLIGHTS OF THE YEAR 2019



MAR



▲ **1000 Enterprises and 1000 Philanthropists for Children-in-Need Appreciation Dinner**  
To thank the 1,757 companies and individuals who participated in the 1000 Enterprises for Children-in-Need (1000E) and 1000 Philanthropists (1000P) programmes, the Society held an appreciation dinner on 19 March at the Mandarin Orchard Singapore. Then-Deputy Prime Minister Mr Teo Chee Hean, who is also Coordinating Minister for National Security and Patron of the programmes, was the Guest-of-Honour. Mr Lim Chwee Kim was appointed as the newest 1000E and 1000P ambassador that evening.



▼ **Launch of 29<sup>th</sup> Project CABIN – Chillbox**  
The Society's 29<sup>th</sup> Project CABIN – Chillbox was launched by Senior Parliamentary Secretary for the Ministry of Social and Family Development and Ministry of Education, Assoc Prof Muhammad Faishal Ibrahim, at Meridian Secondary School on 6 April.

APR



MAY

▲ **Launch of Jun and the Octopus**  
A picture book, Jun and the Octopus, was published and launched on 29 May. This book aims to help parents and educators broach the topic of preventing child sexual abuse with children.



▼ **Singapore Children's Society Awards**  
A total of 33 donors and volunteers were recognised for their contributions at the Singapore Children's Society Awards at Pan Pacific Singapore on 12 June. President Halimah Yacob was the Guest-of-Honour.

JUN



▲ **Mettle Challenge**  
RoundBox @ Children's Society held its annual charity fitness event on 22 June at the Singapore Sports Hub. The Challenge saw 634 beneficiaries and members of the public putting their fitness limits to the test while raising funds for the Society. Guest-of-Honour was Minister for Social and Family Development and Second Minister for National Development, Mr Desmond Lee.

▼ **Walk for Our Children**  
Over 3,000 participants joined the Society's annual fundraising event Walk for Our Children, held on 28 July at Palawan Green, Sentosa. Guest-of-Honour was Speaker of Parliament Mr Tan Chuan-Jin who launched the 3-km walkathon themed 'Happy Factory'.

JUL



AUG

▲ **Free Market Family Fiesta**  
The Free Market Family Fiesta, organised by Yishun Family Service @ Children's Society, was held on 24 August at the Chong Pang Community Club. Over 250 beneficiaries came with their families to select from items donated by well-wishers. Fringe activities and games that were organised by PCF Sparkletots Preschool (Toa Payoh) and ActiveSG (Yishun) kept the young and old equally entertained through the morning.



▼ **Student Care @ Children's Society's 40<sup>th</sup> Anniversary Celebration**

On 5 October, Student Care @ Children's Society celebrated its 40<sup>th</sup> anniversary at its Bukit Merah centre, and took its guests, including staff, current students and alumni, on a trip down memory lane.



**OCT**



▲ **4<sup>th</sup> ASEAN Rural Development and Poverty Eradication Leadership Award**

We were presented the 4<sup>th</sup> ASEAN Rural Development and Poverty Eradication Leadership Award at a ceremony held on 8 October in Nay Pyi Taw, Myanmar. The Award is presented to non-governmental organisations and private sector organisations from each ASEAN Member State for their outstanding contributions to rural or community development, and poverty eradication in their respective countries.

▼ **13<sup>th</sup> Singapore Children's Society Lecture**

The late Dr John Elliott, a member of Children's Society's Research and Advocacy Standing Committee and advisor to the Research Committee, took to the podium at the Singapore Management University on 12 October. He delivered a lecture titled 'Parenting: Does one size fit all?' before an audience of close to 200.



▲ **Tribute to Volunteers**

In appreciation of the Society's volunteers' hard work and dedication, they were treated to a sumptuous buffet brunch followed by a screening of 'Maleficent: Mistress of Evil' at Golden Village VivoCity on 19 October.

▼ **Tinkle Friend Turns 35**

We celebrated Tinkle Friend's 35<sup>th</sup> birthday in November. A special edition of BUZZ e-newsletter was published on our Tinkle Friend website, documenting the service's various milestones and achievements. A copy of this e-newsletter and a thank you card were sent to our past and present Tinkle Friend volunteers, as our way of conveying our heartfelt appreciation to them.

**NOV**



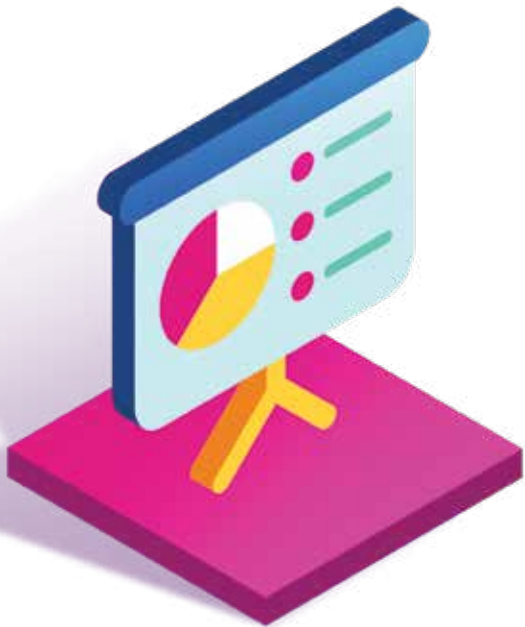
▼ **Charity Gala Dinner**

The Charity Gala Dinner took place on 22 November at the Shangri-La Hotel, Singapore. President Halimah Yacob was the Guest-of-Honour. The theme was 'Opening Minds, Changing Lives'.



▲ **Strategic Planning Meeting**

Staff members and the Society's Executive Committee members convened at the PARKROYAL on Beach Road on 16 November to discuss and formulate the Society's strategic plans for the next three years. The strategic plans will be circulated and communicated to our Committee and staff members in a Townhall Meeting in 2020.





Singapore Children's Forum

On 30 November, we held the 4<sup>th</sup> Singapore Children's Forum titled 'Why is it sometimes not fair?' at the Singapore Management University, where 194 people participated. The forum was graced by Assoc Prof Muhammad Faishal Ibrahim, Senior Parliamentary Secretary for the Ministry of Social and Family Development and Ministry of Education. Attendees delved into the world of 25 children and youth who shared their perception of what unfairness and inequality look like, as depicted in a film that was specially produced for this forum entitled 'INequality'. The forum concluded with an interactive discussion between the attendees and five distinguished guest panellists from the education, government and social service sectors regarding the film and issues pertaining to inequality.

NOV



DEC

Charity Transparency Awards

In recognition of the Society's transparency and disclosure efforts, we were awarded the Charity Transparency Awards 2019 on 3 December by the Charity Council.

Tribute to Dr John Elliott and Mrs Ann Elizabeth Wee

2019 saw the passing of two of our dear volunteers:

Dr John Elliott was a respected psychologist, and had served in various committees such as the Executive Committee, Research and Advocacy Standing Committee and Social Work Service Standing Committee from 1974 to 2018. He helmed the Research Committee for close to 20 years, and guided the Research Unit through many studies which contributed to local understanding of issues such as child abuse and neglect. He was also the speaker at the 13<sup>th</sup> Singapore Children's Society Lecture where he shared his insights about parenting.

Mrs Wee was the founding mother of social work in Singapore, and had served in the Society's Executive Committee, Social Work Service Standing Committee and the now-defunct Adoption Sub-Committee from 1963 to 1979. She shared her keen observations of families during the 2<sup>nd</sup> Singapore Children's Society Lecture and was an ardent supporter of the series.

We appreciate their guidance and friendship. They will be dearly missed.



Long-time contributors: Both Mrs Ann Wee and Dr John Elliott at the 2<sup>nd</sup> Singapore Children's Society Lecture in 2008, when Mrs Wee was the speaker and Dr Elliott the moderator.

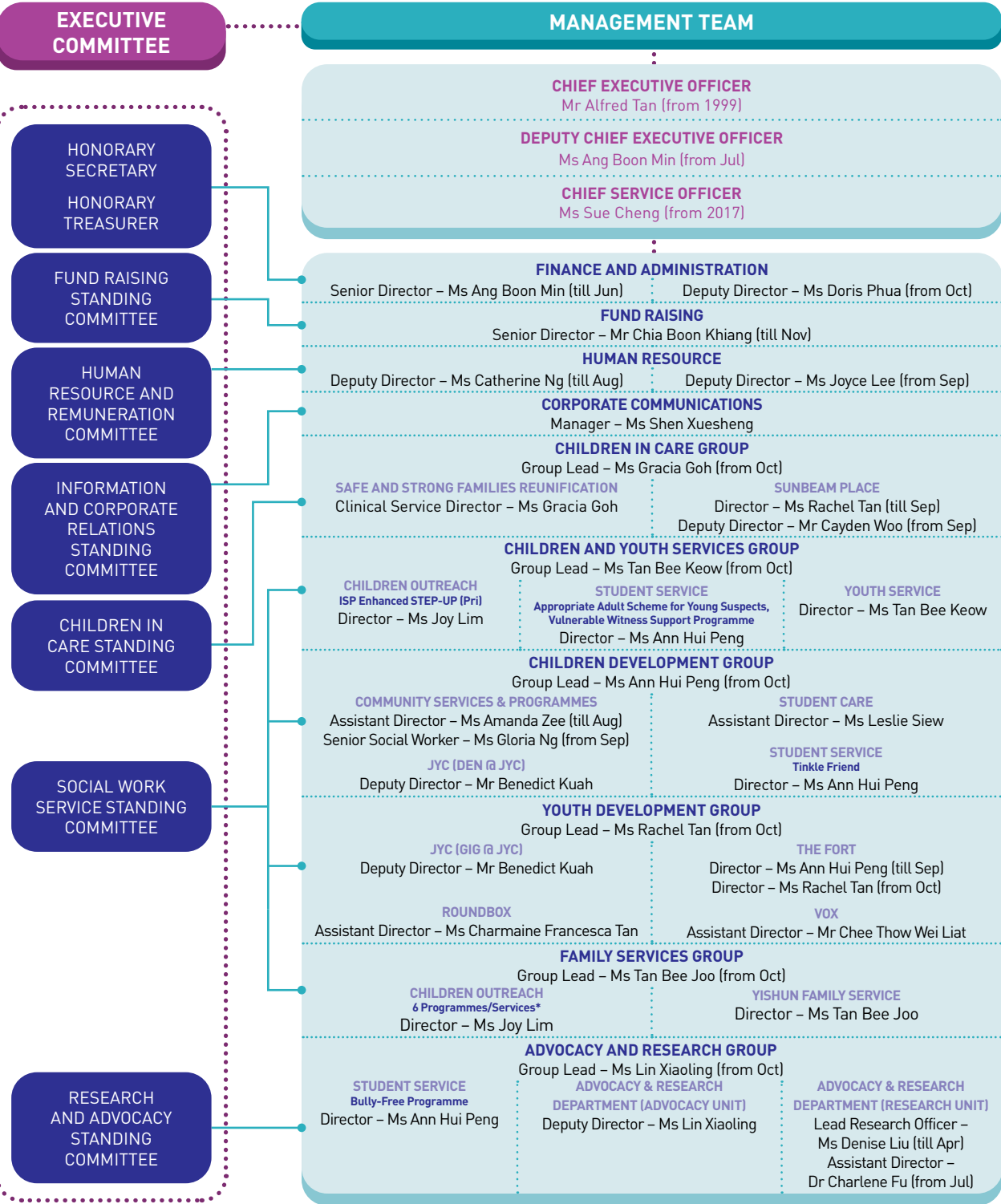
ABOUT US

ORGANISATION CHART



ABOUT US

ORGANISATION CHART For 2019



\*Compulsory Education Casework, Pre-school Outreach, Project LADDER, Project Light, Project Relate, Yellow Brick Road

ABOUT US

CHAIRPERSONS OF SINGAPORE CHILDREN'S SOCIETY

For over 60 years, we have been privileged to have highly dedicated professionals and civic-minded citizens heading Singapore Children's Society.

CHAIRPERSON	YEARS SERVED
Mrs K M Smyth	1952 – 1954
Dr Gopal Haridas	1954 – 1956
Prof E S Monteiro	1956 – 1961
Mr J E Lloyd	1961 – 1963
Prof Wong Hock Boon	1963 – 1965
Mr Francis Thomas	1965 – 1970
Dr M G John	1970 – 1973
Dr Koh Eng Kheng	1973 – 1978
Mr Koh Choon Hui	1978 – Current

NATIONAL DAY AWARDS RECIPIENTS

The following members of our Society were honoured by the Singapore Government for their significant contribution to social service.

**The Meritorious Service Medal (Pingat Jasa Gemilang)**

2011 Mr Koh Choon Hui

**The Public Service Star (Bintang Bakti Masyarakat)**

1985 Dr Koh Eng Kheng  
1991 Mr Koh Choon Hui  
1992 Mr Peter Joe Chia  
1994 Ms Susan Verghese  
1995 Dr Lim Hwee Leng  
1997 Mr S C Lim  
1997 Dr Ngiam Tee Liang  
2001 Dr Stephanie Leonard  
2002 Mr Gwee Lian Kheng  
2009 Mrs Mae-Lim Hoon Ann  
2010 Prof Ho Lai Yun  
2017 Assoc Prof Teng Su Ching  
2019 Mr Alex Lee Ka But

**The Public Service Star (Bar) Bintang Bakti Masyarakat (Lintang)**

1993 Dr Koh Eng Kheng  
2001 Mr Koh Choon Hui  
2007 Mr S C Lim  
2011 Mr Peter Joe Chia

**The Public Service Medal (Pingat Bakti Masyarakat)**

1980 Dr Koh Eng Kheng  
1984 Mr Koh Choon Hui  
1984 Mr Peter Joe Chia  
1985 Ms Susan Verghese  
1986 Dr Lim Hwee Leng  
1986 Mr S C Lim  
1987 Mr Safdar A Husain  
1988 Mr Leslie Yong  
1989 Dr Stephanie Leonard  
1991 Dr Ngiam Tee Liang  
1994 Mr Gwee Lian Kheng  
1996 Mrs Mae-Lim Hoon Ann  
1999 Mr Yeo Khee Gee  
2000 Mr Yew Hang Meng  
2003 Assoc Prof Teng Su Ching  
2006 Prof Ho Lai Yun  
2007 Assoc Prof John Elliott  
2013 Mr Alex Lee Ka But





ABOUT US

COMMITTEE MEMBERS  
2019/2020

Name	Executive	Children In Care	Fund Raising	Information and Corporate Relations	Research and Advocacy	Social Work Service	Audit and Risk	Awards	Crisis Management	Investment	Human Resource and Remuneration
Mr Koh Choon Hui <sup>1</sup> <i>P/G</i>	Chairman (since 1978) [Executive Committee member since 1975]								Chairman	Member	Chairman
Prof Ho Lai Yun <i>BBM, JP</i>	Vice Chairman (since 2002) [Executive Committee member since 1989]	Advisor			Chairman			Chairman	Vice Chairman		Member
Mr Alex Lee Ka But <i>BBM, JP</i>	Vice Chairman (since 2019) [Executive Committee member since 1999]	Chairman			Member	Advisor		Member	Member		Member
Assoc Prof Cuthbert Teo Eng Swee <sup>2</sup> <i>PPA(G)</i>	Honorary Secretary (since 2015) [Executive Committee member since 2005]				Member*	Member		Member	Member	Member	Member
Ms Theresa Sim May Ling <sup>3</sup>	Honorary Treasurer (since 2019) [Executive Committee member since 2011]							Member (from May)		Member	Member
Mrs Maria Shiu-Siu Lai Yee	Honorary Asst Secretary (since 2014) [Executive Committee member since 2014]				Member <sup>4</sup>						
Mr David Toh Seng Hong	Honorary Asst Treasurer (since 2019) [Executive Committee member since 2019]					Member (from Apr)					
Mr Ho Lon Gee	Member (since 2008)							Member (till Apr)		Chairman	
Assoc Prof Isabella Wong Yuen-Fun	Member (since 2018)				Member	Member					
Mr Kurt Wee Chorng Kien <i>JP</i>	Member (since 2007)		Chairman					Member	Member	Member	Member
Assoc Prof Lim Lee Ching	Member (since 2013)			Chairman	Member			Member	Member		Member
Mdm Rashidah Bte Abdul Rasip <i>PPA(P)</i>	Member (since 2011)					Vice Chairman					
Mr Ronald Liew Wing Kong	Member (since 2018)		Member								
Capt Suresh Menon	Member (since 2016)	Vice Chairman									
Ms Tan Khiaw Ngoh <i>JP</i>	Member (since 2015)					Chairman	Chairman (from May)	Member	Member		Member
Dr Lena Lee Siow Ling	Co-opted Member (since 2018)	Member		Vice Chairman							
Ms Koh Hui-Jian	Nominated Member (since 2018)	Member									
Dr Quah Saw Han	Nominated Member (since 2019)				Member (from May)*						
Dr Tan Seok Hui	Nominated Member (since 2018)				Vice Chairman (Research Committee Chairman)						

<sup>1</sup> Mr Koh Choon Hui is a Company Director.  
<sup>2</sup> Assoc Prof Cuthbert Teo Eng Swee is a Senior Consultant and gazetted forensic pathologist at the Forensic Medicine Division, Health Sciences Authority.  
<sup>3</sup> Ms Theresa Sim May Ling is an Assurance Partner and a member of the Leadership Team of PwC Singapore. In addition, she assumes the role of Digital Innovation Leader, Chief Financial Controller and Operations Leader.  
<sup>4</sup> Mrs Maria Shiu-Siu Lai Yee was also a member of the Research Committee and she stepped down in May 2019.

Name	Children In Care	Fund Raising	Information and Corporate Relations	Research and Advocacy	Social Work Service	Audit and Risk	Investment
Dr Agnes Chang Shook Cheong					Advisor <sup>5</sup> (from May)		
Dr Alfred Choi Siu Kay					Member		
Ms Alice Chua Siow Poh						Member (till Apr)	
Dr Alice Seng Seok Hoon			Member		Member		
Mr Alvin Yapp		Member					
Ms Anna Irene Wong-Yeow					Member		
Mr Brendon Yeo		Member					
Dr Chan Chee Hoe	Member						
Mr Chan Eng Thai	Member						
Ms Chang Rui Hua			Member				
Dr Cheung Hoi Shan				*			
Dr Chung You Jin					Member		
Assoc Prof Daniel Fung Shuen Sheng <i>PPA(G)</i>				Member*			
Capt David Eliathamby	Member						
Ms Doreen Chew Wai Yin				Member (from May)			
Mr Gwee Lian Kheng <i>BBM</i>							Member
Mr Harry Chua Chin Nam						Member	
Dr John Elliott <sup>6</sup> <i>PBM</i>				Member*			
Dr Justin Lee				*			
Dr Kevin Koh Tse-Chung	Member						
Mr Koh Beng Liang			Member				
DAC Koh Tee Meng				Member			
Mr Koh Yeong-Kheng		Member					
Dr Lee Jee Mui		Member					
Ms Lee Kwai Sem	Member (from Nov)				Member (from Jun)		
Mr Lee Nian Tjoe			Member				
Mr Lim Chun Shuang		Member					
Dr Lim Hwee Leng	Advisor						
Mrs Mae-Lim Hoon Ann <i>BBM</i>	Member			Member			
Mr Max Goh Way Siong		Member (from Jul)					
Asst Prof Michelle Chiang			Observer				
Mr Mohd Khairunan Bin Ali <i>PPA(G)</i>	Member						
Dr Neera Gupta		Member					
Mr Ning de Guzman			Member				
Dr Ong Bee Ping <i>PPA</i>	Advisor						
Mrs Pek-Quek Swee Hee	Member						
Mr Philip Tan Seng Leong <i>BBM</i>						Member	
Prof Phua Kong Boo	Advisor			Member			
Dr Regina Lee Wan Peng			Member				
Dr Selina Tang				*			
Dr Stephanie Leonard <i>BBM</i>	Advisor						
Ms Susan Vergheze <i>BBM</i>		Member	Member				
Mr Thomas Ting		Member					
Dr Warren Lee Wei Rhen				Member			
Asst Prof Wernmei Yong Ade			Member				
Ms Wong Sian Jing						Member (from Jun)	
Capt Yang Siew	Observer						
Ms Yap Bee Cheng	Advisor						
Mr Yeo Khee Gee <i>PBM</i>	Member		Member				
Mr Yew Hang Meng <i>PBM</i>	Member	Member					

\* A member of the Research Committee.  
<sup>5</sup> Dr Agnes Chang Shook Cheong was a member of the Social Work Service Standing Committee till April 2019.  
<sup>6</sup> Dr John Elliott passed away in Dec 2019.



## OUR WORK

In 2019,

**66,966 children, youth and families**

benefited from our comprehensive range of programmes and services aimed at addressing different needs which are offered by our

**12 service centres islandwide**

that are grouped as follows:

- |                               |                        |                         |
|-------------------------------|------------------------|-------------------------|
| • Children In Care            | • Children Development | • Family Services       |
| • Children and Youth Services | • Youth Development    | • Advocacy and Research |

The service centres are grouped to optimise our resources while we achieve better synergy and better articulation of outcomes.





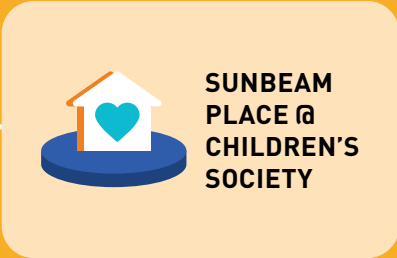
SERVICE CATEGORY 1

VULNERABLE CHILDREN AND YOUTH



To protect children and youth who are abused and/or severely neglected

224  
beneficiaries reached by the  
Children In Care Group



OUR OUTCOMES:



Vulnerable children are cared for in safe and stable care



Child recovery and well-being are promoted through trauma-informed care



Families in transition are supported and empowered to provide safe care for the children

24/7 Residential Care

Children's Society operates a residential care service for children who have been abused, severely neglected, or face severe family crises. Sunbeam Place @ Children's Society is a gazetted place of safety that provides care and protection for some of these children in Singapore, outside their homes.

To name a few 2019 highlights, Singapore Pools arranged for the residents of Sunbeam Place to mingle with President Halimah Yacob over a Picnic@Istana, while Pavilion Energy treated the residents to an exclusive tour of the French aircraft carrier Charles de Gaulle when it was berthed at Changi Naval Base. The ultimate treat for Sunbeam Place residents was a visit to D'Resort @ Downtown East with staff members for the year-end Home Retreat.



Casework and Counselling

Sunbeam Place provides not just a physical Home for children and youth in need of care and protection, but also a range of services to help our residents recover from their trauma, learn positive values and develop life skills. Our caseworkers work closely with the families of our residents, and along with community partners, provide case management and therapeutic support for our 56 children and youth who resided in Sunbeam Place in 2019.



Intensive Home-based Coaching

Going beyond helping our residents in Sunbeam Place, SSFR @ Children's Society was set up to help more children in foster care and other Children's Homes. Spearheaded by the Ministry of Social and Family Development (MSF), Safe and Strong Families Reunification (SSFR), is a child-centric, family focused service that collaborates with birth families facing complex challenges, so children placed in out-of-home care can be reunified in a safe and timely manner.

SSFR provides intensive home-based coaching to enhance parenting skills, strengthen parent-child attachment, improve family functioning and provide emotional support for the children and families. Using evidence-based assessment tools and intervention approaches, SSFR collaborated with a total of 63 children, youth and family members in 2019, to promote safe care, trauma recovery and the child's best interests, within the home environment.

**We are very happy that our family can be together again. My children are my everything. Thank you for helping me to bring them back home.**

*A mother of 10, thanking staff members from SSFR @ Children's Society, Ms Serene Jit Kaur, Senior Counsellor, and Ms Ng Ying Xuan, Social Worker*



Psychological Interventions

Functional Family Therapy is a short-term therapeutic intervention designed to promote family functioning by decreasing negativity and blame, instilling hope and facilitating family bonding.

Trauma-focused Cognitive Behavioural Therapy (TF-CBT) is a therapeutic intervention designed to help children, adolescents and their parents overcome the negative effects of traumatic experiences. With support from their parents, children and adolescents develop skills to better process emotions and thoughts related to traumatic experiences. Both psychological interventions are extended to suitable beneficiaries in SSFR and Sunbeam Place.

Family Bonding Activities

Sunbeam Place prioritises maintaining the connection between residents and their families on an ongoing basis. In 2019, the Home further organised several annual events that gathered all our residents and their loved ones. Parents witnessed their children's budding talents in singing and dancing at our annual SBP Talent Showcase, held at Keat Hong Community Club. Families and Sunbeam Place alumni also joined our residents in playing their hearts out at our annual Children's Day Carnival, while applauding some who received Good Progress Awards in their studies.

In September 2019, SSFR organised its inaugural Ohana Day. Recognising that a strong support network is key to successful and enduring family reunification, this event offered families an opportunity to strengthen bonds, rekindle connections and discover new allies in their reunification journey. From interactive games like building a 'house' together to watching a play 'Three Little Pandas', Ohana Day participants identified their strengths and learned about their conflict resolution styles. They also developed effective ways to communicate with one another.



SERVICE CATEGORY 2

CHILDREN AND YOUTH SERVICES



To support, nurture and inspire our children and youth

17,671 beneficiaries reached by the

Children and Youth Services Group

Children Development Group

Youth Development Group



CHILDREN OUTREACH @ CHILDREN'S SOCIETY

ISP Enhanced STEP-UP (Pri)



STUDENT SERVICE @ CHILDREN'S SOCIETY

Appropriate Adult Scheme for Young Suspects, Vulnerable Witness Support Programme



YOUTH SERVICE @ CHILDREN'S SOCIETY



COMMUNITY SERVICES & PROGRAMMES @ CHILDREN'S SOCIETY



JYC @ CHILDREN'S SOCIETY (DEN @ JYC)



STUDENT CARE @ CHILDREN'S SOCIETY



STUDENT SERVICE @ CHILDREN'S SOCIETY

Tinkle Friend



JYC @ CHILDREN'S SOCIETY (GIG @ JYC)



ROUNDBOX @ CHILDREN'S SOCIETY



THE FORT @ CHILDREN'S SOCIETY



VOX @ CHILDREN'S SOCIETY



OUR OUTCOMES:



Beyond Parental Control (BPC) complaints are right-sited through screening



To support families placed under the BPC system and prevent the youth from re-entering the Court system



Reoffending is reduced through Integrated Service Provider (ISP) work



School absenteeism is reduced and children and young persons are engaged in prosocial activities through ISP Enhanced STEP-UP work



Support is available to children and young persons in times of distress



Children's social and emotional well-being are strengthened through participation of centre's programmes



Children are supported in their cognitive, emotional and social development



Children's needs are reduced at exit from our Student Care Centre



Children and family are supported in their family functioning



Positive development in children in the areas of competence, confidence, connection, caring and character



Risky/harmful behaviour in children are prevented or reduced



Children feel supported at the end of Tinkle Friend call or chat



Positive development in youth in the areas of competence, confidence, connection, caring and character



Risky/harmful behaviour in youth are prevented or reduced

SERVICE CATEGORY 2

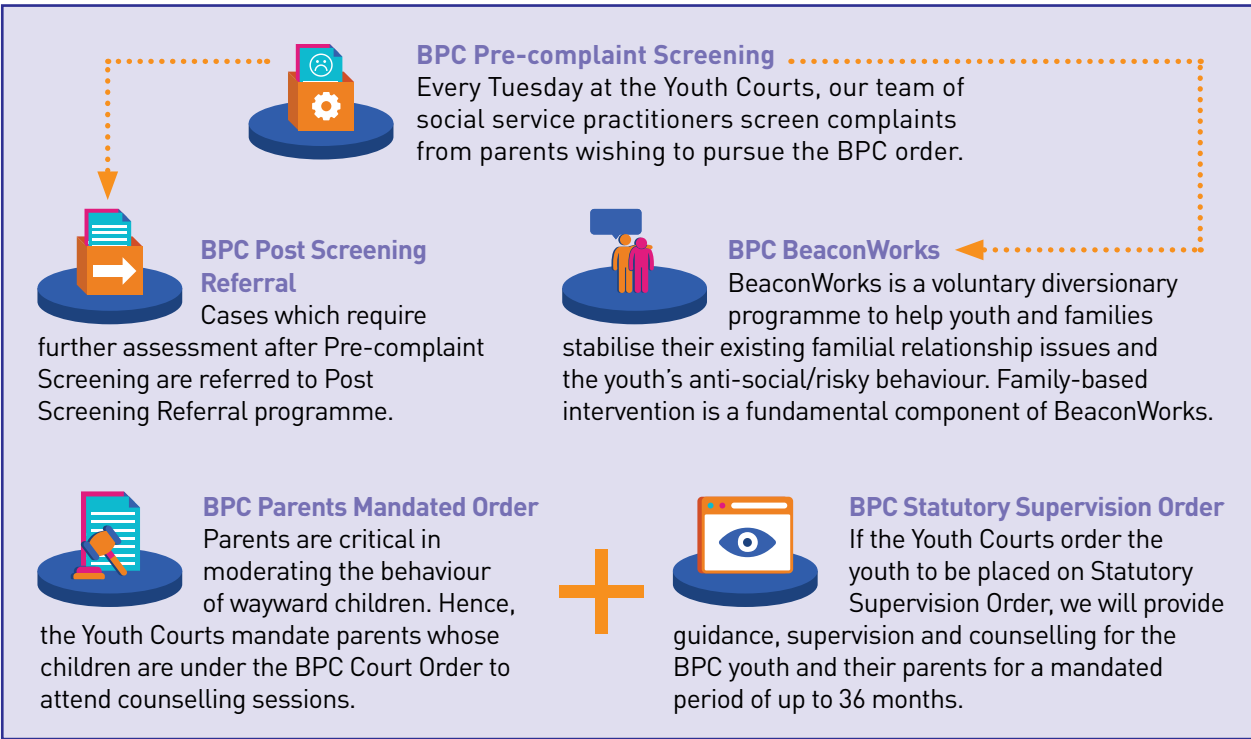
Children and Youth Services Group

2,633 beneficiaries reached

The following programmes and services were carried out by the centres in the Children and Youth Services Group.

Beyond Parental Control

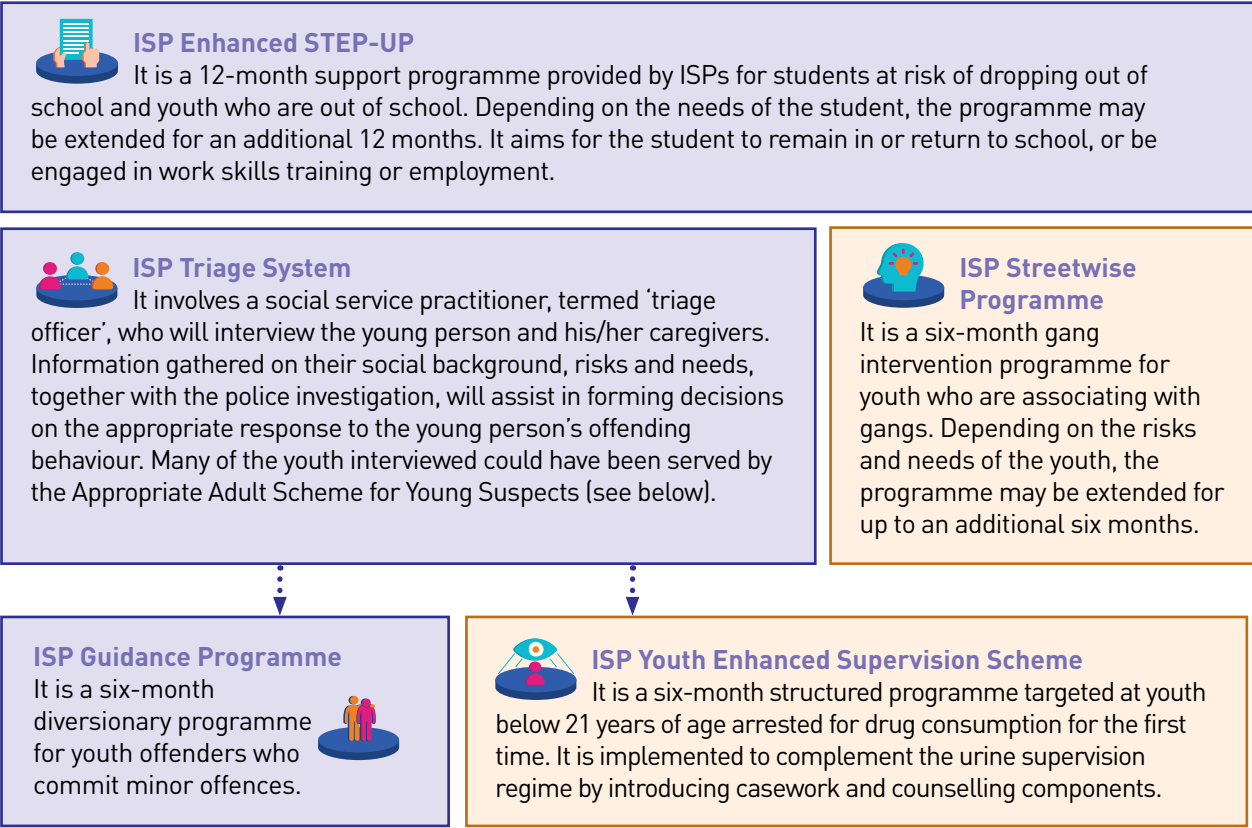
Under Section 50 of the Children and Young Persons Act (CYPA), a parent or guardian can apply to the Youth Courts for a Beyond Parental Control (BPC) Order to be made against their uncontrollable child. Before the complaint is sworn, the parent and child will be attended to by a social service practitioner from Singapore Children's Society who will try to resolve the matter without the intervention of the Courts.



The above process shows only the Society's involvement in the BPC system. There are other alternatives which are not reflected here as these are not within the purview of the Society. Following the amendments to the CYPA, Beyond Parental Control Order is renamed Family Guidance Order in May 2020 to reflect families' responsibilities in guiding children.

Integrated Service Provider

From 1 April 2018, the MSF revamped the provision of services to young offenders and at-risk youth to be centralised at nine social service agencies called Integrated Service Providers (ISP). We are the appointed ISP for region 1 where we serve residents in the Bishan, Toa Payoh, Novena, Rochor/Kallang, Central and Bukit Merah areas. We provide 3 core and 2 specialised programmes.



The above process shows only the Society's involvement in the ISP system. There are other alternatives which are not reflected here as these are not within the purview of the Society.

Appropriate Adult Scheme for Young Suspects

The Appropriate Adult Scheme for Young Suspects (AAYS) trains staff members and volunteers, and matches them to support young persons aged between 7 and 16 who need to attend law enforcement interviews. The scheme achieved full national implementation status in October 2019. We have been gearing up by enhancing our volunteer trainings so that we are able to support more children and young persons following the amendments to the CYPA, which includes raising the minimum age of criminal responsibility to 10, and extending care, protection, supervision and rehabilitation to young persons aged below 18. We now have over 500 Appropriate Adult volunteers in the scheme.

Vulnerable Witness Support Programme

Child witnesses and victims of crime may experience high levels of stress and anxiety when attending court hearings. These children are supported by staff members and volunteers under the Vulnerable Witness Support Programme (VWSP). In October 2019, the State Courts once again awarded Singapore Children's Society a certificate of appreciation, as a show of recognition for our contribution in supporting the vulnerable children.



SERVICE CATEGORY 2

Children Development Group

9,063 beneficiaries reached

The following programmes and services were carried out by the centres in the Children Development Group.

**Spark**  
It encompasses programmes and activities that involve intentional engagement and development of our children. It is facilitated through interest groups, camps, friendly matches and performances at various in-house and public events.



**KidzBEAM**  
It is a programme that aims to enhance social-emotional competencies in children aged 7 to 8. Domains of learning include identifying feelings, self-management, perspective-taking, problem-solving and making friends.

**Choo Choo Train**  
It is a programme that inculcates moral values in children aged 5 and 6. The eight moral values are Respect, Honesty, Responsibility, Compassion, Considerateness, Courtesy, Kindness and Gratitude.

**Information and Referral Services**  
We provide assistance and support to children and caregivers by linking them up with relevant agencies and resources in the community.


**Storm Riders**  
It is a programme to help children from primary three to six who present difficulties with managing strong emotions to cope in a safe and healthy manner. They learn effective communication, emotional management and regulation techniques, as well as positive conflict resolution skills.





### KidzSHinE

It is a programme that aims to build children's resilience based on Ginsburg's theory of resilience. By equipping the children with the 7Cs (Confidence, Competence, Coping, Control, Character, Connection, Contribution), we hope it will encourage them to believe in themselves, build positive relationships with others and be an asset to the community that they live in.



**Dear KidzSHinE, you are doing a wonderful job! The children are learning so many things here! Thank you!**

*Mother of 13-year-old Lakshitaa Ravichandran, a participant of the KidzSHinE programme at Community Services & Programmes @ Children's Society*


#### Programme Evaluation

KidzSHinE was conducted at Shuqun Primary School and Meridian Primary School in 2019. Due to the small number of participants in each programme, statistical analysis was not possible. However, results showed that 83.3% of students from Shuqun Primary School and 75% of students from Meridian Primary School improved in their total scores in their knowledge and attitudes towards the 7Cs of resilience.

Students from Meridian Primary School had enjoyed a customised run of the programme. It allowed the students autonomy over the activities to further encourage their engagement throughout the programme, which aided in their learning and growth in resilience.

### Student Care: Afterschool Care Programme


Student Care provides afterschool caregiving support to primary school students. Our children can choose to do their homework or read during Study Time, and participate in games and activities through Outdoor Play. We conduct the Group Reading Programme that aims to cultivate an interest in reading amongst our children, and Number Ninja, a numeracy programme that aims to teach children basic mathematical concepts in a fun way. We also run character development activities that inculcate positive values in children based on the Promoting Alternative THinking Strategies (PATHS®) curriculum. Appropriate assistance and support are also provided by trained social service practitioners to children and their caregivers who are facing challenges in their daily lives.



#### Tinkle Friend

Tinkle Friend is a national toll-free helpline and chatline service for all primary school children in Singapore. It aims to provide support, advice and information to lonely and distressed children, especially in situations when their parents and caregivers are unavailable.

We reach out to children via assembly talks and distributing quarterly e-newsletter and publicity posters to schools. In 2019, we conducted 121 Tinkle Friend assembly talks.



Tinkle Friend - 1800 2744 788  
www.tinklefriend.sg

## SERVICE CATEGORY 2

### Youth Development Group


# 5,975

beneficiaries reached


The following programmes and services were carried out by the centres in the Youth Development Group.

#### Outreach


We reach out to the youth to share with them about our services through social media and the following outreach events.




HDB welcome party for new residents at Spring Haven and Jurong Spring Children's Day Amazing Race, and street outreach in the neighbourhood




RoundBox Day for youth to showcase their skills and creativity to members of the public and community partners



Open House for residents to visit in conjunction with Radin Mas Community Club's official opening



Uniqlo Clothes Distribution Drive, E-sports Tournament, and Music Fest for youth to showcase their musical talents such as singing and dancing



#### Reach

Reach is a platform in the centres that allows members to drop in at the centre to use our facilities and receive guidance and mentorship from the staff members. We also engage in conversations with the youth to do assessments in a non-intrusive manner. Areas assessed include family relationships, school functioning, individual strengths and mental health status.

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Programmes and Services

We conduct programmes and services with the intention of engaging and developing our youth. The following are the various interest-based platforms the youth can participate in.

Spark

It encompasses programmes and activities that involve intentional engagement and development of our youth. It is facilitated through interest groups, camps, friendly matches and performances at various in-house and public events.

QUEST

It is a structured youth-initiated sports and arts programme clinically designed for therapeutic intervention. The band under this programme, The Stone Doves, had the opportunity to perform at events such as Walk for Our Children 2019 and the Singapore Youth Award 2019 at the Istana.



PEAK

It is a leadership and mentorship programme designed to empower potential youth leaders and enhance their skills while giving back to the community.

Forte

It is a programme designed to develop youths' interests into competencies. The two interest-based Forte programmes conducted in 2019 are sepak takraw and football.



**Before joining The Fort, I will feel bored and would not know what to do after school. After I joined The Fort, I spent my time more meaningfully such as participating in sepak takraw trainings.**

*Adlynn, a 14-year-old youth member at The Fort @ Children's Society*



Fortress

It is a programme designed to promote connection and caring among peers through interest-based and youth-initiated activities such as outings, the arts and cooking.

Fortitude

It is a programme designed to develop character, cultivate pro-social behaviour, and increase resiliency through group work or workshops.

Project Vantage and Project Vessel

Project Vantage and Project Vessel are platforms for youth to launch interest groups and community giveback projects respectively. We will then use these platforms to promote positive youth development through a mixture of incidental learning and structured group work. One such programme is the K-Pop programme, which aims to explore the theme of self-efficacy and interpersonal trust.

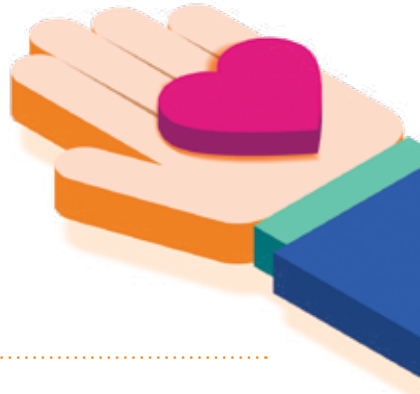
Programme Evaluation

A focus group discussion was conducted with participants to gather feedback about their experiences attending the K-Pop programme. Most of the youth indicated that the content covered in the programme was somewhat useful to them. The youth also particularly appreciated that attending the programme helped them bond as a dance group. However, they highlighted other areas for improvement, such as having the objectives of the sessions and activities be made more explicit. The youth also requested that facilitators incorporate input from the group about the content of the group work sessions. These suggestions will be taken into account in the planning of future programmes.

Project CABIN

Started in 1994, Project CABIN is a secondary school-based drop-in facility which encourages the development of character and life skills. Project CABINs provide a positive and conducive environment for youth after school hours. This programme allows us to reach out to the students more effectively as they spend the bulk of their time in school.

Besides being able to participate in fun-filled activities, the students also get to attend life skills workshops and training courses, and receive emotional support when they need it.



Casework and Counselling

Youth with presenting issues that require targeted intervention are helped via youth-centric casework and counselling in collaboration with family service centres, school counsellors, or other community partners.

Unique Events

Youth are encouraged to give back to the community through events that they help organise under the guidance and mentorship of staff members. Some of the events the youth centres organised are as follows:

Mettle Challenge

A fitness for good movement that leverages the strength of the community to use fitness to raise funds and awareness for the disadvantaged youth. The fundamental belief of the movement is that everyone and anyone can use their fitness to contribute to a good cause.

The Fort Community Giveback Day

Youth from The Fort @ Children's Society organised a Christmas party for the elderly at NTUC Health Senior Day Care.



**I felt good volunteering at the Senior Day Care as it is meaningful. Instead of just playing around during the school holidays, I had fun interacting with the seniors.**

*Iswandy, a 16-year-old youth member at The Fort @ Children's Society (in red)*

VOX Café

Youth were trained in customer service and food preparation so that they could run the VOX Café just like an actual food and beverage (F&B) outlet. This is a pilot programme that we hope can eventually be partnered with professional F&B companies to launch a social enterprise.



YouthGIG

JYC members organised a bonding day for tutors and tutees under Project T, a programme under the Youth Executive Committee of Jurong Spring Community Club. The activities planned included a trip to the Trick Eye Museum and penning of appreciation notes.



SERVICE CATEGORY 3

FAMILY SERVICES



To support and strengthen our families in need

3,333

beneficiaries reached by the Family Services Group



CHILDREN OUTREACH @ CHILDREN'S SOCIETY

6 Programmes/Services\*



YISHUN FAMILY SERVICE @ CHILDREN'S SOCIETY

OUR OUTCOMES:



Improved child well-being



Improved caregiver well-being



Improved family functioning

\*Compulsory Education Casework, Pre-school Outreach, Project LADDER, Project Light, Project Relate, Yellow Brick Road

Information and Referral Services

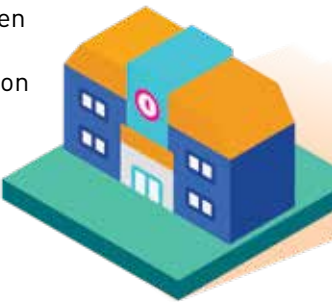
We engage families and individuals referred by community agencies and the various government ministries who are in need of services provided by us. Members of the public can also approach us for assistance.

Casework and Counselling

Casework and counselling service is provided to individuals and families in need. In 2019, we supported hundreds of families and individuals who were in distress, and faced issues such as financial difficulties, family violence, incarceration of a family member, schooling issues, parent-child relationship issues, and emotional and mental health issues. In addition to providing emotional support, we also work with the various stakeholders to assist these families to meet their needs while working with them to regain stability and independence.

Compulsory Education Casework

We work with children of primary school-going age to ensure that they are registered in a national primary school and attend school regularly. From 2019, in addition to helping children from mainstream schools, all children born after 1 January 2012 who have moderate-to-severe Special Education Needs will be required to regularly attend a Government-funded Special Education school, unless they are granted exemption from Compulsory Education.



Group Work

We work closely with many vulnerable, low-income families. Programmes are conducted with the aim of helping our beneficiaries achieve independence, stability and resilience.

Project Kindle

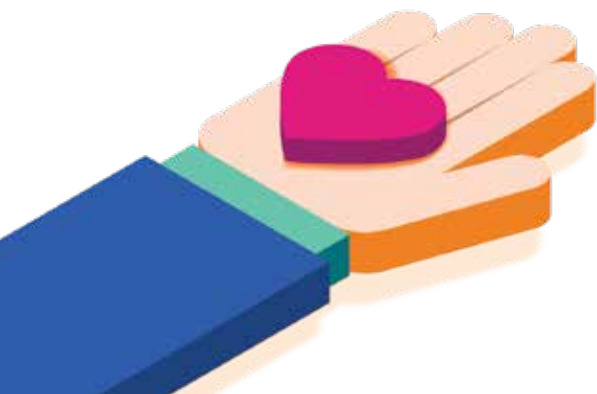
Project Kindle aims to motivate single mothers who are facing financial difficulties to improve their financial situation and equip them with the skills to do so. Mothers are equipped with skills and knowledge to improve their financial situation while developing close and supportive relationships with fellow participants in a safe and supportive environment. Bearing in mind their caregiving needs, our staff members deliver engaging workshops for their children while the mothers attend group work, thereby giving them respite and peace of mind.

Project Relate

Research has shown that incarceration affects not just the incarcerated individual but the family members as well, particularly the children. To mitigate the negative impact, we conduct parenting and coaching workshops for inmates to equip them with skills to communicate with their family members. At the same time, we reach out to the inmates' family members to encourage maintenance of communication during the period of incarceration.

Programme Evaluation

Our evaluation results for Project Relate showed that children's trust in their incarcerated parent, and their communication with their incarcerated parent, improved significantly by the end of the programme. At the same time, children felt significantly less alienated from their incarcerated parent as a result of attending the programme. This suggests that the project objective of maintaining or improving the relationships between incarcerated parents and children has been achieved.



Community Work

We harness community resources, and partner stakeholders, volunteers and residents to help individuals and families better support one another. Some of the programmes we organised in 2019 include Family Day, Children's Camp, Sunbeam Friends Club and Wondermummies.

Wondermummies is a platform that was started in May 2019 for mothers in Yishun to come together to increase community participation. With more friendships and connections formed amongst the community of mothers, social capital is built, thereby increasing the resilience of the mothers and the community. Utilising the Assets Based Community Development (ABCD) Approach, the process harnesses the community resources and strengths of the mothers to co-create experiences of sharing and supporting one another. The process seeks to empower the mothers and the Yishun community to recognise their strengths and resources to make things work.

 **I have very few friends. By coming here, I can get their views, opinions and suggestions on how I can handle my problems.**   
*A participant of Wondermummies*



Financial Assistance

We disburse funds to needy students and families who are in need of financial assistance.



**The Straits Times  
School Pocket Money Fund**  
**\$131,455**



**Casework Fund and  
other assistance**  
**\$74,049**



**Children's Medical Fund**  
**\$1,165,108**



Project LADDER

Project LADDER is a service provided to allow children aged 16 and below to maintain communication with their incarcerated parent through tele-visits at our centre in Bishan. The programme hopes to sustain and strengthen positive family relationships and connections during this challenging time. By engaging them, we also provide counselling and referrals to community and/or government agencies, as necessary.



Pre-school Outreach

We reach out to children from disadvantaged backgrounds, aged between 3 and 6, to facilitate their enrolment into a pre-school. We also support the family to ensure the child's regular school attendance.

Home2School, a collaboration with Ngee Ann Polytechnic's School of Humanities & Social Sciences, is a bridging programme that allows volunteers to impart literacy and numeracy skills to children aged 5 and 6 with little or no pre-school education. The programme helped a total of 17 children during the 2019 run which was successfully carried out between August and October 2019.



Project Light

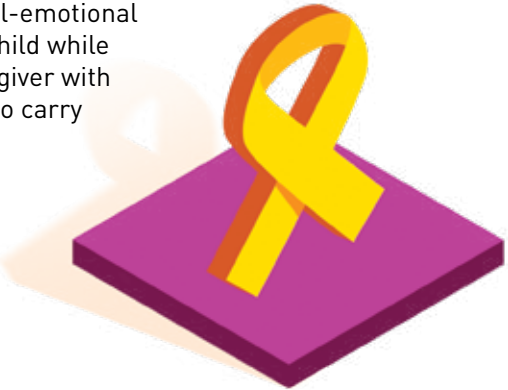
We support children aged 7 to 12 who have been affected by parental incarceration.

The programme aims to nurture their cognitive, social and emotional well-being through the provision of tuition, befriending, family bonding activities and holistic case management services.



Yellow Brick Road

In October 2019, we entered into a partnership with Yellow Ribbon Fund to continue our work of reaching out to primary school-going children with a parent in prison. Through the provision of casework and counselling, group work, tuition services and family bonding activities during this two-year programme, we focus on raising the cognitive and social-emotional well-being of the child while equipping the caregiver with appropriate skills to carry out their role.





SERVICE CATEGORY 4

RESEARCH AND  
ADVOCACY



To provide a voice for our children  
and their future

45,738  
beneficiaries reached by the  
Advocacy and Research Group



STUDENT  
SERVICE @  
CHILDREN'S  
SOCIETY

Bully-Free Programme



ADVOCACY &  
RESEARCH  
DEPARTMENT

OUR OUTCOMES:



Knowledge is increased among  
children, youth and stakeholders  
about bullying and how to respond  
appropriately



Create awareness and advocate for  
change on issues relating to the well-  
being of children, youth and families



Increase awareness on the prevention  
of child abuse and neglect through  
public education



Support centres to design/conduct  
programmes and services that are  
data-informed



Promote better understanding of  
issues relating to the well-being  
of children, youth and families by  
conducting research studies



Build a stronger research and advocacy  
culture within the organisation

Bully-Free Programme

The Bully-Free Programme aims to promote a safe and supportive culture in schools with a zero tolerance stand towards bullying. In addition, our work aims to raise awareness on the topic among children, youth, parents, teachers and social service practitioners through talks, workshops, camps, campaigns and roadshows.



KidzLive: I Can Protect Myself

KidzLive is an interactive programme which imparts body safety skills to pre-school aged children. It teaches children how to differentiate between appropriate and inappropriate actions, and to tell a trusted adult if someone behaves in sexually inappropriate ways.

It is equally important for caregivers of young children to be equipped with the strategies to empower children with body safety skills. Hence, we also reach out to early childhood educators through our teachers' training course, as well as parents and caregivers through our parents' talk.

In 2019, we started a parent-child programme to reach the wider public. This two-hour programme aims to create a conducive environment where children are able to learn about body safety and practice protective strategies and communication skills with their trusted adults.

Participation in a hackathon organised by PayPal also resulted in a mobile phone application that provides users with information on child sexual abuse prevention.

**The KidzLive: I Can Protect Myself programme has been very useful to introduce children to their own body parts, bad touches and good touches. This topic is something we as adults find hard to speak to our children about. With this hands-on and engaging programme, worry no further. Your children will learn a lot on how to protect themselves. The trainers are very engaging too!**

*An educator from the Preschool for Multiple Intelligences International*

Programme Evaluation

The goal of the Bully-Free ambassadors' camp is to empower and equip student leaders to manage bullying, and the evaluation outcomes suggest that the camps helped to boost students' confidence and preparedness in carrying out their Bully-Free ambassadors duties back at their respective schools. Specifically, there was a significant increase in participants' confidence and knowledge in coping with bullying, being an active bystander, and spreading bully-free messages. After attending the camp, participants also demonstrated significantly more knowledge in the steps that can be taken to reduce school bullying. This suggests that the goals of the programme have been achieved.



Launch of Jun and the Octopus, a Picture Book on Child Sexual Abuse Prevention

As an extension of our work on child sexual abuse prevention, we published a picture book titled Jun and the Octopus. Authored by Mr Goh Eck Kheng and illustrated by Ms Lim An-ling, this book has a distinct Asian folklore flavour, and is aimed to help kick-start meaningful conversations about body safety skills.

Sexual abuse is usually a topic that most adults find challenging to discuss with children. Stories like this are a powerful medium for children to learn about sexual abuse in an open and honest manner, in order to protect them from harm. With the publication of this book, we also participated in the Asian Festival of Children's Content in September. We were part of a panel that explored the theme of 'Dealing with Difficult Topics in Children's Literature'. We also conducted a workshop on how educators and caregivers can use reading resources to bring across body safety messages to young children.

Child Abuse and Neglect Prevention Talk

This introductory talk raises awareness on the four types of child abuse – physical, sexual, emotional and neglect. It equips caregivers with the skills to recognise the signs and symptoms of abuse, and to know how to handle suspected abuse concerns.

We were invited into the campuses of SEED Institute, Temasek Polytechnic and Ngee Ann Polytechnic and reached out to students pursuing their diploma in early childhood education.



Research Studies

Our Research Unit actively conducts research studies aimed at understanding important issues relating to the well-being of children and youth in Singapore. In 2019, we worked on nine studies, five of which are active, and four of which have been completed or are soon to be completed.

Academic Stress and Well-Being Among Primary School Children

Academic stress among children and youth in Singapore is often reported in the local media and through parents' anecdotes. Among youth, the main contributors of academic stress tend to be high expectations from parents, teachers, and students themselves. However, surprisingly little is known about what contributes to the academic stress experienced by younger children.

Such issues were highlighted by practitioners during a research retreat conducted by the team, and have thus contributed to our new study. This new study aims to examine if and how academic stress affects well-being among primary school children, and how we can protect children against the potential negative effects of academic stress.



Child-Centred Financial Aid

Low-income families may face challenges in providing for their children's schooling needs. These needs can be at least partially addressed by financial aid schemes such as The Straits Times School Pocket Money Fund and the Ministry of Education Financial Assistance Scheme. However, practitioners have highlighted some limitations in the disbursement of aid from these sources.

We embarked on a qualitative study to understand the experiences of children and families who are recipients of these financial aid schemes, with the goal of examining whether current financial aid schemes adequately support the needs of children from low-income families. Data collection began in November 2019.

Resilience Among Children From Low-Income Families

Poverty has been shown to have a significantly detrimental impact on children's ability to thrive. We recognise that by building resilience in children from low-income families, we can help more children succeed in spite of the challenging circumstances that they grow up in. Therefore, this study examined the impact of risk factors such as poverty and abuse on child outcomes, and the protective factors that can buffer the impact of these risk factors on child outcomes.

Data was collected from December 2017 to March 2019. We found that specific types of social support and parental involvement reduced negative outcomes such as behavioural problems. Our findings were shared with practitioners from our service centres and other social service agencies who referred participants to our study. We also presented these findings at several conferences including the Singapore Mental Health Conference in January 2019, Singapore's inaugural Child Trauma Conference in April 2019, and the Social Work Research Network Meeting in October 2019.



Bullying Among Primary School Students

Children's experience of bullying can be detrimental to their well-being. With the goal of safeguarding child well-being in mind, we collaborated with Yale-NUS College and the National Institute of Education to study the relationship between bullying and primary schoolers' psychological adjustment and well-being. We also examined if parent-child attachment or friendship quality can act as protective factors for children to reduce the negative impact of bullying on child outcomes. Data collection concluded in 2019 and analyses are currently in progress.

Public and Professional Perceptions of Child Abuse and Neglect

In 2019, the study examining public and professional perceptions of child abuse and neglect was coming to a close. Through this study, we answered three main questions:

- 1 What are the differences in public perceptions towards potentially abusive or neglectful behaviours between 1994 and 2010?
- 2 What are the differences in professionals' perceptions to these behaviours between 1997 and 2011?
- 3 What are the differences in perceptions of these behaviours across public and professional groups?

Findings from the study have been presented at nine local and international platforms. Local platforms include the Social and Family Research Network forum and the Social Service Institute, whereas international platforms include academic conferences and symposiums with ASEAN leaders.





Other Studies

There are also several studies that have been completed or are in the final stages of study closure in 2019. These include:



Compulsory Education Casework Review

While primary school education is compulsory in Singapore, there remains a small number of children who do not attend school regularly. Since 2003, Singapore Children's Society has been working with this group of beneficiaries. We conducted a study to examine if our interventions have contributed to child outcomes. Findings showed that our interventions helped children achieve better outcomes, such as sitting for and passing the Primary School Leaving Examination. This study will soon be completed and a technical report is being prepared. Our findings have also been previously presented at an international academic conference.



Contact with Inmates Study

When a family member is incarcerated, maintaining regular and healthy contact can be very challenging. This study was therefore conducted to understand the experiences of families who rely on the types of contact available to them, such as prison visits and letter-writing. Findings from this study have been previously shared with the Singapore Prison Service's research team, and have been shared with the public in the February 2019 issue of Research Bites. Final preparations are ongoing for our findings to be submitted for journal publication and to be presented at upcoming conferences.



Impact of the Cyber Environment on Adolescents

This study was closed in 2019, with the successful publication of the study findings in the peer-reviewed academic journal, School Mental Health. This study began in 2014 as a collaboration with the Institute of Mental Health. The research aim was to examine the prevalence and impact of different types of bullying on adolescents' well-being. Findings indicate that although face-to-face bullying (known as traditional bullying) is more prevalent than cyberbullying, many adolescents experience both types of bullying simultaneously. Previously, the findings from this study have been shared with personnel from the Ministry of Education's Educational Technology Division and Student Development Curriculum Division, and during the National Committee on Youth Guidance and Rehabilitation Meeting. The findings from this study have informed our Bully-Free Programme, and a technical report on the study is currently being prepared.



The Infancy Study

This study was completed in 2019, with the publication of our 12<sup>th</sup> Research Monograph. This study was launched in 2007 in collaboration with the KK Women's and Children's Hospital to understand how different caregiving arrangements contribute to mother-child attachment, child temperament and pre-schoolers' development. Findings from this study were shared with members of the public via a ParentTIPS post on social media, a study newsletter, and were presented in a sharing session with practitioners, and will continue to be shared at upcoming international conferences.

Singapore Children's Society Lecture

This is an annual platform for us to reach out to social service practitioners and members of the general public on issues pertaining to children, youth and families.

Coalition Report on the United Nations Convention on the Rights of the Child

As a signatory to the United Nations Convention on the Rights of the Child (UNCRC), Singapore underwent a periodic assessment for its performance in children's rights in May 2019. The comprehensive review spanned many thematic areas from protection and safety to education and even leisure. It also gave social service agencies an opportunity to formally participate in the process.

Together with Fei Yue Community Services and SHINE Children and Youth Services, we submitted a joint alternative report based on our ground observations and practice experience. The collective inputs contributed to a robust review and we look forward to working with stakeholders in the government and community to implement the recommendations.



Media Engagements

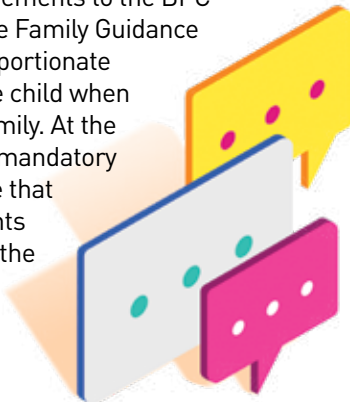
A large part of our advocacy work involves meaningfully engaging with the public, and one way to do this is through the media. In 2019, we penned several commentaries, forum letters and even recorded a podcast on a variety of topics such as inequality and child sexual abuse prevention.

Participation in Public Consultations Concerning Legislative Changes

We engaged in the public consultations and made formal submissions with key recommendations on the proposed amendments to the Penal Code and CYP.

Under the Penal Code, the term 'child abuse material' was adopted in place of 'child pornography' to reflect the harmful and exploitative nature of such content. Correspondingly, new offences relating to 'child abuse material' were introduced. The laws on online sexual grooming were also stiffened to reflect exploitative acts facilitated by technological developments.

With the CYP, some of the notable changes include extending the age limit to cover young persons below 18 as well as significant improvements to the BPC programme. To be renamed the Family Guidance Order, it will remove the disproportionate responsibility and blame on the child when there are breakdowns in the family. At the same time, the introduction of mandatory family interventions will ensure that support and guidance for parents and caregivers are available at the community level.



ParentTIPS

ParentTIPS is a topical parenting series on trends and research concerning children and youth that we started in 2019. Through this series posted on our social media platforms, we hope that parents and caregivers can pick up useful ideas and information on how to support their children's well-being and help them thrive. The data and findings that we share are gathered from what children have told us across our various service centres and programmes, generated from our own research studies, or informed by international research findings.

World Forum on Early Care and Education

Two of our staff members attended the World Forum in Macau from 7 to 12 April. One of them presented on the KidzLive programme and shared about our work in child sexual abuse prevention at a breakout session titled 'Building Resilience in Dire Circumstances'.



Asian Children's Summit

A youth delegate from JYC @ Children's Society was selected to represent the Society and Singapore at the inaugural Asian Children's Summit in Bangkok from 26 to 29 November. He was accompanied by a staff adult mentor from the centre. This summit was held to commemorate the 30<sup>th</sup> anniversary of the UNCRC and it was attended by 46 children and youth representatives from 21 Asian countries.



Programme Evaluation

Singapore Children's Society aims to deliver research-informed programmes. One way to achieve this is through programme evaluation, with the goal of ensuring good quality and effectiveness of the programmes that we deliver. Programme evaluation is therefore a collaborative effort undertaken by the Research Unit and the practitioners in the centres. As early as when programmes are designed, we begin the process of programme evaluation by considering how each programme can be best evaluated.

For some programmes, the goal of evaluation is to improve service delivery. To do this, we conduct

focus groups or interviews with participants after they attend the programme, to get their input on how the programme can be improved. For others, programme evaluation is to account for whether attendance in the programme has improved the participants' knowledge or outcomes. We design pre- and post-test measures to track the improvement on specific domains outlined by the programme objectives.

In 2019, the Research Unit supported the evaluation of 16 programmes. Some of the programme evaluation outcomes are highlighted throughout this annual report.

Research Bites

Established in 2017, Research Bites is our bi-annual research newsletter. This newsletter aims to make research findings more accessible to interested members of the public and professionals working with children, youth and families. To date, eight issues have been published. In 2019, we published articles related to the topics of what adverse childhood experiences children from low-income families face, infancy and caregiving arrangements, how to help children stay connected to their incarcerated parent, how to support children with attendance issues, and how to raise a kind and helpful child. There are now 2,300 subscribers to this publication.

Research Grant

To encourage local research on children, family, and youth, we provide Research Grants to support students conducting research in related topics who are completing their undergraduate or graduate education. In 2019, we received 17 applications, and awarded a total of \$11,515 to nine recipients, seven of whom were graduate students and two were undergraduate students.

OUR WORK

OUR SERVICE CENTRES



Children Outreach @ Children's Society

reaches out to children who are either not yet registered in a pre- or primary school or attending one regularly. We work collaboratively with schools and community partners to support these children and their families in addressing the barriers to school enrolment and/or regular school attendance. The Centre also reaches out to children affected by incarceration through the provision of tele-visit facilities, casework management, academic support and conducting programmes to encourage contact between the children and their incarcerated parents.

Community Services & Programmes @ Children's Society

provides preventive and developmental services for children aged between 5 and 12. It aims to promote children's social and emotional development to pre-empt them from engaging in at-risk behaviours, which may lead to social problems. Through programmes that are conducted in the community and the schools such as KidzBEAM, KidzSHinE, Storm Riders and Choo Choo Train, children learn through group activities that develop their social-emotional learning, resilience, ability to cope when angered and inculcate positive values.

JYC @ Children's Society

is a community drop-in centre which focuses on engaging children and youth meaningfully to develop their strengths, build their self-confidence and pre-empt a path of juvenile delinquency. Its key objective is to promote positive development in children and youth and reduce and prevent our children and youth from engaging in risky behaviours. The Centre reaches out to children and youth by providing them with a safe, friendly and non-judgemental environment, as well as by providing social-emotional education. Utilising the Developmental Assets Framework, the Centre focuses on building assets in children and youth. It reaches out to children aged 9 to 12 at DEN (Discover, Empower, Nurture) @ JYC and youth aged 13 to 18 at GIG (Gain, Inspire, Give) @ JYC. The Centre also runs school-based drop-in services through Project CABIN in secondary schools.

RoundBox @ Children's Society

is a youth drop-in centre that uses sports and art programmes to conduct clinical intervention to promote positive behaviours and reduce negative risk behaviours. The Centre's layout and facilities are designed to reach out to youth in a supportive and nurturing environment. Youth are also ingrained with positive character building values such as respect and responsibility, while developing skills and interests such as fitness, Brazilian Jujitsu and jam band. The Centre also provides platforms for youth to showcase their talents through performances and friendly competitions. Other events and programmes include cooking and performing for external events, community projects, leadership programmes and the Mettle Challenge movement. The Centre also runs school-based drop-in services through Project CABIN in secondary schools.



### SSFR @ Children's Society

helps children and young persons who have been placed in foster or institutional care to be reunified with their families, in a safe and timely manner. Family Functional Therapy is provided to further support some of these families in rebuilding strong and healthy relationships.

### Student Care @ Children's Society

is an afterschool care service for children aged between 6 and 13 years old. The majority of the children who are enrolled in the Centre come from disadvantaged backgrounds who may not receive adequate adult supervision after school. The Centre provides a nurturing environment where children are given the opportunities to enhance their cognitive, emotional and social development through participating in various activities and programmes.

### Student Service @ Children's Society

runs the Tinkle Friend Helpline and Online Chat service, which is a national toll-free helpline and chatline respectively for primary school children in Singapore. The Centre also advocates for a bully-free culture in schools through the Bully-Free Programme. In addition, the Centre supports children in distress through two dedicated programmes – the AAYS and VWSP. It recruits, trains and matches volunteers and staff to support a child undergoing investigation interviews and attending court hearings for the AAYS and VWSP schemes respectively.



### Sunbeam Place @ Children's Society

is a residential home and gazetted place of safety for children who have been abused and/or severely neglected, and are in need of care and protection. The children's safety and well-being needs are at the centre of its care. The Centre provides a home-like and loving environment for children and youth aged between 2 and 21. It prepares our beneficiaries and their families for reunification through casework and counselling. For those who are unable to reunite with their families, Sunbeam Place @ Children's Society aims to develop their strengths and skills to prepare the residents for independent living, when they are discharged from the Centre.

### The Fort @ Children's Society

is a drop-in centre that serves youth aged between 13 and 18. It focuses on developing and strengthening their skill sets and talents, while building on their supportive network and cultivating positive traits. The programmes and activities are designed to suit the needs and trends of the youth. Utilising the Positive Youth Development Framework, the Centre aims to develop the youth's strengths in the 5Cs – Caring, Character, Competence, Confidence and Connection. Through its various services, the Centre seeks to become a resource hub for the young minds, while enriching them with engaging activities and providing the youth with a safe, conducive and nurturing environment. The Centre also runs school-based drop-in services through Project CABIN in secondary schools.

### VOX @ Children's Society

is a drop-in centre that serves youth aged between 13 and 18. In modelling its intervention on the Positive Youth Development Framework, the Centre aims to impart the 5Cs – Caring, Character, Competence, Confidence and Connection – to the youth through developmental programmes. Besides participating in these programmes, our youth are also actively involved in these programmes' design, budgeting and execution. Youth who require more targeted help will be given the necessary support through casework and counselling. The Centre also runs school-based drop-in services through Project CABIN in secondary schools.

### Yishun Family Service @ Children's Society

promotes stable family life through various services and programmes, with the primary focus of serving families and individuals, and helping them to achieve independence, stability and resilience. Some of its services include casework and counselling, financial aid, information and referral services, group work for caregivers, weekly children's programme and family bonding programmes with the aim to support families and children in need.

### Youth Service @ Children's Society

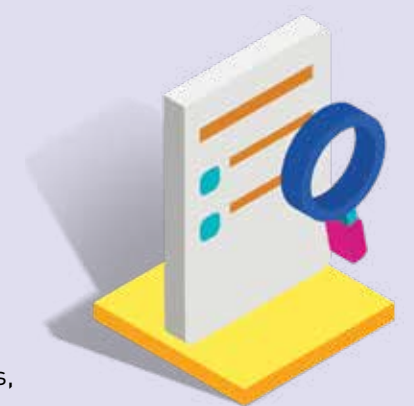
undertakes two youth-at-risk portfolios, namely the BPC and ISP. The Centre conducts assessment for the youth and their families and puts up recommendations to the Police and the Youth Courts respectively. Its social service practitioners also work closely with the youth, their families and support systems to rehabilitate and encourage the youth towards a crime-free and prosocial lifestyle.



### Our Advocacy & Research Department

The Advocacy Unit focuses on initiatives against child abuse and neglect, particularly sexual abuse. It also aims to create awareness and advocate for the well-being of children and youth by promoting policy changes through letters and feedback to government agencies, engaging with the media, networking with regional and international bodies, and organising the annual Singapore Children's Society Lecture.

The Research Unit conducts research to shed light on issues relating to children, youth and families in Singapore. It also supports centres' efforts in programme evaluation, building a research culture, and working with stakeholders to translate findings into practice. Research findings are published in journals, monographs and bulletins, and are presented at appropriate platforms to inform services.







## OUR VOLUNTEERS, DONORS AND STAFF

Singapore Children's Society owes much to the dedication and commitment of our volunteers and donors, who strive to make a difference in the lives of children in need. Let us not forget our staff who at times, go beyond the call of their duties to bring smiles to their charges.

Some individuals have contributed for almost a lifetime while some corporate partners choose to support specific projects. Through a diverse range of activities, staff, volunteers and donors all come together to protect the physical, mental and emotional well-being of our children. This brings about real and lasting changes, not only for the children and youth, but also for their families.

In 2019,  
**33 awards were conferred**  
to individuals and companies  
who have contributed to the  
Society.





OUR VOLUNTEERS, DONORS AND STAFF

RUTH WONG AWARDEE 2019

MDM RASHIDAH BTE ABDUL RASIP



Mdm Rashidah Bte Abdul Rasip receiving the Ruth Wong Award from Guest-of-Honour President Halimah Yacob.

Mdm Rashidah Bte Abdul Rasip joined Singapore Children's Society in 2007 and has been a member of the Social Work Service Standing Committee since then. She is currently the Vice Chairperson of the Social Work Service Standing Committee. She was also a nominated member of the Executive Committee from 2009 to 2010, and became a member of the Executive Committee since 2011.

She has contributed significantly to the continual improvement and strengthening of our social services through her many years of experience in the education sector and her stint as the Chief Executive Officer of Mendaki for about two years.

Despite her busy schedule, she willingly offers time to share or meet with staff of Children's Society when the need arises. She is also active to participate or attend many of the Society's events to lend support.

For her exceptional leadership and years of dedicated voluntary service, Singapore Children's Society is honoured to bestow the distinguished Ruth Wong Award on Mdm Rashidah Bte Abdul Rasip.

CONGRATULATIONS TO THE RECIPIENTS OF SINGAPORE CHILDREN'S SOCIETY AWARDS 2019



Inaugurated in 1982, the annual Singapore Children's Society Awards formally recognises the dedication and generosity of the many volunteers and donors whose contributions have helped to build a better life for the children under our care. In 2019, 33 awards were conferred to individuals and companies who have contributed to the Society.

Ruth Wong Award

- Mdm Rashidah Bte Abdul Rasip

Platinum Service Award

- Mr Mohd Khairunan Bin Ali

Gold Service Award

- Assoc Prof Isabella Wong Yuen-Fun
- Mr Lark Lim Chwee Chua
- Ms Phua Jia Yun
- Dr Tan Seok Hui
- Ms Yap Bee Cheng

Silver Service Award

- Mr Andre Kwek
- Ms Arunachalam Mullai
- Dr Cheung Hoi Shan
- Ms Doris Chow Shu Fen
- Ms Fatin Amira Bte Fida Mohd Ghouse
- Mr Steven Liew Seng Leong
- Capt Yang Siew

Commendation Service Award

- Radin Mas Community Club Management Committee

Platinum Award

- Singapore Totalisator Board

Gold Award

- Capital C Corporation
- Far East Organization
- Mr Jason Tang Chuan Ann
- Lam Research Foundation
- Ms Peggy Peck Hai Choo
- Dr Suresh Nair
- Mr Tan Suee Chieh
- The Family of the Late Ms Angela Koh Chay Yong

Silver Award

- Air Line Pilots Association – Singapore (ALPA-S)
- Charles & Keith (Singapore) Pte Ltd
- IPG Financial Services Pte Ltd
- Mr Jonathan Tan Jit Teng
- Ms Koh Ee-Jian
- Ms Koh Hui-Jian
- Speedy Industrial Supplies Pte Ltd
- T T J Design and Engineering Pte Ltd
- The Family of the Late Ms Connie Gay Siew Choo

## OUR VOLUNTEERS, DONORS AND STAFF

## HEAR WHAT THEY SAY

*Ms Lin Xiaoling,  
Deputy Director,  
Advocacy &  
Research  
Department*

"In mid-2019, the advocacy and research teams came together under one roof to form the Advocacy & Research Department. The ambit of this department is wide; other than carrying out our programmes and projects, we also provide a support function to the other centres and departments.

2019 was a fruitful one. The advocacy arm deepened its work in child sexual abuse prevention with the publication of a storybook, Jun and the Octopus. Caregivers can now use a local storybook to start a conversation about body safety skills with young children. In addition, we had the chance to work with local media to bring more awareness to child sexual abuse through interviews and commentaries. Our advocacy efforts went beyond our shores when we submitted a coalition report on the UNCRC. This gave us a chance to engage on an international level to highlight our work on

the ground and observations on what else can be done to further children's rights.

On the research front, we continued to push through our research studies, completing our longitudinal study on infant attachment. This contributed to local research on the upbringing of our children, and how caregiving arrangements make a difference to child outcomes. Resilience is an area that we are currently looking into, and preliminary findings from the study have provided useful insights about building resilience in our children. At the background, our Research Officers are continuously providing support to our service centres to evaluate our programmes and services to ensure that these are evidence-informed. These ongoing efforts will build a stronger research and advocacy culture that we hope to see in the years ahead."



*A member of  
QUEST, aged 16,  
at RoundBox @  
Children's Society*

I have not been to school for more than a year and was previously under the ISP Enhanced STEP-UP programme. When the programme was about to end, I was referred to RoundBox @ Children's Society for their QUEST sports programmes. Through QUEST, I gradually learnt to work on my self-confidence and how it was keeping me away from school. After six months on the programme, I now feel more confident about myself and have started working toward returning back to school.



"You took the time to listen to me and understand what is going on in my life instead of telling me what to do. You helped everything to go smoothly for me and my family. I am very happy that all my children are under my care and we managed to build a happy family."

*A mother of a  
3-year-old son,  
thanking Ms Vivyan  
Chee, Assistant  
Director & Head,  
SSFR @ Children's  
Society*



*A volunteer  
thanking Ms  
Sharon Eng,  
Counsellor at  
Children Outreach  
@ Children's  
Society*

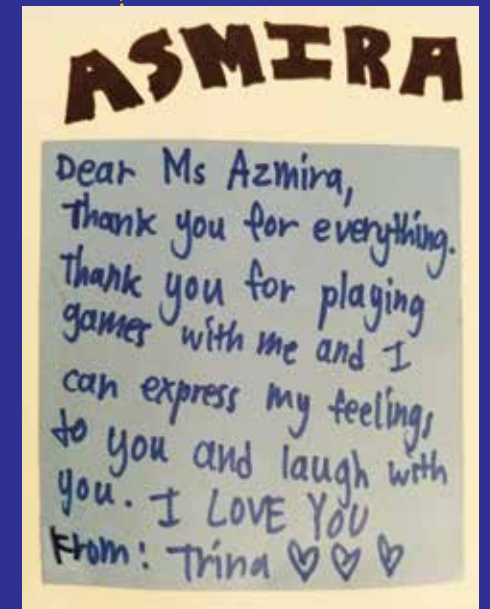
Dear Miss Sharon,  
Thank you so much for coordinating every session. Thank you for all the help provided and being understanding to our busy school schedule. Thank you for all the treats and gifts that you have gave us. I really appreciate the meaningful work you are doing and hopefully I will be like you one day HAHAHA! I look forward to working with you again in the future. Take care!  
From: Bing Shui

*Lee Ming Jun,  
aged 17, a  
beneficiary of  
VOX @ Children's  
Society*



"VOX @ Children's Society has helped me to be a more patient and confident person through the programmes I have participated in. I have been part of a dance group and earned opportunities to perform in many events, such as Walk for Our Children and VOX Fiesta. I have volunteered in many community events. Social workers at VOX have taught me how to persevere through difficult times and listened to my problems whenever I am feeling down. The staff members would also help me with my schoolwork."

*Trina, aged 15,  
participant of  
Project CABIN,  
thanking Ms Nur  
Azmira, Social  
Worker, The Fort @  
Children's Society*



Volunteering at Student Care @ Children's Society has been an enriching and fruitful experience for me. I am grateful to be given the opportunity to interact with the children and teach them. I have learnt so much from the children and am very touched whenever they remember my name or tell me that they look forward to seeing me again. I have learnt to be patient, caring and genuine in my interactions with the children through volunteering here. Thank you for giving me the opportunity to serve, teach and learn here and thank you to all the teachers, children and staff members for making my experience here such a memorable one.

*Ms Bernice Tan Ee  
Suan, a volunteer  
at Student Care @  
Children's Society*





Building Resiliency Through KidzSHinE

Melvin Tan, aged 12, is a member of the KidzSHinE programme since 2018. He enjoys attending KidzSHinE as he gets to make new friends and play with them. Through the group work sessions, he has also learnt skills in helping him to build his resilience. One acronym Melvin remembers is 'STAR', which represents stop, think, act, reflect when making decisions.

During the KidzSHinE graduation party, Melvin's mother shared that she had seen Melvin becoming more open in sharing with the family about his feelings and the happenings in his life after joining the drop-in programme. Previously, she observed that Melvin would come home from school and cry in a corner when he gets bullied by others. Now, Melvin would take the initiative to share with his mother on what had happened in school and in KidzSHinE.

Staff members at the Community Services & Programmes @ Children's Society have made the same observation during the drop-in sessions as well. Through the interaction with workers one-on-one or in a group setting, it was consistently observed that Melvin has grown to better articulate his thoughts and is able to come up with solutions to tackle some of life's challenges. This is a change where he would previously shrug them off when asked about his thoughts or suggested solutions.



A Community That Supports One Another, Flourishes Together

An initiative by Yishun Family Service @ Children's Society, Wondermummies partnered with Jim, a professional photographer from JimOrca Studio, in late 2019 for a photography shoot and exhibition.

Mdm Norgayah, one of the Wondermummies, shared that the initial stage of preparation for the shoot was an uneasy one as she was not convinced that she would look good with makeup. However,

when her husband and children complimented her when they saw her photo on the day of the exhibition (pictured right), she felt encouraged and motivated to dress up more often.



Her self-confidence was further boosted when her fellow Wondermummies commented on how delicious the food she had prepared for the photo exhibition. She thus took the opportunity to build her catering portfolio using the photos of the buffet layout taken during the exhibition. She also used the self-portrait she had taken in her resume as she felt it conveyed professionalism.

The Wondermummies programme had allowed Mdm Norgayah to gain friendships that had extended beyond the sessions as fellow Wondermummies would message her privately asking for cooking tips. Mdm Norgayah encourages everyone to not be afraid to be different as everyone is unique in their own way. When everyone flourishes in different ways, that is when the community can learn from one another.



Given a Second Chance Because His Social Worker Believed in Him

When Lim Lei Seng entered secondary school in 2001, he was delighted to discover Project CABIN as he could hang out in school after school had ended. He would look for social worker Ms Rachel Tan, as she was friendly and would provide a listening ear whenever he needed to talk to someone.

Lei Seng did well in secondary one and was promoted to the Normal (Academic) stream in secondary two. However, he found himself struggling to catch up with his peers and his self-esteem took a dive. Soon, he lost focus in his studies, found a job as a waiter and dropped out of school when he was in secondary three.

Not wanting to give up on Lei Seng, Ms Rachel Tan continued to reach out to him. She encouraged him and said something that inspired him to return to school: "Life is a journey where one has to go through many different obstacles. Going back to school and getting a certificate is one obstacle that you have to go through." He agreed and returned to school in 2004 and graduated the following year.

Today, Lei Seng is a successful food and beverage business owner with restaurants in Singapore and Indonesia. He remains grateful to Ms Rachel Tan because she did not give up on him when he was at his lowest.

"It is rewarding not only when my tutee improves in her grades, but also to see that she is starting to take the initiative to keep up with the topics consistently. Her positive attitude towards her schoolwork now is rewarding for me."

Ms Lee Si Lei, a volunteer tutor at Sunbeam Place @ Children's Society

"Recently, I received a very nice small gift from all of you and would like to sincerely thank your team for your efficiency and effort to make my volunteering experience as an Appropriate Adult an enjoyable and pleasant one."

Mr Louis Leow Kee Choon, a volunteer of the Appropriate Adult Scheme for Young Suspects that is run by Student Service @ Children's Society. Trained volunteers are referred to as Appropriate Adults or AAs.

A youth who had benefitted from our ISP Guidance Programme that is run by Youth Service @ Children's Society

Ng Yu Bin, aged 15, a member of GIG @ JYC since 2019, thanking Mr Solomon Ng, Counsellor at JYC @ Children's Society

Thankyou for helping and supporting me. This programme has been useful as it helps me to improve and see things with an open mindset. I think that the programme has made me a better individual. Thankyou Singapore Children's Society

To Mr Solomon, thanks for always being there for me and always being there to listen to me even when you are very busy. I learnt so much from you and feel that I became a better person.





# FACTS AND FIGURES



## SERVICE STATISTICS

Here is the full list of the number of children, youth and adults we reached out to in 2018 and 2019. Please refer to Section 2: Our Work from pages 16 to 43 to find out more on what the programmes and services entail.

### SERVICE CATEGORY 1: VULNERABLE CHILDREN AND YOUTH Children In Care Group

Programmes/Services	Centre	2018	2019
Safe and Strong Families – Reunification Casework (Children and Youth) <sup>1</sup>	SSFR @ Children’s Society	36	30
Safe and Strong Families – Reunification Casework (Family Members) <sup>1</sup>	SSFR @ Children’s Society	34	33
Safe and Strong Families – Reunification Triage Referrals <sup>1</sup>	SSFR @ Children’s Society	15	23
Sunbeam Place Residents	Sunbeam Place @ Children’s Society	70	56
Sunbeam Place After-care Service	Sunbeam Place @ Children’s Society	83	82
Total		238	224

### SERVICE CATEGORY 2: CHILDREN AND YOUTH SERVICES Children and Youth Services Group

Programmes/Services	Centre	2018	2019
Appropriate Adult Scheme for Young Suspects	Student Service @ Children’s Society	1,057	1,771
Vulnerable Witness Support Programme	Student Service @ Children’s Society	27	19
BPC BeaconWorks	Youth Service @ Children’s Society	NA	12
BPC Functional Family Therapy	Youth Service @ Children’s Society	15	NA
BPC Investigation	Youth Service @ Children’s Society	6	NA
BPC Parents Mandated Order	Youth Service @ Children’s Society	66	75
BPC Post Screening Referral	Youth Service @ Children’s Society	10	NA
BPC Pre-complaint Screening	Youth Service @ Children’s Society	415	330
BPC Statutory Supervision Order	Youth Service @ Children’s Society	36	51
ISP Enhanced STEP-UP	Youth Service @ Children’s Society/ Children Outreach @ Children’s Society	91	179
ISP Guidance Programme	Youth Service @ Children’s Society	63	84
ISP Streetwise Programme	Youth Service @ Children’s Society	3	9
ISP Triage System	Youth Service @ Children’s Society	97	80
ISP Youth Enhanced Supervision Scheme	Youth Service @ Children’s Society	9	23
Total		1,895	2,633

#### Children Development Group

Programmes/Services	Centre	2018	2019
Casework and Counselling	Community Services & Programmes @ Children’s Society	14	7
Information and Referral Services	Community Services & Programmes @ Children’s Society	29	23
Community-based Programme: KidzBEAM	Community Services & Programmes @ Children’s Society	24	27
Community-based Programme: KidzGO	Community Services & Programmes @ Children’s Society	74	NA
Community-based Programme: KidzPAL	Community Services & Programmes @ Children’s Society	54	NA
Community-based Programme: KidzSHinE	Community Services & Programmes @ Children’s Society	49	59
Community-based Programme: Storm Riders	Community Services & Programmes @ Children’s Society	12	16
School-based Programme: Choo Choo Train	Community Services & Programmes @ Children’s Society	NA	292
School-based Programme: KidzSHinE	Community Services & Programmes @ Children’s Society	NA	361
School-based Programme: Storm Riders	Community Services & Programmes @ Children’s Society	NA	756
Talks, Workshops and Programmes (Adults)*	Community Services & Programmes @ Children’s Society	1,569	91
Talks, Workshops and Programmes (Children and Youth)*	Community Services & Programmes @ Children’s Society	9,432	1,729
Reach, Programmes/Services, Casework and Counselling <sup>1</sup>	JYC @ Children’s Society (DEN @ JYC)	162	120
Afterschool Care Programme: Student Care, Group Reading, Number Ninja	Student Care @ Children’s Society	48	43
Alumni Club: Sunbeam Friends	Student Care @ Children’s Society	8	14
Community-based Programme: Character Development Programme*	Student Care @ Children’s Society	10	NA
Community-based Programme: Choo Choo Train	Student Care @ Children’s Society	374	320
Community-based Programme: KidzSHinE @ Henderson	Student Care @ Children’s Society	37	NA
Children’s Day Celebration <sup>2</sup>	Community Services & Programmes @ Children’s Society/ Student Care @ Children’s Society	221	120
Tinkle Friend Helpline	Student Service @ Children’s Society	1,954	1,518
Tinkle Friend Online Chat	Student Service @ Children’s Society	3,194	3,567
Total		17,265	9,063



Youth Development Group

Programmes/Services	Centre	2018	2019
Outreach, Reach, Programmes/Services, Casework and Counselling, Unique Events¹	JYC @ Children’s Society (GIG @ JYC)	381	692
Outreach, Reach, Programmes/Services, Casework and Counselling, Unique Events¹	RoundBox @ Children’s Society	209	192
Outreach, Reach, Programmes/Services, Casework and Counselling, Unique Events¹	The Fort @ Children’s Society	193	334
Outreach, Reach, Programmes/Services, Casework and Counselling, Unique Events¹	VOX @ Children’s Society	254	233
Project CABIN	JYC @ Children’s Society/RoundBox @ Children’s Society/ The Fort @ Children’s Society/VOX @ Children’s Society	5,736	4,524
Total		6,773	5,975

SERVICE CATEGORY 3: FAMILY SERVICES

Family Services Group

Programmes/Services	Centre	2018	2019
Compulsory Education Casework	Children Outreach @ Children’s Society	24	33
Pre-school Outreach	Children Outreach @ Children’s Society	775	742
Project LADDER	Children Outreach @ Children’s Society	399	304
Project Light	Children Outreach @ Children’s Society	26	7
Project Relate	Children Outreach @ Children’s Society	47	77
Yellow Brick Road	Children Outreach @ Children’s Society	NA	43
Casework and Counselling	Yishun Family Service @ Children’s Society	678	742
Information and Referral Services	Yishun Family Service @ Children’s Society	598	589
Community Work: Children’s Camp	Yishun Family Service @ Children’s Society	33	32
Community Work: Family Day	Yishun Family Service @ Children’s Society	135	389
Community Work: Sunbeam Friends Club	Yishun Family Service @ Children’s Society	29	27
Community Work: Wondermummies	Yishun Family Service @ Children’s Society	NA	25
Group Work: Project Kindle (Adult)	Yishun Family Service @ Children’s Society	4	6
Group Work: Project Kindle (Children)	Yishun Family Service @ Children’s Society	9	7
Financial Assistance: The Straits Times School Pocket Money Fund	Yishun Family Service @ Children’s Society	182	223
Financial Assistance: Casework Fund and other assistance	Yishun Family Service @ Children’s Society	50	69
Financial Assistance: Children’s Medical Fund	Yishun Family Service @ Children’s Society	22	18
Total		3,011	3,333

SERVICE CATEGORY 4: RESEARCH AND ADVOCACY

Advocacy and Research Group

Programmes/Services	Centre	2018	2019
Singapore Children’s Forum*	Community Services & Programmes @ Children’s Society/ JYC @ Children’s Society (DEN @ JYC)/ Student Care @ Children’s Society	NA	194
Community-based Programme: Bully-Free Campaign#	Student Service @ Children’s Society	4,864	500
Community-based Programme: Bully-Free Parents’ Talks*	Student Service @ Children’s Society	51	60
School-based Programme: Bully-Free Campaign*	Student Service @ Children’s Society	4,648	8,603
School-based Programme: Bully-Free Camps*	Student Service @ Children’s Society	323	138
School-based Programme: Bully-Free Schools’ Assembly Talks and Workshops*	Student Service @ Children’s Society	30,398	33,560
School-based Programme: Bully-Free Teachers’ Training*	Student Service @ Children’s Society	147	NA
Child Abuse and Neglect Prevention Talk#	Advocacy & Research Department	39	708
Community Outreach Event#	Advocacy & Research Department	15	1,000
KidzLive: Empowering Children with Body Safety Skills (Parents’ Talk)*	Advocacy & Research Department	587	188
KidzLive: Empowering Children with Body Safety Skills (Teachers’ Training Course)*	Advocacy & Research Department	174	103
KidzLive: I Can Protect Myself (Children)*	Advocacy & Research Department	2,081	414
KidzLive: I Can Protect Myself (Parent-Child Programme)*	Advocacy & Research Department	NA	100
Singapore Children’s Society Lecture#	Advocacy & Research Department	472	170
Total		43,799	45,738

Total Beneficiaries for Public Education and Targeted Talks 54,800 47,558

Total Beneficiaries for Direct Services 18,181 19,408

Total Beneficiaries 72,981 66,966

\* These are Targeted Talks.

# These are Public Education.

¹ The service statistics reporting for some programmes/services changed in 2019 resulting in a difference in the 2018 figure.

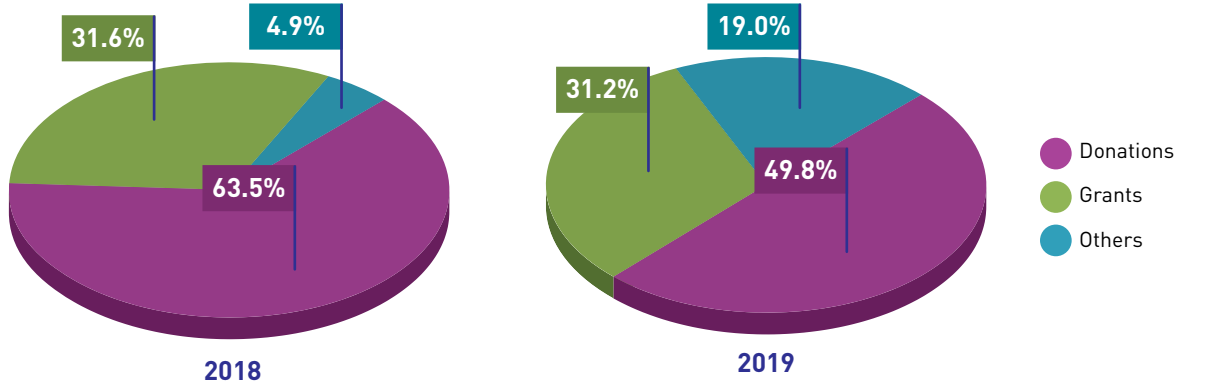
² Children’s Day Celebration in 2018 involved Children Service @ Children’s Society/JYC @ Children’s Society/Student Care @ Children’s Society/Yishun Family Service @ Children’s Society. (Children Service @ Children’s Society merged with TWP @ Children’s Society to form Community Services & Programmes @ Children’s Society in December 2018.)

Note: Singapore Children’s Society is committed to reaching out to children, youth and families in need via our range of services. The above data includes both primary and secondary services based on our four categories, namely Vulnerable Children and Youth, Children and Youth Services, Family Services, and Research and Advocacy.

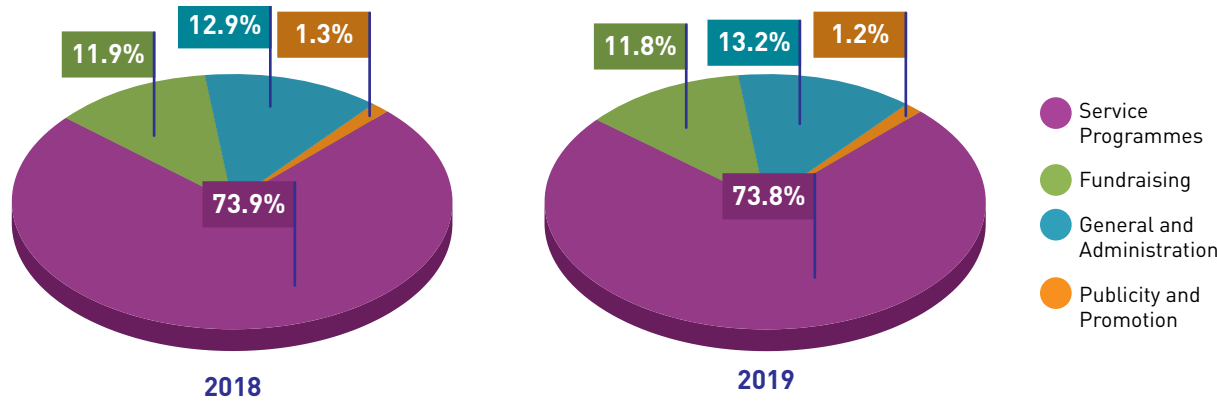
FACTS AND FIGURES

FINANCIAL INFORMATION SUMMARY

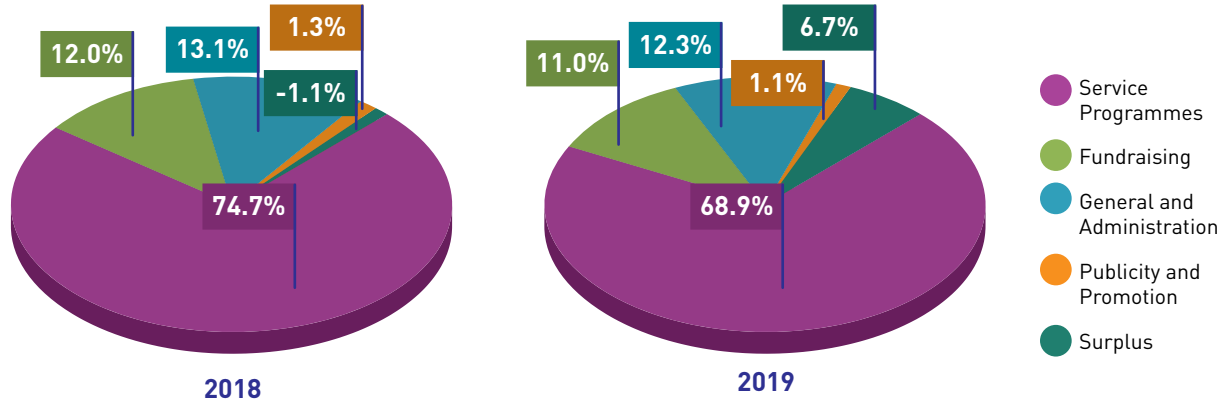
BREAKDOWN OF TOTAL INCOME



BREAKDOWN OF TOTAL EXPENDITURE



BREAKDOWN OF EACH INCOME DOLLAR



FACTS AND FIGURES

AUDITED FINANCIAL INFORMATION 2019

BALANCE SHEET

Balance Sheet	2018 (\$'000)	2019 (\$'000)
ASSETS		
Plant and Equipment	825	968
Right of use – Leased Asset	-	623
Intangible asset – Building use rights	1,354	1,115
Financial assets – FVTOCI	8,776	8,182
Non-current Assets	10,955	10,888
Financial assets – FVTOCI	1,335	2,590
Financial assets – FVTPL	26,728	24,018
Other receivables	1,747	2,582
Other assets	53	162
Cash and cash equivalents	48,057	53,530
Current Assets	77,920	82,882
Total Assets	88,875	93,770
FUNDS AND RESERVES		
General Fund	62,799	64,426
Other Reserves	2,343	3,094
Unrestricted Fund	65,142	67,520
Children's Medical Fund (CMF)	20,849	20,563
Madam Ho Yun Wai Fund	500	500
Professor S.S. Ratnam Memorial Fund	263	268
Other Restricted Funds	(42)	3
Restricted Fund	21,570	21,334
Total Funds and Reserves	86,712	88,854
LIABILITIES		
Lease Liabilities	-	171
Other liabilities	489	435
Non-current Liabilities	489	606
Trade and other payables	1,498	2,490
Lease Liabilities	-	471
Other liabilities	176	1,349
Current Liabilities	1,674	4,310
Total Liabilities	2,163	4,916
Total Funds, Reserves and Liabilities	88,875	93,770

Singapore Children's Society is governed by the Executive Committee, which has overall responsibility for policy making and governance. Members of the Committee are volunteers and receive no monetary remuneration for their contribution.

Some members of the Children's Society Executive Committee have served more than 10 consecutive years. Members are elected at the Annual General Meeting to serve as office holders on the Executive Committee for a term of one year. As it is not easy to find committed volunteers who understand the complexity of the social service sector, Children's Society continuously seeks and identifies suitable volunteers to serve on the Executive Committee. It is important to find volunteers who have the right motivations and see it as a privilege to serve and not as sacrifice. Our Executive Committee members should be prepared to serve for the long term to ensure continuity and sustainability of Singapore Children's Society.\*

The Society has in place conflict of interest and whistle-blowing policies in its Code of Conduct. All members of the Executive Committee and senior management are required to declare their interests annually.

Reserves Policy

Singapore Children's Society will raise funds to support our current and future services to reach out to more children, youth and families in need, up to a maximum of five times our projected future gross operating expenses. Such funds do not include funds specified for restricted use.

Auditor: RSM Chio Lim LLP      Key Bankers: BNP, Credit Suisse, HSBC, DBS, OCBC and UOB

\*To meet the requirements of the Code of Governance for Charities and Institutions of a Public Character.

INCOME AND EXPENDITURE STATEMENT

Income	2018 (\$'000)	2019 (\$'000)	% Breakdown of receipts	
			2018	2019
Donations	10,794	10,662	63.5%	49.8%
Grants	5,370	6,668	31.6%	31.2%
Others	836	4,070	4.9%	19.0%
Total Income	17,000	21,400	100%	100%
Expenditure	2018 (\$'000)	2019 (\$'000)	% of Total Income	
			2018	2019
Service Programmes	12,692	14,741	74.7%	68.9%
Fundraising	2,047	2,356	12.0%	11.0%
General and Administration	2,225	2,629	13.1%	12.3%
Publicity and Promotion	217	236	1.3%	1.1%
Total Expenditure	17,181	19,962	101.1%	93.3%
Surplus of Income over Expenditure	-181	1,438	-1.1%	6.7%

ANNUAL REMUNERATION OF TOP THREE MANAGEMENT STAFF

Annual Remuneration	Number of Management Staff	
	2018	2019
\$100,001 to \$200,000	2	2
\$200,001 to \$300,000	1	1

**Note**  
Includes basic salary, bonuses, allowances and the employer's contributions to Central Provident Fund.  
None of the Society's staff are close members of the family of the Chief Executive Officer or Executive Committee members.\*  
None of the three highest paid staff serves in the Executive Committee.\*

EXECUTIVE COMMITTEE MEETING ATTENDANCE 2018/2019\*

There were six meetings held for the term 2018/2019. The attendance of the meetings are as shown:

Name	Position	Attendance
Mr Koh Choon Hui	Chairman	6
Prof Ho Lai Yun	Vice Chairman	6
Mr Tan Suee Chieh	Vice Chairman	2
Assoc Prof Cuthbert Teo Eng Swee	Honorary Secretary	5
Mr Ho Lon Gee	Honorary Treasurer	1
Mrs Maria Shiu-Siu Lai Yee	Honorary Assistant Secretary	6
Ms Theresa Sim May Ling	Honorary Assistant Treasurer	2
Mr Alex Lee Ka But	Member	6
Assoc Prof Isabella Wong Yuen-Fun	Member	3
Mr Kurt Wee Chong Kien	Member	4
Assoc Prof Lim Lee Ching	Member	6
Mdm Rashidah Bte Abdul Rasip	Member	3
Mr Ronald Liew Wing Kong	Member	3
Capt Suresh Menon	Member	3
Ms Tan Khiaw Ngoh	Member	5
Dr Lena Lee Siow Ling	Co-opted Member	5
Ms Koh Hui-Jian	Nominated Member	2 (out of five)
Dr Tan Seok Hui	Nominated Member	3 (out of five)



FACTS AND FIGURES

MAJOR DONORS

\$100,000 and above

CAPITAL C CORPORATION  
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SINGAPORE POOLS (PRIVATE) LIMITED  
SINGAPORE TOTALISATOR BOARD

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LEE WEE BUANG  
LENG FEI KAREN  
LEOW KIM SIANG  
LEOW WEI CHANG  
LIAN ROBIN  
LIM BOON ENG JULIE  
LIM CHER CHYE  
LIM CHOO SAN MICHAEL  
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LIM KOK CHEW  
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YEW CHE YANG

Donations-in-Kind \$10,000 and above

KOH CHOON HUI  
LUXE MONTRE PTE LTD

FACTS AND FIGURES

OUR ACCOLADES



★ 2019 ★

Charity Transparency Awards

★ 2019 ★

4<sup>th</sup> ASEAN Rural Development and  
Poverty Eradication Leadership  
Award

★ 2018 ★

Charity Transparency Awards

★ 2017 ★

Charity Transparency Awards

★ 2016 ★

Charity Transparency Awards

★ 2014 ★

President's Award for  
Social Impact

★ 2010 ★

NCSS Outstanding VWO Award  
in Innovation (Special Mention)

★ 2010 ★

Singapore Quality Class Award

★ 2009 ★

Singapore Prestige Brand Award  
(Special Merit)

★ 2004 ★

NVPC  
Non-Profit Organisation Award

★ 2004 ★

Asia Pacific NGO Award  
(3<sup>rd</sup> Runner Up)

★ 1986 ★

Community Excellence Awards

★ 1984 ★

UNAS Most Outstanding Civic  
Organisation of Singapore Award

★ 1983 ★

UNAS Special Award

★ 1982 ★

UNAS Most Outstanding Civic  
Organisation of Singapore Award





# SINGAPORE CHILDREN'S SOCIETY

## CORPORATE OFFICE

298 Tiong Bahru Road #09-05 Central Plaza  
Singapore 168730  
Tel: 6273 2010 Fax: 6273 2013

## OUR SERVICE CENTRES

### Children Outreach @ Children's Society

9 Bishan Place #05-02  
Junction 8 Office Tower  
Singapore 579837  
Tel: 6358 0911 Fax: 6358 0936

### Community Services & Programmes @ Children's Society

Block 529 Bedok North Street 3 #01-570  
Singapore 460529  
Tel: 6448 6658 Fax: 6448 9896

### JYC @ Children's Society

DEN @ JYC  
Block 554 Jurong West Street 42 #01-349  
Singapore 640554  
Tel: 6563 0593

### GIG @ JYC

Block 552 Jurong West Street 42 #01-321  
Singapore 640552  
Tel: 6566 6989 Fax: 6566 6386

### RoundBox @ Children's Society

Block 122 Toa Payoh Lorong 2 #01-06  
Singapore 310122  
Tel: 6259 3735

### SSFR @ Children's Society

Block 91 Henderson Road #01-112  
Singapore 150091  
Tel: 6253 1124

### Student Care @ Children's Society

Block 129 Bukit Merah View #01-174  
Singapore 150129  
Tel: 6278 7856 Fax: 6278 0191

### Student Service @ Children's Society

51 Telok Blangah Crescent  
#05-01 Radin Mas Community Club  
Singapore 098917  
Tel: 6276 5077 Fax: 6276 5075

### Sunbeam Place @ Children's Society

28 Hong San Terrace  
Singapore 688247  
Tel: 6462 3477 Fax: 6462 3371

### The Fort @ Children's Society

51 Telok Blangah Crescent  
#05-01 Radin Mas Community Club  
Singapore 098917  
Tel: 6276 5077 Fax: 6276 5075

### VOX @ Children's Society

Block 44 Chai Chee Street #01-108  
Singapore 461044  
Tel: 6443 4139

### Yishun Family Service @ Children's Society

Block 107 Yishun Ring Road #01-233  
Singapore 760107  
Tel: 6753 7331 Fax: 6753 2697

### Youth Service @ Children's Society

Block 91 Henderson Road #01-112  
Singapore 150091  
Tel: 6253 1124

**Our service centres are supported by the Advocacy & Research Department:**

### Advocacy Unit

9 Bishan Place Junction 8 Office Tower  
#05-02  
Singapore 579837  
Tel: 6358 0911 Fax: 6358 0936

### Research Unit

51 Telok Blangah Crescent  
#05-01 Radin Mas Community Club  
Singapore 098917  
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## APPROPRIATE ADULT SCHEME FOR YOUNG SUSPECTS

Email: [aays@childrensociety.org.sg](mailto:aays@childrensociety.org.sg)

## CHILDREN'S MEDICAL FUND

Tel: 6753 7331

## TINKLE FRIEND

Helpline: 1800 2744 788 | Online Chat: [www.tinklefriend.sg](http://www.tinklefriend.sg)

## GENERAL ENQUIRIES

Email: [info@childrensociety.org.sg](mailto:info@childrensociety.org.sg)

## OUR MICROSITES

- <http://preventchildabuse.childrensociety.org.sg>
- [www.1000e.org.sg](http://www.1000e.org.sg)
- [www.1000p.org.sg](http://www.1000p.org.sg)
- [www.bullyfree.sg](http://www.bullyfree.sg)
- [www.mettlechallenge.com](http://www.mettlechallenge.com)
- [www.tinklefriend.sg](http://www.tinklefriend.sg)

 [www.childrensociety.org.sg](http://www.childrensociety.org.sg)

 [SingaporeChildrensSociety](https://www.facebook.com/SingaporeChildrensSociety)

 [SgChildrenSoc](https://twitter.com/SgChildrenSoc)

 [SgChildrenSoc](https://www.instagram.com/SgChildrenSoc)