



Care Corner Annual Report 2010/2011

# Loving & Caring for the Community

Celebrating *30* years of CARE + LOVE  
1981~2011

In Faithful Service

# CARE LINK



**Care Link**  
 Blk 62B Lorong 1 Toa Payoh  
 #02-121 Singapore 312062  
 Tel: 6258 0503  
 carelink@carecorner.org.sg

**CARE LINK** was registered under the Societies Act in Singapore on 26 March 2002 and registered under the Charities Act on 18 November 2002. The Society is a full member of the National Council of Social Service, has an Institution of a Public Character (IPC) status, and is in full compliance with the Code of Governance.

Unique Entity Number (UEN): T02SS0085E  
 Registered Address: Block 62B Lorong 4 Toa Payoh, #02-121 Singapore 312062  
 Independent Auditor: Ng, Vun & Company, Certified Public Accountants  
 Banker: Oversea-Chinese Banking Corporation Ltd  
 Principal Activities: To promote the spirit of volunteerism in the community for the general well-being of the neighbourhood, through the provision and coordination of activities that enhance inter-generational interaction, as well as the mobilisation of community resources in building a local network of support for vulnerable residents, in particular frail and needy elderly.

### STAFFING

Programme Personnel	1
Administrative Personnel	1
Cleaner	1
<b>Total</b>	<b>3</b>

Salary Range (\$)	1 to 20,000	20,001 to 40,000	Total
No. of Staff	1	2	3

*Note:*  
 Mr Michael Ng Choon Chuan has replaced Mr Isaac Koh Poo Huat as Assistant Treasurer of the Society with effect from 21 April 2011.

## PATRON'S MESSAGE

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**Gan Kim Yong**  
Minister, Ministry of Health

“Care Corner has consistently delivered dedicated services through its 24 centres, not just providing direct assistance, but also in forming a bridge between needy individuals and available resources...”

Care Corner was inspired by the desire to reach out and help those less privileged.

As the organisation enters into its 30th year of service, I am glad to note that the zeal and passion of the staff have been unwavering all through the years. Care Corner has consistently delivered dedicated services through its 24 centres, not just providing direct assistance, but also in forming a bridge between needy individuals and available resources such as donors and various partners-in-service who shared a common purpose of wanting to come together to help the less fortunate.

I commend the Management and the team at Care Corner for their dedication and commitment in serving the community, and on the impact that they have made to the community!

## CARE LINK MANAGEMENT COMMITTEE

### CARE LINK



**VICE-PRESIDENT**  
Daniel Ang Yew Tiong

**SECRETARY**  
Li Hsiao Yuan

**TREASURER**  
Chan Wah Tiong

**PRESIDENT**  
Robin Lim  
Boon Cheng

**ASSISTANT TREASURER**  
Michael Ng Choon Chuan

**MEMBERS**  
Richard Cheung Teck Cheong  
William Chong Jun Hua  
William Tan Yew Hock  
Yew Hock Meng

## CARE CORNER SUB-COMMITTEES

### AUDIT COMMITTEE

**Chairperson** Ang Boon Kiat  
**Members** Wong Hwa Cheong  
Phillip Wong Toon Suan  
**Management Rep.** Lye Fei  
Judy Seow  
**Secretariat** Agnes Chia

### FINANCE COMMITTEE

**Chairperson** Chan Wah Tiong  
**Members** Ong Keng Tian  
Pang Hoe Sang  
Michael Ng Choon Chuan  
Wilson Tan Siang Hwa  
**Management Rep.** Lye Fei  
**Secretariat** Judy Seow

### HUMAN RESOURCE COMMITTEE

**Chairperson** Li Hsiao Yuan  
**Members** Lim Khay Tham  
Daniel Ang Yew Tiong  
Tan Kia Jin  
**Management Rep.** Lye Fei  
**Secretariat** Sarah Ng (till 8 July 2011)  
Vincent Teo (w.e.f. 3 May 2011)

### COMMUNICATIONS COMMITTEE

**Chairperson** Dolly Goh  
**Members** Michael Ng Choon Chuan  
Raymond Kwok Kin Teng  
Phillip Wong Toon Suan  
Richard Cheung Teck Cheong  
**Management Rep.** Lye Fei  
**Secretariat** Audrey Choo

### PROGRAMME & SERVICES COMMITTEE

**Chairperson** Laurence Wee Yoke Thong  
**Members** Benjamin Teoh Soon Beng  
Wilson Tan Siang Hwa  
Roger Tan Kia Hock  
**Management Rep.** Lye Fei  
**Secretariat** Audrey Choo

### BUILDING COMMITTEE

**Chairperson** Raymond Woo Kok Chew  
**Members** Ong Keng Tian  
Pang Hoe Sang  
Roger Tan Kia Hock  
**Management Rep.** Lye Fei  
Grace Lee  
**Secretariat** Audrey Choo

## PRESIDENT'S MESSAGE



Robin Lim Boon Cheng

I am thankful to God for His rich providence to Care Link in FY10/11.

It is heartwarming to note that many donors, both corporate and individual, as well as a large number of volunteers have stepped forward to bless the needy elderly.

Through the year, Care Link has worked with various community partners, such as Tan Tock Seng Hospital, Esplanade, and Singapore Heart Foundation, to offer interesting and enriching activities to elderly residents staying within the Centre's service boundary. The staff have actively conducted door-to-door outreach to the three HDB rental blocks in its vicinity, and the elderly are very open to the support provided to them. I am happy to state that the participation rate of the Care Link activities has increased tremendously this past year.

As the Centre's programmes continue to move towards a Seniors Activity Centre's model, which entails added focus on the elderly living in rental blocks within our vicinity, I would like to record my deepest appreciation for the continued support and active collaboration from the Ministry and fellow partners-in-service. In working together with a common goal, we bring a cheer and warmth to the vulnerable poor and needy among us!

May you be bountifully blessed as you bless and serve the others in the community!

## CENTRE DIRECTOR'S MESSAGE

The past year, FY10/11 has been a transitional year for Care Link. A change in personnel saw Care Link being headed by Ms Jennifer Yong, who has many years of experience in the elderly service sector.

In addition to the change in personnel at the Centre, the change in service model in line with the National Council of Social Service's directive has seen the Centre move from its original Neighbourhood Link model into a Seniors Activity Centre model. This resulted in a redefined service boundary for the Centre, which now includes the three blocks of two-room HDB rental flats at blocks 63, 64 and 68, Toa Payoh.

With the increasing lifespan of the average Singaporean, maintaining the health of the elderly has been increasingly important. In view of promoting a healthy lifestyle and ageing well, Care Link has forged even closer partnerships with community partners, offering elderly regular exercise programmes and free medical consultation, among other activities. More home visitations were conducted, including night visits for elderly who had encountered difficulties making their way to the Centre.

We will continue to review and adapt our programmes and services to meet the needs of the elderly within our service boundary, while holding on to the fundamentals of working hard to provide care and share love, thereby providing the respect and dignity that needy, frail and vulnerable elderly deserve.



Grace Lee Siew Luan

## PROGRAMMES & SERVICES

### Care Link

Care Link was set up as a neighbourhood link in 2002 with the objective of supporting the needs of lonely, vulnerable, and poor elderly residents in the Toa Payoh Central, Zone 1 district, by networking with mutual help groups and encouraging active community engagement and volunteerism.

In FY10/11, the Centre stepped up its outreach to vulnerable seniors through weekly home visitation to identified frail and homebound elderly residing in 2-room rental flats along Lorong 5 Toa Payoh. Plans to convert the Centre into a full-fledged Seniors Activity Centre ('SAC') were placed on hold for FY10/11.



Close community partners included: the Ministry of Community Development Youth and Sports, People's Association, Central Singapore Community Development Council, National Council of Social Service, Housing Development Board, Institute of Mental Health, National Environmental Agency, Police, religious organisations, Resident Committee, Town Council, Tsao Foundation, schools and other social agencies.



#### Activities at Care Link:

- Daily board games session
- Twice weekly karaoke session
- Twice weekly indoor exercise session
- Once weekly singing session
- Once weekly table tennis session
- Once weekly indoor games session
- Once weekly handicraft (beading) session
- Once weekly outdoor exercise cum games session
- Once weekly dessert session
- Monthly festive celebration
- Monthly haircut session
- Quarterly talk or outing
- Quarterly Guided Autobiography Group workshop
- Quarterly birthday celebration party

### From Loneliness to Feeling Accepted

Mr Tan A.C. stays with his wife and daughter at Block 63. His wife works long hours as a food court cleaner. Feeling empty and experiencing a loss of purpose in life, Mr Tan turned to alcohol. Drunk, he would become violent and once even got into trouble with the Law. Having been referred to Care Link by his counsellor at the Institute of Mental Health, he started to mingle with fellow seniors staying in the neighbouring blocks and soon became more cheerful.

As a regular member, he visited the Centre every afternoon to play board games. Being an expert at the Domino game, he started to teach new elderly how to play the game. He participated and graduated from the recent cohort of the Centre's Guided Autobiography Group ('GAB') workshop, in which elderly participants would share their past life experiences among themselves. This act of sharing normalised his feelings and made him feel accepted and loved by others around. Recently he had started to attend church services with his friends from the GAB sessions. Mr Tan has voiced his gratefulness to the Centre for providing him a place in which he could interact and socialise with his fellow neighbours.

#### Brief Facts:

- FY10/11 total membership was 323 elderly
- Average daily attendance was 55 elderly
- No. of active volunteers was 25
- Completed door-to-door visit to all units at Block 63, 64 and 68
- Managed the Alert Alarm system for elderly residents of Block 62B Lorong 4 Toa Payoh



## DISCLOSURE REPORT

The Statement of Accounts were authorised for issue on 24 June 2011 by the Board, and is enclosed with this Annual Report in a CD. The accompanying notes to the audited accounts form an integral part of these financial statements. A copy of the full set of accounts may also be downloaded from our website: [www.carecorner.org.sg](http://www.carecorner.org.sg).

### 1. RESERVE POLICY

In keeping with the recommendations from the National Council of Social Service, the Society's Reserve Policy is to retain not more than 5 years of its total operating expenditure.

### 2. RESERVE POSITION

	FY10/11	FY09/10	% Increase/ Decrease
Unrestricted Funds (Reserves)	311,910	276,296	13%
Restricted / Designated Funds:	630	1,261	-50%
- Asset Capitalisation Reserve	630	1,261	-50%
<b>TOTAL FUNDS</b> <i>(Includes unrestricted, restricted / designated funds)</i>	<b>312,540</b>	<b>277,557</b>	<b>13%</b>
Ratio of Reserves to Annual Operating Expenditure	2.2	1.4	

### 3. RELATED PARTY TRANSACTIONS (Extracted from the Accompanying Notes to the Audited Accounts)

An entity or individual is considered a related party of the Society for the purposes of the financial statements if:

- it possesses the ability (directly or indirectly) to control or exercise significant influence over the operating and financial decisions of the Society or vice versa; or
- it is subject to common control or common significant influence.

During the financial year, transactions with related parties on terms agreed between the parties are as follows:

	FY10/11 \$	FY09/10 \$
Administration fee	18,450	20,500
IT expenses	200	1,400

IT expense relates to fees paid to a company in which a management committee member of the Society has an interest.

### 4. MANAGEMENT OF CONFLICT OF INTEREST

There are no paid staff on the Society's Management Committee.

Committee/ Board Members are required to disclose any interest that they may have, whether directly or indirectly, that the Society may enter into or in any organisations that the Society has dealings with or is considering dealing with; and any personal interest accruing to him as one of the Society's supplier, user of services or beneficiary. Should there be any potential conflict of interest, the affected management committee member may not vote on the issue that was the subject matter of the disclosure. Detailed minutes will be taken on the disclosure as well as the basis for arriving at the final decision in relation to the issue at stake.

# ACKNOWLEDGEMENT OF DONORS & VOLUNTEERS

## CARE LINK

### DONORS

#### SUPPORT IN CASH

\$500 to \$999

- Wong Yuen Yuen

\$100 to \$499

- Chua Chok Meng
- De Costa Babe Amoraza
- Goi Pua Gek
- Leow Hay Huat
- Lily Lee
- Tham Poh Siak

#### SUPPORT IN KIND

##### ORGANISATION/CORPORATION

- Danroll Cake
- Eureka Call Centre Systems (S) Pte Ltd
- Halia Restaurant
- Lion Club (Katong Mandarin)
- National Parks Board
- Prosper Marine Pte Ltd
- Urbanscapes

##### COMMUNITY/EDUCATIONAL INSTITUTION

- Bishan Community Club, Senior Citizen Executive Committee

- Bishan Community Club, Women Executive Committee
- Church of Our Saviour
- City Harvest Church
- Fa-In Singing and Dancing School
- Joo Chiat Community Club, Women Executive Committee
- Lighthouse Evangelism Church, Youth Ministry
- Methodist Girls' School
- Raffles Institution, Interact Club
- Roxy Zone 2 Neighbourhood Committee
- The Boys' Brigade Sharity Gift Box
- YMCA of Singapore

##### INDIVIDUAL

- Mdm Goh Juwenna
- Mdm Oh Kim
- Mdm Tan Kim Joo
- Mr & Mrs Aw
- Mr & Mrs Teo Biow Hin
- Mrs Lee

## VOLUNTEERS

##### COMMUNITY/EDUCATIONAL INSTITUTION

- Church of Our Saviour
- Esplanade

- Faith Community Baptist Church, Joseph Yeoh Cell
- Housing & Development Board
- Hwa Chong Institution
- Methodist Girls' School
- National Junior College
- Singapore Heart Foundation
- St Andrew Junior College
- Tan Tock Seng Hospital, Dept of Continuing and Community Care

##### INDIVIDUAL

- Alice Chow
- Chua Liang Heng
- Daisy Boey
- Doris Gan
- Gan Siew Ling
- Janet Lo
- Jocelyn Bautista
- Joyce Tay
- Katherine Koh
- Lee Ba Ba
- Low Lian Sim
- Lye Ngeok Sim
- Ng Hwee Hwee
- Radinah Binte Mohd Ali
- Soo Yong Fatt
- Tham Yeok Heng

*"This is how we know what love is: Jesus Christ laid down His life for us. And we ought to lay down our lives for our brothers and sisters.*

*If anyone has material possessions and sees a brother or sister in need but has no pity on them, how can the love of God be in that person?*

*Dear children, let us not love with words or speech but with actions and in truth."*

- 1 John 3:16-18

**ADMINISTRATION OFFICE**

Care Corner Singapore Ltd  
8 New Industrial Road  
#06-03 LHK3 Building  
Singapore 536200  
Tel: 6250 6813 Fax: 6288 6833  
ccs@carecorner.org.sg

**COUNSELLING SERVICES**

Care Corner Counselling Centre  
Tel: 6353 1180 Fax: 6354 1180  
cccc@carecorner.org.sg

**FAMILY SERVICE CENTRES**

Care Corner Family Service Centre  
(Admiralty)  
Tel: 6365 8751 Fax: 6365 6267  
am.fsc@carecorner.org.sg

Care Corner Family Service Centre  
(Queenstown)  
Tel: 6476 1481 Fax: 6476 1483  
qt.fsc@carecorner.org.sg

Care Corner Family Service Centre  
(Toa Payoh)  
Tel: 6356 1622 Fax: 6356 1623  
tp.fsc@carecorner.org.sg

Care Corner Family Service Centre  
(Woodlands)  
Tel: 6362 2481 Fax: 6362 4824  
wl.fsc@carecorner.org.sg

**STUDENT CARE SERVICES**

Care Corner Student Care Centre  
(Admiralty)  
Tel: 6365 1075 Fax: 6365 0727  
am.scc@carecorner.org.sg

Care Corner Student Care Centre  
(Marsiling Pri Sch)  
Tel: 6366 1129 Fax: 6258 9634  
mps.scc@carecorner.org.sg

Care Corner Student Care Centre  
(Toa Payoh)  
Tel: 6258 5170 Fax: 6258 9634  
tp.scc@carecorner.org.sg

Care Corner Student Care Centre  
(Woodlands)  
Tel: 6269 5784 Fax: 6269 5784  
wl.scc@carecorner.org.sg

**CHILD CARE SERVICES**

Care Corner Child Development Centre  
(Admiralty)  
Tel: 6362 1566 Fax: 6362 1866  
am.cdc@carecorner.org.sg

Care Corner Child Development Centre  
(Canberra Road)  
Tel: 6481 7427 / (Blk 350C) – 6481 5569  
Fax: 6481 7347  
ca.cdc@carecorner.org.sg

Care Corner Child Development Centre  
(Leng Kee)  
Tel: 6473 3109 Fax: 6473 3105  
lk.cdc@carecorner.org.sg

Care Corner Child Development Centre  
(St George)  
Tel: 6298 2543 Fax: 6297 9035  
sg.cdc@carecorner.org.sg

Care Corner Child Development Centre  
(Yishun)  
Tel: 6756 0729 Fax: 6755 1776  
yishun.cdc@carecorner.org.sg

**ELDER CARE SERVICES**

Care Link  
Tel: 6258 0503 Fax: 6258 7550  
carelink@carecorner.org.sg

Care Corner Seniors Activity Centre (TP5)  
Tel: 6258 7922 Fax: 6258 1758  
tp.sac@carecorner.org.sg

Care Corner Seniors Activity Centre (TP170)  
Tel: 63527930 Fax: 6352 7938  
tp170.sac@carecorner.org.sg

Care Corner Social Day Care for the Elderly  
Tel: 6253 6979 Fax: 6253 7216  
tp.sdc@carecorner.org.sg

**YOUTH SERVICES**

Care Corner - Teck Ghee Youth Centre  
Tel: 6554 7101 Fax: 6554 7105  
tgyc@carecorner.org.sg

CROSSROAD Youth Centre  
- A Project by Care Corner FSC (Admiralty)  
Tel: 6364 2203 Fax: 6364 2213  
am.youth@carecorner.org.sg

Y'w@p The Youth Club  
- by Care Corner FSC (Toa Payoh)  
Tel: 6356 1622 Fax: 6356 1623  
ywap@carecorner.org.sg

**EDUCATIONAL THERAPY SERVICE**

Care Corner Educational Therapy Service  
Tel: 6259 8683 Fax: 6259 8781  
ets@carecorner.org.sg

**TRAINING CENTRE**

Care Corner Training Association  
Tel: 6353 4696 Fax: 6354 1180  
ccta@carecorner.org.sg

For general enquiries e-mail: [ccs@carecorner.org.sg](mailto:ccs@carecorner.org.sg)

**Counselling Hotline (Mandarin)**

**1800-3535-800**

**[www.carecorner.org.sg](http://www.carecorner.org.sg)**

Celebrating **30** years of CARE † LOVE  
1981~2011

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#### Our Partners in Social Services

